



# **e-LEARNING**

# **PROGRESS REPORT**

**February 2010 –January 2011**

**SAFEGUARDING**  
**Children**  
**e-ACADEMY**

Sue Bradbury

Account Manager

Safeguarding Children e-Academy

February 2011

# Contents

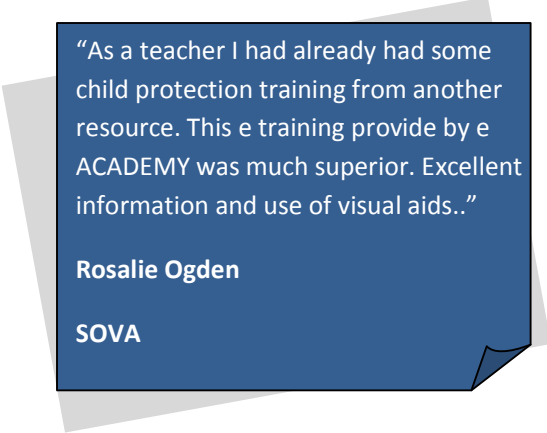
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# INTRODUCTION & OVERVIEW

The purpose of this report is to show the progress Staffordshire LSCB has made with the e-learning in the year March 2010 to February 2011.

The report includes feedback and literal comments throughout the report from learners who have accessed the training via Staffordshire LSCB who have completed the e-learning courses in this past year.

Staffordshire LSCB joined the Safeguarding Children e-Academy and allocated their first learner licences after an Implementation Session in June 2007. Staffordshire LSCB have an annual Safeguarding Children e-Academy membership offering unlimited access to all 6 versions of the Awareness of Child Abuse and Neglect course and also have access to 6 other e-learning modules and the Section 11 Toolkit which have been purchased since membership commenced. More information will be provided on these modules later in the report.



“As a teacher I had already had some child protection training from another resource. This e training provide by e ACADEMY was much superior. Excellent information and use of visual aids..”

**Rosalie Ogden**

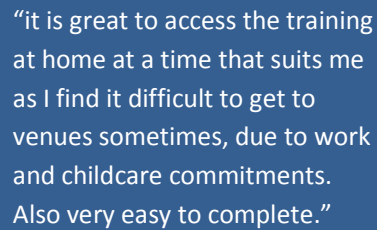
**SOVA**

# STAFFORDSHIRE LSCB MILESTONES

In the year February 2010 to the end of January 2011:

- 2726 e-learning courses have been allocated
- 1702 e-learning courses have been passed
- There has been a **404% increase in the number of courses allocated** compared to the the same period in the previous year
- There has been a **388% increase in the number of courses learner passes** compared to the same period in the previous year

**Staffordshire LSCB have allocated 3854 e-learning courses in total since membership began.**



“it is great to access the training at home at a time that suits me as I find it difficult to get to venues sometimes, due to work and childcare commitments. Also very easy to complete.”

**Louise Lewis**

**Voluntary & Community**

# COURSES

Staffordshire LSCB have purchased and have access to the following courses:

Course	Date Purchased	No. of Licences
<b>Awareness of Child Abuse and Neglect - 6 versions (membership module)</b>	June 2007	Unlimited licences
<b>Safeguarding Children Refresher Training*</b>	August 2008	5000 p.a.
<b>Child Development*</b>	April 2009	5000 p.a.
<b>Integrated Working</b>	March 2010	5000
<b>Safeguarding Children with Disabilities</b>	March 2010	5000
<b>Safeguarding Children with Disabilities – Short Breaks*</b>	March 2010	5000 p.a.
<b>Safeguarding Children with Disabilities – Autism*</b>	March 2010	5000 p.a.
<b>e-Safety*</b>	March 2010	5000 p.a.

