Remote Education Offer

GP Strategies Training Limited

Created: June 2020

Key Principles of the Plan

Creating a safe environment for all and implement effective communication systems

Mental health and wellbeing

Staff CDP and quality assurance

Providing the resource to support delivery

Delivering the curriculum

Engaging learners
Identifying gaps and setting goals

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Introduction, Key Objectives and Purpose

This document is intended to sit alongside the government guidance for contingency planning withinFurther Education and Skills.

The information contained within this plan is intended to support GPSTL and its sub-contractors in adopting a clear, safe and **robust remote learning policy** and so minimising disruption to learning caused by current and any future lockdowns and restrictions or periods of self-isolation, whether impacting on small or large numbers of learners, employers or staff.

Current Public Health (PH) guidance indicates that employers and learners face future self-isolationor enforced lock down periods and this document outlines our approach to remote learning and engagement continuance which includes:

- Our remote education offer to apprentices
- Our remote education offer to Traineeship learners
- Our remote education offer to learners undertaking an Advanced Learner Loan qualification
- Delivery arrangements
- Virtual learning environments
- Assessment arrangements
- Expectations of learners
- Specialist equipment and facilities
- Support for learners without devices, connectivity or suitable learning environment
- Arrangements for learners requiring learning support

We are focusing on safety, content, delivery and assessment, introduction of adaptations and flexibilities to guarantee learner progress is maintained and quality assurance processes to ensure high standards continue to be met.

Where applicable our sub-contractor contingency plans form an annex to this plan.

Key Principles of the Plan

The key principles of the plan have been designed to fit together a set of arrangements which support:

- Remote learning access for all
- Creating a safe environment for all
- Creating equal access for all
- Implementation of an effective communication strategy
- Adopting sound support systems to promote positive mental health and wellbeing
- Effective arrangements to enable ongoing learner and employer engagement/re-engagement with learning
- Robust processes to identify gaps in learning, goal setting
- Delivering the curriculum
- Promotion of learner progression and achievement
- Creating a suitable forum to encourage learners, employers, staff and stakeholders to raiseconcerns and provide feedback
- Robust quality assurance and change management systems
- Effective staff continuous professional development

Key Principles	Process and Planning
Creating a safe environment for all	In the form of a COVID-19 Incident Reporting Process and Incident Reporting Form there is a clear understanding of what needs to be done in the event of: • A member of staff or learner displaying COVID-19 symptoms • A member of staff or learner becoming illwhilst on programme • A member of staff or learner developing COVID-19and tests positive • A member of staff or learner is contacted by PHE EarlyOutbreak Track and Trace Service and instructed to self-isolate • A member of staff or learner returning to the UKfrom a country with isolation restrictions

Through the **COVID-19 Incident Reporting Process** measures are in place to enable us to react quickly to all reported incidents; contact information is publicised through our website, learning hub, email, statement notifications and at learner and employer visits:

- A designated Crisis Management Team through which incidents are routed, tracks and responds to all reported incidents

- Employer/learner notification in instances were staff have been instructed to self-isolate

The **learning environment** is risk assessed quarterly and safety measures in place are under constant review through the introduction of:

- Training centre pre-opening check lists

- Training centre covid-19 compliant video recordings

- Training centre covid-19 risk assessments

- Onsite protective measures inclusive of PPE, notice of prohibitions, social distancing

- PPE available to all visitors and learners

- Training centre and room maximum occupancy

- Staff and visitor training centre visit schedule and booking process to ensure maximum occupancy is not exceeded

- Pre-visitor covid-19 health, safety and welfare checks

- Signing in track and trace register or NHS app barcode scanning

- Training centre covid-19 safety arrangements notice issued to all visitors

- Additional online safety training measure in place for staff and learners to safeguard against increased use of learning technologies

- Strict cleaning regime operational in all centres

- Covid-19 testing for staff at the request of high risk employers

- Staff pre-employer/learner site visit covid-19 health, safety and welfare checks

- Where equipment and resources are 'shared' by learners they are sanitised between us

