

JETS Workforce

User Guide Unit Manager

Part of the JAG programme at the RCP

Version control sheet

User Guide – Unit Managers	
Version	3
Approved by	Rumneet Ghumman
Date issued	June 2020
Last review date	10 August 2022
Next review date	10 August 2023
Document purpose	Produced for unit managers to provide the necessary guidance required to support staff working through the JETS Workforce programme.
Applies to	JETS Workforce unit managers

Introduction

This user guide has been designed to provide unit managers with the necessary guidance to support your staff as they work their way through the JETS Workforce programme.

JETS Workforce launched in April 2019 and replaced the Gastrointestinal Endoscopy for Nurses (GIN) programme. It should be noted that any existing content uploaded to GIN will not be transferred to JETS workforce.

JETS Workforce's online ePortfolio holds endoscopy specific competency frameworks, direct observation of procedures (DOPS), witness statements, and long-term evaluation of trainer skills (LETS) that combine to create a platform that the endoscopy workforce will be able to use to submit evidence of their practice. JETS Workforce can be used by current and new endoscopy staff irrespective of grade and title, and could be used to support the NMC and similar revalidation processes.

The JETS Workforce programme is comprised of three levels:

- **Level one** which consists of two sections (foundation and decontamination).
- **Level two** which consist of one section (advanced endoscopy).
- **Level three** which consists of two sections: (management and leadership, and assessing clinical practice).

Contents

About JETS Workforce	6
JETS Workforce roles	6
JETS Workforce training pathway.....	7
JETS Workforce levels.....	9
Competency framework.....	11
Getting access.....	12
Adding staff.....	13
Viewing staff progress	16
Determining who can be a supervisor or assessor	17
Further information.....	17

About JETS Workforce

JETS Workforce roles

JETS Workforce has four different roles which enable varying degrees of access to the ePortfolio.

Staff member – endoscopy staff member using the competency framework. All clinical staff should have this level of access as everyone will need to complete their competencies including supervisors and assessors.

This is what a staff member’s ePortfolio should look like when they login.

The screenshot shows the ePortfolio interface for a staff member. At the top, there are five navigation tabs: 'Competencies' (selected), 'Evidence', 'Learning objectives', 'Supervisors/Assessors', and 'Training and e-learning'. Below the tabs is a dark green header 'Your assessments'. A light blue box contains the instruction: 'To start a new assessment select the competency and assessment type and click the New Assessment button'. Below this is a search bar with 'Section 1' selected, a 'Hide completed assessments' button, and a 'Print assessment summary' button. Another light blue box states: 'The table below lists your assessments, to continue working on an existing assessment click the edit button next to the assessment'. The main content is a table with columns for 'Competency', 'Self' (Started, Completed, Action), and 'Final assessment' (Started, Completed, Level, Action). The table lists five competencies, each with a 'New Empty Self Assessment' button in the 'Action' column.

Competency	Self			Final assessment			
	Started	Completed	Action	Started	Completed	Level	Action
1.1 PROFESSIONAL VALUES AND INTERPERSONAL EFFECTIVENESS			New Empty Self Assessment				
1.2 COMMUNICATION AND PATIENT ASSESSMENT			New Empty Self Assessment				
1.3 UPPER GASTROINTESTINAL ENDOSCOPY (OGD)			New Empty Self Assessment				
1.4 LOWER GASTROINTESTINAL ENDOSCOPY (COLONOSCOPY AND FLEXIBLE SIGMOIDOSCOPY)			New Empty Self Assessment				
1.5 INFECTION PREVENTION			New Empty Self Assessment				

Supervisor – an experienced member of staff as determined by the unit manager; who is responsible for signing off a staff member’s evidence.

This is what a supervisor should see when they have been assigned the role. They will see the same sections as a staff member with an additional staff evidence tab.

The screenshot shows the ePortfolio interface for a supervisor. At the top, there are six navigation tabs: 'Competencies', 'Evidence', 'Learning objectives', 'Supervisors/Assessors', 'Training and e-learning', and 'Staff evidence' (selected). Below the tabs is a dark green header 'My trainees'. A light blue box contains the text: 'Staff members that have assigned you are listed below.'