**\* Staffordshire LSCB have taken a long term and proactive approach by taking advantage of the course development opportunities we offer as a benefit of membership. With course development, there is potential to train up to 5000 learners a year for a one off payment of £2,000.00.**

The following 6 versions of the Awareness of Child Abuse and Neglect course are available for allocation:

- **Introduction** version – aimed at people who do not work directly with children
- **Foundation** version – aimed at people who have occasional contact with children
- **Core** version – this is suitable for frontline professionals
- **Police** version – same course as Core version but with information pertinent to Police procedures
- **Young People** version - suitable for staff working with young people in secondary schools and colleges
- **Think Safe, Be Safe, Stay Safe** – created for Junior LSCB for young people to do

**Staffordshire LSCB also have access to 20 free licences for all the courses we produce.**

# LEARNER STATISTICS

The Safeguarding Children e-Academy produce statistical data for all members at the end of every month to show the progress made over the past membership year.

The graph on page 7 details Staffordshire LSCB's learner statistics from 1 February 2010 to end of January 2011.

The graph on page 8 shows the value for money Staffordshire LSCB have achieved since their membership commenced.

The graph on page 9 shows a breakdown of the completion per 'Main Department' since membership began to highlight which agencies are using the e-learning.

*(I particularly liked...)*

"External link to Lord Laming report. References to Department of Health, DCSF information."

