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USER TRAINING POLICY

Viamed's training policy has been developed in conjunction with input from senior NHS personnel responsible for training.

Viamed is committed to upholding its obligations towards ensuring the safety of patients and end-users of its products. However, it is the responsibility of all NHS Trusts to ensure that risk is effectively managed, and to that end, the Trust should not rely upon product training from external bodies in order to assess clinical competence of the Trust's own personnel.

Viamed is not able to provide clinical competency assessments of NHS staff. Where competency assessment forms are provided, the candidate is assessed on their understanding of the device and its operation. This assessment does not quantify the candidate's clinical competence.

Training is only provided if requested, and usually only upon first introduction of a particular product into the Trust. It is expected that the Trust will fulfil its own internal training obligations to train subsequent members of staff.

The Trust may decide that external training is not required as trainers within the Trust may already be familiar with the use of the product, or may be sufficiently competent to derive their own training procedures from the operating instructions and other supplementary materials supplied by Viamed.

As Viamed strive to keep selling prices low so as to offer cost savings to the NHS, it is not economically viable to offer unlimited training free of charge to end users on all products.

Viamed products generally fall into one of three categories:

- Products requiring no or very limited on-site training.
- Products that may require a single on-site training session.
- Systems and high-risk products, which may require multiple on-site training sessions.

Products requiring no or very limited training

This range includes low-risk products, normally CE Class1, where the instruction inserts are sufficient to provide guidance for safe use. Additional copies of inserts will be available and can be emailed or faxed on request.

If further information is required, supplementary documentation may be available: contact Viamed for details regarding specific products.

On-site training for this category of products is chargeable.

Products that may require a single on-site training session

These products are low-risk or medium-risk products, sufficiently complex that users may require the opportunity to clarify points raised in the instruction manual.

Viamed will work with the Trust to arrange a mutually convenient training session. It is expected that the Trust will release as many potential users as possible to attend and that a member of Trust Staff deemed responsible for training (Key Trainer) will be present and trained so that they, in turn, can deliver this training to other members of staff.

The training will be in the form of a demonstration using the product in question. Copies of any presentation materials, manuals and supplementary documentation to assist with training will be made available to the Key Trainer.

One initial on-site training session will be provided free of charge to the Trust, it is expected that the Trust will use this session to train Key Trainers. Further on-site sessions will be chargeable.

Systems and high-risk products, which may require multiple on-site training sessions

Initial end-user and Key Trainer training is incorporated into the selling price.

On-site training sessions will be provided free of charge to the Trust, it is expected that the Trust will use these sessions to train as many users of the equipment as possible, along with designated Key Trainers.

Further on-site sessions will be available at a later date, where it is considered reasonable these will be provided free of charge. Should it be apparent that the Trust is not fulfilling its training obligations internally, or if a specific site visit is requested outside of Viamed's schedule, this training may be deemed chargeable at Viamed's discretion.

On-Site Training

A Viamed representative will visit the hospital, or designated training site, at a mutually convenient time. Where chargeable, training is charged using the follow rates:

- Time in department, charged at standard training rate per hour.
- Travelling time, charged at standard travelling rate per hour.

The current charges for these rates can be obtained by contacting Viamed. No limits are placed on the number of attendees.

On-site training can be booked in hour-long segments, with a minimum duration of 1 hour, and is defined as the time the representative spends in the Department in question.

If more than one day is required for training, the Viamed representative may stay in the local area to minimize travelling expenses and maximize time on-site. When this occurs, Viamed charge for an overnight stopover, which is charged at the equivalent of 1h travelling.

Off-Site Training

Opon request, a user training course can be organised at Viamed's premises, this will be charged in hour long segments at the standard training rate per hour. Attendees will be required to pay for their own travel and accommodation, lunch and refreshments will be provided.

Support Materials

User manuals: A printed copy is supplied with each item of equipment.
An electronic copy will be available free of charge via email.

Training materials: An electronic copy will be available free of charge via email.
Additional copies on paper, CD, memory sticks etc. will be offered free of charge, or if required in high volume, at the cost of production and supply.

TRAINING COSTS

Where training is deemed chargeable, Viamed will apply the following rates:

Current Rates

Standard training rate per hour	£90.00+VAT
Travelling time per hour, including mileage*	£90.00+VAT
Overnight stopover rate (equivalent to 1h travelling)	£90.00+VAT per night
Waiting time per hour	£90.00 +VAT

All prices exclude VAT.

*Travelling expenses are calculated using an estimated time, rounded up to the nearest 15-minute interval, for the total round-trip from Viamed's offices to the hospital (or designated training site) and back again, using route planning software.

This policy is subject to change without notice. For clarification of any details within this policy, please contact Viamed.