E-Learning in Care & Learning Management Systems:

A quality checklist for UK care providers

Altura Learning, as a member of the Care Software Providers Association (CASPA), collaborated with other leading learning providers on the creation of the Whitepaper 'Digital Learning & Learning Management Systems within Care Organisations' in 2020. You can access the whitepaper here:
https://caspa.care/digital-learning-learning-management-systems/

The whitepaper is a must read if you are considering online learning for the first time, or, where you've adopted online learning previously, but your current system/provider is no longer delivering your desired outcomes.

At Altura, we believe that high quality staff training and high quality care are intrinsically linked.

One cannot be achieved without the other.

Training isn't purely ticking boxes, it's about inspiring your staff to provide outstanding service to those you support. It's about engaging your staff to stay and develop with you for the long term.

So, that's why we collaborated on the whitepaper. It's vitally important that care providers have the information and guidance at hand to choose a high quality learning provider.

To help you, we've created three handy checklists, which incorporate the key findings from the whitepaper.

These are the:

1. Supplier and Feature Vetting Checklist
2. Technology Vetting Checklist
3. Commercial Vetting Checklist

Supplier and Feature Vetting Checklist

Checklist	Checked?
1. Supplier reputation: can you talk to providers who use the product and service? What do they say?	
2. Have any of your staff team used the provider in previous employment?	
3. Does the provider partner with any sector bodies who can offer guidance to you?	
4. Skills for Care Endorsement framework. Are they registered? The framework recognises learning providers who deliver high quality learning and development to the social care sector. You can check the framework here: https://www.skillsforcare.org.uk/Learning-development/Find-an-endorsed-provider/Find-an-endorsed-provider.aspx	
5. Does the provider hold any further accreditations which can provide reassurance that you are sourcing a high quality product and service?	
6. How is the learning content created? Does it involve industry experts? Experts by experience? What is the process for content creation?	
7. How does the provider ensure their content is up to date at all times?	
8. How is Learning Assessed? How does the provider ensure that learning is embedded?	
9. Will they provide the courses that are essential to you? Every supplier has a different course catalogue so it's important to ensure that the organisation you choose can provide the courses you require	

10. Can you create your own online content, host 3rd party content or adapt the courses delivered by the provider?	
11. How does the provider gather sector/customer feedback?	
12. Ease of use for care workers. How easy is the system to access and navigate?	
13. Length of time trading in the care sector: How many years has the provider been operating in the care sector?	
14. Business continuity: probe what mechanisms the supplier has in place to ensure your business will be able to operate in case of disruption of the supplier	
15. Level of customer support: If your care teams work around the clock, ask the provider for their customer support hours and response times, both in office hours and out of hours including weekends and bank holidays	
16. How does the provider ensure their system is continually assessed and improved?	
17. CQC reports: can the supplier point to CQC reports that highlight the use of their product and what difference if made in the various KLOEs?	
18. How well does the provider evidence their understanding of your service and the learning requirements of the social/healthcare sector? What is their experience of delivering learning into the UK social care sector?	
19. Finally most organisations will offer demos so you can judge the quality of their courses. Are they engaging? Interactive? Varied?	

Technology Vetting Checklist

Checklist	Checked?
1. How will your staff access the system? What will the login credentials be?	
2. Do you have the hardware in place to facilitate access to the system within your service or will further investment be required?	
3. How is the system accessed i.e. via App, Internet Browser? Does it support all common internet browsers (especially the ones used by your organisation). Does it support Single Sign On if required?	
4. How will staff receive notifications from the system when learning is required? Do all your staff need email addresses in the system?	
5. If learning content includes video and/or animation with sound, do your current systems support this?	
6. Does the product rely on a well-established cloud infrastructure (as this is likely to maximise availability and security assurance)?	
7. Can the supplier give you assurances of where the data is hosted and, if this data is shared outside the EEA, are appropriate protections in place?	
8. Is the product future proof? Does the provider publish regular updates/releases of the product, how often?	
9. Should you wish to import your existing training records, can the provider deliver an effective historical data migration?	

Commercial Vetting Checklist

Checklist	Checked?
1. Term of contract: contracts that lock you in for long periods may be disadvantageous for you as a business but may attract higher discounts	
2. How well does the system integrate with complimentary systems. You will increasingly want to integrate. Learning Management Systems with software such as HR systems, Payroll, Compliance Systems & Care Planning Systems	
3. Get a clear understanding of data ownership, as well as retention periods the supplier is committed to providing	
4. Understand the processes for offboarding – should you wish to change supplier in the future you should know what the terms and processes are	
5. Check the ownership of any bespoke content you may create on the Learning Management System	
6. Check the support levels provided and any associated service level agreements. Who can access system support from your teams?	

You can download the free whitepaper from the CASPA website @
https://caspa.care/digital-learning-learning-management-systems/

Or, to speak with one of Altura's experts visit
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