**Funke Adebare**

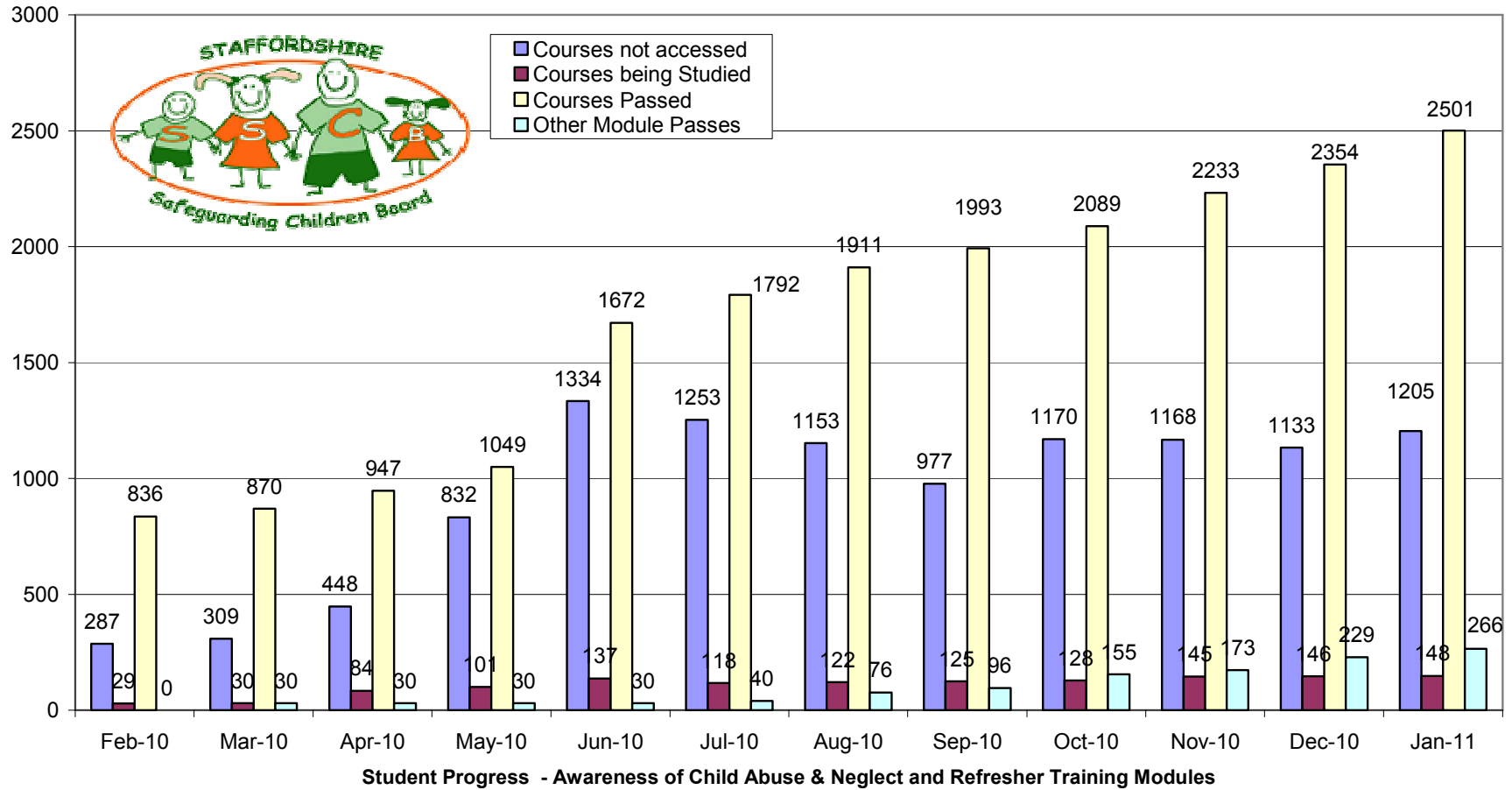
**Children & Families Services**

"I liked the ease in which pages could be navigated and information accessed and returned to. I found the content to be comprehensive."

