

AGENDA MANAGEMENT SHEET

Name of Committee **Adult & Community Services Overview & Scrutiny Committee**

Date of Committee **26 July 2005**

Report Title **Supporting Learning in Libraries, Heritage & Trading Standards (LHTS): Accredited Workforce Development Programme**

Summary This report seeks to inform the Committee of the recently established accredited workforce development programme, "Supporting Learning in Libraries, Heritage & Trading Standards". This project is a partnership between Libraries, Heritage & Trading Standards and Coventry Libraries and Information Service, and is managed by Warwickshire's Library and Information Service.

For further information please contact:

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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) Not applicable
- Other Elected Members Councillor S Tooth, Councillor R Dodd, Councillor Mrs M Haywood
- Cabinet Member Councillor C Hayfield
- Chief Executive
- Legal Victoria Gould – comments incorporated

- Finance Paul Walsh – comments incorporated
- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Agenda No

Adult & Community Services Overview & Scrutiny Committee - 26 July 2005.

Supporting Learning in Libraries, Heritage & Trading Standards (LHTS): Accredited Workforce Development Programme

Report of the Director, Libraries, Heritage & Trading Standards

Recommendation

That Members consider and comment upon the Workforce Development Programme, "Supporting Learning in Libraries, Heritage & Trading Standards" which is accredited by the Open College Network.

1 Introduction

During 2004-05 Warwickshire Libraries, Heritage & Trading Standards (WLHTS) was the lead organisation on a partnership project with Coventry Libraries and Information Service (CLIS) that sought to develop an accredited workforce development programme related to supporting learners and learning within libraries, heritage and trading standards. The project was funded by the Museum, Libraries and Archives Council (MLA) and we have now been successful in securing additional funding from the MLA (£25,000) to further develop this work. This paper outlines the work already undertaken and proposed for 2005-6.

2 Original Project

The original MLA funding supported the first year of a (proposed) two year project, with the expected outcomes being:

- To undertake an audit of learning activities within the Directorate using the Inspiring Learning for all Framework, developed by MLA, to assess the impact on learning within museums, libraries and archives.
- Develop a three year Lifelong Learning Strategy, [*Opportunities for a Lifetime*] and action plan to deliver the strategy, which includes a Lifelong Learners Charter for the service.

- Produce advocacy material for the public and key stakeholders on the learning that takes place within Warwickshire Museums, Libraries and Archives. (*Advocacy material is appended at the back of this report for background information*).
- To become an affiliated member of the Open College Network of Central England (OCNCE)
- To develop a Learning Programme within the OCNCE Local Credit Framework
- To start delivering 2 Learning Units
- To train a minimum of 20 staff

All of these outcomes were achieved. A consultation with staff and partners of WLHTS and CLIS was undertaken to inform the programme development and, as a result, the number and range of units included in our OCNCE Learning Programme was greater than anticipated (appendix 1). Two units, 'An Introduction to Learning' and 'Essential Skills Awareness' have been developed and delivered as part of the original project, in partnership with the Essential Skills Professional Development Resource Centre.

3 Current Project

The aim of the current project is to develop, deliver and evaluate 6 units of the accredited learner support workforce development programme and make the training materials available for wider use within the sector.

The objectives are to:

- Develop tailored training materials to support 6 OCN units
- Pilot the materials, amend them as required and make them available for wider use, although then package will be tailored for Warwickshire LHTS
- Evaluate and disseminate the project experiences

Success indicators for the project are:

- Training materials developed and piloted for 6 OCN units
- 60 training places provided
- Amendments to materials and/or OCN units identified and actioned as required
- An article in the professional press about the project
- A regional dissemination event held – lead by Warwickshire libraries

4 Local, Regional and Sector Issues

The development and delivery of the units within this project will support WLHTS in delivering its Lifelong Learning Strategy, *Opportunities for a Lifetime*, and in addressing many of the key areas for development identified in the *Public Library Position Statement 2004*, including:

