E-Learning Payments and Training at Home

We need your evidence to make sure you get the money you are owed.

GMB has raised concerns with HC-One training survey findings that show many staff are being asked to complete mandatory training at home, often in their own unpaid time, with significant concerns about whether that time is being properly paid.

What Members Told Us

The survey has highlighted that:

- Most respondents reported being expected to complete mandatory e-learning at home.
- Most respondents reported completing training in their own unpaid time.
- Many respondents reported receiving no payment for training completed at home, or were waiting months to receive payment.
- A majority reported problems with e-learning payments.

What the employer said:

Heads of HR were deeply concerned at the evidence provided and want to rectify the issue properly – ensuring all workers are paid appropriately for their time spent training. They are also working through rectifying a collective grievance raised by GMB members relating to training 2 years ago, which has never been resolved (but not forgotten about!)

What GMB Is Calling For

This issue has gone on for far too long.

During the Covid-19 pandemic, some training arrangements moved away from the workplace and into workers' homes. Whatever happened during that period, it should not now be accepted as normal practice for staff to routinely undertake mandatory training in their own time without proper payment.

GMB is determined to get this sorted once and for all.

The national voice for the social care workforce

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JOIN GMB

We do not believe that employees training from home is the right way forward and we are working to secure fully paid shift release for you to do your training in the workplace.

Now is the time to come forward and help us put this right.

To do this, we need members to provide information through our QR code reporting process.

We understand that many workers are worried about coming forward. We know this concern can be particularly acute for sponsored workers who may fear negative consequences. However, the information you provide is being collected so that we can pursue the pay you are entitled to and ensure that all staff are treated fairly.

You have not done wrong and will not be penalised, this is to right a wrong.

If you have completed mandatory training at home, if you have not been paid correctly, or if you have experienced delays or difficulties receiving payment, please complete the QR code form as soon as possible.

The more information we receive, the stronger our case becomes and the greater our ability to secure proper payment for everyone affected.

GMB's National Reps Committee