Note: once a member of staff has been assigned the role of supervisor, this will apply to all three levels of the competency framework.

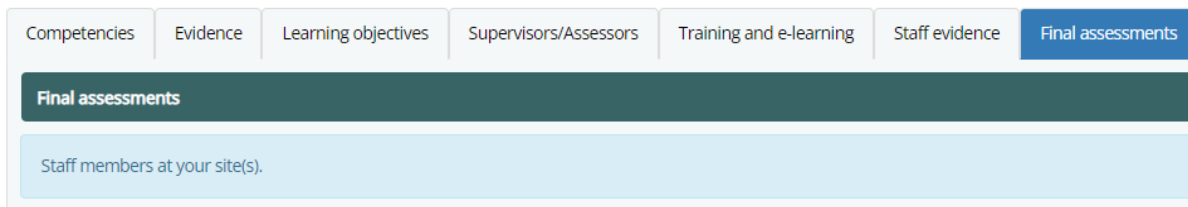
Note: JAG do not determine who the supervisor is, this is up to the discretion of the endoscopy service.

Assessor – an experienced member of staff as determined by the unit manager, who is responsible for completing a staff member’s final assessments.

This is what an assessors ePortfolio should look like. They will see the same sections as a staff member in addition to the staff evidence and final assessments tabs.

Note: once a member of staff has been assigned the role of assessor, this will apply to all three levels of the competency framework.

Note: JAG do not determine who the assessor is, this is up to the discretion of the endoscopy service.



Unit Manager – responsible for adding users to the ePortfolio and overseeing staff progress. This is the ePortfolio you should see as unit manager with all sections including the unit staff tab.

Name	Role	Section					ENDO			Action
		1	2	3	4	5	1	2	3	
05-04-2022-4 Weblogik	Workforce Staff Member	✗	✗	✗	✗	✗	✗	✗	✗	Edit Remove
05-04-2022-5 weblogik	Workforce Assessor Workforce Staff Member	✗	✗	✗	✗	✗	✗	✗	✗	Edit Remove
19032022 Weblogik	Workforce Staff Member	✗	✗	✗	✗	✗	✗	✗	✗	Edit

JETS Workforce training pathway

It is important that you go at a pace that you feel comfortable with, however, below are the recommended timeframes for completing the relevant JETS Workforce levels:

Level 1:

- Experienced staff: up to 8 months
- New and part-time staff: up to 10 months

Note: level 1 is mandatory for all endoscopy workforce working in a clinical capacity.

Level 1 and 2:

- Experienced staff: 8 – 12 months
- New and part-time staff: 10 – 16 months

Note: level 1 is a prerequisite to level 2 and must be completed first.

Level 3:

- Experienced staff: up to 6 months
- New and part-time staff: up to 8 months

Note: level 3 can be completed without level 1 or 2 for those in related job roles.

Before starting the JETS Workforce programme, users need to make sure their account is correctly set up and ready to go. This will vary depending on whether they have previously used the GIN or JETS programmes.

Existing users

- If a user has previously used GIN, JETS or NED, they will already have an account with us and they do not require a new account to use JETS Workforce.
- As unit manager, you can locate their account and assign them their respective roles.

Note: if a user hasn't used their account for over 12 months, it will likely need to be reactivated. In this case, please ask the user to contact us at AskJAG@rcp.ac.uk

New users

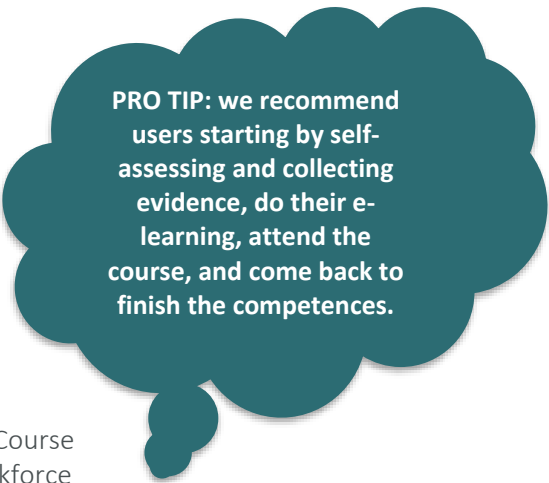
- If a user has never used GIN, JETS or NED before, they will need to be set up with a new account. There are two ways to do this:
- The user can register for a new account themselves on our website. Once registered successfully, this will automatically give the user, staff member access.
- As unit manager, you can create a new account for them via your own ePortfolio.

