

## Case Study

# Safeguarding and Duty of Care resources:

## How EduCare's services work for both staff induction training, and student blended learning at Solihull College and University Centre

### Overview

#### Online induction training for staff

##### The challenge:

Solihull College and University Centre's Senior Team used to deliver all staff induction training in person which was both time consuming and inefficient. The college also recognised that mandatory content was hard to keep up-to-date, as induction requirements for education settings continuously evolve as legislation and best practice evolve. A more efficient solution was sought...

##### The solution:

Since 2012, approximately 600 staff per year have completed EduCare's online safeguarding and duty of care training courses, either as part of their extended induction or as a refresher. The courses college staff have taken include:

- Data Protection/GDPR
- Equality and Diversity
- Safeguarding Young People
- Child Protection
- The Prevent Duty
- FGM Awareness
- Safer Recruitment

EduCare's range of courses have helped staff demonstrate CPD through downloadable personalised certificates that are available upon the successful completion of each course. As well as saving time and money, the college have also benefitted by being able to provide robust reports detailing staff progress

and course completion. These are used to evidence essential training to funding agencies, Ofsted and other inspectorates.

#### Blended learning solutions for students

##### The challenge:

Solihull College and University Centre wanted to enhance the study programmes for their BTEC Health and Social Care students and approached EduCare to pilot the introduction of CPD certified training resources to the curriculum.

Keen to develop and improve their blended learning approach for students, the College's Lead H&SC tutors mapped a number of EduCare's Health and Social Care resources to H&SC BTEC curricula and discovered that a number of courses would be very useful to undertake. These BTEC's were:

- BTEC Certificate in Health and Social Care
- BTEC Extended Certificate in Health and Social Care
- BTEC Foundation Diploma in Health and Social Care
- BTEC Extended Diploma

##### The solution:

The College chose 7 EduCare resources to offer to 115 students as part of the pilot. Students were asked to complete some or all of these courses between October 2017 and April 2018. Students completed

these courses either as part of a group session, or studied in their own time as part of the College's requirement for students to complete 20% off the job training.

##### The EduCare courses students accessed were:

- Safeguarding Adults in Health and Social Care
- Safeguarding Children in Health and Social Care
- Mental Health, Dementia and Learning Disabilities in Health and Social Care
- Duty of Care, Privacy and Dignity in Health and Social Care
- Manual Handling in Health and Social Care
- First Aid Essentials in Health and Social Care
- Infection, Prevention and Control in Health and Social Care

EduCare's Customer Service Team created profiles for each student on their state of the art learner management system (LMS), where, securely, the students could access the courses according to the order they were required to complete them, and by date. The College was provided with full reporting rights to demonstrate when students had started a course, were in progress, or completed. Students themselves could download and print their personalised CPD certificates as evidence of their learning.

Case Study



Outcomes

- Successful pilot of students in H&SC stream: 552 course completions by 115 Health and Social Care students in 7 months.
- The Head of School for Health & Social Care wishes to incorporate more courses into their next academic year.
- Heads of Schools from other areas of the college have heard about the success of the pilot and would like to implement elements within their areas as well.
- Staff training continues with 783 induction and staff refresher training courses completed in the last academic year alone.

**Why Solihull College and University Centre uses EduCare's service for staff:**

1. Excellent customer services - helpful and responsive.
2. High quality resources.
3. Broad menu of training courses.
4. Relevant induction training topics.
5. Meaningful Reporting.

**Why Solihull College and University Centre uses EduCare's services for their students:**

1. Courses can be mapped to BTEC curriculum.
2. Ease of access – online learning available any time anywhere.
3. CDP recognised training for students' employability records.
4. Interactive and engaging content.
5. Downloadable certificates to evidence learning.



We always turn back to EduCare purely on the basis of their customer service levels and the fact that they are very sensitive to the timeframes we operate in.

The EduCare product is engaging, current, well presented and sufficiently detailed, and from an operational perspective, the functionality of the EduCare site is easy to navigate and, with full admin access, reporting is both intuitive and user friendly.

Reza Mosavian  
Head of Learning Technologies



EduCare has helped the students evidence key units in their BTEC diplomas and it's always nice to help students access their learning outside of the classroom; this helps create real independent learning.

The students feel that using EduCare is very credible as they know they are taking courses that people in the sector that they wish to work in are accessing the same content.

Andrea Dartnell Tutor/Co-ordinator  
Health & Social Care



Sometimes we don't get to cover all the content of key units in college. What is really good about EduCare is that we go back in our own independent time and study it further.

Jaiden Isaac Davey  
1st Year Health and Social Care Level 3 Foundation Diploma Student



To find out more: