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May 2010 Issue

Welcome to LWDP's e news

Welcome to the May edition of our monthly news. In here you will find news from LWDP and information you may find useful from across the sector.

EVENTS

Stakeholder Event

The first Stakeholder Event of 2010 will be held on 13th October 2010. Please put this date in your diary. Further details will be communicated in the coming months.

Celebration Event

The annual Celebration Event takes place on 9th November 2010 where we will again be recognising the training achievements of the independent Social Care workforce in Lancashire. The nomination process for awards will commence soon so watch this space for more details. As last year, we will be including a Training Provider of the Year award.

NEWS HEADLINES

Customer Satisfaction Survey

The LWDP Customer Satisfaction Survey will be available for completion online between 1st – 30th June 2010.

This year we have two versions –

- (i) Independent Social Care Employer
- (ii) Training Provider

At the LWDP we are keen to understand the impact of our services. We will only be able to do so by receiving feedback from you so we would like you to take a few minutes to complete our annual questionnaire.

The questionnaire covers the services delivered between April 2009 to March 2010.

This year, all completed questionnaires will be entered into a prize draw for a pair of free tickets to our annual Celebration Event in November 2010. Notification of the on-line link will be sent out by 26th June 2010.

LancashirePlan advertised course costs

If there is a potential variation in the costs you charge per course or qualification, please ensure you advertise the maximum cost in LancashirePlan and then make the reduction for the organisation/employee in LancashirePlan once the discount has been confirmed.

It is important that you explain that reductions in advertised costs may be applicable and detail the circumstances where this would apply within your terms and conditions in LancashirePlan.

This can be added in the 'My Company' menu. 'Company Maintenance' sub menu, 'text' tab. Please contact the LWDP if you need support with this function.

Training Provider files

Over 99% of Training Provider files were updated during the last file review. LWDP would like to thank you for your cooperation with this mammoth task.

Please remember that you must submit evidence to support all potentially funded training that you offer through LancashirePlan and ensure you submit your supporting evidence before you add the course titles to your advertised courses.

Course evaluation tool

Since the completion of the pilot last year, less than 2% of employers have submitted course evaluation feedback in LancashirePlan.

Please encourage Employers to do this for the training they complete with you. This tool will help your organisation stand out from the crowd when managers are checking out who has delivered the course they are looking to book on.

The LWDP are developing our monitoring systems so that we can more accurately prompt Employers, but your support in this matter would make a tremendous difference.

Care Plan Training

We are currently seeking Training Providers who offer Care Planning Training. This is an opportunity to tap into a potentially lucrative market, by offering relevant training on the Care Plan which is a mandatory requirement of Care Standards. If you offer this relevant training, we suggest you advertise the course on LancashirePlan.

SECTOR NEWS

Qualifications and Credit Framework Update

Skills for Care have published a short update on the QCF and what is happening. Subscribe to their mailing lists to ensure you are involved in future consultations.

http://northwest.skillsforcare.org.uk/news/news_archive/QCF_update_April_2010.aspx

TELL US WHAT YOU THINK

We hope that you have found this issue of E news useful and informative. Any suggestions and comments on what you would like to see in future issues would be welcomed so please contact us with your thoughts. Please email info@lwdp.org.uk with any comments.

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