



Dynamic Results

Achieve high performance and innovation

Strategic consultancy and
performance development software
delivered to the heart of your
business...

i n n o v a t i o n s a n d s o l u t i o n s

A demanding world

The FE sector is facing increasing external pressure for self regulation and accountability with requirements for flexibility to respond to evolving learners' and employers' needs – demographics, skills requirements and working practices.

The government recognises that FE has a central role in transforming the life chances of millions of people providing essential lifelong educational services to learners, communities and local employers.

Meeting the government's requirements demands smart investment in a climate of tight financial constraints placed upon public sector bodies.

LSN will help you make the smart decisions to create maximum benefit out of your resources.

Dynamic Results – helping you to overcome your challenges

LSN is offering a new initiative – Dynamic Results – enabling public sector organisations to achieve high levels of performance and innovation.

Our success in tailoring and linking enterprise – wide solutions to organisation needs which address mission-critical systems has led to our unique portfolio of solutions – Dynamic Results.

Driven by 2 main theories:

1. **People matter** – staff, learners, employers, management

Get the right people in the right place at the right time and with the right skills.

2. **Organisations can innovate to achieve public value, within policy constraints.**

By combining these theories, Dynamic Results delivers both performance improvement and innovation in a managed environment to offer a highly successful and sustainable business approach.

Dynamic Results – the approach:

- Assessing your current position and encouragement to learn and think differently taking your organisation to the next level
- Feedback as you progress, with clear indication on the distance travelled by your organisation as it evolves
- Determine the cost benefit return (CBR) of your improvement and innovation initiatives
- Dynamic Results evolves with your organisation.

It does not seek to define the perfect organisation, rather it assures that your organisation is dynamic enough to adapt to the needs of the environment around it.

LSN – placing clients first and providing value for money.

We have an outstanding track record – from tools that improve financial performance to support for college mergers; from change management to the development of quality processes; from whole organisation approaches in staff development to consultancy; from management information strategies to learner voice strategy.

LSN – specialists in Further Education management support

Our knowledge and expertise spans every aspect of the educational world and is built around our experienced staff and network of highly skilled associates, each bringing a close appreciation and understanding of education and training. An independent study identified that two thirds of all our service users say we have exceeded their expectations and over 88% of our training delegates would recommend our events.

Dynamic Results

responsive and flexible support

Support split into key themes affecting the sector, offered in a modular format to give you maximum flexibility. Select the key components out of each theme relevant to your organisational issues.

All themes are based on effective action learning principles to deliver sustainable change.

Ideas and solutions

innovative research techniques built to generate objective and quantifiable insights into your staff, learners, customers and wider market place.

Engaging with customers

identify and understand your customers' requirements to develop valuable engagement strategies.

Whole organisation staff development

- align your individual and organisational visions
- promote and instil professionalism
- produce evidence towards Investors in People and the 30 hour CPD requirement.

Managing change

a dynamic approach to developing flexible systems for managing change which respond to client's and funder's needs.