	All learners undergo an individual COVID-19 risk assessment to ensure they are aware and fully understand the COVID-19 safetyarrangements and adaptations operational within their place of work and GPSTL training centres. This risk assessment ensures that individual learner risk and circumstances are taken into account within their place of workand at GPSTL training centres. Risk assessment outcomes are reviewed with the learners on amonthly basis. All employers undergo an apprentice or placement workplace COVID-19 risk assessment to ensure that adequate COVID-19 safety arrangements are in place and have been communicationto learners.
Effective Communication Strategy	**COVID-19 communications** are well developed, effective,timely and supported through a variety of methods: • Staff weekly AO, Ofqual and regulatory adaptations notifications • Staff weekly remote assessment strategy and return towork strategy updates • Staff weekly local and national lockdown notifications • Staff EPA, apprenticeship and qualification adaptationat a glance guide • Staff monthly meetings • Regular learners and employers COVID-19 newsletters • GPSTL Safe Choice magazine • Standard discussion topic at each learner visit and review • Learning hub notifications • Employer resource portal notifications • Website notifications
Positive Mental Health and Well Being	Staff, learner, employer and stakeholder mental health andwellbeing is well supported through various means: • Impact of remote working survey data is regularly gathered from staff, learners and employers, these surveysact as a forum for all to raise concerns around their own wellbeing and that of others. • Staff have access to GP strategies Employee Assistance Programme which supports good mental health

	• Mental health and wellbeing training forms part of the staff, learner, employer and board of governors induction programme • Learners emotional, mental and physical health is reviewed quarterly by their skills coach and acts as a forum for discussion • Mental health information and guidance is available to learners on the learning hub • Mental health information and guidance is available to employers on the employer resource portal • Mental health information and guidance is available on our website
Remote Education Offer	We will continue to offer all our learning programmes remotely including: Apprenticeships, Traineeships and Advanced Learner Loans. All programmes have been adapted to ensure continued access and engagement.
Remote Delivery Arrangements	Learners can expect a flexible range of remote delivery options tailored to individual needs and circumstances which could include the following; • Utilisation of mobile phone technology • Utilisation of android/iPhone tablet technology • Utilisation of lap top computer technology • Utilisation of 'free standing' computer technology • Issuance of telephone numbers and e-mail addresses to support ongoing communication and engagement
Virtual Learning Environments	Learners can expect a flexible range of virtual learning environments including the following; • Video conferencing and messaging via Teams, Zoom or Google Hangout • Social media conferencing and messaging through FaceTime and Messenger, Instagram • Telephone calling either through mobile or landline • Access to designated resources through our on line Learning Hub platform • Access to an online e-track portfolio

Assessment Arrangements	Learners can expect assessment to be undertaken remotely with arrangements made to ensure each learner has access to remote assessment opportunities. We follow FE guidance on best practice remote assessment practice and will communicate with each learner how the remote assessment activity will be adapted to theirindividual circumstances.
Expectations Of Learners	We recognise that many learners will find remote learning differentand at times challenging and as such we will provide support throughout the remote delivery. To ensure learners gains maximum benefit from remote delivery we set out a number of expectations; • Access the remote delivery sessions on time • Read any joining instructions carefully • Communicate any access issues to your Skills Coach • Be patient with the technology, sometimes it can appearslow or if it is not working. This can be quite normal therefore, please discuss with Skills Coach if you feel uncomfortable or anxious about any aspect of the remote delivery or equipment.
Specialist Equipment	We have continued to invest in specialist equipment and resourcesto enable learners and employers access to remote learning . Investments include 'Cloud' hosting, learning hubs and designatedwebsite resource platforms.
Support for learners without devices, connectivity or suitablelearning environment	We recognise that not every learner has access to technology devices, has connectivity or has a suitable learning environment.Learners can expect that we will conduct a thorough initial assessment to identify what technology support you require. Depending on your circumstances we may apply for a learner support bursary on your behalf to provide access to technology.If you are not eligible for bursary support we will identify and provide you with access to technology so that you are able to engage remotely. We will also make an assessment on the learning environment and may make recommendations to improve the environment.
Arrangements for learners requiring learning support	Through the initial assessment process conducted with the learner we will establish any requirements for learning support and will implement our remote learning support tool to provide techniquesand recommendations to meet your individual learning need.
Engagement of learners, identifying gaps and setting goals	Employer and learner engagement processes have been adapted to fully support remote or F2F recruitment, initial assessment and induction through the introduction of our 'electronic recruitment' and remote assessment strategies.

