



# **DCC Train The Trainer Course (TTT)**

Training for the Regional Super User (RSU)

*Length: 3 - 4 hours*

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Supported by and delivering for:



Public Health  
England



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## Train the Trainer Agenda

- About you
- RSU Responsibilities
- Course Objectives
- Introduction
- Part 1 - RSU as Admin
  - Roll out plan & Comms plan
  - Activity: Register (invite) an Organisation to the DCC
  - Activity: Action an invitation / request to join the DCC
  - Activity: RSU Admin Housekeeping
- Break (15 minutes)
- Part 2 - RSU as Trainer
  - Pre-training (Initial comms, create user accounts, update training pack and keep training log)
  - DCC Functionality (Training delivery)
  - Post-training (Final comms, feedback and support)
- Revisit Course Objectives
- Support and Contacts



## About you

Tell us your..

**Name..**

**Role..**

**..and an interesting fact**



## RSU Responsibilities

- Obtain STP Agreement to deploy within the STP
- Produce a deployment plan
- Produce local communications collateral
- Attend bi-weekly RSU calls / Steering Group / Project Board where invited
- Contribute to Product Development
- Address STP queries
- Deliver training to OSU, AU and VoU within your patch or STP region and inform them that they need to manage Starters and leavers for their organisation
- Administration & Communication (keep log of all training i.e. people trained, date, trainer, feedback etc)
- Support your IG Leads in communication events and workshops
- Share user case stories with DCC mailbox ([england.dccsupport@nhs.net](mailto:england.dccsupport@nhs.net)) as well amongst your RSU colleagues
- Report bug issues and requests additional RSU TTT training
- Promote the Data Controller Console where possible using DCC flyers and provide alternative training options



## Course Objectives

- Able to access DCC Live and Training environment
- Understand the Roles and Responsibilities of an RSU
- Able to Register Organisations (Send and Resend invites)
- Able to Accept / Reject an Organisation in to the DCC (Action a 'Pending' status) – ensuring quality of data is maintained within the DCC
- Able to add/amend user accounts
- Demonstrate how to create and manage an ISA
- Action the 'DPIA Checklist required' status
- Action the 'ISA Non-Registered Organisation Review Required' status
- Perform RSU Housekeeping tasks



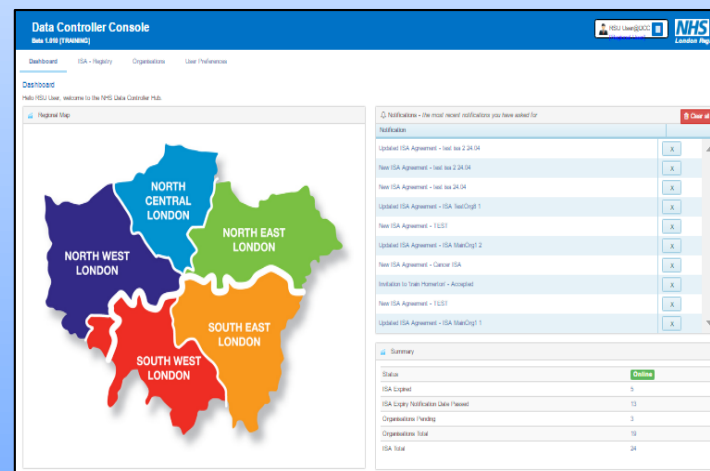
## Introduction > What is the DCC?

The Data Controller Console is a new online system that aims to make it easier and more efficient for Health and Care organisations in London to store, update and track the status of information sharing.

The console aims to make the process of creating, agreeing and updating information sharing agreements (ISAs) more efficient and less time consuming.

