Care Provider e-learning Guidance

Hertfordshire Best Practice guidance for the use of e-learning

Hertfordshire   **hcpa**

If using e-learning, you will need to be able to explain **why** and **how** you have used this. e-learning is part of a blend of training interventions and should **always** be followed by supervision with a person who is competent in the subject area and able to ask appropriate questions. It should absolutely be linked to competencies and supervisors should always **observe practice**.

It is always good practice in supervisions to discuss and record any training the Care professional has undertaken.

Training staff should **never be a tick box exercise**. This is an increasing issue of concern to monitoring officers and quality inspectors and is causing some providers to fall below expectations at inspections.

This is a multi-agency agreement. Guidance has been agreed by HCPA, HCC Learning & Development, HCC Monitoring and NHS Quality Monitoring.

- e-learning should **not** be a replacement for face-to-face training provided by an approved trainer.

- e-learning is **never** a sufficient or satisfactory means for induction training.

- e-learning **may** be useful when you have identified a gap in knowledge (perhaps through supervision) and there is no other suitable training available.

- e-learning **may** be used as a temporary measure (you will need to show a training plan of when the person is booked onto face to face training).

- e-learning **can** be used to prepare someone for training (e.g. to provide a general awareness of a subject prior to undertaking higher level training, or to increase confidence because they may feel "out of their depth" in the training session e.g. if English is not their first language).

- e-learning **can** be used as an assessment of learning once face to face training has been undertaken. A test will provide you with a written assessment.

- e-learning **can** be used as a refresher for some subjects, however never for subjects which require a practical element.