

Summary Guide to Implementation of the Safeguarding Children and Young People Programme delivered via the National Learning Management System (NLMS)

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CONTENTS

1.0 Introduction	2
1.1 Document Purpose.....	2
1.2 Focus on Safeguarding Children.....	2
1.3 National Learning Management System - Background.....	2
2.0 Overview of Safeguarding Children Content	3
2.1 About e-Learning for Healthcare.....	3
3.0 The Path to Safeguarding Children and Young People	4
4.0 Further Information	5
4.1 Other e-Learning.....	5
4.2 Remote Access.....	5
4.3 Reporting.....	5
5.0 Support	6
5.1 Implementation Support.....	6
5.2 Learner Support.....	6

1.0 Introduction

1.1 Document Purpose

This guide is aimed at NHS Training and Development Leads, and Safeguarding Children Leads/Champions who wish to implement the e-Learning for Healthcare Safeguarding Children elearning content through the National Learning Management System (NLMS). It provides background information as well as a detailed step by step guide to getting access for your organisation.

1.2 Focus on Safeguarding Children

Following the recent Joint Area Review of Children's Services in Haringey, which particularly focused on safeguarding, the Secretary of State asked the former Healthcare Commission to conduct a swift review of the arrangements that NHS trusts have in place for safeguarding children. This work is now being taken forward by the Care Quality Commission. They are looking at broad assurance around: child protection systems, including governance arrangements, training and staffing, and trusts' arrangements for working in partnership with others to safeguard children.

The review (due out in June/July 2009) may reveal gaps in training provision with regards to Safeguarding Children and Young People. There is clear statutory guidance that sets out what NHS organisations are expected to do, detailed in:

- "Working together to Safeguard Children" (HM Government 2006)
- "Statutory Guidance on making arrangements to safeguard and promote the welfare of children under Section 11 of the Children Act 2004" (HM Government 2007).

This statutory guidance is supplemented by standards and guidance published by Royal Colleges and other relevant bodies. Developed and delivered by [e-Learning for Healthcare](#) (e-LfH) in partnership with the Royal College of Paediatrics and Child Health (RCPCH) the e-learning aims to meet statutory training requirements so that healthcare providers can ensure their teams are up-to-date with the issues surrounding Child Protection, as it was formerly known.

1.3 National Learning Management System - Background

The NLMS provides one single platform for accessing e-learning to the NHS. Its functionality is fully integrated into the Electronic Staff Record (ESR) solution which means it is available, free of charge, to all NHS employees with a staff record on ESR in England. The NLMS has been piloted in a number of NHS organisations concluding in autumn 2008 and is now being rolled out to NHS organisations nationally (over 150 organisations have already expressed an interest). Support from the ESR Operations and Benefits team is currently available to support organisations implementing the NLMS. Please contact your HR department to discuss whether your organisation is already implementing the NLMS.

Strategic fit: National e-Learning Framework for England

The NLMS and e-LfH content are core elements of the National e-Learning Framework for England (due in summer 2009). The framework sets out the direction of travel for national elearning and encourages wide adoption of the NLMS. The document also raises awareness of elearning products available nationally and how to access them.

2.0 Overview of Safeguarding Children Content

All health professionals have a key role to play in safeguarding children and young people. Section 11 of the Children Act places a statutory duty on key people and bodies to make arrangements to safeguard and promote the welfare of those they come into contact with.

These e-learning modules offer a clear and effective solution to achieve this aim and meet the National Workforce Competences.

The modules are broken down into short 20-30 minute learning sessions and are easily available to all learners whether at work or at home.



Level 1 - Introduction to Safeguarding Children and Young People:

A single session that covers the knowledge and competencies required for Level 1 Safeguarding, available from July 2009. This includes recognition of the four categories of child abuse and the appropriate actions healthcare staff need to take if they are concerned a child is being abused or neglected.

Level 2 – Recognition, Response and Record:

Three sessions that cover the knowledge and competencies required for Level 2 Safeguarding, available from August 2009. This includes; recognising child and young person abuse, being able to document cause for concern, knowing who to inform and understanding the next steps in the child and young person protection process.

The Safeguarding Children and Young People e-Learning programme content will be pre-loaded into the National Learning Management System (NLMS) course catalogue. It can be implemented into NHS organisations via our 6 step process, described in section 3 below. Safeguarding Children Leads are advised to liaise with colleagues in their IT, HR and Training and Development departments in order to complete the implementation.

2.1 About e-Learning for Healthcare

e-Learning for Healthcare (e-LfH) is a Department of Health programme working in partnership with the NHS and professional bodies providing high quality e-learning content for the training of the healthcare workforce across the UK.

Formed following a ground-breaking project in Radiology, e-LfH is now in the process of delivering over 30 e-learning projects in partnership with medical Royal Colleges and other professional healthcare organisations.

From Audiology to Anaesthetics, Dentistry to Dermatology, Pathology to Pharmacology, e-LfH's e-learning products are contributing to the revolution of medical and healthcare training in the UK. Find out more about e-LfH products on the [e-LfH website](#).

3.0 The Path to Safeguarding Children and Young People

Below is a step by step guide on how to allow staff access to the Safeguarding Children programme. A lead contact person for each stage is shown in *italics*.

