

PRODUCT IDEA



WORKSHOP IN CHILDCARE COMPLIANCE

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CHILDCARE COMPLIANCE



THE
BUSINESS SCHOOL

THE BUSINESS SCHOOL PROJECT BRIEF.

Overview

All Childcare centres go through a rating process called A & R and are rated as either Exceeding, Meeting, or Working Towards. TBS, through internal networking, has discovered a market gap for providing training support specifically targeted to centres failing to meet compliance. These centres receive a *working towards* rating which technically means they are not meeting compliance and are at risk of further action from regulatory bodies. Based on this TBS have developed specific training augmentation aimed at helping the centres transition from working towards to meeting regulations.



The Approach

The approach is to be two-fold:

1. A 3-day Workshop split over period of three weeks, with a maximum of 12 participants, mostly senior staff, from centres, that have received a “working towards rating.” The content of the workshops would target the most common regulations that have proved to be problematic. The facilitator will be widely experienced in Assessment and Ratings and policies and procedures.
2. A specifically developed App (for those who are not in a position to attend), of the workshop that allowed all staff in the centres to participate and upload information. This would be then followed by facilitator feedback sent back through the App. As an additional extra the centres using the App could book for a personal session with the facilitator through a digital platform,

The Deliverables

1. A service design blueprint on how TBS will map the delivery of these workshops onsite using available resources and staff.
2. An outline of policies and processes that will need to be put in place.
3. Develop a prototype with a UI wireframe for the proposed APP clearly outlining how it will achieve the same outcomes as the face-to-face workshops.

DISCOVERY - DEFINE

Discovery

Team: CEO, Deputy CEO, Marketing Director and external Consultant

Over a period of two months intel was gathered specifically in the Childcare training areas to ascertain potential for TBS to develop this into a market segment. Upon consultation with an ex-Childcare Director and several centres it was concluded that the most significant pains were in the areas of Assessment and Ratings. The centres that received "Working Towards" were under notice to show efforts and changes as embedded practices to demonstrate that they were meeting compliance standards.

A competitive analysis showed that while there were consultants that helped Centres to meet compliance there was no specific training to help centres increase their understanding of regulations and their application with special regard to Assessment and Rating. This identified a gap that TBS, with the aid of a Childcare experienced consultant, could fill via targeted learning.

Define

Team: Marketing Director, external Consultant, Administration Manager and Marketing Assistant.

Thorough research was conducted to ascertain specific problem areas. With the guidance of the Consultant specific regulations were identified as being common pain points among many different centres. This formulated a generic HMW (how might we) statement.

How might TBS develop a course for Childcare centres with a working towards rating so that they understand and meet regulations while still contextualising them for their specific purposes.

This set the stage to ideate course content and delivery.



IDEATE

Ideate

**Team: Marketing Director,
external Consultant, Administration
Manager and Marketing Assistant**

Through collaboration with the Consultant the ideation process led to a conclusion of 3 workshops, each taking on a different group of Quality Areas and Standards. The workshops would be 1 day each, the morning session would cover the theory and requirement behind the chosen regulations while the afternoon would see the participants contextualising their learnings so that they are applicable to their centres.

This Facilitator will need to have theoretical and practical knowledge of Assessment and Ratings and understand how to guide the centres to apply it to their situations and understand how they will meet compliance.

During this phase it was discovered that many centres will be out of reach of the workshops and that many do not have the time to attend. While the online solution was investigated it was concluded a specifically designed APP would allow centres to get all staff involved in the learning, while they are together, motivate discussions and contribution in a much more holistic way.

To undertake the design stage it was decided that a dual approach was required:

1. To create a Service Design Blueprint of how the face to face workshops and post support would be conducted,
2. Develop a wireframe format for the App based on the delivering the same outcomes as the workshop model.