**Mark Legge**

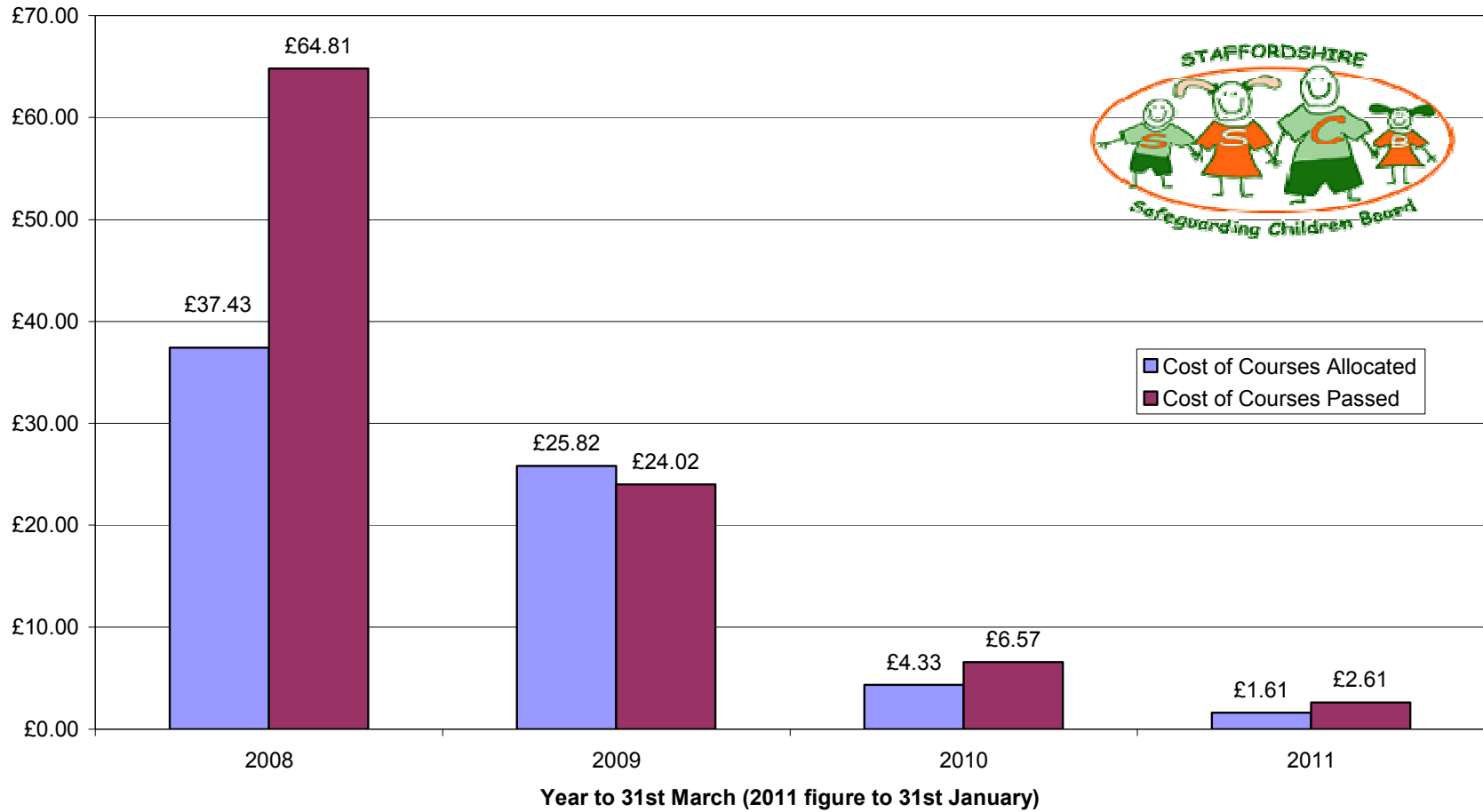
**Youth Service**

## Safeguarding Children e-Academy - Staffordshire

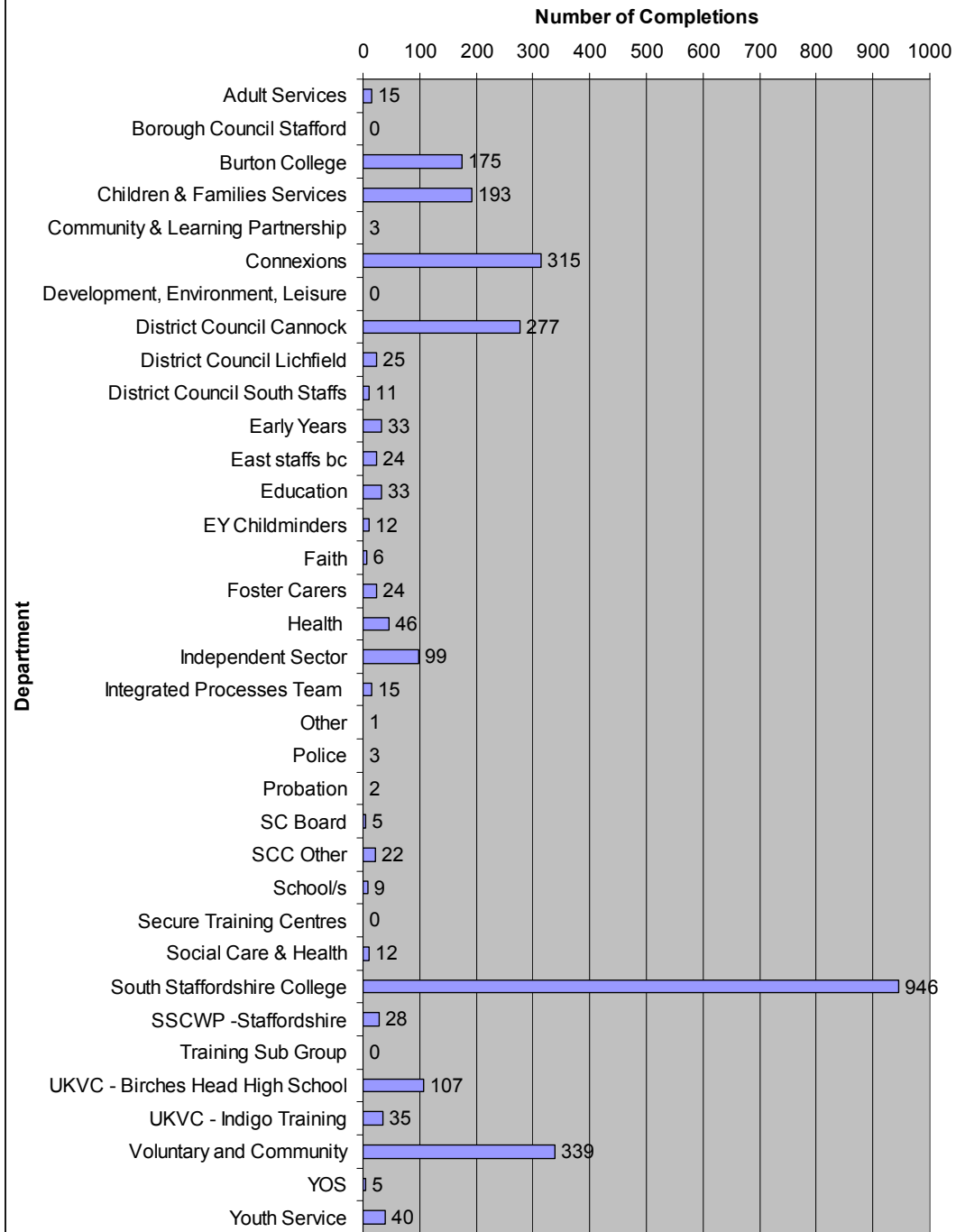


## Safeguarding Children e-Academy Value for Money Awareness of Child Abuse & Neglect and Refresher Training

Based on annual membership fee paid/courses allocated/passed in year



## Completions by Main Department



## Breakdown of Completions to Date by Department and Sub-department

### Main Department

- [Sub-departments](#)

<b>Adult Services</b>	<b>15</b>
<b>Borough Council Stafford</b>	<b>0</b>
<b>Burton College</b>	<b>175</b>
<b>Children &amp; Families Services</b>	<b>193</b>
<b>Community &amp; Learning Partnership</b>	<b>3</b>
<b>Connexions</b>	<b>315</b>
<b>Development, Environment, Leisure</b>	<b>0</b>
<b>District Council Cannock</b>	<b>277</b>
<b>District Council Lichfield</b>	<b>25</b>
<b>District Council South Staffs</b>	<b>11</b>
<b>Early Years</b>	<b>33</b>
<b>East staffs bc</b>	<b>24</b>
<b>Education</b>	<b>33</b>
<b>EY Childminders</b>	<b>12</b>
<b>Faith</b>	<b>6</b>
<b>Foster Carers</b>	<b>24</b>
<b>Health</b>	<b>46</b>