Please note, for those organisations who have already implemented the Electronic Staff Record (ESR) Oracle Learning Management (OLM) module, some of the tasks below may not be necessary. The ESR Lead for the organisation will be able to advise accordingly.

Please note that Safeguarding Children Leads should consult with their local Training and Development Lead with regards to the wider organisational e-learning strategy.

No.	Stage (lead contact person)	Actions
1	Arrange a Project Approval Meeting <i>(Safeguarding Children Lead)</i>	The project will involve a number of departments/ leads and it is important to get organisational buy in. This may involve a consultation with number of high level stakeholders. We advise you to consult with the following people, but recognise they may delegate to a more appropriate person: <ul style="list-style-type: none"> • Director of IT • Director of HR (including Training) • Clinical Director
2	Engage with your IT department <i>(IT Department)</i>	It may be necessary to modify the organisation's technical set up in order to access the Safeguarding Children programme. This may comprise of the following actions: <ol style="list-style-type: none"> 1. Ensuring the computers used to access the Safeguarding Children programme meet the necessary specification. A PC Checker utility is available here which can be run to determine whether the computers meet these needs. Any issues arising from this may require the IT department to make alterations or lift restrictions temporarily for upgrading software versions. 2. Configuring security settings. Depending on the organisation's network settings, there may be the need to configure local firewall and network security to allow access to national e-learning content servers. <p>The following document, which is available from the ESR website and the ESR document repository KBase, may be useful for this process: <i>NLMS0008_-Guide_to_configuration_of_local_networks_and_end_user_PCs_to_run_elearning_content.pdf</i></p>
3	Consult with Workforce training and development <i>(Safeguarding Children Lead)</i>	Compile a full list of all staff that will need to access the Safeguarding Children sessions for the local ESR systems administrator. This may be everyone in the organisation if it is mandated to all.
4	Communicate with your ESR Systems administrator to set up user access	Forward the list above to your local ESR Systems Administrator (who typically resides in the HR department) who will then create the relevant user names and passwords and communicate the log-in details to your staff. <i>Please note</i> – there is currently national support available for this process. The

	(ESR Systems Administrator)	ESR Systems Administrator should contact their ESR Account Manager to discuss. The ESR System Administrator may find the following document useful (which was forwarded with this summary guide) <i>NLMS0017 - Quick Deployment Overview for National e-learning content in ESR v1.doc</i>
5	Communicate to staff	Communicate to all staff involved that they can now access the Safeguarding Children programme content. User names, passwords and a link to the NLMS log in will have been forwarded to users as above. If you want to highlight the content within the system, you may want to set up a "Learning Path" within the NLMS. This highlights the content on the user log-in homepage. Please discuss with your Training and Development Lead.
6	Begin use of Safeguarding Children content	Users can now access the Safeguarding Children content. The following document is an example NLMS User Guide : <i>NLMS0015_-_Quick_guide_to_enrolling_and_accessing_e-learning_content.doc</i>

4.0 Further Information

4.1 Other e-Learning

Further e-learning material across a number of areas is available widely to all NHS organisations in England, free of charge. Further information can be found on Kbase (the ESR Knowledgebase system) for which a user name and password will be required. [Register for KBase and find out more here.](#)

Relevant documents not already listed above include:

- A full implementation methodology for NLMS and e-learning is given in the **Guide to Implementing OLM and Talent Management (including e-learning)**.
- Further guidance regarding IT infrastructure and set up for ESR as a whole is to be found in the **M-0100 Trust Site IT, Printer and Network Infrastructure Readiness** document.

4.2 Remote Access

There is the option to enable staff to access the Safeguarding Children programme from home, which is a decision that each Trust needs to take independently. In order to provide access to the Safeguarding Children programme content quickly, it is recommended that this option is not offered in the first instance and the discussions around this are handled separately. Allowing e-learning to be accessed from home can raise issues with granting time off in lieu for training undertaken away from work. As there may be policy decisions around this it may take a while to resolve within each trust. Those trusts who decide to offer remote access must follow a defined process. This process map is available on KBase.

4.3 Reporting

Reporting on user uptake and completion can be done locally. Please contact your local Training and Development Lead for further information. These reports are useful for demonstrating uptake of the content to internal committees/groups or external reviews.

5.0 Support

5.1 Implementation Support

e-LfH Customer Support Managers (CSMs) will work in partnership with the NHS ESR Operations and Benefit team (ESR Account Managers) and respective trusts to make the Safeguarding Children and Young People e-learning available via the NLMS. If you require any further support with implementation of the Safeguarding Children programme please [contact your local ESR Account Manager](#).

5.2 Learner Support

Users of the Safeguarding Children programme will be supported locally (e.g. ESR Administrator, Training Department or local IT Helpdesk) in the first instance, with issues escalated as required. In addition learners have the online support functionality that can be reviewed on the [PC checker website](#).

Support from within the Safeguarding Children sessions is provided by the user selecting the 'SUPPORT' button. This will divert the user to the e-LfH support web page where the e-LfH User Guide document will provide the learner with guidance on how to navigate through an e-LfH e-learning session (lesson).