CHILDCARE COMPLIANCE

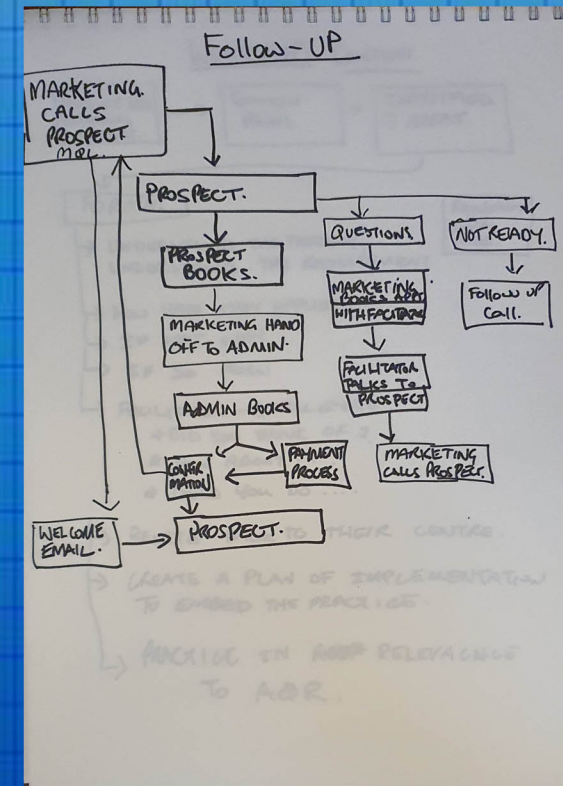
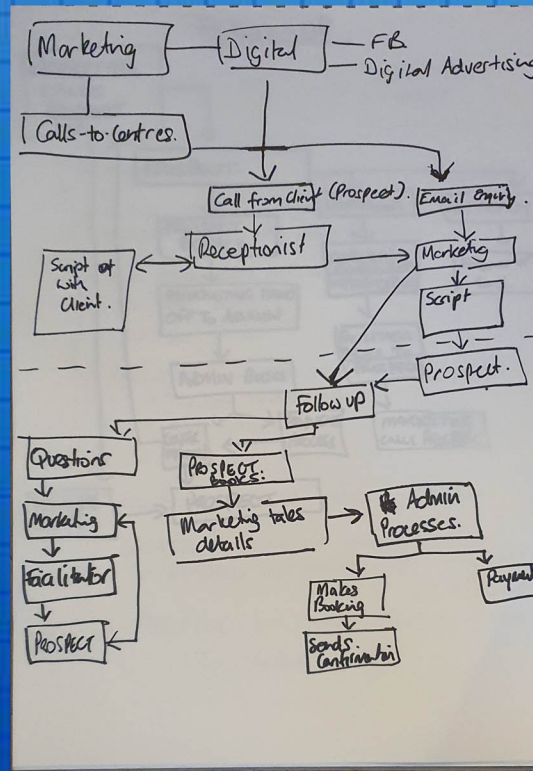
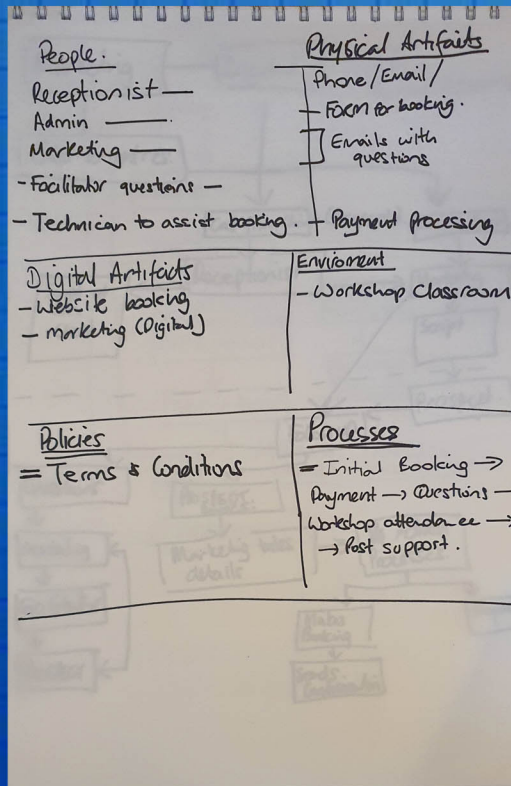


SERVICE DESIGN BLUEPRINT

The initial step was to identify all the touchpoints that would be interacting with the target audiences.

