



Outstanding Practice Framework - Learning Episodes

Step by step guidance for practice reviewers and practitioners when allocated a Learning Episode by the Practice and Learning Service for quality assurance purposes.

How you approach a Learning Episode is key to leading and delivering outstanding practice.

If you see it as an additional task that you haven't got time for and rush it last minute no one will benefit.

*Instead **you are invited to**.....*

- *get close to practice,*
- *create a space for practitioners to step back and think about the impact of their intervention in children and family's lives,*
- *share expertise, learning and influence best practice.*

..... so everyone benefits.

ALLOCATION

1. Quality Assurance manager allocates LEs with details of practice reviewer, practitioner and the child or young person who will be the focus of the LE.
2. Purpose of the LE is to evaluate the experience (quality) and progress (impact) of Children's Services in the last 6 months, or longer if relevant for children receiving longer term services, using a learning and coaching style.

QUALITY & STANDARDS

3. The practice reviewer (PR) has responsibility to deliver a Learning Episode of the highest standard by the completion date set out by the QA manager.
4. PR talks with supervisor and QA manager early on in the allocation if the practitioner has not made themselves available, met deadlines or meetings.
5. If a LE does not meet the required standard the QA Manager will bring it to the attention of the PR in the first instance and escalate to Head of Service Practice and Learning if required.
6. Operational managers have responsibility for LE performance in their services.

MODERATION

7. PR must talk to Head of Practice and Learning and the relevant operational managers if they become concerned about the quality of practice during the course of a LE.
8. PR must talk to Head of Practice and Learning before they assign an evaluation of Outstanding or Inadequate to a manager.
9. Children's Services Leadership Team (CSLT) moderate a sample of LEs after each allocation to maintain consistent and accurate evaluation across the practice system.

MOSAIC

10. If you need Mosaic technical guidance please go to [Learning Episodes microsite \(sharepoint.com\)](#)

GETTING STARTED > PRACTICE REVIEWER.

11. On receipt of the allocation the PR talks to the practitioner they will be working with to set the context, provide reassurance, and talk through the various LE components, particularly the practitioner's reflective writing in the Mosaic work step and an appropriate routine practice event for the PR to observe.
12. The PR sends calendar invitations to the practitioner and other involved workers they have agreed will participate in the first learning conversation e.g. for CLA the IRO and Fostering Supervising Social Worker, for Family Safeguarding adult practitioners etc, for adolescents YJS workers when involved.
13. The PR sends calendar invitations scheduled towards completion of the LE to the practitioner and their supervisor to talk through their overall evaluation of practice and take the opportunity to check evidence for any concerns, for example, if a key document cannot be found on the child's record.

GETTING STARTED > PRACTITIONER.

14. Sends a calendar invitation to the PR for the agreed practice event they will observe.
15. Lets the family and other professionals know an observer will be present at the agreed event for our organisational learning and continuous improvement. If anyone expresses concern the practitioner discusses straight away with the PR so they can offer reassurance.
16. Starts the LE on the child's record by writing a brief reflection on the child's experience and progress (Person summary screen; left hand menu; start; new; Learning Episode Practitioner) and assigns to the PR by the date agreed ahead of the first learning conversation.
17. Gives the PR an indication of what they would like to focus on for their learning in the learning conversation.
18. Assigns work step to PR by clicking the **green tick Finish** icon.

HEART OF THE LEARNING EPISODE > PRACTICE REVIEWER

19. Reads the child's record including the practitioner's reflection and preferred focus before the learning conversation and prepares for a purposeful discussion that will deliver high support and high challenge.
20. Writes a brief summary of the learning conversation in LE Section 3.
21. Prepares for the practice observation by familiarising themselves with the Research in Practice guidance in LE Section 4 detailing the three key components of good practice that should be evident.
22. Provides a proxy indicator that good practice was observed by indicating high; medium; low assurance against each component.
23. Talks to people who have experienced practice for feedback. This can be done within the context of the practice observation if convenient, or separately, whichever works best.
24. Talks to at least one other partner involved in delivering the plan for change.
25. In LE section 6 reviews and analyses the overall quality and impact of practice as presented in the child's record triangulated with what they have seen and heard. Provides a proxy indicator by indicating high, medium, low assurance against each area of practice.

CONCLUDING > PRACTICE REVIEWER, PRACTITIONER & SUPERVISOR

26. PR, practitioner, and their supervisor meet, along with anyone else who has participated and will benefit from hearing the rationale for the overall evaluation of practice. Any challenges to rationale or evidence should be resolved in this meeting and any actions must be agreed with timescales.
27. PR alerts Head of Service Practice and Learning if considering evaluating practice as outstanding or inadequate before assigning the LE to the supervisor for actions so an initial moderation can take place.
28. PR assigns the LE (by clicking **green tick Finish** icon) with agreed actions to the supervisor following their meeting so the supervisor can carry them over into the next supervision session with the practitioner.
29. Supervisor updates the actions table with progress before assigning to the Service Manager (by clicking **green tick Finish** icon) who provides a third person moderation of the LE process before signing off on the overall impact for the child.