



G Harrison
request-403894-42ba576d@whatdotheyknow.com

Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 17-41
Our ref: Gov/CAF 17-41

Tel 0300 456 4000

24 May 2017

Dear G Harrison

Re: Freedom of Information Request

Thank you for your email of 27 April 2017. You made the following requests for information:

1. Please confirm the name(s) and provider(s) of the eLearning platform(s) used by your staff to facilitate training and learning needs.

Cafcass has an online eLearning platform called MySkills. Cafcass' uses the [Totara](#) eLearning platform to run MySkills and the tool Cafcass uses to develop eLearning modules is called [Adapt](#). Both platforms are provided by [Learning Pool](#).

MySkills is an eLearning platform which offers training and learning on a range of social work and non-social work topics. MySkills allows Cafcass staff to access both internet based courses and book training sessions provided by Cafcass on a variety of topics. MySkills is hosted and maintained internally by Cafcass staff in the National Improvement Service (NIS) team.

2. Please confirm the proportion of courses delivered online versus offline during 2016

In 2016, Cafcass delivered 224 offline courses. These are classroom based training or learning delivered at a venue for a group or individual. These make up 51% of all training delivered in 2016.

In 2016, Cafcass delivered 218 online courses. These include eLearning courses (63) and webinars (155). These make up 49% of all training delivered in 2016.

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





| Course Type | Total | Percentage |
|------------------------------------|-------|------------|
| Number of offline courses provided | 224 | 51 |
| Number of online courses provided | 218 | 49 |
| Total | 442 | 100% |

3. Please confirm your current completion rate across your organisation of all online training.

Please find attached a spreadsheet outlining the completion number for each eLearning module as of 22 May 2017.

4. Please provide a copy of your learning and development department (or whichever department is responsible for this) policies and procedures on staff requirements to complete online and offline learning.

Cafcass does not have specific policy on staff requirements to complete online and offline learning.

As stated in our [Operating Framework](#), all new staff must complete the mandatory online induction training accessible from the 'New Starters' page on MySkills, the eLearning platform. This training includes:

- Introduction to Cafcass eLearning
- Introduction to iTrent Self Service, HR services for staff
- Must read policies ([Supervision Policy](#); [Child Protection Policy](#) and [Case Recording and Retention Policy](#))
- Finance Policies
- Protecting Information in Cafcass eLearning

Further to experience in social work, our Family Court Advisers receive training while at Cafcass in order to assist with their continued professional development; as part of registration with the HCPC, all social workers on a biennial basis must provide evidence of their professional development. All social work staff are required to complete six core in-house training modules upon joining the organisation, which will be completed within the first six months:

- Risk and Harm in Cafcass;
- Legal Context and Court Skills;
- Case Work Start to Finish;
- Interviewing Skills in Cafcass;
- Child Sexual Exploitation;

Baroness Tyler of Enfield Chair
 Anthony Douglas CBE Chief Executive





- Introduction to Private Law/Public Law.

All FCAs are registered with the HCPC and subscribe to the [professional capabilities](#) (section 5) in accordance with this registration.

Cafcass has a [Supervision Policy](#) which outlines Cafcass' policy on supervision, service standards and learning. Our [Operating Framework](#) (sections 6.27 – 6.32 and 6.49 – 6.51) also sets out our learning process and how learning and development is integrated into our work at Cafcass.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
Cafcass National Office, 3rd Floor, 21 Bloomsbury Street, London, WC1B 3HF