<ul style="list-style-type: none"> <li>• <a href="#">Burton Hospital NHS Trust</a></li> <li>• <a href="#">Mid Staffordshire General Hospital NHS Trust</a></li> <li>• <a href="#">NHS North Staffordshire</a></li> <li>• <a href="#">North Staffordshire Combined Healthcare NHS Trust</a></li> <li>• <a href="#">South Staffordshire &amp; Shropshire Healthcare NHS Foundation Trust</a></li> <li>• <a href="#">South Staffs PCT</a></li> <li>• <a href="#">University Hospital of North Staffordshire</a></li> </ul>	<p>2</p> <p>2</p> <p>20</p> <p>5</p> <p>4</p> <p>4</p> <p>9</p>

**Cotinued...**

**99**

<b>Independent Sector</b>		
• Acacia Training	69	
• Staffordshire Fire Service	1	
• Independent Sector	29	
<b>Integrated Processes Team</b>		<b>15</b>
<b>Other</b>		<b>1</b>
<b>Police</b>		<b>3</b>
<b>Probation</b>		<b>2</b>
<b>SC Board</b>		<b>5</b>
<b>SCC Other</b>		<b>22</b>
<b>School/s</b>		<b>9</b>
<b>Secure Training Centres</b>		<b>0</b>
<b>Social Care &amp; Health</b>		<b>12</b>
<b>SSCWP -Staffordshire</b>		<b>28</b>
<b>Training Sub Group</b>		<b>0</b>
<b>UKVC - Birches Head High School</b>		<b>107</b>
<b>UKVC - Indigo Training</b>		<b>35</b>
<b>Voluntary and Community</b>		<b>339</b>
• Voluntary and Community	197	
• SOVA	142	
<b>YOS</b>		<b>5</b>
<b>Youth Service</b>		<b>40</b>

Cotinued...

