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Foreword

Welcome to Flying Start NHS, the national development programme for all newly qualified nurses, midwives and allied health professionals in all sectors and settings in Scotland. Starting out as a registered nurse, midwife or allied health professional in Scotland provides the opportunity to take up a career that offers variety, development, a lifetime of learning and most importantly the chance to make a real difference to people’s lives.

NHS Education for Scotland is proud of the legacy of Flying Start NHS and the role that it has played in supporting the development of our newly qualified nurses, midwives and allied health professionals working across health and social care settings. The refreshed programme has been fully updated with the help of practitioners, and is designed to support the development of confident, skilled practitioners who will provide an important contribution to the health and care of people in Scotland.

The Scottish Government highly values newly qualified practitioners and the staff that facilitate their development, including managers and Flying Start Facilitators. Flying Start NHS is our commitment to support these vital roles, as we know from research that when staff are supported emotionally and professionally and feel valued and nurtured, they are more likely to deliver the compassionate, safe, effective and person-centred care we all aspire to achieve for people.

We would like to thank everyone who has contributed to the refresh of the programme, ensuring that it meets the support and professional development needs of newly qualified practitioners now and in the future.

We are delighted to commend Flying Start NHS to all who go through it and look forward to years of continuing success.

Dr Jacqui Lunday Johnstone, OBE  
Chief Health Professions Officer, Scottish Government

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Who is this guidance for?

This guidance is for:

• newly qualified practitioners (NQPs), specifically nurses, midwives and allied health professionals (AHPs) who are about to undertake their first year in practice
• Flying Start Facilitators and line managers who support and guide NQPs through the Flying Start NHS programme

It will also be helpful to anybody who wants to find out more about Flying Start NHS.

What does this guidance do?

It sets out the benefits of the programme and how:

• the programme contributes to professional requirements
• the programme is organised
• to approach the programme
• to register onto the programme
• NQPs, Flying Start Facilitators and line managers can work together

This guidance also provides a checklist of core requirements.

What is Flying Start NHS®?

Flying Start NHS is the national development programme that the Scottish Government requires all NQPs to complete. It is designed to help NQPs make the step from student to confident and capable, registered health professional in their first year of practice. Flying Start NHS supports learning and development of all NQPs working in all sectors and all settings across Scotland.

In 2017, NHS Education for Scotland (NES) completely revised the programme to reflect the ever-changing environments in which NQPs work. The changes were also driven by feedback from NQPs and others with experience of Flying Start NHS, as well as managers and service leads. The new programme focuses on what is most practical and beneficial to learn in the workplace and is designed to fit in with other learning e.g. mandatory training.

Flying Start NHS is a learner-directed programme, which means that NQPs, with support from their Flying Start Facilitator and line manager, are responsible for identifying the best way in which to approach and complete the programme.
What are the benefits of Flying Start NHS®?

Starting as an NQP can be an exciting time. However, it can be daunting too. This is where Flying Start NHS can help. It combines individual learning with support in the workplace, that helps you to:

- develop your confidence
- increase your skills
- increase your leadership ability
- explore your values and behaviours
- make a positive start to your career and professional development

What kind of programme is Flying Start NHS®?

Flying Start NHS is a work-based learning programme. All the resources and materials that support the programme can be found online at flyingstart.nes.nhs.scot.

The workplace provides learning opportunities for everybody. For example:

- people who use services can help staff to learn about living with a long-term condition
- staff can support each other to learn about new ways of working
- students can help staff to learn about new approaches to care and support

These learning opportunities are not always obvious but they are very important and can be described using the term ‘work-based learning’. The 70/20/10 model illustrates what work-based learning can look like in relation to other types of learning.

The 70/20/10 model suggests:

- **70%** takes place from real-life and on-the-job experiences, tasks and problem solving
- **20%** comes from feedback, observations and working with role models
- **10%** comes from formal training

Work-based learning is about making the most of the opportunities you have to learn from your experiences at work.

Effective work-based learning is multi-faceted and as an NQP you will need to draw on knowledge from your pre-registration programme and integrate this into the workplace. By undertaking the programme you will further enhance your skills in critical thinking and reflection.