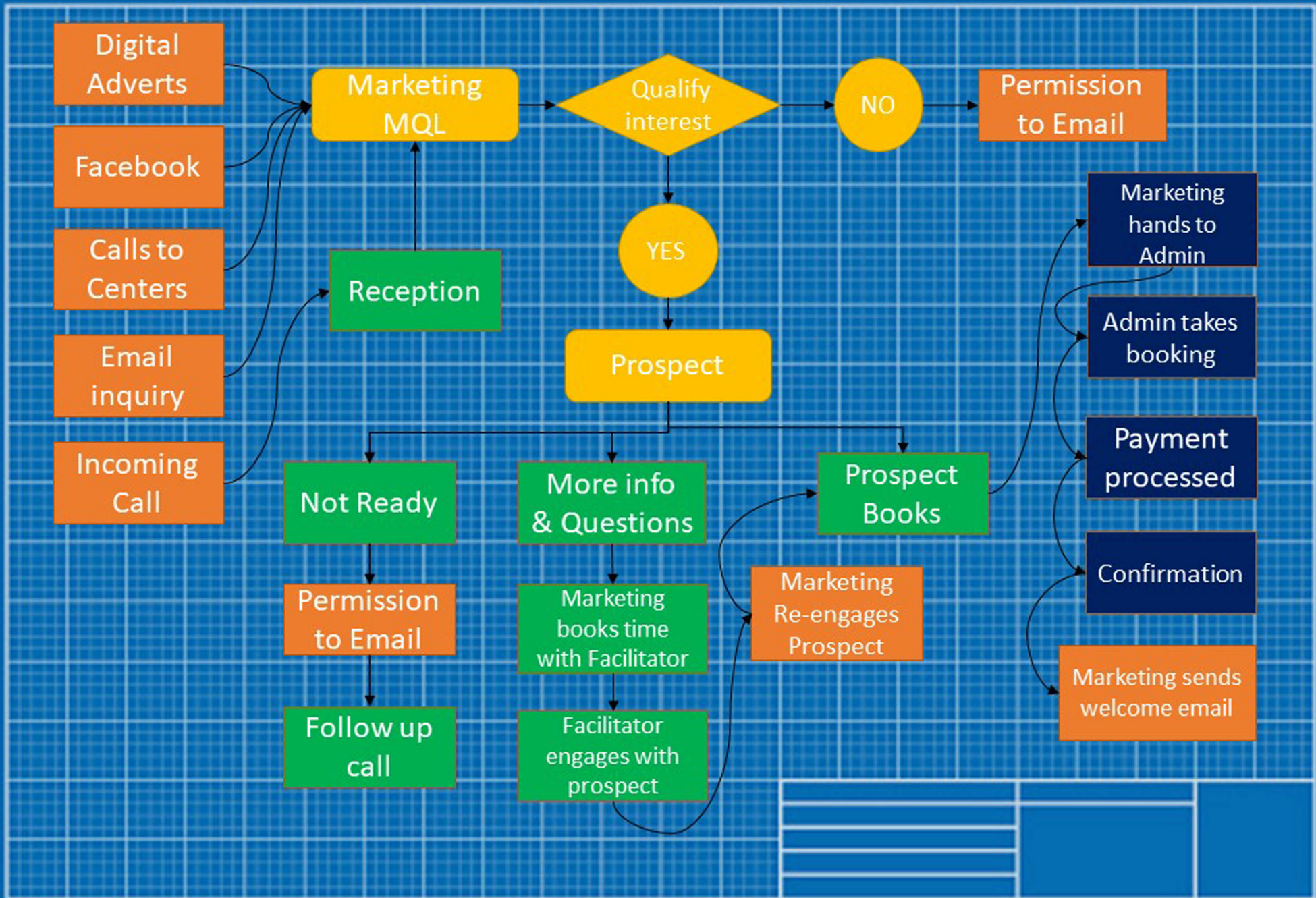
PEOPLE	PHYSICAL ARTIFACTS	DIGITAL ARTIFACTS	ENVIRONMENT	POLICES	PROCESSES
Receptionist Administration Marketing Facilitator Technical	Phone Email Booking forms Student workbook	Website Marketing	Classroom on site	Terms and Conditions	Digital marketing Initial interest Questions Booking Payment Attendance Post support

