

Report on the
TRAINING PROVIDER FORUM
on the 4th November 08 at the Fullwell Cross Library

‘Business Development’

Our Objectives of this event to:

- **Understand how personalisation of care services may influence learning and development priorities and the social care sector.**
 - **Learn about strategic developments of qualifications and relevant frameworks and strategies.**
 - **Discuss and agree on Best Practice for effective delivery of funded NVQ programmes**
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SUMMARY OF THE EVENT:

All training providers who on the RLC mailing list were invited. Twenty-five delegates attended of 27 who booked a place at the forum. A buffet lunch was provided after the programme.

The following presentations/topics were discussed with a mixture of interactive sessions and formal presentations. Service users also presented and introduced their role as Training Assistants at Mencap to delegates.

1. Best Practice Guide for funded NVQ programme delivery

The Collaborative are in the process of designing a Best Practice Guide for funded NVQ programme delivery to assist employers – training provider relationships when managing NVQ programmes. Before the event a questionnaire was distributed to all care employers and training providers as well as candidates to indicate current practice. Unfortunately there was a very poor response. It was decided that the questionnaire should be distributed again to get a larger number. Katrin Krüger presented a summary of responses received so far and these can be found on the RLC website (homepage under training provider events).

This summary was followed by a working group session discussing in smaller groups the questions on the questionnaire. The notes of these discussions can be found on the RLC website. The summary of all responses received due to a fresh set of invitations send to all will be circulated in January 2009.

2. Train to Gain Brokerage - Presentation and Q & A Session

Hilary Boland of Triangle Fusion presented the issues and current developments of train to gain brokerage. She indicated that the Learning and Skills Council are currently making a lot of changes to eligibility and funding criteria, but she expects that these changes will be completed by January 2009. Samia Ahmed has briefly outlined the new funding stream for **London Leadership & Management Specialist Advisory Service**. Please see website for more information.

3. Involving service users and their carers in the design and delivery of training.

Joanna Watson and her colleagues from Mencap introduced their service user involvement programme in the delivery of training. Please see their presentation slides on the RLC website.

The new employer market of individualised Budget: How will this change impact the business of L&D? Katrin Krüger summarised how the social care service developments in Direct Payments have made an impact on the demand for training. She outlined the key findings of two surveys conducted with personal Assistants and their service user employer. (Skills for Care New Types of Worker and the IFF research study on Direct Payments.) Her presentation can be found on the RLC website (homepage under training provider events).

4. Qualification Credit Framework (QCF) - update from Skills for Care

Pippa Dorn of Skills for Care London presented the developments of the Credit and Qualifications Framework.

Skills for Care also circulated a brief summary of other training related news and developments. This can also be found on the RLC website.

On behalf of the Redbridge Learning Collaborative, we would like to thank all presenters for their time, their valuable information and commitment to share their experiences with delegates.

Fourteen Feedback & Assessment forms were received. The following is a summary of the feedback received:

1. How well did this event provide networking opportunities for you?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
	2	5	5	3

2. How would you rate the suitability of this venue for this event?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
	4	5	5	1

3. How would you rate the food & refreshments for this event?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
	4	3	2	5

4. How would you rate the handouts for this event?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
		3	7	5

5. How would you rate the quality of the presentations made?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
		2	9	4

6. How would you rate your overall experience of this event as a worthwhile and productive use of your time?

<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Very Good</i>	<i>Excellent</i>
		5	5	5

7. What have you gained from this event?

- Good overview of changes to Qualification Framework
- New information / excellent presentation from Service Users
- Sharing good practice
- New contacts, knowledge and information
- Learn about latest updates
- Networking opportunities, new information from Skills for Care
- Update of information, Brokerage services
- An insight into some of the current issues
- I have gained a lot today and gained some information as well
- Information relating to changes in training and lots more
- Info from Triangle regarding Train to Gain
- Lots of good information on QCF and PA training
- Knowledge for the QCF
- Good information
- New contacts

8. What should have been done differently?

- Less time allocated to first activity, more time allocated to personalisation agenda.
- More involvement from Service Users at future events.
- Possibly timing
- List of phone numbers, email addresses and contacts to all attendees would be helpful
- More information
- Nothing
- Feedback from workshop groups was a bit confusing and needed structure

9. From today's event, what will you do next?

- Re-address our marketing strategy 4
- Incorporate social care developments in our Business Plan 3
- Will get in touch with networking contacts obtained today 7
- Will review our NVQ delivery process and make use of the Best Practice Guide once published 5

- Will involve service users in the design and delivery our training and qualifications programmes 3
- Develop new training courses 1
- Will be looking for direct funding for training and development 7
- Will engage with/influence the RLC activities in relation to training provision in Redbridge 6
- Other, please specify:
 - Bring all information back to Management,
 - Evaluate and assess all information gathered
 - Follow up new contacts made to identify prospective partners for joint bidding

10. Do you have any suggestions of topics to be included at the next Training Provider Forum in 2009?

- Training Providers to share materials used /ideas
- Personalisation agenda regarding requirements
- Direct payments, planning and strategy
- No suggestions
- None at the moment
- Update on QCF process as Major meetings occurring in Jan 09
- LSC structural changes and impact
- The demise of the LSC – joy or sorrow? What will the impact be

Any other comments or thoughts:

- Explanation of NVQ's to the managers, to convey a clear understanding of requirements for them
- Follow up from Events
- Helpful informative
- None
- List of attendees and contact details for each event

It looks that overall it was a useful event. Thank you very much for your time and hope to see you at the next training provider forum in the New Year.