

## Tata Interactive Systems and BT break new ground in child protection training

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The global e-learning producer, Tata Interactive Systems (TIS), and BT, one of the UK's largest providers of learning services to government - with contracts with the MOD (Defence), NCSL and the Police Training Agency, Centrex - are collaborating to produce a five module programme to enable those working within 'children's services' to understand such concepts as the basics of child protection, how to identify a child at risk and how to develop the skills needed to help each child.

With input from a number of councils, the e-learning modules have been designed by TIS and are delivered by BT's Flexible Learning service, which provides managed learning services to over 600,000 public sector learners in the UK.

The modules comprise of Safeguarding Young People and Children, a 'basic' awareness level module, which is intended for all local authority employees. It covers such topics as: An overview of Safeguarding young people and children Definitions and Recognition of Abuse Recording and reporting Working together Understanding boundaries

Additionally, the introductory modules of the Children's Services Common Assessment Framework are intended for those who work with young people - in Children' Services including Education, Social Services and Schools. The modules cover the following: Introduction to 'Every Child Matters' Introduction to Integrated Working Introduction to Information Sharing Introduction to the Common Assessment Framework Introduction to the role of the Lead Professional

'Learning and training are becoming key issues for everyone who is involved with delivering children's services,' explained BT's learning solutions consultant, Viren Lall.

'Common questions include: how do I bring different organisations together, increase levels of multi-agency working and provide effective and consistent training to a large audience; how can I ensure that the new legislation is communicated effectively and the department can audit that training has been delivered; and how can I provide learning at the point of need for front line service staff so that they can carry out their job effectively and securely?'

BT and TIS believe that these e-learning programmes - which can be customised to each council or department - not only provide some answers to these questions but also provide an accurate, up-to-date message that is easily accessible and widely available as and when required. Lall commented: 'As such, we believe that these are not only highly effective learning materials but that they also represent impressive value for taxpayers' money compared with the costs of classroom-based delivery of this subject matter.'

According to TIS's Sunil Mehta: 'Among the teaching techniques employed in the programmes is

TIS's highly acclaimed story-based learning objects (StoBLs&trade;) approach, which uses highly realistic scenarios and stories, interactive quizzes and case studies, along with other learning aids including checklists to present learning materials in a vivid and memorable way.'

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### **About the Children Act 2004**

The Children Act of 2004 - which is an extension of the Children Act 1989 - sets out a framework of duties and accountabilities that will help in the development of quality services relating to the needs of children. In addition, a national services framework for children, young people and maternity services has been developed which sets standards for children's health and social services, and the interface of those services with education.

These initiatives have also led to the definition of a 'common core of skills and knowledge for the children's workforce'. This covers effective communication and management; child and young person development; safeguarding and promoting the welfare of the child; supporting transitions; multi-agency working, and sharing information.

### **About BT**

BT is one of the world's leading providers of communications solutions and services operating in 170 countries. Its principal activities include networked IT services, local, national and international telecommunications services, and higher-value broadband and internet products and services. BT consists principally of four lines of business: BT Global Services, Openreach, BT Retail and BT Wholesale.

In the year ended 31 March 2006, BT Group plc's revenue was £19,514 million with profit before taxation of £2,040 million.

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### **About Tata Interactive Systems**

Tata Interactive Systems (TIS), a global leader in e-learning, is a part of the \$22bn Tata Group. Truly international, TIS has a presence across the US, Canada, UK, Australia, New Zealand, the Middle East, Japan, India, and mainland Europe. TIS offers corporations, universities, schools, publishers, and government institutions a diversified and innovative bouquet of learning and training solutions including Simulation-based Learning Objects (SimBLs&trade;), Story-based Learning Objects (StoBLs&trade;), courseware and curriculum design, special-needs education, assessments, electronic performance support systems (EPSS), mobile learning, along with other corporate training and consultancy services. Our multi-disciplinary expertise and 16 years' experience across domains helps us design e-learning programmes that are unique to clients' requirements and specifically crafted to boost knowledge retention and application.

Apart from holding ISO 9001 certification, TIS is the only e-learning organisation in the world to be assessed at Level 5 in both the SEI-CMM and P-CMM frameworks. TIS's quest for excellence is reflected in numerous prestigious industry awards, including a Silver Brandon Hall Excellence in Learning Award 2005 and 2004, APEX Award of Excellence in 2005 and 2006, BETT Awards in 2004 and 2006, and two Business World-NID Design Excellence awards.

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