

MSB TRAINING QUALITY ASSURANCE STRATEGY

APPROVED BY MSB LEARNING & DEVELOPMENT SUBGROUP MARCH 2017

Amended by Learning and Development Subgroup 22nd May 2017

Introduction

The Manchester Safeguarding Boards (MSB); which comprises the Manchester Safeguarding Adults Board (MSAB) and the Manchester Safeguarding Children Board (MSCB); are committed to ensuring that quality, needs led, safeguarding training is delivered across the authority.

Working Together to Safeguard Children (2015) highlights the responsibility of individual agencies to ensure that members of staff are competent and confident in carrying out their responsibilities for safeguarding and promoting children's welfare. The Care Act Statutory Guidance was introduced in March 2016 and updated in February 2017 which outlines responsibilities to safeguard Adults.

Working Together implicitly underlined the role which the LSCB has in communicating national and local safeguarding policy, guidance and initiatives, to those who are, providing a service to children, young people and their families. The guidance also underlines the role of the LSCB in ensuring that all safeguarding training is of a high standard and has an impact on practitioner practice in promoting positive outcomes for children.

"LSCB'S should monitor and evaluate the effectiveness of training, including multi-agency training, to safeguard and promote the welfare of children".

Research has shown that multi-agency training in particular is useful and valued by professionals in developing a shared understanding of child protection and decision making. Carpenter et al (2009).

The MSAB board priorities are linked to the Six Principles of Adult Safeguarding:

- **Empowerment** - Personalisation & the presumption of person-led decisions & informed consent.
- **Prevention** - It is better to take action before harm occurs Proportionality- Proportionate & least intrusive response appropriate to the risk presented.
- **Protection** – Support & representation for those in greatest need.
- **Proportionality** - The least intrusive response appropriate to the risk presented.
- **Partnership** -Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect & abuse.
- **Accountability** – Accountability & transparency in delivering safeguarding.

In addition the training strategy is informed by national and local policies and guidance including the Care Act (2014), Mental Capacity Act (2005) MSAB multiagency safeguarding policies and procedures and the making Safeguarding Personal agenda.

Role of the MSB: Quality assurance and evaluation

According to Working Together 2015 “The LSCB has a responsibility to ensure that they monitor and evaluate the effectiveness of training, including multi-agency training, for all professionals in the area.”

Therefore in Manchester we want to ensure that training is delivered to a consistently high standard, and that a process exists for evidencing that standards agreed by the respective boards have been reached. All safeguarding training delivered within organisations providing services to children, young people and families are expected to correspond with LSCB requirements as set out below:

1. Training should be delivered with clear aims and objectives reflective of the organisational commitment to safeguarding and child/adult protection and meet the required standards stipulated under section 11 of the Children Act 2004/ other relevant legislation.
2. Training should be delivered by trainers who are working to an agreed level of competence, appropriate to their role and contribution.
3. All training in safeguarding and promoting the welfare of children and adults should create an ethos which values working collaboratively with others, respects diversity (including culture, race and disability), promotes equality, is child / user centred and promotes the participation of children, young people, adults and families in safeguarding processes.
4. Data concerning numbers of staff within organisations who have been successfully validated through quality assurance processes (using the revised MSB QA process), requiring and receiving training will be made available to the Boards on a bi-annual basis.
5. The application and scrutiny of these requirements and the MSB minimum standards (appendix 2) will allow the learning and development subgroup to evidence quality of safeguarding training across the partnership.

MSB Training Quality Assurance Standard

Training Content

To achieve the MSB Standard, all Child/Adult Safeguarding training should:

- Be founded by and relate clearly to a robust evidence base, supported by the principles and guidance set out in “Working together to safeguard children” and Care Act Statutory Guidance 2016 in relation to adults, and current legislation and Greater Manchester and local authority policies and procedures for safeguarding.
- Reflect that the welfare of the child/ adult is paramount.
- Encompass Anti-Opressive Practice and challenge discrimination on any grounds.
- Validate inter-agency working and reach a wide inter-agency audience.
- Promote best practice and personal development.
- Accommodate adult learning styles.
- Respond to local needs and be subject to evaluation and review.
- Incorporate the six principles of adults safeguarding.
- Be informed by:
 - Making Safeguarding Personal
 - Recognise and incorporate whole family approach
 - Mental Capacity Act (2005).

