



Associate Handbook

V0820





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Welcome to the EfH Associates Team

This handbook is designed to give you all the information you need to effectively undertake your contracted work with us. We are committed to providing healthcare professionals with the knowledge and know how to enable them to do this effectively. We do this in a number of ways; through formal education, training, coaching, practice based profiling and a range of forums.

As an Education for Health Associate, you are a crucial part of the wider team enabling us to deliver high quality training, education and support to learners across the country.

Since the outbreak of Covid-19 at the start of 2020, we have adapted our ways of working to provide training, education and support in a markedly different environment. We have shaped our training, education, and support to align with learner's requirements to learn at a time and pace that best suits their lives. The model of delivery we have created is an Interactive Online Blended Learning model, blending eLearning with real time interactivity.

By working together as part of a Learning Team at Education for Health, you will be a member of an organisation that continues to strive to make a positive impact on the lives of people living with Long Term Conditions.

Thank you for joining us on this path.

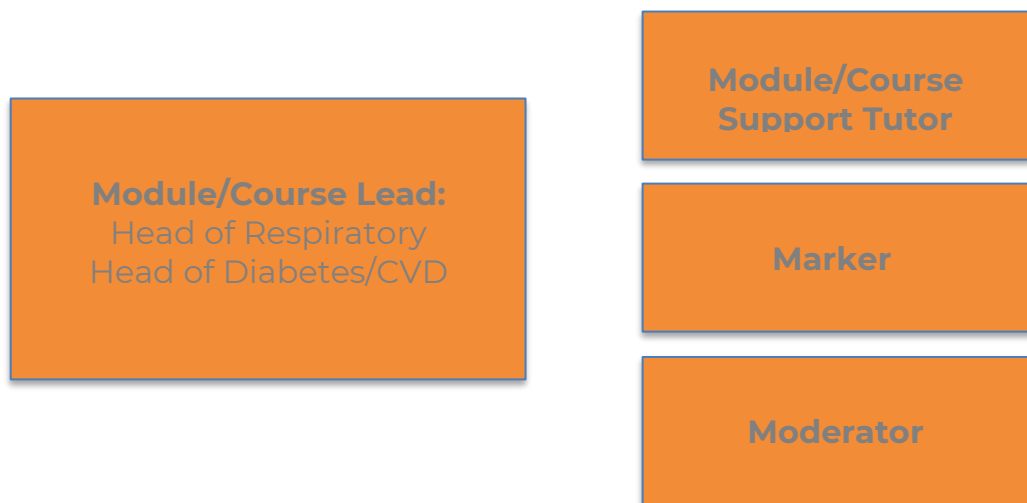
Dr Linda Edwards
Chief Executive



Learning Teams

Each course, module and workshop will have a dedicated Learning Team, with clear designated roles. These teams provide the training, education and support to our learners. The roles within each Learning Team are set out below:

Module and Short Course Learning Teams



Workshop Learning Teams



We'll work with you to identify which role or roles are most suitable for you; once this has been agreed, you will receive an information pack containing advice and guidance for each activity your role(s) undertakes.



Module/Course Support Tutor

The role of the Module/Course Support Tutor has been designed to support a group of learners as they progress through their course or module.

In this role you are responsible for providing the relevant webinar lectures (pre-recorded) and learner support for the duration of the module/course; where possible you will also be allocated the marking for the same cohort.

Lectures

Two pre-recorded lectures form an integral part of the course. These will be updated annually or when guidelines change. Both of your lectures/webinars will need to be shared with us before the course start date.

Learner Support

Regular support to learners is a key part of this role. You'll be allocated ten hours to provide regular support slots on Canvas (our eLearning platform). Support should include:

- answering questions or queries from learners about their course or module via:
 - instant message
 - live interactive sessions (allowing learners to speak with you directly)
- reviewing any draft submissions
- providing advice in respect to submissions
- sharing latest guidelines

Please refer to the Module/Course Support Tutor Guide for further details about this role.



Marker

The role of Marker entails reviewing and marking coursework from a cohort and providing written feedback. The Module/Course Support Tutor will review any draft submissions prior to the coursework deadline.

All Markers are required to:

- understand the policies and regulations of our partner University, the University of Hertfordshire (UH), relating to assessment and marking;
- allocate marks according to set criteria;
- discuss guidance relating to student feedback with the Module/Course Support Tutor
- use and be familiar with our eLearning platform to access all submissions.

