# eTrackr ilp

**Debbie Ryle,**
**Head of Performance Review & Enhancement**

**Morley College London** is one of nine specialist designated adult education colleges in England. The college merged with Kensington and Chelsea College in February 2020 and now has three main centres in Waterloo, North Kensington, and Chelsea. Pre-merger, 95% of courses at Morley were unaccredited 10-week, short courses in subjects such as Preparation for English and specialist arts / dance classes to support health and wellbeing. These were mainly AEB unaccredited programmes following RARPA processes. At the point of merger, the college grew substantially and took on a small amount of 16-18 learners.

Morley used their own tracking system, but Kensington and Chelsea, the other college in the merger previously used eTrackr so it was natural to review its use for the merged college. Morley purchased and launched eTrackr in September 2021, which was tough to implement over the summer break, but they are now half way through their first full year implementation and share what they've learnt on their journey.

"Implementing eTrackr has been an interesting challenge, not least because of the college's starting point; a changing focus in the education inspection framework; post-merger; post-covid and post-Brexit. Culturally the college was in a very different place. I've certainly not regretted the decision to buy eTrackr. It gives us good data insights, enhances delivery engagement and gives an overview across the college of which learners are on track to pass. Overall, it is a good performance management tool."

## The Challenges:

"Adult Community Learning (ACL) is unique. Student satisfaction is very high, they have lessons from experts within their own field and so it's clear the learners enjoy their learning. But culturally, those staff don't always understand the need to set targets and monitor progress in a consistent, cross college electronic format. Most had their paper-based trackers, but we needed it centralised for an over view of at-risk learners and to monitor and report on performance across the college."

## How We're Bringing Staff on the eTrackr Journey:

"I've taken on responsibility within my role as accredited learning, quality and compliance lead to drive eTrackr forward within the college as we've found it's important that one person takes ownership. It helps coming from a curriculum background as I understand the day-to-day work loads of tutors and how they are juggling everything in the interest of the learners.

Cont...

# CASE STUDY - Morley College
## The largest adult education provider in London.

" ...I wanted to empower people, so they didn't panic when they first log in and use eTrackr. Clear, strong guidance through designated communication channels and training is key.

We've just had a string of training session from VLE Support that have been recorded for staff if they can't attend and that has increased the numbers of staff engaging. I'm also sending out 'All Staff' bulletins and recordings.
We've established eTrackr Champions who are working practitioners and volunteered for the roles because they have a strong interest in supporting others and using eTrackr. The Champions can give insightful examples on how they've used eTrackr in their teaching practice to colleagues.

We've also trained our centralised administration team so that they can help with system queries such as 'how do I log on' or 'how do I find my timetable'
Targeted, short videos have been produced such as a 2-minute video for using the top reports for managers."

## Is it fitting the brief of a performance management tool?

"We have quality enhancement programmes with mid-term reviews. We have 3 centres and Centre Principals sit with the Curriculum Head and Programme Area Managers and do a mini sweep each half term. With eTrackr it's really easy, the heads can look at the reports in advance and we use the same consistent sets.
We can look at at-risk learners, attendance and action plans that are in place. This reporting then feeds into SLT which is more formal where we can put courses on at risk plans which is something we'd never done before."

## How have you found the support from the VLE team?

"The support is amazing from the team. They are very patient with great ideas for us to implement, Sarah in particular has been amazing."

## Any last thoughts?

"I like eTrackr, I like the reactivity of the software, I like the features. It's easy to use even if it's not used frequently. I still remember 6 months later how to do something even if I haven't used that function for a while."