Once these were categorised, next a service flow was sketched out.



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CLIENT JOURNEY



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SERVICE DESIGN BLUEPRINT

	Awareness	Contact	Booking	Go-Live	Support	Renew
Client	Social Media Digital Adverts Direct outgoing calls	Online enquiry Click to download info Incoming calls	Client books for workshop	Client attends workshop	Client follow up support Thank you email	Alerts on next workshop Points of interest
Touchpoint (including digital)	Facebook adds Click throughs Speaking to Marketing	Receiving answers to enquiries Receive download Converse with TBS Marketing	Reception or Admin interact with Client	Client engages with Facilitator	Call from Facilitator	Email alerts Call to garnish interest in next workshop
Frontstage	Post FB ads Post Digital Ads Engage with caller	Sending responses Registering emails and contact details Taking pre bookings	Reception or Admin take the booking and process payment	Facilitator runs workshop supplies all materials Bondi Junction campus	Facilitator taking notes and filing within Client file Admin send thank you email	TBS Marketing sends alerts TBS Marketing send other relevant information
Backstage	Create FB ads Create Digital Ads Create script for calls	Create Email auto responders Create PDF info brochures Booking forms	Generate receipt and email client Send WELCOME email with details	Workshop supplies Catering Audio-Visual setups	Facilitator taking notes and creating CRM data base	Create alert emails New letter
Process and/or Policy	Posting Guidelines Advert follow up policy Anti spamming	Scheduling times for workshops Deposit, Returns & Cancellation policies	Deposit, Returns & Cancellation policies General Terms and Conditions	Photographs	Scheduling calls and recording details of call	Email permissions Policy on discount offers for second workshop

WORKSHOP IN CHILD CARE COMPLIANCE

Don't just work towards, be meeting!

In any race you don't want to be just WORKING TOWARDS a victory, you want to MEET it head on.

We get that being compliant can be an arduous task, but it's a vital one.

The Business School has created a targeted workshop that will help you become confidently compliant, pass spot checks and be ready for your Assessment and Rating.



Child Care Compliance Workshop Design

WORKSHOP
Team: Marketing Director, and external Consultant.
Through discussion and debate 7 known problem areas were highlighted within Assessment and Rating. Based on this they were broken up into 7 individual units of study with the option to download a separate PDF for more information on what would be covered per unit.

Regulation 247 - 249	Regulation 250 - 251	Regulation 252 - 253	Regulation 254 - 255
Download PDF	Download PDF	Download PDF	Download PDF

Facilitator would assist the team in identifying that they need to be ready for the next step in their compliance journey. Facilitator would provide the necessary information and resources that they would need to be able to complete their compliance journey.

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WORKSHOP OBJECTIVES

- Understand the importance of compliance and the role of the Marketing Director and external Consultant.
- Identify the key areas of compliance that are most likely to be audited.
- Develop a plan of action to address any compliance issues identified.
- Implement the plan of action and monitor progress.
- Evaluate the effectiveness of the plan of action and make adjustments as needed.

WORKSHOP
The Marketing Director, and external Consultant, will facilitate a workshop for the team. The workshop will focus on the key areas of compliance that are most likely to be audited. The workshop will include a presentation, a discussion, and a Q&A session. The workshop will be held on the 15th of October at 10:00 AM. The workshop will be held in the Conference Room. The workshop will be held in the Conference Room. The workshop will be held in the Conference Room.

