

ACHIEVING THE ESSENTIALS OF NUMERACY AS PART OF THE CARE CERTIFICATE

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The national numeracy challenge was already part of our Care Certificate programme. This is because it is an integral step for career development in healthcare and provides 6 months for the individual to achieve the essentials of numeracy. We had identified that 73% of those who were enrolled on the care certificate achieved the essentials of numeracy in the 6-month period. Although this is positive and demonstrated that engagement of the challenge can support improvement in numeracy skills, there were 28% who did not achieve the required level. By speaking to the individuals that made up the 28%, we identified that they had not been accessing the learning resources available to them.

What did we change and improve?

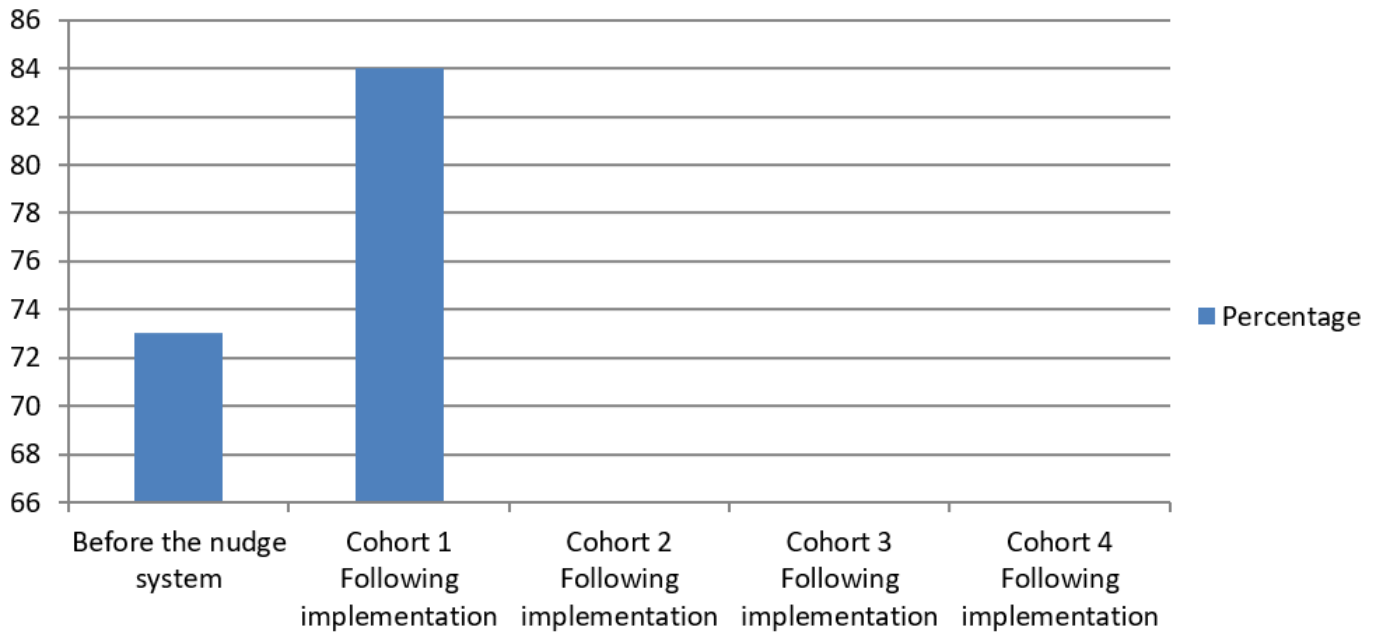
We designed a 'nudge email system'. This system used information available about learner engagement with the challenge to send tailored 'nudge emails' to encourage engagement and remind them of learning available. If no further improvement of numeracy skills was made or the challenge wasn't accessed within a designated time period, this was then highlighted to the widening participation (WP) team. The WP team could then offer further individual support to the learner and provide encouragement to engage with the challenge. The WP team also escalated any concerns regarding lack of engagement to the manager, to provide support in 1:1s.

What was the impact?

The nudge system was implemented for the cohort starting the care certificate in May 2019. (At time of writing 1 cohort has completed the care certificate since then). 84% of this cohort achieved the essentials of numeracy in the 6 months, compared to 73% previously, with a further 6.7% seeking additional support via engagement with the challenge.

There are an additional 3 cohorts who have not completed the 6 months of the care certificate yet. To date 60% of these 3 cohorts have achieved the essentials of numeracy, 14% are due to achieve the essentials of numeracy imminently.

Percentage of learners achieving the essentials of numeracy by the end of the Care certificate



The cohorts currently undertaking the care certificate will be reviewed on completion of the 6 months.

What can others learn from this example?

By gaining the ‘voice of the learner’ we discovered why some people were struggling to achieve the required level. This enabled us to develop a system that was tailored to what they wanted and needed. This helped increase the likelihood of achieving the end goal and we will continue to monitor those on programme to ensure that this improvement is maintained. We will also continue to seek feedback from individuals completing the care certificate to ensure that the process supports gaining the essentials of numeracy and to listen to those who encounter difficulties.