Note: to avoid creating duplicate accounts leading to loss of data, always double check an account doesn't already exist before creating a new one.

Level 1:

Once a user's account has been set up and they are logged in, they can begin their training.

1. Start on the self-assessments of each of the competencies.
2. Start collecting evidence to support each competency in the form of DOPS and witness statements.
3. Assign supervisor(s) and assessor(s) to sign off evidence and complete final assessments.
4. Complete the 9 ENDO1 e-learning modules which can be accessed via the [e-learning for health portal](#). Please refer to the e-learning section in the staff member user guide for more information.
5. Book the JETS Workforce virtual ENDO1 course via the JETS website. Course availability can also be viewed on the courses pages of your JETS Workforce ePortfolio before being redirected to the JETS website to book (<https://www.jets.nhs.uk/FindCourseHome.aspx>)



PRO TIP: we recommend users starting by self-assessing and collecting evidence, do their e-learning, attend the course, and come back to finish the competences.

Note: once a user has completed all three elements, 1) competency framework, 2) e-learning, 3) virtual training course; they will have completed the first JETS Workforce level.

This level is only accessible upon completion of section 1.

1. Start on the self-assessments of each of your competencies.
2. Start collecting evidence to support each competency in the form of DOPS and witness statements.
3. Assign your supervisor and assessor to sign off your evidence and complete your final assessments.

Level 3:

1. Start on the self-assessment of each of the competencies.
2. Start collecting evidence to support each competency in the form of LETS, witness statements, and reflective accounts.
3. Complete the three ENDO3 e-learning modules.
4. Book onto the ENDO3 course (under development).

JETS Workforce levels

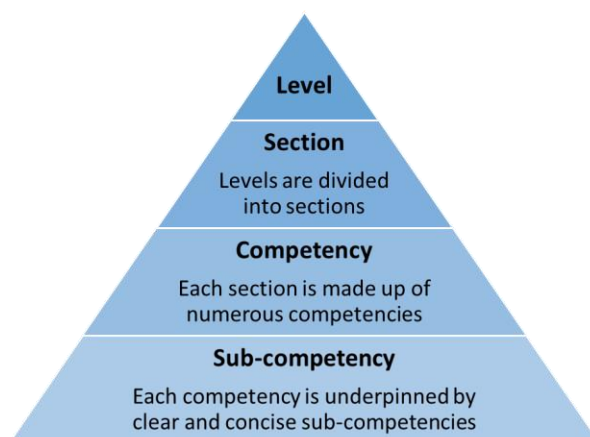
The JETS Workforce programme is comprised of three levels:

- **Level one** which consists of two sections (foundation and decontamination).
- **Level two** which consists of one section (advanced endoscopy).
- **Level three** which consists of two sections: (management and leadership, and assessing clinical practice).

Within each level is a number of sections with set competencies that need to be met.

Level 1 competencies	Level 2 competencies	Level 3 competencies
Section 1: Foundation	Section 3: Advanced endoscopy	Section 4: Management and leadership
1.1 Professional values and interpersonal effectiveness	3.1 Care of patients undergoing complex therapeutic upper GI endoscopy	4.1 Endoscopy unit management
1.2 Communication and patient assessment	3.2 Care of patients undergoing complex therapeutic lower GI endoscopy	4.2 Team leadership
1.3 Upper gastrointestinal endoscopy (OGD)	3.3 Care of patients undergoing placement of enteral feeding tubes	4.3 Clinical leadership
1.4 Lower gastrointestinal endoscopy (colon and flex sig)	3.4 Care of patients undergoing ERCP	4.4 Teaching
1.5 Infection prevention	3.5 Care of patients undergoing EUS	4.5 Audit and use of data