ChildCare Compliance

Workshop Design

WORKSHOP

Team: Marketing Director, and external Consultant,

Through discussion and ideation 7 known problem areas were highlighted within Assessment and Rating. Based on this they were broken up into 7 individual units of study with the option to download a separate PDF for more information on what would be covered per unit .

Regulation 73 – 76
Education Program



- Quality Areas 1.1
- Quality Areas 1.2
- Quality Areas 1.3
- Quality Areas 7.2.2

[Download PDF](#)

Regulation 85 – 89
Injury, Trauma & Illness



- Quality Areas 2.1
- Quality Areas 2.2

[Download PDF](#)

Regulation 92 – 96
Administration of Medication



- Quality Areas 2.2

[Download PDF](#)

Regulation 145 – 152
Staff and Educator Records



- Quality Areas 7.1

[Download PDF](#)

Regulation 97 – 98
Emergency Evacuations



- Quality Areas 2.2
- Quality Areas 3.1

[Download PDF](#)


Regulation 90 – 91
Medical conditions policy



- Quality Areas 2.1
- Quality Areas 6.1

[Download PDF](#)

Regulation 173 – 176A
Display & reporting of prescribed information



- Quality Areas 7.1

[Download PDF](#)





ChildCare Compliance

Workshop Design

WORKSHOP

Team: Marketing Director, and external Consultant,

Within each unit there were 5 stages that the Facilitator would cover, the actual sequence of the delivery was left to the discretion of the Facilitator. However, the lesson plans themselves were set in a series of questions, discussions and activities that took an Agile learning approach.

UNDERSTAND

APPLY

CHALLENGE

RELATE

IMPLEMENT

UNDERSTAND

Here the Facilitator covered 2 critical questions.

1. What was the Regulation and what does it mean?
2. What was the Regulation requiring you to do? This involved understanding the theory of it and becoming familiar with compliance language.

APPLY

In this stage the Facilitator would assist the participants to construct a definition that they could relate to.

A frame of reference that they could use for application. Next the Facilitator would then demonstrate examples of application and motivate further group discussions to consolidate practical understanding.

This would then be followed by an activity of HOW they could apply it to their centres.





ChildCare Compliance

Workshop Design

WORKSHOP

Team: Marketing Director, and external Consultant,

CHALLENGE

This part will involve participants sharing their “How’s” and gaining input from the class.

The Facilitator could then critique their approach and ask questions such as:

Did you think of...?
How about adding...?
Could you do?

RELATE

At this point the participants now focus on their own centres and look at how they can apply what they have learnt as an ongoing embedded practice.

IMPLEMENT

The Facilitator asks them to create a plan of how they will implement what they have learnt into actionable steps with schedules.

**Options will be available for participants to schedule one-on-one followups with the Facilitator or for a premium have the Facilitator attend their centre.

