



## EDUCATION TRAINING & DEVELOPMENT STANDARDS

### Self assessment and benchmarking in action

**“Now we have established a baseline benchmark using ESOBA, we will continue to self-assess every six months so we can demonstrate continuous improvement in our service.**

**This will drive up the quality and consistency of our IT training function over the short and long term.”**

*Carolyn Mawdesley  
Northumbria Healthcare  
NHS Foundation Trust*

In September 2010, Carolyn Mawdesley and her training team at Northumbria Healthcare NHS Foundation Trust signed up to use the ETD Standards Online Benchmarking Application (ESOBA).

Within two months, they had compiled and uploaded all the evidence to complete their first self assessment, achieving a *Bronze* level classification.

#### ***What are the ETD standards?***

The ETD standards are a set of documents that define best practice for the design, development, delivery and evaluation of informatics training across the NHS.

They help training services to improve the quality of their training. Services can self-assess themselves against these standards by using ESOBA, a free online application developed by the Department of Health Informatics Directorate.

#### ***Getting started - the hardest part?***

For the first few weeks after registering with ESOBA, Carolyn thought a lot about the standards and self assessment, but found her day job kept getting in the way.

Then one morning, she arrived at work and decided that this was the day she would make a start, get the whole team involved in understanding the standards and work towards their first self assessment.

#### ***First things first – understanding the standards***

To get the ball rolling, Carolyn took copies of all eight standards into the training team meeting and announced that the whole session would be devoted to planning their self assessment. The team started out by reading all eight standards, and dividing them out across the team; each staff member would be

## Gathering evidence

As the self assessment is evidence based, one of the first things that they needed to do was find the supporting evidence. They set up an ETD standards folder on their network and added a sub folder for each standard. Then when they found any evidence during their working day, this was added to the relevant folder along with any supporting comments.

## Planning for the future

The team were totally honest and transparent, as they wanted to establish a baseline benchmark based strictly on their current working practice.

Where they did not meet – or only partially met – a requirement, they developed actions to remedy this and added them to an improvement plan. The purpose of the plan would be used to upgrade their level from *Bronze* at future self assessments.

## Benefits

Once Carolyn and her team had started to work through the ETD standards, different benefits and improvements started to emerge:

### - Service Improvement:

“As we continue to assess every six months against our original benchmark, we can demonstrate continuous improvement in our service.”

### - Action planning:

“Developing action plans has allowed us to move the training service forward and develop the service as a whole.”

### - Profile raising:

Carolyn recognised that self-assessment had raised her and her team’s profile within the organisation. She said, “It sends a clear message that as a training provider, Northumbria Healthcare is open to change and to adopting national initiatives.”

### - Personal development:

The process not only benefited the organisation and training department, but also provided Carolyn and her trainers with an opportunity for personal development. It reinforced the trainers’ knowledge, and gave them the confidence that their training delivery was of a good standard.

## What about the future for Carolyn, her team and the ETD Standards?

Carolyn is keen to achieve *Gold* – the highest level of accreditation possible. She is dedicated to making improvements, and using the action plans and the gap analysis report generated by the online application, to move the training service forward with confidence. By improving the efficiency of the training service using the ETD standards, her team offers a high quality service that also provides a good return on investment for her customers.

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***“The overall aim of the project is to achieve Training Service Accreditation (TSA) against the Department of Health’s Education Training and Development (ETD) standards. This will drive up the quality and consistency of the IT training function over the short and long term.”***

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## WANT TO KNOW MORE?

To find out more about self-assessing with the ETD Standards Online Benchmarking Tool, please contact us or visit our website.

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 <http://www.cfh.nhs.uk/etdstandards>