- Increase support for Adult Basic Skills
- Ensure maximum take-up of IT Access Zones in conjunction with appropriate partners
- Target areas of socio-economic deprivation
- Develop the skills base of library staff as reading and learning facilitators with a range of learner support skills
- Increase use of reading and learning services through advocacy and promotion
- Promote Family Learning, web-based content and signposting more
- Measure learning outcomes more effectively and consistently

The project supports contributions to a wide range of local, regional and national plans and initiatives, for example:

- The Family Learning Strategy and Action Plan for Coventry & Warwickshire 2003 – 2006
- The Strategic Plan for Warwickshire, 2002 – 2005, Theme: *Education and Lifelong Learning*
- Warwickshire's Adult and Community Learning Plans
- Warwickshire's Social Inclusion Strategy
- Warwickshire's Corporate Business Plan 2004 – 7
- MLA Learning for Change: Workforce Development Strategy
- Inspiring Learning for All - Framework (MLA)

5 Evidence of Need

The Learning Programme was developed following a consultation which involved over 100 people from WLHTS, CLIS and agencies who work in partnership with us. The response to the programme from staff, local and regional partners, and from others involved in libraries, heritage and archives nationally, has been very positive.

We understand that WLHTS is the only library service in the country currently able to award its own accreditation (OCN) for learner support training.

6 Benefits to the Organisation

Key benefits of the project for WLHTS include:

- Developing and piloting tailored training materials that may be accessed by others in the sector to support their own workforce development activities
- Enabling staff to acquire relevant skills in order to support formal and informal learning more effectively
- Enabling the sharing of good practice between those involved in the project and, through the evaluation and dissemination process, with others in the sector.
- Recognising, acknowledging and rewarding skills development which in turn can enhance motivation, retention and diversification of the workforce

The partnership element will add value to the project as partners working outside the sector gain a greater insight into our work and vice versa. External organisations who have agreed to be involved include the Adult and Community Learning Service Warwickshire, Coventry's Adult Education Service, The Essential Skills Professional Development Resource Centre (based at Warwick University) and Warwickshire College.

7 Sustainability

The development and piloting of training materials will incur short term costs, met through MLA funding. However, once developed and piloted, it is anticipated that the ongoing accredited learning programme may be supported via the normal service planning and staff development activities. The provision of accredited training will generate some income for WLHTS which will cover any costs related to the administration of the programme. Within the Library Service induction modules that are currently run for staff could be replaced by OCN modules e.g. Children's Services, Stock & Reader, Community Services, Stock & Reader Development. There is also potential for Learning and Skills Council funding which will allow us to significantly increase staff participation in this, in partnership with Warwickshire College, in subsequent years. This programme will also link to the Chartered Institute for Library and Information Professionals (CILIP) CPD programme for librarians as part of the institute's new framework of qualifications.

8 Risk assessment

Risk	Risk Management
Sourcing of expertise to support the development of materials	<p>The following partners have been consulted and have agreed to be involved in the project:</p> <ul style="list-style-type: none"> • Adult Education (Warwickshire & Coventry) • The Essential Skills Professional Development Resource Centre (Coventry & Warwickshire) • The Open College Network, Central England • Warwickshire College <p>Other opportunities for partnership work were highlighted during the consultation phase of the previous project; these will be explored during the detailed planning stages of this project.</p>
Capacity for releasing staff for training	<p>The learning programme has been designed to support a flexible approach to include work based and distance learning as well as 'directed learning' activities. This however will be an important area for evaluation which will inform future developments of the programme following the pilot phase.</p>
Motivation of staff to participate in the programme	<p>The programme has been developed in full consultation with staff and initial indications are that many are keen to participate. The programme will be embedded into existing workforce development activities including staff appraisal processes and promoted to others in the sector via existing regional structures.</p>

9 Project Management and Evaluation

The project will be managed by the Core Services, Quality & Operations Manager (WLHTS), who will oversee the development of training materials and the evaluation process for the project as a whole. Evaluation will be an integral, ongoing part of the project. All outcomes will be monitored and evaluated as part of the quarterly Performance Indicators and by the WLHTS Strategic Training Group.

NOEL HUNTER
Director, Libraries, Heritage & Trading Standards

Shire Hall
Warwick

28 June 2005