



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

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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 (s)

The first action taken by Norton Radstock College (NRC) to promote the seminar was contacting all the organisations which employ healthcare professionals and home care providers operating in the regional area, as well as social workers within the local council (municipality) to describe the project and highlight the characteristics which would be most interesting for such organisations. At least 120 organisations were contacted.

These organisations 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).

Following the first event, it was apparent that people wanted to attend and were unable to on the first seminar date; another event was held.

COACH BOT: Modular E-Course with Virtual Coach Support

On 23 February 2010 a seminar of introduction to the European Lifelong Learning Project took place in Norton Radstock College.

FREE training for health care professionals



Hi, I'm Clara. Save time and money with e-learning. It's fun and it's FREE! Join me at a free seminar to find out more.

Book early
- places are
limited

FREE e-learning seminar

Tuesday 23rd February 2010, 2pm-4pm

Join Clara for afternoon tea at Norton Radstock College and find out how you can benefit:

- Participate in a FREE course
- Help you and your staff understand how care is provided across other European countries
- Understand how e-learning can help your professional development
- Gain a certificate on completion
- Meet Clara, who will guide you through the course
- Learn about the COACHBOT project

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: presentations

The seminar was held on a friendly and informal basis; it was agreed beforehand that the presentations would be by talking and flip-charts, not Powerpoint.

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 Janet Dera, the Manager of the Care NVQ Assessors at the college and well-known to most attendees. She explained many of the main challenges posed by social and health care professions for the coming years. Within the UK, care home professionals are obliged to obtain NVQs, although they are allowed to work within the care environment whilst gaining their qualification. NVQs will be changing later in 2010 and everyone is aware that this change will take place and are getting prepared. Janet also presented her role in the project and the fact that she had written the e-learning modules and lecture notes; this was seen as a good incentive, as she is personally known and trusted by the people who attended the seminar.

Janet explained e-learning in general, giving the good points in particular in relation to the home care environment. Marny then outlined the Coachbot project, discussing the intended aspects of using the coachbot 'Clara'. 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



Presentation by Janet Dera



Completing the questionnaires

Second part of the seminar: focus group

The people attracted to the event were mainly managers of care homes, who had attended with the view of consideration of their staff and development. There was a detailed discussion and focus group, to analyse the educational needs and learning gaps experienced by home care providers.

There were several topics discussed in depth by the participants:

1. E-learning – a new way of looking at learning; barriers and benefits

E-learning was discussed at length, with various demonstrations of both the COACHBOT course and other e-learning, to ensure that the focus group really understood what was involved in e-learning.

It was recognised that many home-care workers lacked basic IT skills or access to computers, both at home and at work.

On behalf of the college, Marny offered some basic IT skills courses for the staff, at no cost, so this was not felt to be a barrier to the e-learning on offer. The managers felt this was a good incentive and foresaw their staff taking up this offer.

2. The Coachbot Course

It was also discussed whether or not the home care providers found the project and the proposed course interesting and useful to improve the quality of their staff, and whether or not their staff would feel they had benefitted and were better able to deliver the care needed for their clients.

Evaluation of the course by the participants would inform them for the future.



Demonstration of the Coachbot course and e-learning



3. Identifying the benefits of e-learning

There followed a lot of discussions about e-learning and how this works in practice. Whilst many of the managers felt that, in theory, e-learning would be good for their staff, consideration was given to the possible lack of motivation by participants of e-learning.

Some good points were identified:

- Good for shift workers. Many staff in care homes work shifts and this proves a difficulty when attending any type of training
- Availability to gain knowledge and understanding for the National Vocational Qualifications (NVQs), particularly when these change to the Diploma, which requires a certain number of hours to be actually taught, as opposed to the existing regime of observing and testing the competence 'on the job' ie in the workplace
- Staff gaining more confidence in the use of computers
- The college currently runs some training in care for the Royal Institute for the Deaf (RNID). It was felt that the e-learning could be beneficial and that also, changes could be made to the audio aspects – use of British Sign Language (BSL) instead.

Second event

There were quite a few people who wanted to attend the event but were unable to attend of the particular date. To enable these people to participate and learn about the project, it was decided to combine another project seminar with an existing Awards Ceremony.

The people who attended this second event were workers rather than managers; it is interesting to not that the same points were raised in discussion as those of the managers.



Attendees at the second event showing their Coachbot information together with their Award



Part of the second focus/discussion group



Lifelong Learning Programme



COACHBOT SEMINAR – EVALUATION

Overall Impression	Strongly agree	Agree	Disagree
The seminar was a good use of my time	3	3	
The seminar will help me to develop my business	2	3	
The seminar met my individual objectives	2	3	
The seminar was well organised	5	1	
The seminar was well structured	5	1	
I am interested in attending the course; please contact me with details			

Do you have any other comments about the workshop?

.....

Facilities

The room was suitable	5	1	
The catering facilities were good	5	1	

Additional comments

Please add any other comments that will help us to improve our course

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Thank you. Please hand in before you leave.

The evaluation form (not completed by all participants)