Samples of all marking are regularly reviewed at Moderation Board meetings and by External Examiners at Exam Boards. Feedback regarding areas of good practice and elements for development will be provided to all Markers.

Mentorship will be offered for those requiring some extra support to meet the required marking competencies. If the marking competencies aren't being met, a Marker may be asked to stop until these competencies can be demonstrated.

Please refer to the 'Top Tips for UH Marking' guide for further details.



Moderator

Moderators are responsible for providing feedback to Markers where required and for highlighting any issues, concerns or inconsistencies to the Module/Course Lead in the Learning Team.

In line with UH requirements, moderation needs to take place within a given time frame (usually a maximum of two weeks) after marking has taken place.

Quality assurance for the assessment process overall is monitored by external examiners appointed in accordance with the UH and by internal processes including Moderation Board.

Please refer to the UH Assessment guidelines 2020-21 for further details.

Workshop Facilitator

Workshop Facilitators are required to facilitate our interactive online workshops. The key components of these sessions include group discussions, peer review and best practice development. These are essential components of our workshop offering.

The duration of these sessions will be tailored according to each learning intervention. Learners will undertake research and quality initiatives between sessions, which will further their development and create opportunities for them to interact in the workshops.

Guidance will be provided for Workshop Facilitators as required by the Course Lead.



Material Development

It is essential that all materials we use within our learning interventions are up-to-date and reflect best practice guidelines. Therefore, course materials will be reviewed and updated annually. If you would like to be part of update the process please let the Director of Learning Design & Quality, Head of Respiratory or Head of Diabetes & CVD know.

Please note:

- all training and educational content is the property of Education for Health;
- no royalty fees are applicable;
- the content of the training and educational materials should not be disclosed to any person, company or other organisation whatsoever (aside from registered learners);
- brand guidelines should be followed when creating or updating learning materials.

Any breach of the above may result in the cessation of your contract.

Further guidance regarding branding will be provided for those undertaking this role.



Associate Professional Attributes

As an Associate with Education for Health you are part of our wider team and therefore a representative of the charity. In line with your professional obligations all associates are obliged to:

- maintain up-to-date clinical knowledge - to provide advice and guidance in your relevant areas of expertise;
- lead by example - be a role model of good clinical care and evidence-based practice;
- conduct all activities in a professional manner;
- advocate for Education for Health;
- ensure all communication whether written or verbal is:
 - completed via the appropriate platform, for example CANVAS for accredited courses. This ensures a full audit trail can always be maintained;
 - professional and courteous – this includes any communication on social media about the organisation.
- Dress professionally for webinars (both pre-recorded lectures and any live sessions);
- demonstrate a thorough understanding of equal opportunities and the ability to work with learners and colleagues from diverse educational, cultural and professional backgrounds along with learners with disabilities;
- conduct all activities with your Learning Team and learners in an organised and structured manner, including adhering to set timeframes for communications;
- adhere to Education for Health's policies and procedures (further information can be found on page 17);
- alert the team at Education for Health of any potential problems with a project or cohort and help to remedy these expediently.



Booking process

Once appointed to a module, short course or workshop activity(s), you will be contacted by a Learning Support Team member who will confirm your Learning Team colleagues, including contact details where necessary.

Please liaise with the Learning Support Administrator for any training or marking administration queries. For any clinical queries, please liaise with the Module/Course or Workshop Lead.

Activity Requirements

The Module/Course or Workshop Lead will contact you as and when a course, module or workshop has been set up. This will be based on the activity(s) you have shown preference for e.g. Module/Course Tutor Support, Marker, Workshop Facilitator.

Once you are appointed to a specific role/project, you will receive a Schedule of Work detailing the specific activity(s) you will be responsible for over the duration of the course, module or workshop.



Communications

To ensure we communicate effectively with you, we will be using virtual platforms and other forms of communication such as e-newsletters to keep you up-to-date.

You will find an Associate's section on Microsoft Teams where you'll be able to access the following information:

- all learning materials relevant to the module/short course/workshop you are involved with;
- your Learning Team – you can contact the team regarding any queries or issues you may have with the module/short course/workshop you are involved with;
- processes and key timeframes for modules/short courses/workshops;
- policies and procedures;
- guides and helpful information such as using our eLearning platform and CANVAS (the UH platform).