Quality improvement

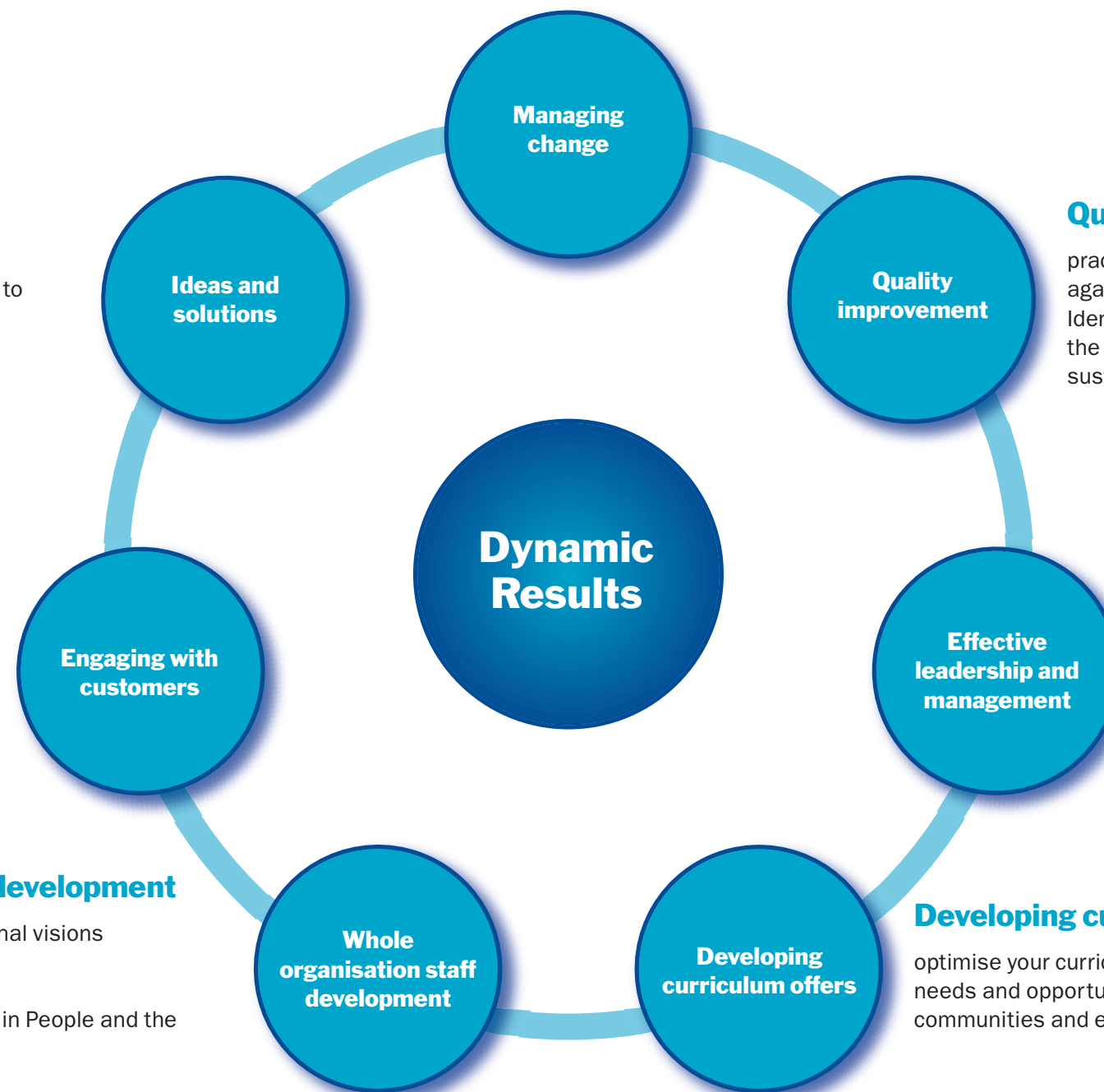
practical business tools and assessments against national frameworks and best practice. Identify key improvement areas and support the implementation, achievement and sustainment of continuous improvement.

Effective leadership and management

solution focussed coaching and development techniques enhancing leadership skills. Achieve your individual and organisational goals.

Developing curriculum offers

optimise your curriculum offer to meet the needs and opportunities of your local communities and employers.



Dynamic Results is a solutions package offered by LSN, designed to keep organisations in touch with the latest demands of the learning and skills environment.

The Learning and Skills Network (LSN) is an independent not-for-profit organisation committed to making a difference to learning and skills.

For more information

Contact us today to find out other ways LSN can help you:

www.dynamicresults.org.uk

Tel 0845 602 5668

askus@LSNeducation.org.uk

Making teaching and learning the priority

Creating a world class system of education

In LSN's recent report 'Just suppose teaching and learning became the first priority...', Professor Frank Coffield concluded with the following proposition:

'The way to create a world-class institution is, first and foremost, to improve the teaching and learning taking place in it.'

