

**Reference Number:** FOI/2019/339  
**From:** Other  
**Date:** 14 August 2019  
**Subject:** Training for overseas visitor managers & staff

Q1 Non-clinical staff members who apply charging policy or engage in charging patients in your trust.

Charging, as referred to here, should be understood in alignment with National Health Service (Charges to Overseas Visitors) Regulations 2015.

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

- 1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;
- 2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and
- 3) where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.

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- 1) Information not held – we have none of the above items
- 2) No training is given other than that through the Health Education England online Overseas Visitor training
- 3) One individual = 100%