

Annual monitoring visitors' report

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Section one: Programme details

Name of education provider	Welsh Ambulance Services NHS Trust
Name of awarding / validating body	Institute of Health Care Development
Programme title	IHCD Paramedic Award
Mode of delivery	Full time
Relevant part of HPC register	Paramedic
Name and profession of HPC visitors	James Petter (Paramedic) Mark Nevins (Paramedic)
HPC executive	Jamie Hunt
Postal review	5 August 2012

Section two: Submission details

The following documents were provided as part of the audit submission:

- A completed HPC audit form
- Internal quality report for one year ago
- Internal quality report for two years ago
- External Examiner's report for one year ago
- External Examiner's report for two years ago
- Response to External Examiner's report one year ago
- Response to External Examiner's report for two years ago

The programme has not submitted internal quality reports or external examiner's reports (or their responses) as the education provider has 'not facilitated an internal IHCD Paramedic Education course during this submission period'.

Additional documents supplied:

- Workforce OD Directorate Business Plan Template 2012-13
- EV VISIT WAS QRF south 10
- Welsh Ambulance Services NHS Trust EV Report November 2011 IHCD
- Programme leader Karen Lockyear's CV
- Programme Information Pack V3 April 10
- Welsh Ambulance Services NHS Trust Capability Policy
- Welsh Ambulance Services NHS Trust Code of Conduct
- Paramedic training course timetable

Section three: Additional documentation

- The visitors agreed that no further documentation was required in order to make a recommendation.
- The visitors agreed that additional documentation was required in order to make a recommendation. The standards of education and training (SETs), for which additional documentation was requested, are listed below with reasons for the request.

3.1 The programme must have a secure place in the education provider's business plan.

Reason: The visitors noted from the SETs mapping document that the education provider stated that evidence could be found for meeting this SET in the Workforce and Organisational Development Directorate Business Plan. The visitors were unable to find this evidence in this document however, so were unable to determine if this SET continues to be met.

Suggested documentation: The visitors would like to see a clear description of how the programme fits into the education provider's business plan.

3.2 The programme must be effectively managed.

Reason: From the documentation provided, the visitors were unable to determine student numbers on the programme. Whereas this on its own does not mean that this SET cannot be met, the visitors would like to see evidence that the programme continues to be effectively managed. The visitors noted from the SETs mapping document that the education provider stated that evidence could be found for meeting this SET in the IHCD Qualification Report Forms 2010-11. The visitors were unable to find sufficient evidence in this document however, so were unable to determine if this SET continues to be met.

Suggested documentation: The visitors would like to see evidence of how the programme team manage the programme. This could include current organisational structure, staff updates, CVs, lesson planning that relate to the programme. The education provider may also wish to include the following:

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2011-05-04	a	EDU	RPT	AM report	Final DD: None	Public RD: None

- Evidence of current or recent management of the programme in terms of staffing, planning, awards processes
- Evidence of current or recent feedback and audit in relation to the programme (for example placements auditing, student engagement, awards processing)

3.3 The programme must have regular monitoring and evaluation systems in place.

Reason: The visitors noted from the SETs mapping document that the education provider stated that evidence could be found for meeting this SET in the IHCD Qualification Report Forms 2010-11. The visitors were unable to find sufficient evidence in this document however, so were unable to determine if this SET continues to be met.

Suggested documentation: The education provider stated that they were able to provide evidence of their internal quality assurance processes in their covering letter for the submission. The visitors would like to see these documents, or any other evidence they are able to provide about internal quality assurance.

3.4 There must be a named person who has overall professional responsibility for the programme who must be appropriately qualified and experienced and, unless other arrangements are agreed, be on the relevant part of the Register.

Reason: The visitors noted from the documentation that the programme leader is not registered with the HPC and may have limited previous experience of leading paramedic programmes. Whereas this SET does not require the programme leader to be registered with the HPC, the visitors would like to see how the education provider provides information specific to the profession and resources to support the programme leader in their role.

Suggested documentation: The education provider may wish to provide further evidence of the programme leader's previous programme leader experience, further evidence that the programme leader is able to effectively organise how the programme is delivered and further evidence of the profession specific support mechanisms in place for the programme leader.

Section four: Recommendation of the visitor(s)

To recommend a programme for ongoing approval, the visitors must be assured that the programme meets all of the standards of education and training (SETs) and that those who complete the programme have demonstrated an ability to meet our standards of proficiency (SOPs) for their part of the Register.

The visitors agreed to recommend to the Education and Training Committee that:

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2011-05-04	a	EDU	RPT	AM report	Final DD: None	Public RD: None

- There is sufficient evidence to show the programme continues to meet the standards of education and training and that those who complete the programme will continue to demonstrate an ability to meet the standards of proficiency.
- There is insufficient evidence to determine if or how the programme continues to meet the standards of education and training listed. Therefore, a visit is recommended to gather more evidence and if required place conditions on ongoing approval of the programme.

3.1 The programme must have a secure place in the education provider's business plan.

Reason: The visitors were provided with the 'Workforce Development Team Annual Delivery Plan 2012-13 as evidence of how this standard continues to be met. The visitors noted the documentation provided only referred to a generic commitment to develop all Trust staff in order to meeting their Trust's strategic objectives. However there was no specific mention of clinical staff, paramedics or indeed the paramedic programme in question.

3.2 The programme must be effectively managed.

Reason: The visitors noted the education provider had not delivered the programme during the period which covers this annual monitoring submission. The visitors were concerned that no students had entered the programme and the effect this may have on how the programme meets this standard. Additionally, the Trust has listed five days of CPD as evidence of management of the programme. However there is no detail of the five separate CPD or "staff update" days given and there is no indication how those events link to the programme as a whole or how these are managed and how they demonstrate effective programme management. The list of staff update days also appears to be related to post registration staff rather than to students on the programme. The visitors were provided with the last two years of "IHCD Qualification Form" audit reporting and additional documentation which included templates of feedback mechanisms for students and external validators, and organisational charts to further demonstrate evidence for how the programme is managed to meet this standard.

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Qualification Form” audit reporting and additional documentation which included templates of feedback mechanisms for students and external validators, and organisational charts to further demonstrate evidence for how the programme is managed to meet this standard. The visitors noted the additional documentation provided to meet this standard did not provide any insight into how the programme is currently managed or offered. The visitors are therefore not satisfied the programme is being audited effectively.

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