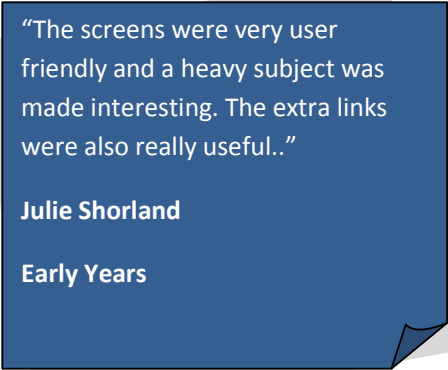
• Agriculture, Horticulture and Animal Care	50
• Art & Media	42
• Business , Administration & Law	24
• Community	41
• Construction	31
• Curriculum Business Support	20
• Education & Training	6
• ELT	17
• Engineering	33
• Estates	44
• Finance	16
• Health, Public Services, Care	59
• HR	9
• ICT	34
• Languages	6
• Learner Services Advice	50
• Learner Services Nursery	17
• Learner Services Support	105
• Learning Resource Centre	18
• Leisure, Travel, Tourism and Sport	11
• Marketing	48
• MIS, Exams, IT Services	49
• Preparing for Life and Work	71
• Quality Improvement	4
• Retail & Commercial	59
• Schools	1
• Science & Maths	2
• Workforce Development	79

# LEARNER FEEDBACK

At the end of each e-learning course, there is a questionnaire that needs to be completed by the learner before they are able to print their certificate. Both quantitative and qualitative data is collected and the pie charts and quotes on the following pages provide the feedback and some of the literal comments received from Staffordshire LSCB's learners.

The information below gives a brief summary of the results received from Staffordshire LSCB's learners.

- 97% of learners were satisfied that the course gave them the information that they needed to know
- 98% of learners found it easy / very easy to access the system and navigate through the course content
- 43% completed the training whilst at work, 27% at home, 9% completed it as a mixture between work and home and 21% used an external training venue
- 98% of your learners would recommend the e-learning course to others

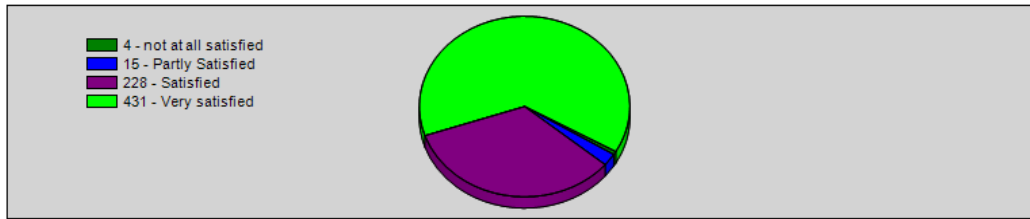


"The screens were very user friendly and a heavy subject was made interesting. The extra links were also really useful.."

**Julie Shorland**

**Early Years**

Overall, how satisfied were you that the course gave you the information that you needed to know?

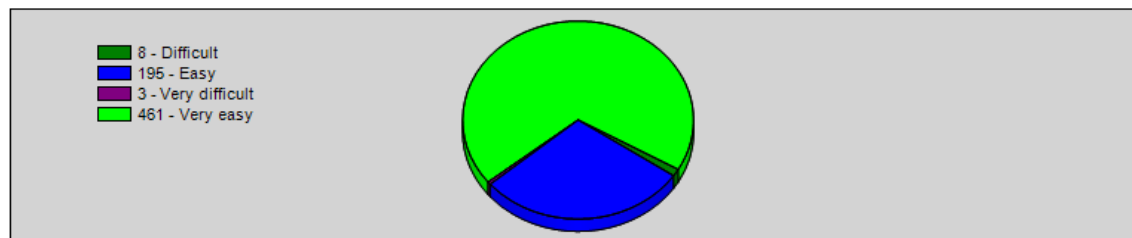


“This module was better than some of the others in this package due to the up to date information re Baby P and also due to the photographic example which demonstrate what to look for in physical abuse.”