### Benefits:

- ✓ GDPR Compliant
- ✓ Decreases paper in the system
- ✓ Streamline data sharing process
- ✓ Creates a standard for sharing
- ✓ Enables organisations to sign up to agreements on mass i.e. STP wide ISA's
- ✓ Reduce duplication in the system by encouraging and supporting 'club' sharing





## Introduction > Training Resources

### TTT Training Pack

**Website:** <https://www.healthy london.org/our-work/digital/data-controller-console/>

**User Guides:** RSU, OSU, AU, VOU guides on website. See website.

**QRGs:** see website

**FAQs:** see website

**SOP:** see website

**Training Videos:** YouTube link

<https://www.youtube.com/playlist?list=PLFwV3fL04NbEdcJnAKhKUoQAUdQEwu1LT>

### Other:

**Slide deck:** You can adapt to your own training

**Training Folder:** Contain dummy files for demo purpose

**RSU Dashboard:** Adapt for your own training and reporting purpose



## RSU as Admin

Agenda:

- 1. Rollout plan**
- 2. Communication plan**
- 3. Activity: Register/Invite an organisation**
- 4. Activity: Action an Invite/Request**
- 5. Activity: RSU Admin Housekeeping**





## RSU as Admin > Rollout plan

Things to consider:

### 1. STP Agreement to deploy

### 2. Define Resources & Responsibilities:

- Admins: Populate the DCC and manage comms and support
- Trainers: To define training approach, modify/create training materials, schedule and deliver training

### 3. Stakeholder Engagement:

- Identify and communicate with organisations (Providers, GP practices or CCGs, Local Authorities etc) informing them of the DCC and training support available
- Collate organisation details (ODS code, ICO registration number, contact names, roles and emails)

### 4. DCC population

- Register/Invite an organisation to join the DCC
- Action an invitation/request to join the DCC
- Monitor the DCC and action House keeping tasks

### 5. Helpdesk or support plan

### 6. Maintain accurate and up-to-date records in the DCC



## RSU as Admin > Communication plan

You can create your own comms plan and approach or you can amend the existing comms materials:

1. **Comms / Training Process Flow:** See training folder for samples or modify for your own use
2. **Sample Emails:** See training folder for samples or modify for your own use
3. **RSU Dashboard:** Record RSU Comms details and Stats such as number of organisation on-boarded & remaining and training details



## RSU as Admin > Activity: Register/Invite an Organisation

Adding an organisation in the DCC will automatically send out an email invitation for them to join the DCC.

Step 1: Login to the Data Controller Console as an RSU (<https://datacontroller.london>)

Step 2: Select the 'Organisations' tab

Step 3: Select the **Register New Organisation** button

Step 4: If you have the information to hand then enter them in the dialog box, otherwise, select the **OK** button

Step 5: Complete the 'Organisation Profile Details' section

Step 6: Select the **Add New Contacts** button to add the organisation contacts and ensure correct login details are assigned then select the **Update** button

Step 7: Complete the 'Organisation Tagging' and the 'Accreditations' sections

Step 8: Select either the **Save and Stay** or **Save and Return** button



## RSU as Admin > Activity: Action an Invitation/Request

An organisation can request to join or the organisation can be invited to join the DCC. Either methods will require an RSU to make a final decision to Accept or Reject the them into the DCC.

An application for 'XYZ Foundation Trust' has been received and requires your evaluation and approval.

Please review the application [here](#).

Regards

Data Controller Administrator

NHS (London Region)



🔔 Notifications - *the most recent notifications you have asked for* 🗑️ Clear all

Notification		
Application for 'XYZ Foundation Trust' - Received	X	▲ ▼

**Step 1:** Select the hyperlink in the notification email that you will receive or login to the DCC and select the hyperlink in the 'Notification' section on the 'Dashboard' tab



## RSU as Admin > Activity: Action an Invitation/Request

Step 2: Ensure the following checklist is complete before accepting an organisation into the DCC

- Organisation details are correct (Org name and type, region, ICO registration number / expiry date and the ODS code)
- Contact details are correct with appropriate roles assigned
- No docman??@nhs.net email address are allowed
- Ensure that the Organisation Tagging is complete which ensures the search filters work

Organisation Profile (Read Only)

A decision needs to be made for this organisation.