At LSN, we believe that a strategic, systematic approach to delivering outstanding teaching and learning in all learning environments, each and every time, is the ultimate route to improving achievement, retention, financial stability and reputation.

Outstanding teaching and learning for your organisation

LSN's *Learning First* initiative gives providers a strategic approach to improving teaching and learning across all business areas.

Improving provision for the long-term

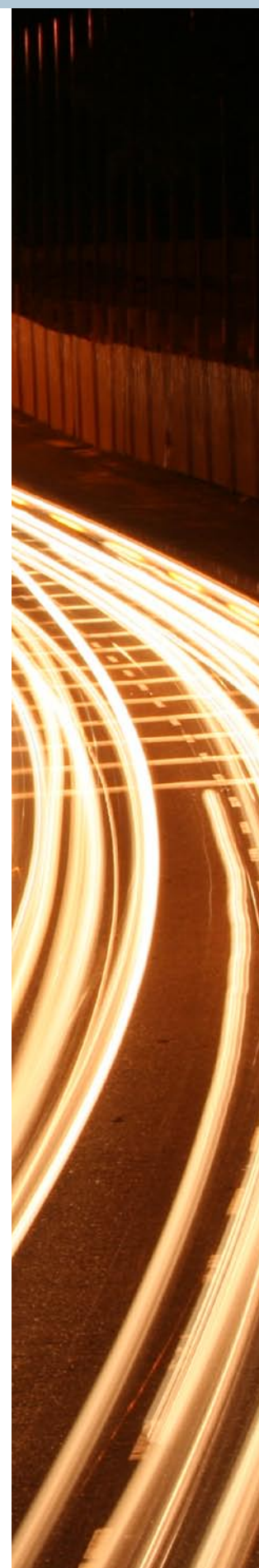
We will take a whole-organisational approach to systematically improving your provision. We believe in four essential criteria to achieve outstanding teaching and learning:

1 Strategic intent—ensuring the delivery of outstanding teaching and learning requires genuine strategic intent. Through group and individual sessions with your senior management team and key curriculum staff, we will assess each one of your current priorities by the value it creates for learners. This approach helps develop a strategic focus for your organisation's teaching and learning.

2 Assessment with a strategic vision in place, we will use a combination of on-line and face-to-face assessment tools to establish your starting point. This will inform a bespoke development plan to make that vision a reality.

3 Development based on your budget and agreed strategic priorities. We will design and implement a modular approach to developing your staff, systems and structures, embedding a culture for outstanding teaching and learning that reaches all parts of your organisation.