UNDERSTAND

APPLY

CHALLENGE

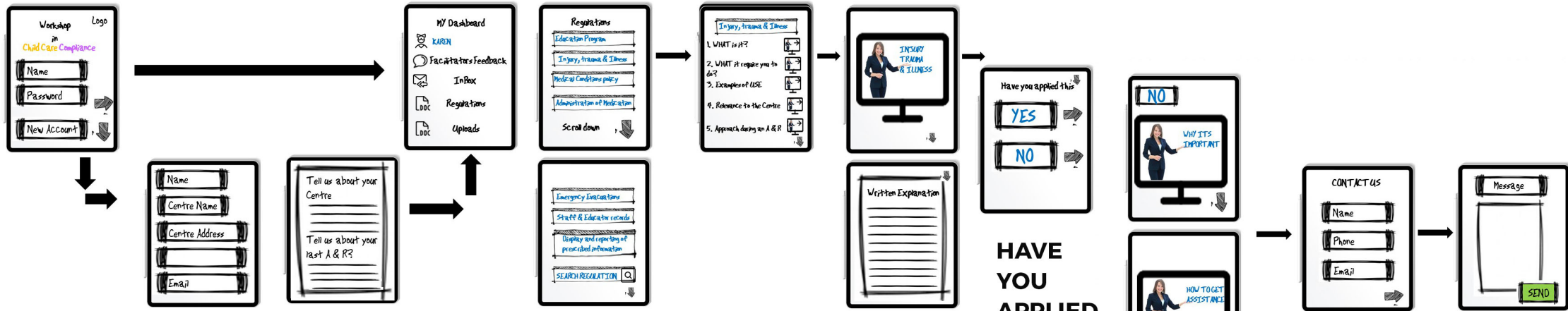
RELATE

IMPLEMENT



CHILDCARE COMPLIANCE

APP SKETCH



**LOGIN/
NEW ACCOUNT**

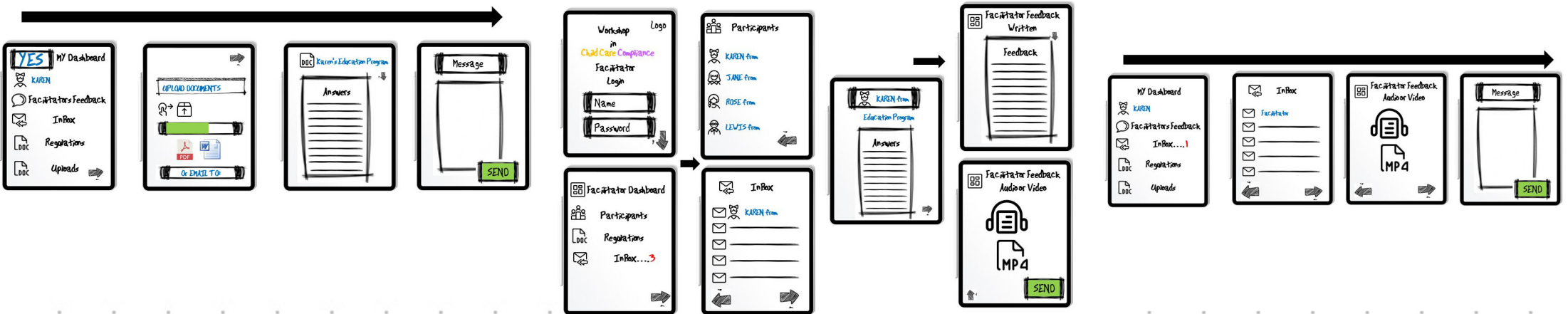
**PARTICIPANT
DASHBOARD**

REGULATIONS

**EXPLANATIONS
WRITTEN & VIDEO**

"NO"

GETTING ASSISTANCE



"YES" UPLOAD DOCUMENTS AND SEND

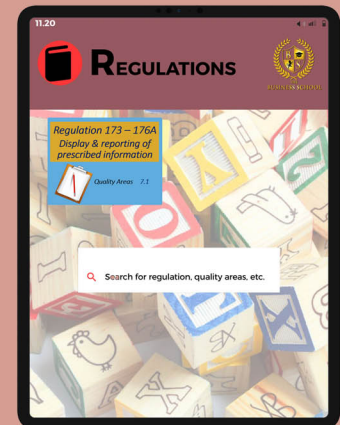
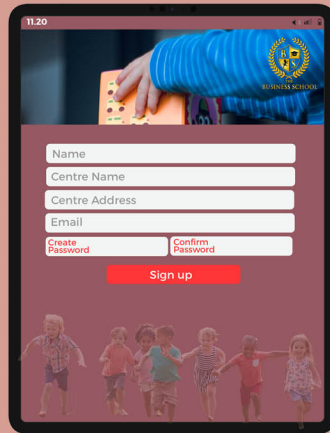
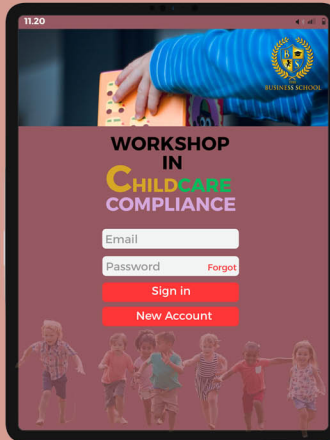
**FACILITATOR LOGIN &
DASHBOARD ACCESS**