Core Areas of training

- Definitions of abuse.
- Who abuses.
- How to recognise.
- Context of child/ adult protection.
- Reporting and recording procedures and sharing information.
- Reference to, and the importance of, the lived experience of the child or adult; and the voice of the child and adult.
- Role of key agencies.
- Understanding dignity, respect and human rights when working with individuals ensuring that the adult is placed at the centre of any safeguarding adults process, and that any actions taken are proportionate, person centred (Making Safeguarding Personal), respect difference and promote equality.
- Effective communication and engagement with children, young people, adults and their families and carers (Think family).
- Child and young person development.
- Safeguarding and promoting the welfare of the child and adult.
- Multi-agency working.
- Manchester Levels of Need/ Decisions Framework.
- Signs of Safety.
- Where appropriate, decisions taken in adult safeguarding process must comply with MCA (2005).
- Advocacy.
- Professional Curiosity

Inter and multi-agency work is an essential feature of all training in safeguarding and promoting the welfare of children and adults. Single agency training and training provided in professional settings should always equip staff for interagency work.

Information related to trainers

It is expected that training is delivered by a suitably experienced trainer and that there should be a thorough method of evaluation. All learners will be expected to complete either an electronic or paper evaluation of the training course.

The trainer should preferably have at least two years direct experience or working with children and families and/or adults within a safeguarding role. They should also have experience of teaching or training adults and/or a teaching qualification.

Training Quality Assurance Process

All basic safeguarding children and adult training courses delivered to staff and or agencies who work directly with children/families and adults who live in Manchester will be eligible to access the Quality Assurance process.

Trainers / providers will need to provide their training material (in electronic format) to the panel at least **two weeks** prior to the verification panel date, to deliver a short presentation/summary of their material (maximum of 15 minutes) and to answer questions from the panel on training delivery and method.

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Trainers / providers will be expected to complete the Quality Assurance Framework document specifying how their course meets the standard set out by the MSB and answer any questions from the panel. This document will need to be sent alongside the training materials.

The reviewing process to ensure that training is consistent with MSB standards will include:

- Provide training materials including: lesson plan with stated aims and objectives, power point presentation, materials that can be submitted electronically, trainer manual or notes and target audience.
- Deliver a presentation of their training material to the validation panel from the MSB Learning and Development Subgroup.
- Examples and evidence of training evaluations.

Once a course has been approved a certificate and level (Gold/Silver/Bronze) will be awarded to each course and the MSB logo can be used on training materials (this will be sent electronically).

Criteria for Training Quality Assurance Awards

Gold Standard

To achieve the award of Gold standard the trainer / provider will need to provide evidence of:

- All core areas included in the training.
- Training evidences up to date research, guidance policy and practice.
- Training enables practitioners to review, analyse and develop their practice in safeguarding children and adults.
- Training programme signposts to other learning opportunities available within organisation.
- Training delivered by a number of methods to inspire and promote learning.
- Strong, clear promotion of positive partnership working.

Silver Standard

To achieve the award of Silver standard the trainer / provider will need to provide evidence of:

- All core areas included in the training.
- Training evidences up to date research, guidance policy and practice although some developments needed.
- Training enables practitioners to review their practice in safeguarding children and adults.
- Training programme signposts to other learning opportunities available.
- Training delivered by a number of methods to promote learning.
- Promotion of partnership working.

Bronze Standard

To achieve the award of Bronze standard the trainer / provider will need to provide evidence of:

- All core areas included in the training.
- Training evidences some up to date research, guidance policy and practice.
- Training enables practitioners to identify their role in safeguarding children and adults.
- Training delivered to promote learning.
- Partnership working included.

If any significant amendments are made to the training the agency will need to resubmit this to the MSB Learning and Development Subgroup for re-approval. However, all courses will need to be resubmitted after three years.

Once a course has been approved by MSB the trainer / provider will be able to use the MSB logo on training materials. This will be sent via email by the MSB Business Unit. If any significant amendments are made to the training, it will need to be resubmitted to the MSB for re-approval. However, all courses will need to be resubmitted to the MSB after three years.

Charges for Quality Assurance Process

There will be no charge to Partner Agencies or Partner Organisations.

Private Organisations or Individual Training Consultants will be charged £100 per course submitted for Quality Assurance. An additional charge of £100 will be made if the course needs to be re-submitted for not meeting any of the QA standards.

Training Course does not meet any of the Quality Assurance Standards

Partner Agencies

If a training course presented to the Validation Panel does not meet any of the Quality Assurance standards; Panel members will inform the presenting officer the reason for the decision. A letter confirming the decision `Criteria not met` will be sent to the appropriate representative for the Agency with a detailed explanation of the decision and recommended actions. The Agency will be given a minimum of 4 weeks to make the necessary changes and a further panel date will be arranged for the revised materials to be presented.

In the unlikely event that the revised training course does not meet any of the QA standards this will be escalated to the Manchester Safeguarding Board Executive for their attention/action.