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How will Flying Start NHS® help meet professional requirements?

As an NQP you need to comply with the requirements of both your employer and your professional regulator.

If you are an AHP, you will need to uphold the professional standards set by your professional body and the Health and Care Professions Council (HCPC). You will also need to meet HCPC Continuing Professional Development requirements to maintain your registration.

If you are a nurse or midwife, you will need to uphold professional standards set out in The Code and follow the Revalidation process so you can maintain your registration with the Nursing and Midwifery Council (NMC).

Working through Flying Start NHS and gathering evidence of your learning will help you to meet your professional regulatory requirements.

Your employer will also have set obligations that you need to meet. Below are some examples:

- If you work in the NHS, working though Flying Start NHS will help you to produce the evidence you need for the Knowledge and Skills Framework (KSF).
- If you work in a care home, working through Flying Start NHS will help you to produce evidence of your continuing professional development.

How is Flying Start NHS® organised?

Flying Start NHS is organised around a model called the Pillars of Practice. The model is used by nurses, midwives and allied health professionals to show how different jobs need a different mix of skills and knowledge. There are four ‘Pillars of Practice’.
As an NQP, it is likely that most aspects of your job will fit into the ‘clinical practice’ pillar. However, although not as obvious, other aspects of your job will also fit into the other pillars. For example:

- you will need to help people who use services to learn and understand aspects of their care (facilitating learning)
- you may need to introduce colleagues to a new system or process (leadership)
- you may be part of a service improvement that draws on up-to-date evidence and research (evidence, research and development)

Flying Start NHS is made up of four units, each relate to one of the ‘Pillars of Practice’. The aim of each unit is to support you to achieve set learning outcomes. Flying Start NHS supports you to do this by providing example learning activities for you to carry out.

Every NQP who does Flying Start NHS will be working towards achieving the same learning outcomes. However, the programme is flexible in that you can approach it in a different way. This means that you can choose to do the example learning activities provided or you can do other learning activities that will help you meet the learning outcomes. This flexibility allows you to:

- choose activities that will benefit your development
- choose activities that are relevant to your area of practice
- work with real situations and issues
- use a learning style that works best for you
- make the most of your opportunities to learn

Further detailed information about the units, learning outcomes and learning activities can be found at: flyingstart.nes.nhs.scot.
<table>
<thead>
<tr>
<th>Unit</th>
<th>Learning outcomes</th>
<th>Links to example learning activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clinical practice</strong></td>
<td>1. Critically reflect on your contribution to the delivery of safe care.</td>
<td>Click icon to view</td>
</tr>
<tr>
<td></td>
<td>2. Examine your practice in relation to enhancing person-centred care.</td>
<td></td>
</tr>
<tr>
<td><strong>Facilitating learning</strong></td>
<td>1. Engage in professional development that demonstrates your commitment to career-long learning and excellence in practice.</td>
<td>Click icon to view</td>
</tr>
<tr>
<td></td>
<td>2. Demonstrate ability and confidence in developing and supporting others to learn.</td>
<td></td>
</tr>
<tr>
<td><strong>Leadership</strong></td>
<td>1. Examine your practice in relation to how you demonstrate effective self-leadership.</td>
<td>Click icon to view</td>
</tr>
<tr>
<td></td>
<td>2. Critically reflect on your behaviours and actions that impact on working collaboratively with colleagues.</td>
<td></td>
</tr>
<tr>
<td><strong>Evidence, research and development</strong></td>
<td>1. Source evidence relevant to an aspect of your practice.</td>
<td>Click icon to view</td>
</tr>
<tr>
<td></td>
<td>2. Review service user participation in your workplace.</td>
<td></td>
</tr>
</tbody>
</table>
How to approach Flying Start NHS®

1. Getting started

As an NQP, you have three months from starting your new job to:

• go to flyingstart.nes.nhs.scot
• follow the instructions on the site to start the programme. This will include completing Flying Start Essentials - a brief introduction to the programme for NQPs that will take 10-15 minutes to complete.