All communication with learners on accredited courses will be via CANVAS. You'll be able to use the chat function to liaise individually with learners as well as the forum for group chats.

You will also receive regular Associate e-newsletters, which will contain various updates and information, such as organisational changes, updates on specific clinical guidance and so on.

Please ensure you add the following email addresses to your email safe list to avoid communications being lost in spam and junk folders:

- associate@educationforhealth.org
- customersupport@educationforhealth.org
- studentsupport@educationforhealth.org
- finance@educationforhealth.org
- contact@educationforhealth.org
- any other email addresses you receive from Education for Health for your Learning Team members.

To add email addresses to a Safe Sender List:

- select Actions from the toolbar at the top of your email program
- select Junk E-mail
- select Junk E-mail Options
- click the Safe Sender tab
- click Add
- type in the email address you wish to add to your safe sender list
- click OK

To ensure we're able to plan ahead and provide the best experience for our learners, please respond in a timely manner to emails from our team.



Evaluations

The ongoing provision of high quality education and training is paramount to the success of the organisation and we need to continually monitor and evaluate our activities.

Evaluations are therefore crucial for on-going reviews, planning and business development. To make this as effective as possible it's really important for us to understand how the learning intervention landed from your perspective as an Associate. After each learning intervention is completed, we ask that you give us your thoughts on how the course went and what could be developed further.

We also ask that you take a proactive role in encouraging learners to complete their evaluations at the end of their learning. We'll use this feedback to continue to improve and develop our courses as well as provide a summary to you to help support your development.



Personal Development

To support with your development, all members of the Learning Teams will receive regular reviews every 12 months: more frequently when associates are new to EfH. You will receive regular feedback to help drive quality standards. The Director of Learning Design and Quality will also appraise reviews and provide feedback.

You can also use this feedback to fulfil your professional obligations as a registered healthcare professional.

Ongoing course/module/workshop evaluations completed by learners and your Learning Team Members will be reviewed as part of your continual development.

If you are undertaking accredited course roles, you are encouraged to attend Education for Health meetings such as Moderation Boards and Module Review Committees at least annually.

If you're unable to attend at least one event per year you will be contacted by the relevant Module/Course or Workshop Lead to identify any issues that could impact on Education for Health activities and you may be invited to attend an update meeting.

Education for Health Training Courses

As an Associate, you are welcome to complete any of our courses, modules and workshops to either gain further knowledge of the subject area for training purposes, or for your own personal development.

We will provide a 20% discount off courses, modules and workshops.

In order to help with the delivery of our training and education, we may ask you to complete a course, module or workshop as a learner. If you are required to do so, this will be at no cost to you.



Remuneration

| ACTIVITY | DESCRIPTION | RATE |
|--|---|--------------------------|
| Module Support Tutor | 10 hours support | £34 per hour |
| Study Sessions Workshop Facilitation | Virtual study sessions/webinars approximately 2-3 hours. This includes payment for preparation and delivery | £210 per session/webinar |
| | ASSIGNMENT | PER PAPER |
| Marker | 1,500 words | £19 |
| | 2,000 words | £25 |
| | 2,500 words | £30 |
| | 3,000 words | £34 |
| | 3,500 words | £39 |
| | 4,000 words | £42 |
| | 5,000 words | £55 |
| | 6,000 words | £67 |
| | L6 Unseen written paper (2hr exam) | £14 |
| | L7 Dissertation 8,000 words | £84 |
| | Spirometry Portfolio | £34 |
| | | |
| Moderator | Attendance at Moderation Board | £34 per hour |
| | Marking Mentoring | £34 per hour |
| | | |
| Material Development | Reviewing and developing course/workshop content | £34 per hour |
| | | |
| Virtual workshop upskilling <i>(only available to support a specific learning intervention)</i> | Attendance of a webinar to support your development to deliver a particular learning intervention | £52 for 2-3 hours |
| | | |
| Face-to-face study sessions | Full day study session in a classroom environment | £336 per day |



Expenses

Costs in accordance for work undertaken on behalf of Education for Health will be reimbursed upon submission of an expense claim form and valid VAT receipts.