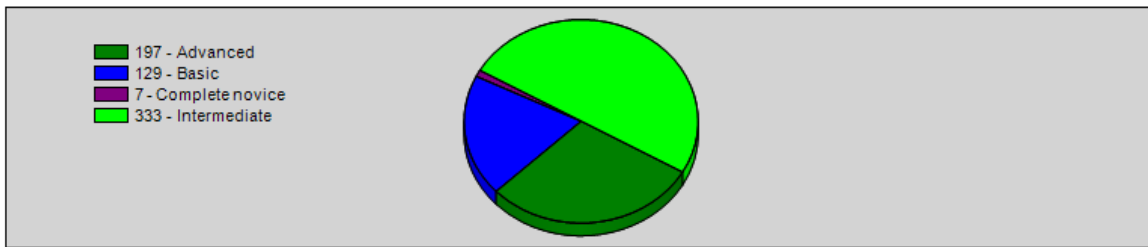
**Helen Franklin**

**Children & Families Services**

How easy was it to access the system and navigate through the module content?



How would you describe your level of computer skills?

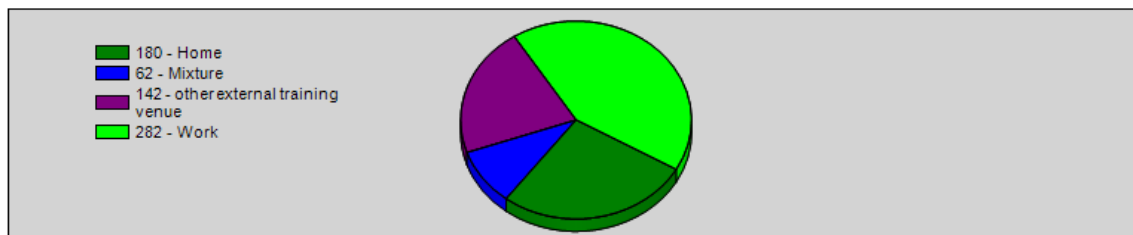


“Excellent to be able to do in own time to fit around other work priorities.”

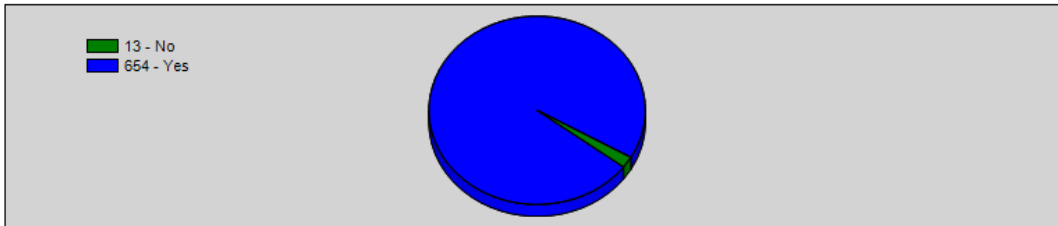
**Kirsty Smith**

**Children & Families Services**

Where did you do your training?



Would you recommend this course to other people?



“The module information was clearly presented. I liked the fact that you could print off information, make notes & go back & reread information on the modules provided.”

**Imogen Kilfoyle**

**Community**

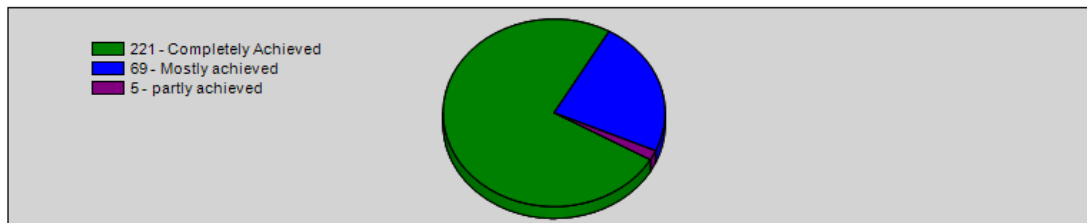
## Module Objectives

### **Awareness of Child Abuse & Neglect Core, Foundation & Police**

These are the learning outcomes for the Awareness of Child Abuse & Neglect course course:

