



COACH BOT

“Modular e-course with virtual coach tool support”

**LIFELONG LEARNING PROGRAM
LEONARDO da VINCI**

Norton Radstock College

TRAINING FOR HEALTHCARE PROFESSIONALS AND HOME CARE PROVIDERS

“COACH BOT” project, a European innovative educational program

6th August 2010

SEMINAR REPORT

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COACH BOT: Education for healthcare professionals and home care providers

The background of the seminar

The COACH BOT e-learning package is intended to fill the learning gaps of the healthcare system, and specifically of home care, by testing an innovative e-learning methodology which addresses professionals working in this field.

Norton Radstock College, in the UK, held their first seminar in February 2010 to meet and understand the subjects involved in testing the pilot project, together with healthcare professionals, home care providers and nurses.

COACH BOT is a European multilateral project developed in six countries: Italy, Denmark, UK, Romania, Slovenia, and Switzerland. Within this international context, the project is planning activities to test a pilot course, whose recipients will be selected by each national partner.

Promotion of the seminar

The first action taken by Norton Radstock College (NRC) to promote the seminar was contacting Assessors, Tutors and Teachers who work within the Health and Social Care sector, operating in the regional area, to seek their opinions on e-learning and e-portfolios, and to promote the CoachBot project.

These educators then received, both via e-mail and mail, the invitation to the seminar, with the program and address of the event, and a brochure presenting the main characteristics and goals of the project.

Finally, all the organisations which confirmed the participation to the seminar of one or more members received a reminder telephone call (or e-mail).

COACH BOT: Modular E-Course with Virtual Coach Support

On 6th August 2010 a seminar and workshop discussing e-portfolios, e-learning and the CoachBot project took place in Norton Radstock College.

FREE seminar for health care professionals



Hi, I'm Clara.
Visit Norton Radstock College
to meet me and find out about
how e-portfolios and e-learning
can help you and your
students

Book early
- places are
limited

**Friday 6 August 2010 -
1200 - 1600**

Health and Social Care Centre, NRC

- o The Coachbot Project
- o e-portfolios - how they can help
assessment
- o e-learning - the benefits and drawbacks
- o Discussion and the way forward

To book your place, contact
Jennie Britten on 01761 433161 (ext 404)
or Employer Solutions on 0845 8638380



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Invitation to the seminar

First part of the seminar: Informative

The seminar began with a welcoming speech and introduction of Norton Radstock College, the UK partner in the project and the organiser of the event. The UK project manager, Marny Thompson, presented the college and general information about the college, including participation in other European projects.

The second presentation was by Rachel Loxston, the Head of the Department for Health and Social Care. She talked about how the NVQs in Health and Social Care are becoming more innovative and technologically advanced through creating an e-portfolio where students can upload their work and deliver everything via computers and the internet.

The pros and cons of using e-portfolios within the Health and Social Care Sector were discussed, for both the Assessors and the Students.

Marny followed on from e-portfolios with a definition of e-learning and the various types and examples of how e-learning is used. Marny asked for thoughts and opinions about whether e-learning could be applied to the Health and Social Care sector, asking if workers currently have the skills and motivation to work online, or if there would be resistance for becoming more technologically advanced.

Marny then outlined the Coachbot project, discussing the use of Clara' and how it could be added support for learners. She talked about the recent experiences of the pilot course and how it can be useful to the Health and Social Care sector. In particular, she specified the stages of development of the course, the contents of the different modules, the resources that the users can exploit and the advantages of shaping COACH BOT as a tailored, modular, online course.



Second part of the seminar

E-portfolios

Rachel talked about how the NVQs in Health and Social Care were becoming more technologically advanced and were introducing the e-portfolio where students could submit work via the internet, and the assessors could electronically access and mark the work. This would increase flexibility for both learners and assessors, but means that everyone would have to have access to the internet and sufficient computer skills.

There was a demonstration on the computers to show how the e-portfolios would work, and the group discussed the pros and cons of using an on-line system.

Once the educators had seen the demonstration of the e-portfolios, they felt more confident in applying it to their work, with a feeling that the Health and Care Sector was moving into the future, and a real benefit would be that it would save time for everybody involved.

The main benefits that educators agreed on were:

- E-portfolios will help assessors with assessments
- Learners can easily check their progress
- Everyone should have the opportunity to update their IT skills
- It will save time for both learners and educators
- The Health and Social Care Sector should embrace new technology available

E-learning

Marny gave an introduction of what is meant by e-learning, and a discussion followed about whether e-learning would be useful for workers in the Health and Social Care field.

E-learning is seen to be the way forward as it is flexible and time saving, however both the assessors and the students need to be IT literate and confident to make the e-learning effective; so IT training may be needed before the students/assessors start e-learning (and e-portfolios).

A concern regarding e-learning was that it might not suit all students as some may not have access to a computer or the internet and even though the college would offer its services many students would decline coming into the college.

Another concern was students with learning difficulties would not be able to get the same amount of help via e-learning as they would if they were classroom based, or seeing a tutor. A learning assistant version might be needed to help students.

The main benefits that educators agreed on were:

- E-learning has benefits for those who not able to travel to courses
- E-learning is a good method to improve vocational skills
- E-learning for care staff would be beneficial particularly for Induction to the vocational courses

- E-learning saves time for both students and assessors
- E-learning is flexible
- E-learning can revolutionise continuing education and training, especially in rural areas

Coachbot Project

Marny talked about the Coachbot project and gave a demonstration of the e-learning that participants have had access to.

The group discussed the benefits of such a course, and also the problems that it might encounter. The outputs of the particular course were discussed; ways to make the course better were also discussed.

The style of the learning is innovative and would be an interesting and different way to learn, especially for inductions, but learners would have to have access to a computer and the internet, and be confident to know what they are doing. Having a virtual assistant would help learners who needed support

The main points from the discussion were:

- If the Coachbot e-learning was approved and accessible to all candidates then it would be useful and would be considered to use
- Educators would be more willing to promote e-learning resources once they had tried them for themselves
- Care home staff are lacking the time and opportunity to improve their skills using e-learning
- Not all Health and Social Care staff are confident in their use of IT, and not all will want to learn computer skills/e-learning/e-portfolios
- There will be problems for some Care home staff accessing e-learning resources
- E-learning is neither better nor worse than other forms of learning