If you are required to carry out any face-to-face training which incurs expenses, please discuss your requirements and arrangements with your Module/Course or Workshop Lead prior to booking. Expenses, such as travel, hotel accommodation and/or subsistence, will need to be agreed according to the EfH expenses policy before bookings are made.

Reimbursement of expense claims must be:

- submitted within three months of the date services are provided;
- authorised by the Learning Support Administrator and additionally the Head of Respiratory or Head of Diabetes and Cardiovascular Disease.

Any claims received after this period will not be paid.

Authorised claims are settled on the tenth day of the following month.

You can request a claim form from the Finance Department by emailing finance@educationforhealth.org



Cancellations and Postponements

If a course, module or workshop is cancelled or postponed, we will make every attempt to reduce the impact this may have on you.

As part of our standard operating procedures a Learning Support Administrator will carry out a check six weeks before any pre-scheduled training to ensure that all measures are in place for the course, module or workshop to go ahead.

If we need to cancel, we will endeavor to provide at least two weeks' notice. If more than two weeks' notice is given to you, no fee is payable.

If training is postponed or cancelled with less than two weeks' notice, Module Support Tutors and Workshop Facilitators will be offered an alternative date. If this is convenient, no further reimbursement will be offered. If you are unable to assist on the new date, you will be offered alternative work opportunities such as reviewing or updating learning materials. If you choose not to undertake alternative work, no payment will be made for the cancelled work.

If you are faced with unforeseen circumstances and need to cancel at the last minute (due to ill health for example), please contact your Module/Course or Workshop Lead and the Learning Operations Team as soon as possible in order for alternative arrangements to be made. Please note, no fee is payable under these circumstances.

If you need to cancel at the last minute and it is out of our standard operating hours (9.00am – 5.00pm), please use the following out of hours contact number: 07487 512521.



Policies and Procedures

As a member and representative of Education for Health, it is important you are familiar with the following policies and procedures:

- Conflict of Interest Policy
- Prevent Policy
- Safeguarding Policy
- ABPI Code of Practice
- Information Governance Policy
- Lone Working Policy
- Social Media Policy
- Suspicion of Fraud Policy
- University of Hertfordshire Policies (available on StudyNet)

These policies can be viewed via the Associate area on Microsoft Teams. On signing your Associate Agreement, you will confirm you have read and understood these policies and where necessary, completed online mandatory training.

Storage of Information and Data Protection

We need to ensure all information we hold for you is maintained and up-to-date. Please communicate any change in details (such as contact details, personal circumstances where relevant, interest in activities and so on) to a Learning Support Administrator:

associate@educationforhealth.org

All your personal information is kept confidential. Details are stored on the Education for Health CRM system, which is only accessible by staff at Education for Health. This information will not be shared with learners or external parties without permission.

If you retire from the organisation, all details relating to your role as an Associate will be removed from the CRM system and paper documents destroyed.



Social Media

We recognise the importance of social media to share information on particular topics and participate in interactive discussions using a wide variety of platforms such as Facebook, Twitter, LinkedIn, Instagram and so on.

Use of social media can also pose risks to our confidential and proprietary information – as well as our reputation – and can jeopardise our compliance with legal obligations.

To minimise these risks and to ensure that the use of social media is appropriate for the organisation's purposes, Associates must adhere to the Social Media Policy.

These guidelines apply:

- to the use of social media for both business and personal purposes, whether during office hours or otherwise;
- at all times when speaking on behalf of the organisation, or when involved in activity which could bring the organisation into disrepute.

Please be aware that breach of any of the above may result in the cessation of your contract.



Key Contacts

Module/Course queries, assessments and exams, quality assurance:

Head of Respiratory: Preeti Minhas
E: p.minhas@educationforhealth.org
T: 07487 512521

MSc Programme Lead: Dr Audrey Callum
E: a.callum@educationforhealth.org
T: 01926 836838

Workshop and Coaching queries:
Head of Learning Academy: Laura Hyland
E: l.hyland@educationforhealth.org
T: 01926 836842

Administration queries:
Learning Support Administrator
E: associate@educationforhealth.org
T: 01926 493313

Remuneration and Expenses:
Finance Department
E: finance@educationforhealth.org
T: 01926 493313



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Education for Health is a company limited by guarantee

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