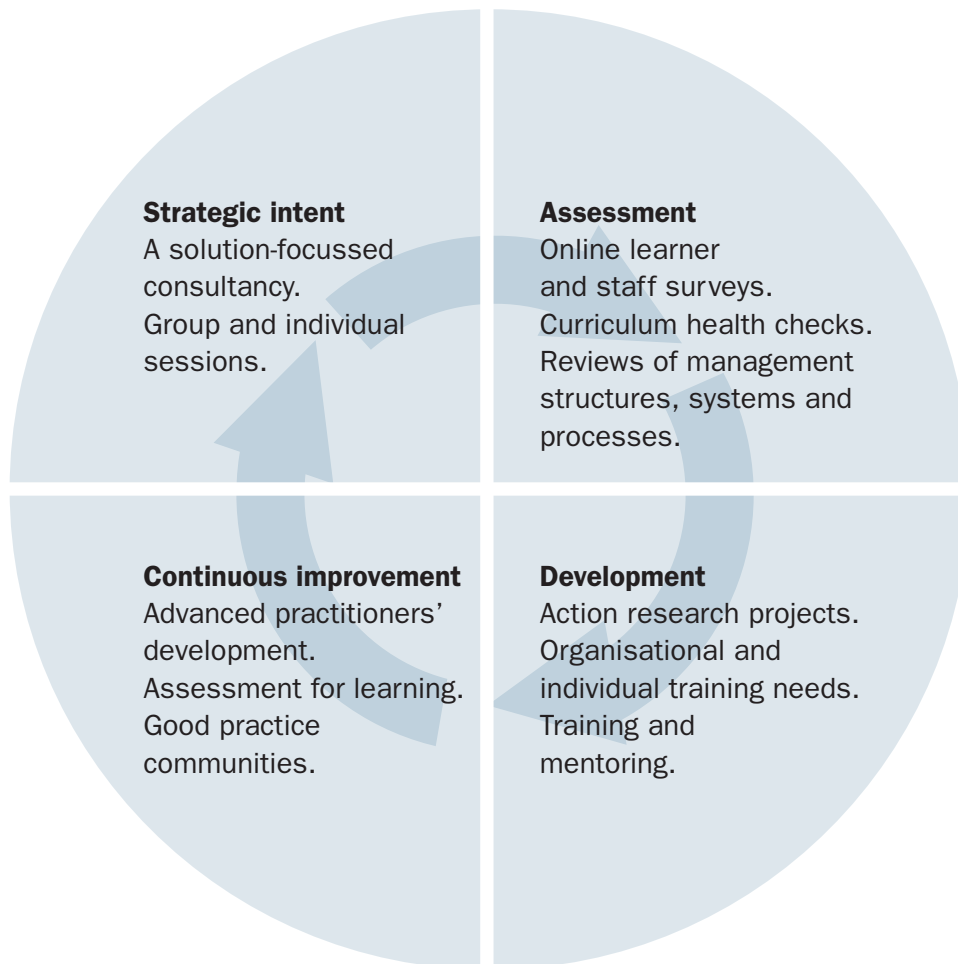
4 Continuous improvement—maintaining outstanding teaching and learning requires a continuous drive for improvement. To achieve this LSN will conduct a follow-up round of assessments benchmarked to the original results. Using the outcomes of this evaluation, we will facilitate your strategic planning to identify further opportunities for improvement.



'A strategic focus is the only plausible source of sustainable competitive advantage available to a learning provider.'

T Mag, September 2008

A complete provision improvement package



- A solution-focussed approach to developing your strategic vision of outstanding teaching and learning
- On-line learner and staff surveys
- Curriculum health checks and observation training
- Reviews of your management structures, systems and processes
- Action research projects that identify what works in a given classroom context
- Analysis of organisational and individual training needs
- Training and mentoring
- Advanced practitioners' development units for sustainable improvement
- Assessment for learning - instead of assessment of learning.
- Good practice communities and supportive approaches to innovation and development

Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668

Or visit our website:

www.dynamicresults.org.uk

Intelligent procurement practice

Maximise your annual budgets

Reviewing your procurement practice can lead to huge savings that can be turned into improving your learner environment.

The National Audit Office estimates that an average college could free up £200,000 per annum – simply by developing strategies to improve how money is spent.

A powerful analysis tool...

Investing in Learners is a powerful analysis tool targeting areas of wastage in your college expenditure and outlines action plans to deliver savings – money to then reinvest in learners and learning resources.

Savings, partnerships and measurements

- Get the best possible deals by identifying improvements to negotiating framework contracts
- Eliminate needless and costly invoice processing
- Provide insights into which of your suppliers need you most
- Help identify other organisations you can team up with to achieve greater savings
- If adopted by a group of colleges, benchmark your practices, develop collaborative purchasing strategies and share best practice.

Spend details by industry sector

Industry sector	Spend	Number of invoices	Company count	Average invoice value
Supplier	£11,877,915	10,920	871	£1,088
Education	£1,587,359	1,256	74	£1,264
Government	£399,726	132	17	£3,028
Individuals	£237,269	262	113	£906
Health/not for profit	£112,049	221	47	£507

Based on a college with a £14,251,516 supplier spend

- Provides a breakdown by different supplier categories
- Primary focus on suppliers
- Indicates the spend, number of invoices received, number of organisations and average invoice value.

