Safeguarding and respect in the workplace
Windsor Group

Project Synopsis

The focus of the project was to develop an online training and assessment package that would raise the awareness of assessors, learners and employers to enable them to promote safeguarding, the values of equality and a culture of mutual respect and support in the workplace.

On completion of the learning and assessment modules the participant will increase their knowledge and understanding of situations that could pose safeguarding and respect issues for learners in the workplace.

Project Aims

The aims of this project were to:

- Produce with the assistance of a reputable software house a flexible and interactive e-learning course available and accessible to colleges and partners staff with built in learner tracking, completion and access records, concluding exercise, feedback and progression data and hyperlinks for further information and assistance.
- Add hyperlinks to the package to enable participants to access further specialist information and assistance.
- Raise the awareness and skills of assessors, other college staff who are involved in workplace delivery to enable them to promote equalities, risk assessment and safeguarding in employer premises and generate an improved culture of respect and mutual support in the workplace
- Increase this new awareness throughout Windsor Group (WG) staff who deliver training and/or assessment in the workplace
- Enrol at least 400 key staff from employers in the Windsor Group employer partnerships to complete the e-learning programme. In a post project phase roll out the programme widely within partner companies and extend to other employers as a key workplace tool to generate respect for people.
- Provide support and updating to the programme for three years.

Project delivery

This e-learning course is innovative in that it locates safeguarding in one learning package within a context of risk assessment and equality and diversity. Safeguarding is seen as a key step towards respect for people secured through the inclusion of risk appreciation and valuing others.

The Safeguarding and Respect in the Workplace steering group held a development day on Wednesday 28th April 2010. Ten of the twelve participants who were invited to attend did, they were;

Safeguarding Officer - Eastleigh College
E-learning facilitator - Eastleigh College
Deputy Director for Teaching and Learning- Eastleigh College
Director of Diversity Services - Grass Roots Groups
Learning Specialist (Learning and Measurement) - Grass Roots,
Head of Quality - West Kent College,
Business Development Manager - Canterbury College,
HR Officer - Eastleigh College
Partnership Manager - Eastleigh College
Project Manager - Eastleigh College

The group established the;
- Specific aims of learning programme,
- The target audience,
- Distinctive and unique features of this project
- Course content, the workshop was the first milestone and the group established the modules for the Safeguarding and Respect in the Workplace E- Learning, these were:

    - Module 1 – Introduction to Safeguarding
    - Module 2 - Safeguarding against bullying
    - Module 3 - Safeguarding against violence and abuse
    - Module 4 - Safeguarding against unsafe activities
    - Module 5 - Equality and Diversity
    - Module 6 - Safeguarding and Risk Assessment

- Assessment criteria and method of assessment,
- Operational roll out,

It was recognised at this meeting that there is much conflicting information in the public domain regarding safeguarding; the team had to be meticulous in ensuring content met current legislation and good practice. Therefore the project lead would secure the services of a safeguarding subject expert to provide professional support and proof read subject content. This development day provided the steering group with the first opportunity for attendees to determine the exact extent that they wished to be engaged in the management of the project and difficulty that emerged of managing a regional bid, with 13 stakeholders (including the web developer), was the coordination of meetings and product development workshops.

Project development followed the activities outlined in the application form; however there was a fairly significant slippage against milestone dates during the August to October quarter. Unfortunately due to holiday commitments at the end of August, our subject expert had not proofed module 6 and it was not sent back to the web developer until the 07 September 2010, this meant we missed our allotted time in the studio and we had to wait until 26 October 2010 for them to allocate a new slot, which resulted in the project being put back over a month. The photo shoot (for illustrating the learning programme) took place on the 11 November 2010, following this the project slipped back again, now making us two months behind schedule and we did not receive the completed module 6 until 26 January 2011.

If we were going to manage another LSIS project similar to this one we would insist on weekly updates and more contact with any third party project manager. However, with extremely valuable input from the Project Coordinator and the Eastleigh College e-learning facilitator the time was made up and the programme rolled out before the project end date.