Section 2: Decontamination	3.6 Assisting with complex therapeutic upper GI endoscopy	Section 5: Assessing clinical practice
2.1 Decontamination – flexible endoscope manual cleaning	3.7 Assisting with EMR	5.1 Assessing clinical practice
2.2 Decontamination – flexible endoscope – use of automated endoscope re-processors (AER)	3.8 Assisting with colonic stent placement	5.2 Giving constructive feedback
2.3 Decontamination – storage of flexible endoscopes and accessories	3.9 Assisting with ESD	
2.4 Preparation of the procedure room	3.10 Assisting with placement of enteral feeding tubes	
2.5 Assisting with diagnostic upper GI gastrointestinal endoscopy	3.11 Assisting with ERCP	
2.6 Assisting with diagnostic and simple polypectomy (<1cm) lower gastrointestinal endoscopy (colonoscopy and flexible sigmoidoscopy)	3.12 Assisting with EUS	
2.7 Operation of diathermy	3.13 Assisting with emergency GI bleeds	
2.8 Nurse pre-assessment of patients undergoing diagnostic gastroscopy, flexible sigmoidoscopy, and colonoscopy with/ without biopsy/ polypectomy		
2.9 Nurse confirmation of written consent for diagnostic gastroscopy, flexible sigmoidoscopy and colonoscopy with/ without biopsy/ polypectomy		



The pyramid above displays the breakdown of each level. Within each level lie different sections and within these sections, each competency is underpinned by clear and concise sub-competencies.

Competency framework

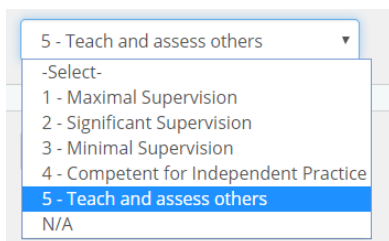
Each level of the JETS Workforce training programme has three elements to it, the competency framework being one of them.

JETS Workforce’s endoscopy-specific competency framework, has set competencies required to be met for each level of the programme before progressing to the next level. Each competency needs to be supported with evidence in the form of DOPS, witness statements, LETS or reflective CPD statements.

The completion of a competency is via a three stage process:

- Self-assessment of competencies.
- Completion of evidence to support assessments to be signed off by supervisor.
- Final assessment to be signed off by assessor.

Assessment of competencies is graded based on 5 levels of competence as shown below.



Note: the JETS Workforce programme has been designed to be made available to the whole workforce. However, we recognise that some competencies may not be relevant to all roles so we have included an N/A option for assessments and DOPS to allow all workforce members to complete the programme.

Getting access

If your site would like to have access to JETS Workforce you will need to become JAG registered before you can do so. Please contact askjag@rcp.ac.uk to start the process.

For services wishing to subscribe to JAG, we will ask you to complete a registration form which we will provide and email it to askjag@rcp.ac.uk. JAG requires at least one management, nurse and clinical unit contact to process the application. Please ensure that you obtain consent from each individual whose details are listed on the form. Once the annual subscription has been paid we will grant nominated users access to the JAG website.

Once you are JAG registered you will need to be given unit manager access by the JAG team to add new staff. Please email askjag@rcp.ac.uk to request this.

The JAG annual subscription grants services access to the following programmes:

- JAG accreditation, including access to the GRS and knowledge management system
- The JAG Endoscopy Training System (JETS)
- The JETS Workforce training programme(JETSW)
- The National Endoscopy Database (NED)

In addition, the JAG annual fee also funds the central costs of running JAG and its programmes (based in the Royal College of Physicians), as well as the JAG research programme.

Adding staff

As unit manager, you are able to add either new staff that aren't registered or staff who are registered but not yet linked to your site.

Key points to note

- Endoscopy staff members who are going through the competency framework should only have staff member access.
- Supervisors and assessors will need additional levels of access, however, they should still have staff member access.
- Remind your staff members to assign senior colleagues who will be supporting their training as supervisors and assessors.