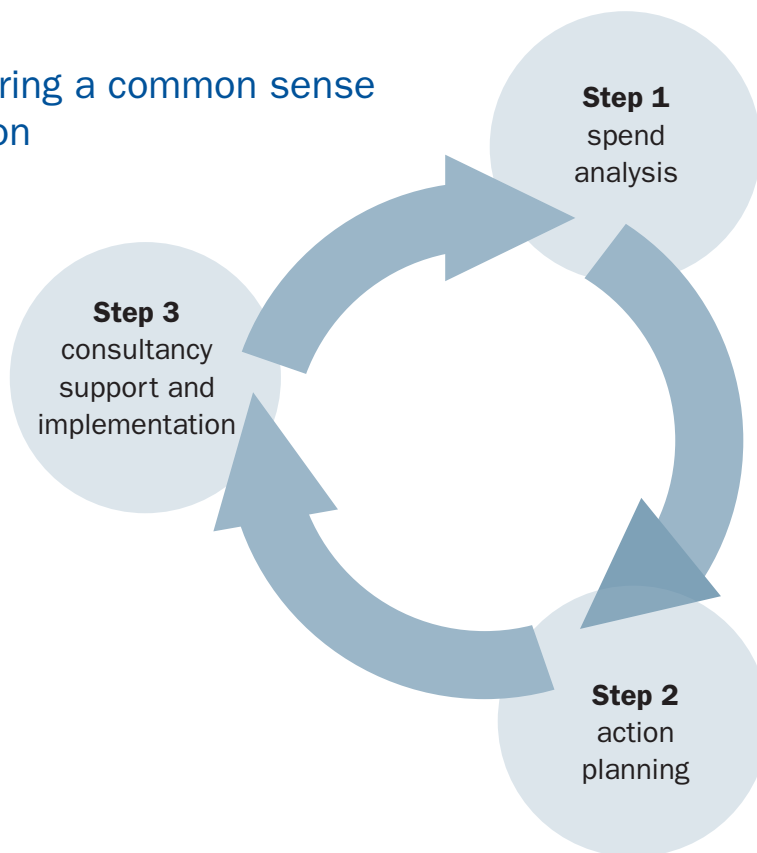


'The system is very useful as it allows the college to collate its spending data and see which suppliers it receives the most invoices from. LSN was very supportive and helped us to set up the programme. The system is an asset as it enables us to identify savings and be more cost-effective.'

'The collaboration with the other colleges involved is also very beneficial.'

Ted Wales, Head of Finance, Bilborough College

Delivering a common sense solution



Step 1: spend analysis

Supported by our partners, Exor Management Services and Experian, we analyse your expenditure for the last financial year – giving a full breakdown of your spending.

Step 2: action planning

With the outputs from the spend analysis, our experienced consultant identifies saving opportunities in key areas of your expenditure: who is overcharging, where you are using multiple suppliers when single supplier framework contracts would save money and so on...

We then work with you to develop an appropriate action plan to target priority cost savings.

Step 3: consultancy support and implementation

With a robust and clear action plan in place – you gain from our specialist knowledge and tailored support:

- Coaching support for key members of staff
- Review appropriate national framework agreements
- Identify local opportunities to establish framework agreements with other colleges, providers or schools
- Support in supplier negotiation
- Tendering process advice.

Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668
Or visit our website:
www.dynamicresults.org.uk

Blended learning



ILM accredited programmes in management and leadership from LSN

Management training when you need it

Modern organisations increasingly need qualifications or awards that can be delivered in a variety of ways. Personal preferences are also changing with many people preferring to use a process that reflects their learning style or the constraints of their working environments.

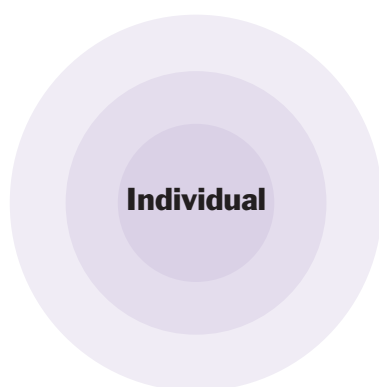
Tailored to your needs

We will work with you to produce a programme that matches the requirements of your organisation through:

- Choosing appropriate units from the wide range offered
- Contextualised assessed work
- Workshops that develop key leadership skills.