- Understand the various types of child abuse and neglect
- Identify the signs and what to look for
- Know how to ask questions if you suspect a child is being abused
- Know what steps to take if you suspect abuse is happening
- Know what happens when a referral is made to Children's Services; (Social Care)
- Know what to do if a child or an adult discloses abuse
- Understand the importance of keeping records, understand the importance of multi-agency working

To what extent did the course help your learners to achieve these outcomes:



# SUMMARY

Over the past year Staffordshire LSCB has achieved a really excellent increase in learner numbers and learner completion rates. This clearly reflects that they have good inter-agency relationships, management buy-in, confident leadership and adequate staff resources.

The current cost of annual membership for Staffordshire LSCB is £3,500.00. A further payment of £1,000.00 for the add on of the 'Child Minder Option' has also been paid – this enables Staffordshire LSCB to allocate the course to private child minders who do not qualify for free access to the course.

Due to the forward thinking and investment Staffordshire LSCB have made in their e-learning portfolio, as long as they remain a member of the Safeguarding Children e-Academy, **for the cost of annual membership *only*, they will be able to:**

- Train an unlimited number of staff in the Awareness of Child Abuse and Neglect
- Train up to 25,000 staff a year across 5 e-learning courses:
  - Refresher Training
  - Child Development
  - Short Breaks
  - Safeguarding Children with Autism
  - E-Safety
- Have access to the balance of the 5,000 Safeguarding Children with Disabilities licences
- Have access to the balance of the 5,000 Integrated Working licences

**The e-learning provides very cost effective training for the staff within Staffordshire, particularly on an ongoing basis.**

"Brilliant idea totally".

**Christine Smith**

**Foster Carers**

**Staffordshire LSCB**

# RECOMMENDATIONS

As Staffordshire LSCB have access to an unlimited number of licences for the Awareness of Child Abuse and Neglect course and access to 5000 licences per year for both Refresher Training, Child Development, e-Safety, Short Breaks and Autism, there is unlimited potential to increase learner take up of the e-learning courses and increase completion numbers. Some of the proven ideas from our other members who have made a success of the e-learning are:

- **Make Awareness of Child Abuse and Neglect mandatory** – make it a pre-requisite that it has to be completed by staff prior to them being able to attend a face to face training course. Trainers will know that all staff attending face to face training should then have the same basic underpinning knowledge.
- **Give your learners timescales for completion** of the course – this has proved *extremely* successful where it has been introduced by other members. Evidence has shown that if a learner is informed that they only have, say, 28 days to complete the training from the date it is allocated they are far more likely to complete it.
- **Use the Course Completion Reminder function.** Ensure all administrators are using the automated email reminders reporting function available in the Learning Management System. This function allows you to send an email reminder to all learners who have been allocated but have not completed the course. Staffordshire LSCB's learner completion rate is currently running at 67% of the courses allocated. Other members such as North of Tyne and Wear NHS Trust and South Tees LSCB have average completion rates of over 75% so there is room for improvement. The Course Completion Reminder function is very quick and easy to use and there are downloadable instructions available for administrators in the LMS.
- **Make use of the membership support services the Safeguarding Children e-Academy offer** – consider having a facilitation session or an event to promote the availability of all e-learning courses Staffordshire LSCB have. Invite managements and staff from across all agencies to help raise awareness of the e-learning and increase learner take up.

- **Consider having 'Self Registration' function** with a link on your website. Learners can then register to do the course on-line and it will be allocated automatically saving time and costs in administration of these courses.
  
- **Increase the marketing of the courses available**
  - Give e-learning training a high profile spot on your website and intranet with informative information
  - Promote the e-learning in the same place as your face-to-face courses
  - Advertise the e-learning at every opportunity - Posters, email footers, desktop background, internal newsletters
  - Create information leaflets
  - Utilise our free customised made flyers
  - Utilise our free PR Officer

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