Lessons to take forward from this to future projects;

- Limit the steering group to a small but very dedicated team
- Diarise meeting date from the onset of the project and ensure all stakeholders keep to them.
- Consider penalty clauses in any contracting arrangements with commercial partners.
- Consider commitments that other participants may have i.e. holidays

Project Outcomes

Although it is too early to measure the impact of this project, the early indicators point to a very worthwhile tool that will assist all involved in delivering training and/or assessment to learners in the workplace.

The outcome of this project is an extremely valuable interactive on-line learning and assessment programme that will benefit learners, employers and tutors/assessors involved in the delivery of learning in the workplace.

The LSIS branding of this piece of work is complemented by that of the Windsor Group; this group is a collection of 12 colleges' based in the SE region of England who have a particular focus on delivering training to employers.
The combined market share of the group is;

- 52% of government training provision in the SE
- An annual turnover of £330m
- A workforce of 16,000 employees
- An active customer base of 15,000 business

Assessors/verifiers and other staff linked to Colleges already understand the importance of safeguarding, this course helps to promote its uptake to a range of sub-contracted and employer organisations. In effect, they will champion safeguarding and respect for people in the workplace and encourage employers to offer it to their staff. A very positive innovation of this project is the deployment of college staff into the workplace to promote an understanding of safeguarding and diversity with employers.

Employers will develop a better understanding and awareness of the importance of developing respect and mutuality in their workplace locations and generate a more congenial and supportive ethos. Key staff identified by employers will be required to complete the e-learning programme and champion its message and impact in the workplace. Additionally, they will be expected to extend the e-learning course enrolment to other colleagues and staff. It will reposition safeguarding beyond the vital but functional priorities associated with safeguarding in a context of equalities and risk assessment and elevate safeguarding beyond safety basics to developing a new culture of respect for people in the workplace.

The e-learning course and its co-ordinating champions within each of the Windsor Group colleges have strengthened consortium links through the sharing of information and intelligence and a new commitment to standards of learner care in the workplace.

It has also increased the practitioners understanding of the expectations of the CIF and its requirements. The key themes of the e-learning programme: safeguarding, equality and diversity and risk assessment are essential requirements of the CIF's Leadership and Management. Hence, the course has underpinned these priority practices in college and with partners.

Three further key measures of impact will be;

- Usage (we have built a mechanism to measure usage into the system), however as stated earlier in this section it is too early in the roll out to currently measure this.
- The observation, by verifiers, of assessors, learners and employers' behaviour who have accessed the course
- Key outcomes from learner feedback in support sessions will also help identify project impact

Sharing of Project Findings

The learning package has already been demonstrated to the first round of stake holders, the Business Development Directors of the twelve colleges that form the Windsor Group. They gave it a very positive response and will now cascade it to appropriate teams in their college and associated stakeholders. Also at this event was the WG Business Driver and Secretariat/Development Coordinator, both of who will actively promote this learning package and the latter of who will upload it on to the WG web site.
http://www.thewindsorgroup.co.uk/

Other events planned are to deliver information and training sessions to;

- Eastleigh College managers - 21 March 2011
- Eastleigh College assessors - 31 March 2011
- Eastleigh College partners, 30 private training providers who cover a national footprint – 16 May 2011
- ALPHI (Association Learning Providers Hampshire Isle of Wight assessors - TBA

Other tools to encourage usage are;

- The E-learning facilitator has produced a comprehensive user manual to accompany the learning/assessment package.
- 5000 leaflets have been produced and distributed across the WG colleges
- Eastleigh College has committed to update the content of assessment package for three years from the date it went live.
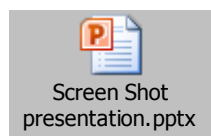
The link to access the Safeguarding and Respect in the Workplace e-learning package is:

http://moodle.eastleigh.ac.uk/wingrp/

The log on details for LSIS are: *Username: LSIS   Password: LSIS2011*

Attachments

Screen shot presentation

Screen Shot presentation.pptx

Training and support manual

The Windsor Group.pdf

Publicity leaflet

windsor leaflet
(2)updated version.p

Certificate of completion

ED Certificate.docx