

Education and Training Committee, 22 November 2018

Education provider survey recommendations – progress update

Executive summary and recommendations

Introduction

This attached table provides an update on work the Executive has undertaken to address the recommendations identified through the most recent biennial education provider survey. The survey outcomes were first considered by the Education and Training Committee on 7 June 2018.

This paper is to note.

Background information

- [Findings of the biennial education provider survey – 2016-18](#)

Discussion

None.

Decision

None.

Resource implications

None

Financial implications

None.

Date of paper

12 November 2018

Education provider survey – Recommendations – Update for ETC (November 2018)

	Recommendation	Timeframe for delivery	Actions (undertaken)	Actions (pending)
1	Strengthen the communication of reasons for decision-making, including why we choose to use particular processes to review changes to programmes, and when setting conditions.	Ongoing – report actions to date to November ETC	<ul style="list-style-type: none"> • Education Officer training undertaken in August 2018 • Training resource produced and available for existing and new staff 	
2	Act on comments about inconsistency with visitors' approach to assessment when developing the next round of visitor training.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Considered and delivered as part of new visitor training in October 2018. 	<ul style="list-style-type: none"> • Consider process improvement to address this area as part of the BAU Education approval process review project • Incorporate into future online refresher training modules in 19-20 FY.
3	Use executive training to ensure visitors' deliberations and questioning is guided appropriately, so we apply standards consistently in all situations.	Ongoing – report actions to date to November ETC	<ul style="list-style-type: none"> • Delivered 'at the visit' training for Education Officers in November 2018. Part of the focus was on managing the conversations of visitors • Training resource produced and available for existing and new staff 	<ul style="list-style-type: none"> • Consider process improvement to address this area as part of the BAU Education approval process review project
4	Analyse the success of all-electronic documentary submissions for annual monitoring in 2018-19, and revisit the feasibility for all processes following the review.	Summer 2019	N/A	<ul style="list-style-type: none"> • Following completion of annual monitoring in this AY, run a small BAU review project in FY 2019-20, to inform AM planning for the 2019-20 AY

5	<p>Update information about observations to ensure education providers understand the purpose and nature of observations, the process for submitting them, and that submission will not prejudice process outcomes.</p>	<p>Summer 2018 – report actions to November ETC</p>	<ul style="list-style-type: none"> • Observations guidance was updated early in 2017-18 AY, after the survey period • Updates included in new web pages, to go live as part of the web project in December 2018 	<ul style="list-style-type: none"> • Consider process improvement to address this area as part of the BAU Education approval process review project
6	<p>More clearly communicate the reasons for required timeframes and the HCPC agenda requirements to education providers, through the approval process and in information on the website.</p>	<p>Summer 2018 – report actions to November ETC</p>	<ul style="list-style-type: none"> • Updates included in new web pages, to go live as part of the web project in December 2018 	<ul style="list-style-type: none"> • Undertake specific review of timeframes, HCPC agenda, and communications relating to these areas as part of the BAU Education approval process review project
7	<p>Clearly communicate to education providers why we are changing the documentation requirements for the annual monitoring process, what these changes are, and how they can meet these requirements, considering a broad range of communication activities.</p>	<p>Summer 2018 – report actions to November ETC</p>	<ul style="list-style-type: none"> • Updates included on the current website, and have been transferred to the new web pages, to go live as part of the web review major project in December 2018 • Specific email comms to education providers in June, followed up in September as part of normal annual monitoring correspondence • Included in October 2018 issue of Education Update 	<ul style="list-style-type: none"> • Developing webinars for delivery in early 2019, with one focus being on this area

8	Use education provider preferences for helping them understand how to meet the revised SETs through annual monitoring when creating guidance, and when planning communicating our requirements.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Updates included on the current website, and have been transferred to the new web pages, to go live as part of the web review major project in December 2018 • Specific email comms to education providers in June, and then followed up in September as part of normal annual monitoring correspondence • Included in October 2018 issue of Education Update 	<ul style="list-style-type: none"> • Developing webinars for delivery in early 2019, with one focus being on this area
9	Use feedback about communicating our requirements for annual monitoring when planning for the 2018-19 academic year.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Considered in annual monitoring planning, and delivered in the comms sent to education providers in September 2018 	
10	Reconsider communications through the major change process, ensuring that key contacts are included, and decisions are well explained.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Updates made on new web pages, to go live as part of the web review major project in December 2018 	<ul style="list-style-type: none"> • Review of existing email templates
11	Use feedback about the concern process when undertaking the concern review.	Summer 2018 – concern review outcomes report to ETC in September	<ul style="list-style-type: none"> • Feedback considered when developing revised concerns process • Updated process went live in August 2018 	

12	Make resources available for education providers, especially learning resources, more visible on the website, and signpost to this information when appropriate.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Updates made on new web pages, to go live as part of the web review major project in December 2018. Includes specific hubs for stakeholder groups of education providers and learners • Existing resources flagged through Education Update in June 2018 	
13	Review and ensure the relevance of resources available to help education providers deliver HCPC-related content.	Summer 2018 – report actions to November ETC	<ul style="list-style-type: none"> • Updates made on new web pages, to go live as part of the web review major project in December 2018. 	<ul style="list-style-type: none"> • Developing webinars for delivery in early 2019, with one focus being on this area
14	Work with Communications to broaden the appeal of social media channels to education provider contacts, and learners.	Summer 2019	<ul style="list-style-type: none"> • Stakeholder engagement strategy agreed by Council in May 2018. Specific provisions included for education providers and learners • Discussions held with Digital and Publishing Team around the future use of the education provider hub on the new website, which will allow for more timely communications using a range of media platforms to reach our stakeholders 	