You need to meet the requirements of the programme within your first year of practice. For example, if you start the programme:

• in the first month of your new post you have 11 months to complete
• in the second month of your new post you have 10 months to complete
• in the third month of your new post you have 9 months to complete

Note - Flying Start Facilitators and line managers are not required to register on the Flying Start NHS national programme.

2. NQPs, Flying Start Facilitators and line managers working together

Your line manager is responsible for allocating a colleague to you, to facilitate your work-based learning during the programme. Acting as your Flying Start Facilitator, he or she will support and guide your learning, and will be responsible for confirming that you have met the learning outcomes for the programme.

The Flying Start Facilitator role is dynamic which means that every NQP - Flying Start Facilitator relationship will be different. Your facilitator will be an experienced nurse, midwife or AHP colleague; however, they might not necessarily be from the same profession as you.

Support and guidance from a Flying Start Facilitator is important to make sure that you have a good experience of the programme. The Flying Start Facilitator role can also be a very rewarding experience. It can be professionally and personally enriching to provide support and guidance at such an important time in a practitioners career.
The following guidance will help you and your Flying Start Facilitator get the most out of the programme.

As an **NQP** you need to:
- familiarise yourself with the programme and how it is organised
- take responsibility for, and be self-directed in your own learning
- make links with other NQPs for peer support
- identify your learning needs and potential opportunities for learning in the workplace
- work through the units and gather evidence to show that you have met the learning outcomes
- discuss and reflect with your Flying Start Facilitator on your progress
- follow the confirmation of learning process described in section 4
- raise any issues or challenges with the appropriate line manager

As a **Flying Start Facilitator** you need to:
- familiarise yourself with the programme and how it is organised
- provide support tailored to meet the learning needs of your NQP
- help your NQP take a holistic view of the pillars of practice to enable them to make connections in their learning as they progress through each unit
- guide your NQP when identifying and choosing appropriate learning activities to enable them to meet the learning outcomes
- help your NQP make the links between Flying Start NHS and other development opportunities
- support your NQP to apply their learning in practice
- reflect with your NQP on their learning, and offer regular and constructive feedback which will identify strengths and highlight areas for future development
- provide confirmation that your NQP has met the learning outcomes. See section 4 for further details.
- raise any issues or challenges with the appropriate line manager

Together **NQPs** and **Flying Start Facilitators** need to:
- schedule your first meeting
- decide frequency, format and location of ongoing meetings to support progression
- discuss how to work together to get the best from the programme
- explore all available sources of support (for example, peers, colleagues, other team members and practice education staff)
3. Achieving the learning outcomes

Every NQP who does Flying Start NHS will be working towards achieving the same learning outcomes. However, the programme is flexible in that you can approach it in different ways:

- work through each unit one by one or dip in and out of the different units
- choose to do the example learning activities provided or do other learning activities that help you meet the learning outcomes

Access the programme using the ‘Flying Start NHS programme tab’ and follow the instructions to submit an email request to your Flying Start Facilitator. When your Flying Start Facilitator confirms sign-off, you will have access on the site to an electronic certificate.

4. Confirmation of learning

The following guidance will help you progress through the programme and evidence completion.

Progressing through the programme

As an NQP, when you have completed a unit you should arrange to meet with your Flying Start Facilitator to:
- review the evidence you have gathered
- discuss and demonstrate how you have met the learning outcomes
- reflect on your learning
- identify strengths and areas for future development

Access the programme using the ‘Flying Start NHS programme tab’ and follow the instructions to submit an email request to your Flying Start Facilitator. When your Flying Start Facilitator confirms sign-off, you will have access on the site to an electronic certificate.

Completion

Once you have all four units signed-off using the process above, the system will generate an electronic completion certificate.