1. To add a staff member go to the unit staff tab.

Name	Role	Section					ENDO			Action
		1	2	3	4	5	1	2	3	
05-04-2022-4 Weblogik	Workforce Staff Member	X	X	X	X	X	X	X	X	Edit Remove
05-04-2022-5 weblogik	Workforce Assessor Workforce Staff Member	X	X	X	X	X	X	X	X	Edit Remove
19032022 Weblogik	Workforce Staff Member	X	X	X	X	X	X	X	X	Edit

2. Scroll to the bottom until you see add new user to unit.

Add new user to unit

Enter registration number (e.g. NMC, ODP, HCA or equivalent) or full email address

3. Enter the registration number or full email address that is registered on JETS Workforce for the person you would like to add.

Note: the function does not search by name so if you search someone by name you will get no results.

4. If a record is found, you will see the following screen.

Add new staff member ×

The following user(s) matches the NMC entered:
Cynthia Yim

Pick

Close

5. Click pick next to the person's name. This will bring up their record.
6. Review the person's details, ensure they have their job role and job title listed, and assign them their role(s). Then add them to your list of staff by clicking save user.

for them and assign them to your Unit.

Title: First name: Surname:

Email:

Professional body: Registration number:

Job role: Job title:

System role:

- Assessor
- Supervisor
- Staff member
- Unit Manager

Save User Close



7. **If no records are found**, you will be prompted to create a new account for the user, enter their details and assign them their respective role(s). Click save user to create the new account and add them to your list of staff.

Add new user account ✕

No users were found matching your search, please use the form below to create a new Workforce user account for them and assign them to your Unit.

Title	First name	Surname
--Select-- ▾	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Email		
<input type="text" value="Email Address"/>		
Professional body	Registration number	
Other ▾	<input type="text" value="Registration number"/>	
Job role	Job title	
--Select role-- ▾	<input type="text" value=""/>	
System role		
<input type="text" value="Assessor"/> <input type="text" value="Supervisor"/> <input type="text" value="Staff member"/> <input type="text" value="Unit Manager"/>		

- The new staff member will then receive an email with login instructions.

Note: the registration number you enter will also be the staff members username. Please make a note of this.

Viewing staff progress

You can view a snapshot of your staff's progress via your unit staff tab.

From the drop-down menu, you can either look at the overview or select a specific level.

You will be able to see the following information:

- The roles currently assigned to each staff member.
- Their level of competency in each of the five sections of the programme (when viewing specific levels) and whether it has been completed.
- Whether they have attended one of the training courses (ENDO1, ENDO2 or ENDO3).

Note: completion of the e-learning modules is a prerequisite to attending the training courses so there isn't a separate section for this.

From this page you also have the option of editing a user's account, such as updating their roles if they will now be responsible for supervising and/or assessing staff. To do so, select edit, and amend the system role on the screen that appears:

for them and assign them to your Unit.

Note: if a staff member has moved to a different service or trust, you can remove them from your staff list on this page.

Determining who can be a supervisor or assessor

There are currently no set rules of who can be a supervisor or assessor. This decision is left up to you as the unit manager to determine who is capable of supervising or assessing other staff.

Once a member of staff has been assigned the role of supervisor or assessor, this will apply to all three levels of the competency framework. If someone's role needs to be amended that you're unable to do so yourself, please contact askjag@rcp.ac.uk.

Further information

For more information please take a look at our FAQs which can be found at <https://thejag.zendesk.com/hc/en-us/categories/115000334494-JETS-Workforce>.

Call us on 020 3075 1620.

Or email us at askjag@rcp.ac.uk.

Further information regarding this report may be obtained from the JAG office at the Royal College of Physicians.

JAG Office
Royal College of Physicians
11 St Andrews Place
London
NW1 4LE
0203 075 1620
askjag@rcp.ac.uk
www.thejag.org.uk

The publication is copyrighted to the Royal College of Physicians of London. The named service on the front page of this report may reproduce all or part of this publication, free of charge in any format or medium provided. The text may not be changed and must be acknowledged as copyright with the document's date and title specified. All images and logos contained within this report cannot be reproduced without the permission of the Royal College of Physicians.