



**education
for health**

SUPPORTING
HEALTH
IMPROVEMENT

3 YEAR PLAN 2022-2025



Our operating environment

We operate in an environment of constant change. The NHS and wider health and care system have been under extreme pressure since the start of the Covid pandemic.

Health and care professionals have never experienced such unrelenting pressure; add to this the planned Javid review and we have a system in turmoil.

At no time has appropriate education and training been more important, however in general there will be less time for traditional programmes. Access to easily digestible education and training will be paramount during this period, providing people with access to the vital knowledge and know how to enable them to practice safely. We will diversify and flex our intellectual property to provide learning in ways pertinent to the needs of health care professionals throughout this period and beyond.

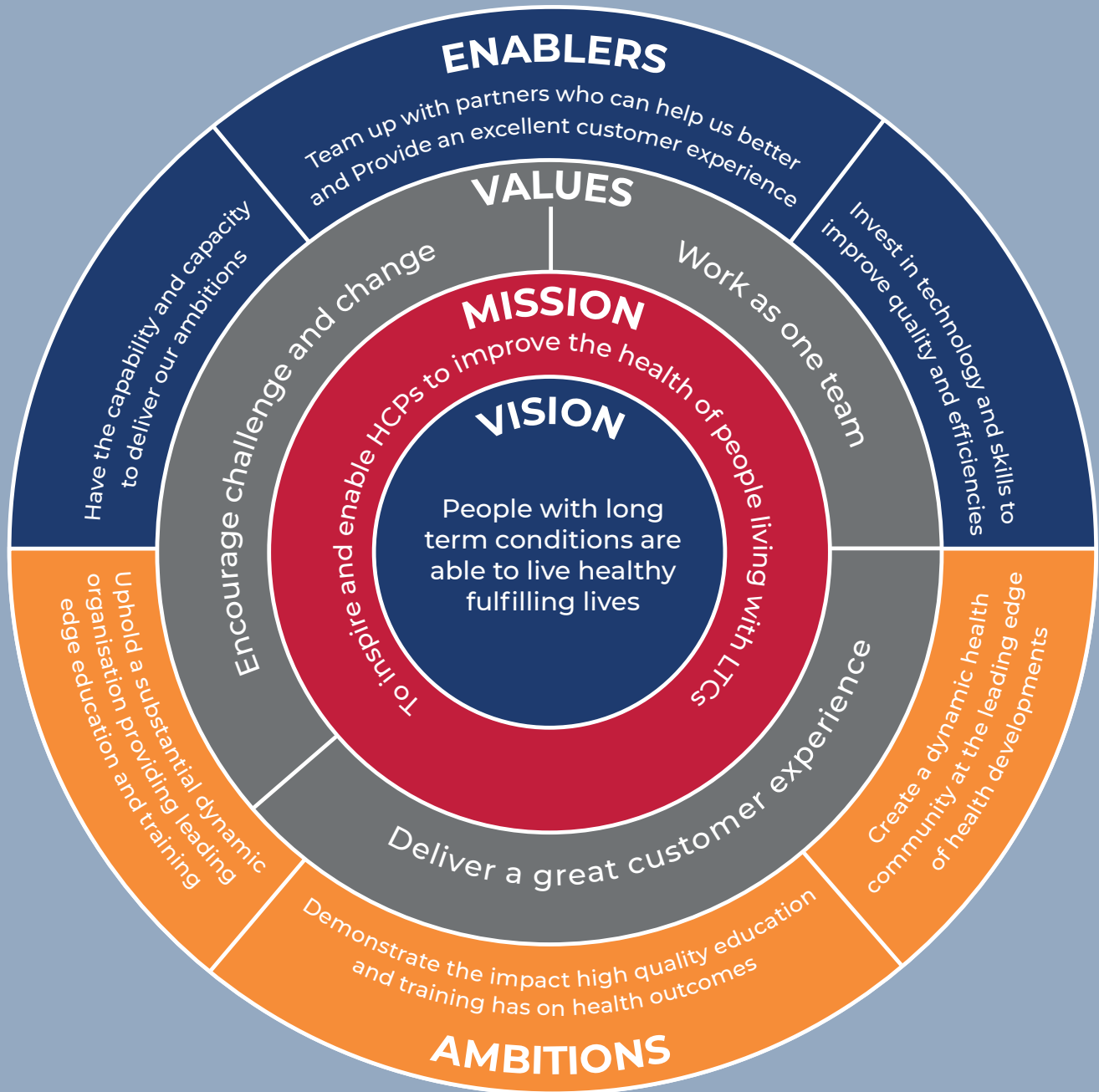


DR LINDA EDWARDS
CHIEF EXECUTIVE

Our Vision Ambitions and Enablers

Our vision is that people with long term health conditions are able to live healthy fulfilling lives.

We have 3 ambitions and 3 enablers, which will assist us achieve our mission over the next 3 years.



Ambition 1

**Create a sustainable dynamic organisation
providing leading edge education & training**

To achieve this ambition, we will place importance on:

- Ensuring that our internal systems allow us to flex and respond quickly to the needs of the health and care market
- **Creating education, training and support programmes that align with new developments in health and care**
- Partnering with leaders in the field to ensure we stay fresh and ahead of national developments
- **Offering knowledge and know how in a range of levels from small bite size through to academic courses**
- Spotting opportunities early and shape our intellectual property to take advantage of new opportunities
- **Maximising our investment in people and technology**



Ambition 2

Demonstrate the impact high quality education and training has on health outcomes

To achieve this ambition, we will place importance on:

- Providing people with the tools to demonstrate the impact of our courses and programme
- **Working with local authorities on prevention programmes pertinent to local needs**
- Increasing our portfolio to include impact measures
- **Using soft and hard data to measure the impact of education and training**
- Partnering with others actively engaged in research in this area
- **Becoming a Public Health placement organisation**



Ambition 3

Create a dynamic health community at the leading edge of health developments and practice

To achieve this ambition, we will place importance on:

- Creating opportunities for health and care professionals to share ideas and best practice
- **Drawing on the expertise of our Clinical Practice Advisory Group to stay ahead of developments**
- Engaging our learners and alumni in future proofing our products
- **Working with our teams of clinical, elearning, technical and facilitation experts to create the very best learning materials**
- Creating forums for health and care professionals to share ideas and best practice
- **Supporting effective teaching and learning at all points on career pathways**



Enabler 1

Have the capability and capacity to deliver our ambitions

As part of this enabler, we will ensure:

- We streamline and automate our activities to maximise our capacity
- **We invest in our people and develop new skills**
- Our systems are all compatible, simplifying co ordination
- **We offer young people an opportunity to start their careers**
- We grow and widen our team of expert associates
- **We acknowledge success and learn from each other**



Enabler 2

Team up with partners who can help us be better and provide an excellent customer experience

As part of this enabler, we will ensure:

- We create enduring partnerships with likeminded organisations whose skills complement our own
- **We build on our existing partnerships with the industry to create free high quality appropriate learning**
- We create new partnerships to enhance our products and services
- **We align with partner organisations who share our values and enhance our products and services**
- We learn from our partners to help us grow and develop
- **We learn from feedback and adapt accordingly**



Enabler 3

Invest in the technology and skills to improve quality and efficiencies

As part of this enabler we will ensure:

- We create efficiencies that will lead to a quick return on investments
- **We use leading edge authoring tools to create an excellent learning experience**
- We maintain a Learning Management System that creates the best environment for learning
- **Our KPIs and Management Information help us make sound decisions based on evidence**
- Our learners have easy access to high quality learning material
- **Our customers can buy the products they want easily**