At the end of the programme we recommend that you have a final meeting with your Flying Start Facilitator to discuss:
- your overall learning and experience of the programme
- your future development and aspirations
- how you could use your learning to meet professional requirements
- how you could share your learning with others

To get the latest news follow @NESnmahp and keep us updated on your Flying Start NHS journey #FlyingStartNHS.
5. Keeping a portfolio

As a qualified practitioner it is essential that you record your learning not only for Flying Start NHS but to satisfy your professional regulatory requirements. Keeping a professional portfolio is the best way to do this. We do not recommend that you keep a separate portfolio for the programme. Instead you should keep a professional portfolio and keep Flying Start NHS evidence as part of that portfolio.

Appendix 2 contains templates which you can use to record evidence of your learning for your portfolio. Including:

- Record of learning activity information
- Record of reflective account

You can also use the templates provided by your professional body or regulator, for example, the NMC templates for Revalidation.

Nurses and midwives in Scotland can register for an electronic portfolio, the Nursing and Midwifery ePortfolio. The resource has been developed to enable nurses and midwives to generate, record, reflect on and share evidence of their learning and continuing professional development.

AHPs can access information and guidance on how to record learning activities on the HCPC website. In addition some professional bodies have profession specific CPD portfolios for their members.

6. Time to learn

Flying Start NHS is a developmental learning programme that is intended to be completed across your first year of practice, allowing you time to take your new knowledge and apply it in practice. It is not intended to be completed within a compressed time period, for example, any less than 6 months. As a minimum, it is recommended that you are allocated one day protected learning time per outcome. NQPs should discuss and negotiate time to learn with their line manager and Flying Start Facilitator.
## Checklist of Core Requirements for Flying Start NHS®

<table>
<thead>
<tr>
<th>Requirements</th>
<th>What you need to do</th>
<th>Who is responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NQP starts the programme</strong></td>
<td>Go to <a href="https://flyingstart.nes.nhs.scot">flyingstart.nes.nhs.scot</a> within three months of starting new post</td>
<td>NQP</td>
</tr>
<tr>
<td><strong>NQP completes ‘Flying Start NHS Essentials’</strong></td>
<td>Complete the short eLearning resource ‘Flying Start NHS Essentials’</td>
<td>NQP</td>
</tr>
<tr>
<td><strong>Flying Start Facilitator provides support and guidance to NQP throughout the programme</strong></td>
<td>Assign Flying Start Facilitator to NQP</td>
<td>Line manager</td>
</tr>
<tr>
<td></td>
<td>Work together throughout the programme</td>
<td>NQP and Flying Start Facilitator</td>
</tr>
<tr>
<td><strong>NQP meets learning outcomes for the programme</strong></td>
<td>Carry out learning activities to achieve all of the programmes’ learning outcomes.</td>
<td>NQP</td>
</tr>
<tr>
<td></td>
<td>Confirm that NQP has met all learning outcomes across the programme</td>
<td>Flying Start Facilitator</td>
</tr>
<tr>
<td><strong>NQP keeps a portfolio</strong></td>
<td>Actively gather evidence of learning in a portfolio</td>
<td>NQP</td>
</tr>
<tr>
<td><strong>Time to learn</strong></td>
<td>Discuss and negotiate time to learn</td>
<td>NQP, Flying Start Facilitator and line manager</td>
</tr>
<tr>
<td><strong>NQP completes the programme in their first year of practice</strong></td>
<td>Meet the requirements of the programme within first year of practice</td>
<td>NQP</td>
</tr>
</tbody>
</table>

Whilst these requirements promote a national approach across Scotland, there may be additional local requirements to support implementation. Speak to your line manager, local Flying Start NHS Lead or practice education staff for further advice regarding local arrangements.
## Appendix 1