Accept  Reject  Request More Information

Step 3: To accept/reject the organisation to be part of your region in the DCC, select either the **Accept/Reject/Request further info** and click the **Make Decision** button

*The organisation will receive an email informing them of your decision along with their user log in details if you have chosen to accept that organisation into the DCC.*



## RSU as Admin > Activity: RSU Admin Housekeeping

The DCC has features which can be utilised to provide efficient support for the rollout:

**Reporting:** Provides the ability to check for missing ICO registration numbers and ODS codes in the organisation's profile.

Step 1: Select the 'Reports' tab

Step 2: Select 'Housekeeping Report' type from the drop-down field

Step 3: Select the **Run Report** button

Step 4: Select the **Export Report** hyperlink to download and view all of the organisations who require an ICO Registration No. and ODS codes to be updated

**Organisation Pending status:** The Summary section of the 'Dashboard' tab indicates how many organisation require the RSU to take an action on an invitation/request. Select the numbered hyperlink to display a list of all organisation that require an RSU decision.



## Break

15 Minutes

The next part is relevant for trainers, therefore, unless you are providing training there is no need for you to be present



## RSU as Trainer

Agenda:

1. **Training Delivery Methods**
2. **Pre-training tasks**
3. **Delivery training** (*Login as OSU in Training environment*)
4. **Post-training tasks**





## RSU as Trainer > Training Delivery Methods

Numerous training methods can be utilised in your training delivery plan. However, please be mindful that different people learn in different ways. Some of the methods you can use are:

1. Face to Face training
2. WebEx training
3. E-learning
4. Watch online videos

Recommendation: The most effective is learner centred face to face training as it is a proven fact that learners retain more information when they are involved in hands on activities.



## RSU as Trainer > Pre-training tasks

Please ensure the following checks are carried out prior to the training:

### **Face to Face training:**

- Training invitation email is sent out to delegates and includes the training pack and confirmation of training date, time and location
- Delegate has a computer with internet connection and up to date browser (minimum IE10)
- Trainer has access to the DCC training environment with RSU and OSU roles
- Trainee has access to the DCC training environment with organisation profile
- Training folder is sent to delegates with samples of documents
- DCC Training resources website is accessible
- Training slide deck is available
- Contingency plan: Have printed documents ready in case of hardware/connection issues

### **WebEx Training**

- WebEx meeting invite is sent out to delegates and include training pack, how to join WebEx QRG and confirmation of training date, time and call-in details
- Trainer has access to the DCC training environment with RSU and OSU roles
- WebEx training slide deck is available to share



## RSU as Trainer > Deliver Training

Training agenda to cover the following:

1. **DCC Introduction** (Background, benefits and user groups)
2. **Login / Register New Organisation** (Inc. Forgotten password)
3. **Navigation and Menu button** on banner (Feedback, password reset and logout)
4. **Briefly cover the navigation tabs** (Dashboard, ISA Registry, ISA Management, DPC, Activity, Organisation Profile, User Preferences and Reports)
5. **Search and Filter features**
6. **Create an ISA** (*Details, Contacts and DPIA tabs*)
7. **Invite organisations to participate in an ISA** (*Organisations and NRO tabs*)
8. **Respond to an invitation to participate in an ISA** (*ISA – Management tab*)
9. **Create a DPC and link to an ISA** (*DPC and DPCs tabs*)
10. **Request participation in an ISA** (*ISA – Management > Available Data Sharing tab*)
11. **Time allowing: demo the reporting functionality**



## RSU as Trainer > Post-training

Please action the following after each training session:

- Send a thank you email with contact and support details
- Request Feedback
- Update the RSU Dashboard; record training outcome



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## Support and Contacts

For further information and training support please contact

DCC mailbox [england.dccsupport@nhs.net](mailto:england.dccsupport@nhs.net)

Or visit the Healthy London Partnership website:

<https://www.healthylondon.org/our-work/digital/data-controller-console>