

Using online assessments at Leicestershire County Council

This Case Study from Leicestershire County Council explains how they use online assessments to plan effective inductions for new staff and generate evidence for continuous professional competence, CQC and NVQs.

Highlights

- **Able to effectively make assessments of new starters learning needs and plan their inductions accordingly.**
- Managers are now able to quickly and easily evidence that their staff meet the Common Induction Standards.
- **Managers use the results pages to support and facilitate the discussion in supervision and to evidence continuous professional competence.**
- We have been able to use evidence from the CIS Assessments towards staff NVQ's without the need for the evidence to be reassessed.
- **The online assessments enabled us to evidence that the quality and consistency of practice is being achieved and evidenced in line with CQC requirements.**

Background and Context

Leicestershire is a beautiful county in the heart of England, a county where timeless villages really do exist and market towns actually live up to the name.

Leicestershire County Council was voted 2009 "Council of the Year" and provides a wide range of services to over 600,000 people in Leicestershire

The Problems

Since the implementation of the Skills for Care Common Induction Standards in 2006, the Adult Social Care Workforce Development team identified issues with the quality and consistency of evidence from the Common Induction Standards' workbooks.

We also realised that measuring the learning and development of staff was not that straightforward and there was a need for a consistent method of assessing workforce knowledge and learning needs.

In some areas managers were using bespoke methods for induction which raised **issues of consistency** of practice and in other areas workbooks contained insufficient evidence.

Workbooks alone were not able to provide us with the evidence required that a member of staff had met the Common Induction Standards and **we needed consistent approach** to the production of evidence across the Adult Social Care service.



The Solutions

Leicestershire County Council started working with CIS Assessment in November 2007 starting with a pilot of the online assessments with 200 new starters in Adult Social Care Provider Services.

- The initial pilot phase lasted approximately 12 months and **it soon became clear that managers were able to effectively make assessments of new starters learning needs and plan their inductions accordingly.**
- **Assessment results are available to the Adult Social Care Workforce Development Team through the CIS Assessment reporting tools.**
- Usage and reports can also be monitored by Team managers and as a result managers are now able to quickly and easily evidence that their staff meet the Common Induction Standards.
- **Managers now assess staff before; during and at the end of the induction period, monitoring the improvements.**
- **Some managers use the results pages to support and facilitate the discussion in supervision and to evidence continuous professional competence.**
- We found that managers and staff enjoy using the assessments; even those who lack IT skills are still able to complete the assessments, identify learning needs and generate evidence of progress.
- Team managers also found the reporting tools easy to use and now use them to monitor workforce development needs.
- One of the key benefits we have found is that **we have been able to use evidence from the CIS Assessments towards staff NVQ's without the need for the evidence to be reassessed** because in the past Workbooks generally needed reviewing before staff could start their NVQ.
- Included in the licence for the assessments provision was made for a number of workshops which we have delivered in partnership with CIS Assessment which have been well received and have helped to support the process.
- We found that using the online assessments enabled us to evidence that the quality and consistency of practice is being achieved and evidenced in line with CQC requirements.

Due to Demand

We have now purchased an unlimited license from CIS Assessment which allows all staff within Adult Social Care provider services to use the assessments.

We are also looking into making the assessments available to the private voluntary and independent sector.



**To find out how online assessments can save you money
and increase your evidence of workers' competence:**

Email: info@cis-assessment.co.uk or call: 0845 873 0373

Visit our website: www.cis-assessment.co.uk