**FACILITATOR FEEDBACK
WRITTEN OR AUDIO/VIDEO**

**PARTICIPANT ACCESS TO FEEDBACK
OPTION TO RESPOND**

CHILDCARE COMPLIANCE

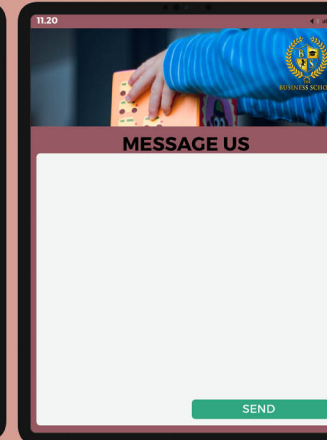
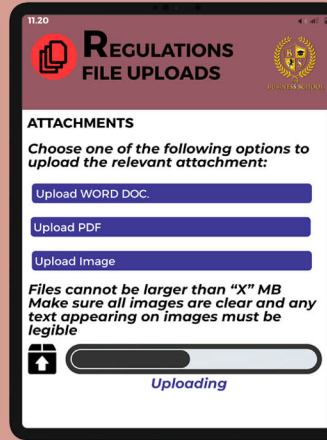
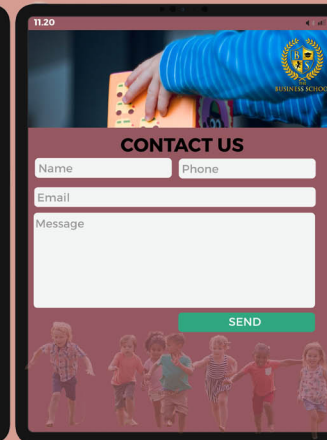
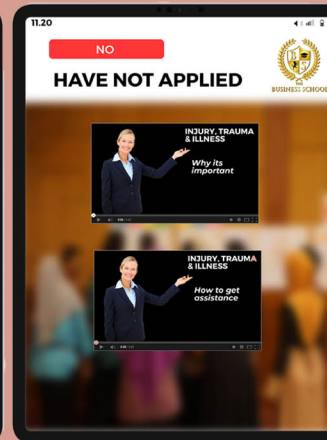
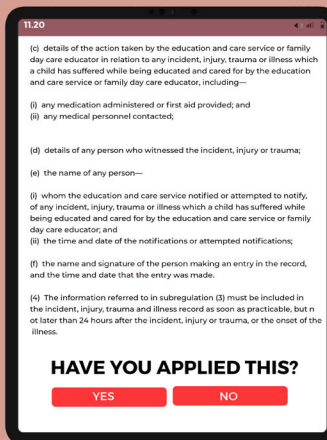
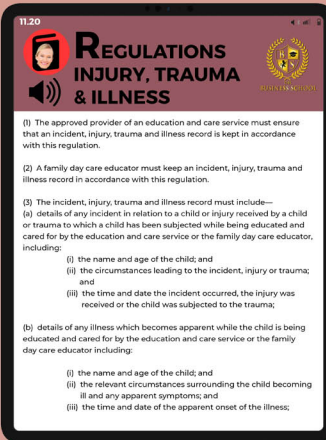
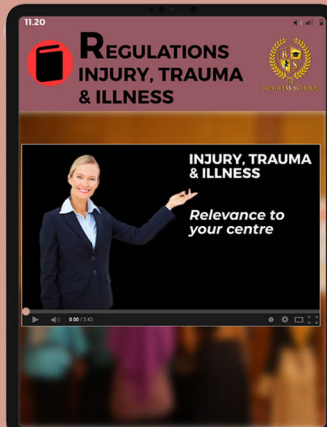
APP SCREENS



The initial pages would include an account setup and login. Once completed two specific questions were asked to give the facilitator an overview of the Centre. From here they would be taken to their Dashboard. From this example they have accessed the **Regulations** option.