	Full use continues to be made of the COVID-19 adaptations and flexibilities available through ESFA, Awarding Organisation, SectorLeads, Ofqual and other regulatory to ensure all learners continueto have access to and receive a high standard of recruitment, initial assessment, induction, learning and assessment. All employers and learners are informed of the remote workingstrategy pre-recruitment and ongoing through regular news updates. Regular employer and leaner surveys show that the remote working strategy and arrangements are working well and havebeen well received. F2F visits are offered to employers and learners where it is safeto do so. The onset of lockdowns are managed through a central notifications and tracking process which re-activates the 100% remote working. Learners on furlough are tracked through a central notificationsand tracking process which activates the 100% remote working. Learners on breaks in learning are tracked through a central notifications and tracking process which culminates in a RTW skillsgap analysis, revised goal setting and action planning.
Delivering the curriculum and promotion of learner progression and achievement	All staff have received training on the remote assessment/deliverystrategy and continue to receive regular updates. The learning journey remote assessment strategy was introducedto support staff, learners and employers in March 2020 and is reviewed and updated regularly, the documents below form part of this strategy. • Remote working strategy • Remote working questions and answers • Qualification flexibilities and adaptations guidance • Apprenticeship flexibilities and adaptations guidance • EPA flexibilities and adaptations guidance A team of remote working ambassadors have been introduced tosupport skills coaches and tutors adapt to new ways of working.

	The curriculum and learning hub have been reviewed to allow for a variety of approaches to learning tasks, allowing for a blend of online/offline resources, practical collaborative and independent learning to ensure that screen time is not excessive. Remote working activity is supported through TEAMS, ZOOM, Video conferencing and webinars. Learners with limited or no access to the required technology are contacted/supported by phone and issued with hard copy resource packs. Observation adaptations are applied through technological means where it is safe to do so. Where safeguarding practice is required to be upheld, observations will be conducted via video calls and the outcome recorded manually or via an MP3 recording and stored securely as evidence within our central tracking system. Video recordings of observations by the skills coach in these circumstances are not permitted. Learners preferring to use hard copy resources are encouraged and supported to do so. Remote learning activity is recorded within the Learning Training and Assessment Record (LTAR) which captures feedback, short term target setting and sequential action planning. Longer term feedback, target setting, and sequential action planning is recorded within the quarterly Review Record. Amendments to resources and key documentation have been introduced to enable electronic or hard copy completion to ensure fair access to assessment and learning for all learners. Remote working activity is monitored and tracked locally for timeliness, relevance and learner progress. Data informing performance and quality improvements is tracked and monitored centrally; the outcome of which is shared at monthly staff meetings.
Staff CPD	All staff have received training in the end to end remote assessment/delivery process. Staff meetings also inform the CPD process and are conducted via TEAMs, in small groups, limited to 2 hours duration.

Quality Assurance	Staff meetings are inclusive of: • Operations • Quality forum • Quality improvement • Sales, marketing and engagement • Account management • Standardisation • Learner progress and achievement New staff inductions are conducted via TEAMs monthly and theCPD Staff Training and Education Programme has undergone extensive review to adapt to remote TEAMS delivery. Learner and employer surveys are circulated monthly which informs on performance improvements and quality assurance;the outcome of which is published at monthly staff meetings. Observations of delivery practice is carried out remotely throughthe use of technology and TEAMS. Standardisation meetings are held monthly with all delivery teams. Staff are encouraged to submit new resources and ways of working which are quality controlled prior to inclusion withinthe curriculum. COVID-19 safety compliance audits are conducted by the Safety Nominated site Contact regularly in line an annual audit schedule.

Contacts and Useful Links

GPSTL Crisis Management Team (CMT)

Contact Name and Responsibility	Contact Detail
Dave Martin – Vice President	+44 161 429 2460
Carolyn Bayley – Virtual Support Lead	Mobile 07785 385 639 Direct +44 161 513 9219
Sharron Symon – Quality of Learning and Safeguarding	07789 984 150
Brian Nelson – COVID risk issues	07957565980

GPSTL Local Designated Contacts

Contact Name and Responsibility	Contact Detail
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South West Region – service delivery support Dot Gilbert Joe Hext	07966 982 433 07812 676 915
Lancashire Region – service delivery support Rosie Towers Tina Martin	07812 676 906 07812 676 906
Stockport Region – service delivery support Alison Hogg	+44 161 513 9213

Links

- https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works
- https://www.nhs.uk/apps-library/nhs-covid-19/
- https://www.gov.uk/topic/further-education-skills
- https://www.gov.uk/government/publications/esfa-update-7-october-2020/esfa-update-further-education-7-october-2020
- https://www.gov.uk/coronavirus
- https://coronavirus.data.gov.uk/