**Key Lines of Enquiry**

The panel must be able to answer the key questions for each Domain.

Suggestions for further areas to explore, designed to help the visiting panel decide which areas to focus on when visiting the Learning Organisation, are given for each domain.

Evidence to answer the key question may be present in the submitted paperwork or result from direct questioning at the time of the panel visit.

## Domain 1 – Learning Environment and Culture

* Does the learning environment and culture of education and training meet learners’ needs?
* Is it safe and open and provide high quality care and experience for patients and service users?
* Is it multi-professional, with a culture that is fair, promotes EDI, and values and facilitates learning opportunities and support for all learner groups?
* Does the culture within the learning environment model positive behaviours, both in terms of clinical practice and a proactive, self-directed approach to learning?
* As an organisation, what do you aspire to?
* What are your values?
* Do the premises limit the organisation’s effectiveness in any way? Please comment on tidiness, cleanliness and poster displays etc.
* What improvements do you suggest?
* Comment on the organisation of the staff.
* What meetings are held in the organisation? Please comment on their effectiveness.
* How is teamwork fostered?
* How are the staff involved with the development of the organisation?
* How are staff appraisals conducted?
* Do the staff have written contracts of employment?
* How do you ensure staff understand your policies and procedures?
* What is the understanding of service commitment vs learning?
* Comment on involvement of patients in the organisation and development of it.
* How does the organisation respond to complaints?
* How do you know whether the patient care being provided is of a good standard?
* What opportunities are there for multi-professional learning within the organisation?
* What opportunities are there for learners to get experience of audit/QIP?
* What are your procedures for discussing significant events/learning events?
* How do you mitigate the wider risks and negative effects of unsafe workload?
* How do you discuss moral injury/distress throughout your organisation?

## Domain 2 – Educational Governance and Leadership

* Is there a commitment to quality in the organisation?
* Are there effective arrangements for all placement providers to ensure educational governance and leadership to manage and improve the quality of education and training.
* Does the organisation work collaboratively with NHS England and other stakeholders in this endeavour?
* How is leadership in education organised in your environments and across your PCN?
* How do you ensure that the education you provide remains at a high standard?
* Please describe any policies or procedures that you are aware of when learners have been involved in adverse incidents.
* Please provide your understanding of what to do when learners are underperforming.
* Can you tell us how you link with NHS England and other placement stakeholders?
* How are monies received by the practice, in respect of teaching and learning, utilised?

## Domain 3 – Supporting and Empowering Learners

* Do learners receive appropriate supervision and support, clinically and educationally, to enable them to gain the knowledge, skills and behaviour required by their curriculum / programme?
* Does the provider promote and support EDI?
* Please describe how you organise and what is included in your learner’s induction.
* How do you stay abreast of your learner’s curricula needs?
* How do you ensure that your learner has adequate clinical and non-clinical exposure to be able to demonstrate coverage of their curricula?
* How do you ensure education on your organisation is ‘learner centric’?
* How does the organisation/environment allow adequate time for supervision?
* How do learners know who their supervisor is for their placement time and clinically on a daily basis?
* Please describe your experience of undertaking assessments for your learner.
* How does the organisation support the development of learners from novice to expert professional?
* How do you ensure your learners are part of your team?
* How do you help to develop your learners as teachers.
* How does the organisation ensure the safety and welfare of their learners?

## Domain 4 – Supporting and Empowering Educators

* Are supervisors selected, trained, appraised and receive the support, resources and time they need to deliver effective education, training and clinical oversight, including support for their professional development?
* Have you been involved in supervising or teaching learners?
* What do you think the benefits are of having learners within the organisation?
* Have there been any challenges with having learners within the organisation? If so, how have these been overcome?
* How do you communicate with each other about your learners?
* What has been your experience of providing feedback to learners, for example, multisource feedback?
* Why are you involved in teaching and learning?
* Did you discuss your educational role at your last appraisal?
* Does the organisation give you sufficient time within the working week to undertake your teaching and learning activities? Please describe a typical week.
* How does the organisation support you to undertake the administrative aspects of your educational role?
* Have you been able to attend any important update sessions relevant to your role in teaching and learning?
* How are other team members involved in teaching? How are they supported in understanding their role?
* Do you have any opportunities to deliver multidisciplinary teaching?

## Domain 5 – Delivering Curricula and Assessment

* Are programmes and curricula (including assessments) developed and delivered in accordance with professional regulator, college and/ or Education Provider requirements?
* Do they respond to the emerging models of care and service transformation?
* How are patients involved in teaching and learning within the organisation?
* How does the organisation inform patients that learners are on site?
* How do you involve patients in teaching and learning within the organisation?
* Please describe the learning opportunities that learners have within the organisation. How does the organisation ensure that these learning opportunities reflect the curricula and assessment needs of learners?
* What mechanisms are in place for learner feedback? Any examples of this which have led to changes in the available learning opportunities?
* Have you considered the impact on reception staff in relation to booking appointments?

## Domain 6 – Delivering a Sustainable Workforce

* Does the culture, organisation and leadership support progression and development of the whole workforce?
* Are you able to describe any careers advice that you have given to your learners?
* How do you encourage learners to live and work locally?
* How do you prepare your learners for coping with change within the NHS?
* What is the link between teaching and learning and the organisation’s future workforce?
* What do you see as being your role in this?