CHILDCARE COMPLIANCE

APP SCREENS

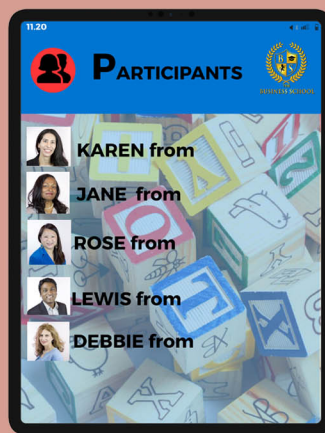
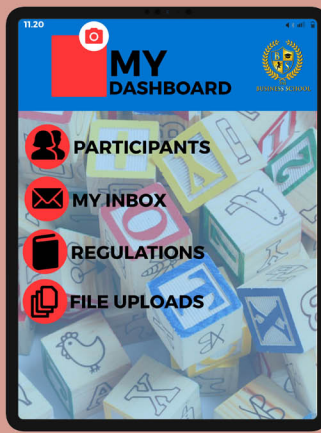
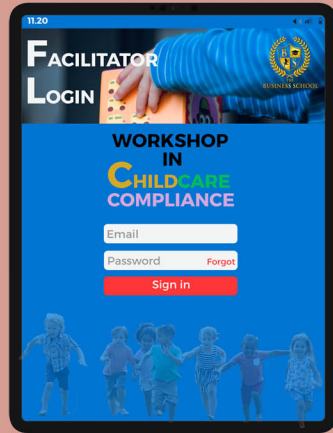


From the Regulations page the participant could access every regulation covered in the first workshop. Each of the 7 regulations would be accompanied by a series of specific guides to assist understanding with a video explanation. There would also be a copy of the regulation. The participants would then be asked if they applied the regulation, if they had then they would be directed to upload their proof, if not further videos would reiterate the importance with an offer for special assistance.

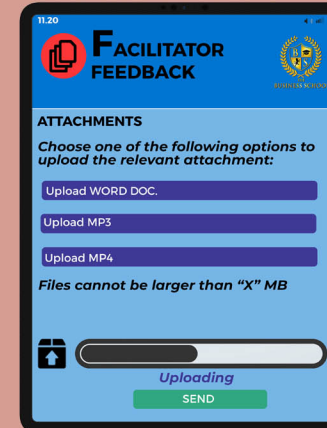
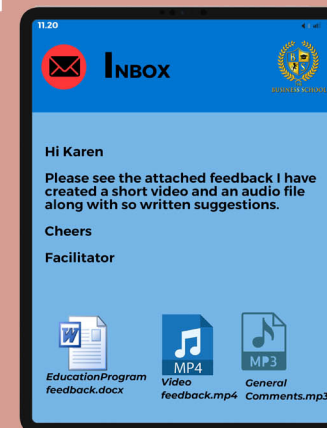
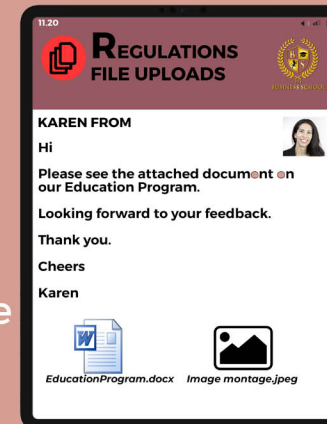
CHILDCARE COMPLIANCE



APP SCREENS



Once their answers were uploaded the Facilitator would receive an email notification. They could then access their own login and would see all the participants that were under their care. A separate INBOX for email would contain the answers from the participants. The Facilitator then had the choice of giving feedback via written form, or short video form or audio form or a combination thereof.



UPDATE

UPDATE

MARCH 2020

It was decided that the project would be put on hold due to the COVID-19 restrictions.

Upon the restriction being lifted further development would be considered for the APP solution.

Face to Face workshops would be assessed depending upon the allocation of class sizes matched to the cost of delivery post COVID-19 restrictions being reduced.