Training Course does not meet any of the Quality Assurance Standards

Private Agencies

If a training course presented to the Validation Panel does not meet any of the Quality Assurance standards, Panel members will inform the presenting officer the reason of the decision. A letter confirming the decision `Criteria not met` will be sent to the appropriate representative for the Agency with a detailed explanation of the decision and recommended actions. The Agency will be given a minimum of 4 weeks to make the necessary changes and a further panel date will be arranged for the revised materials to be presented. (An additional charge will be made for re-submission)

In the unlikely event that the revised training course does not meet any of the QA standards this will be escalated to the Manchester Safeguarding Board Executive for their attention/action.

Appeals

Where a trainer/provider wishes to appeal about a decision made by the validation panel, it is requested that appeals must be put in writing to the chair of the validation panel within 15 working days of the date of notification of the award (the presenter will be notified of the level of award on the day of the panel). The appeal will be considered within one month and would be chaired by an independent person from the MSB Learning and Development Subgroup.

Validation Panel

Members of the MSB Learning and Development Subgroup will sit as panel members on the validation panel. There will be at least two agency/organisations represented in order for the panel to be quorate. In addition the Chair or Vice Chair of the MSB Learning and Development Subgroup will normally chair the panel. The panel will consider training courses on a quarterly basis.

Panel members will not be able to be part of the validation process when their own organisation is submitting a course and panel members are expected to declare any interest in the course being validated. This is to avoid any potential 'conflict of interests'.

MSB Annual Training Report

Will include a summary of all the courses submitted for Quality Assurance. The report will include the title of the course, the agency who has submitted the course and Standard awarded. Where appropriate the report will include details of any course that did not meet any of the QA standards and action taken.

The report will also include if partners/agencies have had training approved/ quality assured at other boards.

Training Quality Assurance Cycle

It is proposed that the Training QA process will have a three year cycle.

Year 1

In the first year of operation the Learning and Development Subgroup will quality assure basic safeguarding course.

Year 2

In the second year of operation the Learning and Development Subgroup will quality assure Topic based safeguarding training e.g. Domestic Violence and Abuse, or Neglect training courses.

Year 3

In the third year of operation the Learning and Development Subgroup will quality assure higher level courses e.g. Managers course.

The cycle will then re-start as those who were quality assured in Year 1 will be due for renewal.

APPENDIX 1: PROFORMA

To be completed by training provider applying for quality assurance

MSB Training Quality Assurance Pro-Forma	
Please complete this form along with all documents specified in the Training QA Strategy and return to manchestersafeguardingboards@manchester.gov.uk	
Agency:	
Title of Training:	
Name of training provider:	
Qualifications / experience of trainer:	
Target Audience: (Include size of training group)	
Duration of programme:	
Methods of Evaluation: (Event itself/impact on practice etc.)	
<i>How will the Standards outlined in Appendix 2 be achieved and what methods will be used?</i>	
Please attach electronic versions of all training material including: <ul style="list-style-type: none">➤ Lesson Plans➤ Aims and Objectives➤ PowerPoint Presentation➤ Exercises➤ Impact Evaluations➤ Trainee Feedback from a recent course.	
Signed:
Print Name: Date:

APPENDIX 2: MSB TRAINING QUALITY ASSURANCE STANDARD

	MSB Training Quality Assurance Standard	Does the training meet the MSB Standard?	Method used to attain the Standard?	Bronze	Silver	Gold	Comments/Recommendations
1.	Training is evidence based, supported by the principles and guidance set out in “Working together to safeguard children”, includes current legislation and local authority policies and procedures for safeguarding.						
2.	Reflects that the welfare of the child / adult is paramount.						
3.	Encompasses Anti-Oppressive Practice and challenge discrimination on any grounds.						
4.	Validates inter-agency working.						
5.	Promotes best practice and personal development.						
6.	Accommodates adult learning styles.						
7.	Responsive to local needs and are subject to evaluation and review.						
8.	Core elements Definitions of abuse: <ul style="list-style-type: none"> • Who abuses 						

APPENDIX 2: MSB TRAINING QUALITY ASSURANCE STANDARD

	MSB Training Quality Assurance Standard	Does the training meet the MSB Standard?	Method used to attain the Standard?	Bronze	Silver	Gold	Comments/Recommendations
	<ul style="list-style-type: none"> • How to recognise abuse • Context of child / adult protection • Reporting and recording procedures Role of key agencies. 						
9.	The trainer has the relevant experience or qualifications to deliver the training.						
10.	Makes explicit reference to the importance of the child's voice and their lived experience.						
11.	Measures the impact that training has had on staff/trainees practice?						
12.	If no to 11. Are structures/systems in place that support monitoring the impact of safeguarding training on practice?						