### Frequently asked questions (FAQs)

<table>
<thead>
<tr>
<th>Q. Can I do Flying Start NHS if I work in a non-NHS setting?</th>
</tr>
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<tbody>
<tr>
<td>A. Yes. Flying Start NHS is available to all NQPs working in any sector or setting across Scotland. Speak to your employer to discuss how you can make it work for you.</td>
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<table>
<thead>
<tr>
<th>Q. Do I have to do Flying Start NHS?</th>
</tr>
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<tbody>
<tr>
<td>A. The Scottish Government requires all NQPs to undertake and complete Flying Start NHS. In some NHSScotland settings NQPs must complete Flying Start NHS to be able to progress to a higher grade. To find out if this applies to your post speak to your line manager, local Flying Start NHS lead or practice education staff. Completing Flying Start NHS will support your career progression, as employers often favour applications from practitioners who have completed the programme.</td>
</tr>
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<table>
<thead>
<tr>
<th>Q. How much time will I be expected to spend on Flying Start NHS?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Flying Start NHS is a developmental learning programme that is intended to be completed across your first year of practice, allowing you time to take your new knowledge and apply it in practice. It is not intended to be completed within a compressed time period, for example, any less than 6 months. As a minimum, it is recommended that you are allocated one day protected learning time per outcome. NQPs should discuss and negotiate time to learn with their line manager and Flying Start Facilitator.</td>
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<table>
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<tr>
<th>Q. My main employment is the staff bank. Who should be my Flying Start Facilitator?</th>
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<tbody>
<tr>
<td>A. If you work for the staff bank or in a rotational post, then speak with your line manager (or staff bank department) to get guidance and advice about how you can best be supported by a Flying Start Facilitator. Your local Flying Start lead or practice education staff will also be able to offer advice on this.</td>
</tr>
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<table>
<thead>
<tr>
<th>Q. Do I need to work alongside my Flying Start Facilitator on a regular basis?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. No, you do not need to necessarily work alongside each other. However, you and your facilitator should discuss and agree at the start of the programme how to work together to get the best from the programme e.g. decide how often to meet to discuss progress.</td>
</tr>
</tbody>
</table>
**Q. Do Flying Start Facilitators need to register on to the programme?**

**A.** No. However, facilitators should familiarise themselves with the materials, resources, learning outcomes and requirements of the programme and the facilitator role. Flying Start Facilitators should also find out about local support and updates on the Flying Start NHS programme. This information can be found from the Flying Start NHS lead or practice education staff.

**Q. What happens if I don’t complete the programme within my first year of practice?**

**A.** The programme should be completed within the first year of practice. Any difficulties with completion should be discussed with your Flying Start Facilitator and line manager. If there are extenuating circumstances these will be taken into consideration and in collaboration with your line manager you may be able to negotiate additional time. Each case will be looked at on an individual basis. If, however, there are no extenuating circumstances and you simply do not complete the programme, this could affect your career progression. Employers often favour applications from practitioners who have completed Flying Start NHS.

**Q. What happens if I change jobs during the programme?**

**A.** If you change jobs you can continue the programme. You will possibly need to be assigned a new Flying Start Facilitator, unless your new job is in the same organisation and it works for you to both keep your current arrangement.

**Q. What do I keep in my portfolio?**

**A.** Keeping a portfolio is an essential requirement for Flying Start NHS, as it supports you to evidence your learning from the programme. Keeping a professional portfolio is the best way to do this. It is not recommended that you keep a separate portfolio for the programme. Instead you should keep Flying Start NHS evidence in your professional portfolio.

How you construct your portfolio will be individual and unique to you, however typically this will include:

- records, notes and reflective accounts from undertaking learning activities
- identification of further learning needs
- evidence and research articles
- records of discussions with your Flying Start Facilitator
- unit sign off forms
- completion certificate

The templates in Appendix 1 can be used to record your learning for your portfolio. You can also use forms and templates provided by your professional body or regulator.
Q. How do I know when I have completed Flying Start NHS?

A. You have completed Flying Start NHS when you have met all the learning outcomes in each unit and your Flying Start Facilitator has confirmed this, taking into consideration your evidence of learning.

Q. What next after Flying Start NHS?

A. Flying Start NHS is designed to help you to make a positive start to your professional and career development. As a registered professional, you have a duty (to your professional regulator and employer) to keep your knowledge and skills up to date through a continuous process of learning and reflection throughout your career.

For more information on how to develop yourself on the next stage of your career visit **Effective Practitioner**.
Appendix 2
Templates
Click on the links below to access templates.

Record of learning activity

Record of reflective account