Offered at levels 2 to 5, our blended learning suite of programmes targets those important groups of managers from team leaders to middle managers from across your organisation.

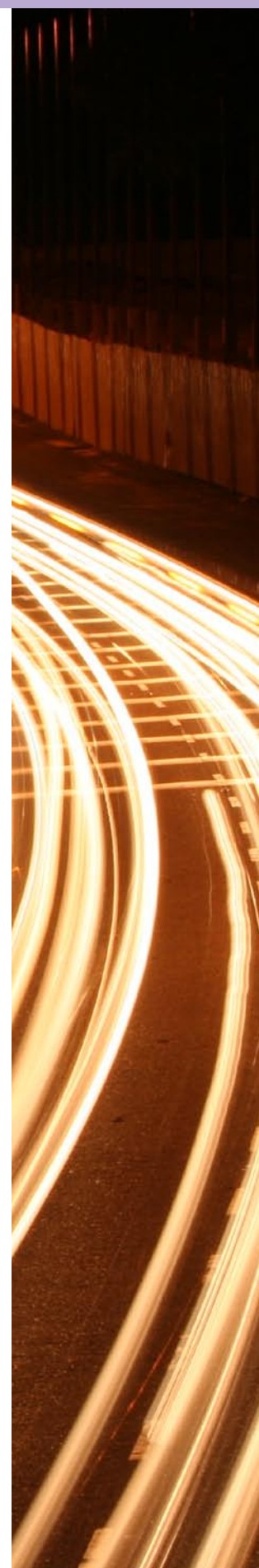
Targeted solutions, delivering results



- Ability to select appropriate units relevant to current and future roles
- Targeted development solutions that acknowledge current skills
- Ongoing feedback and assessment
- Nationally recognised qualifications at levels 2 to 5.

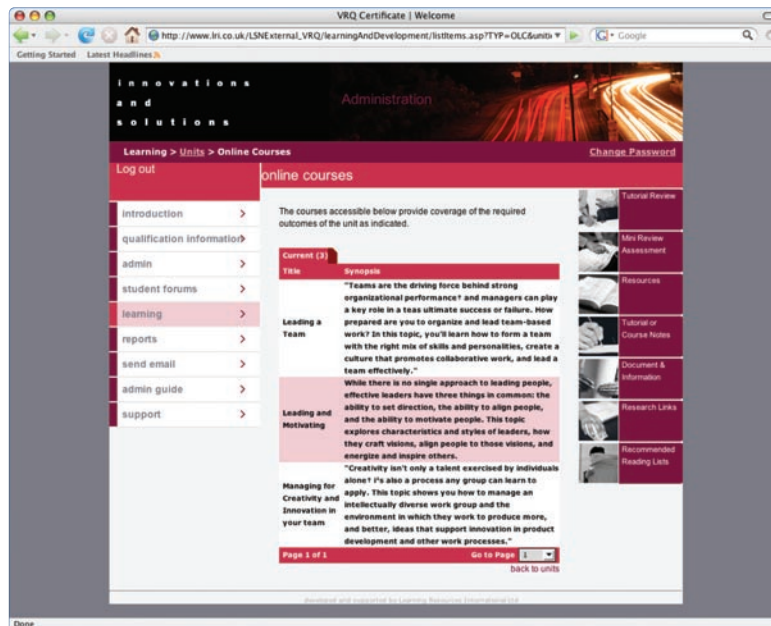


- Targeted development that meets current and future roles
- Work-based activities increase the transfer of knowledge and skills to daily practices
- Minimises time away from the workplace
- Linked to national standards of best practice.



'An integrated development programme giving your managers control over when they learn.'

At its core, an online learning programme offering development at the click of a button



Developing the leaders of tomorrow

Our blended management development programme (Institute of Leadership and Management (ILM) accredited) offers a flexible and convenient way to train your staff.

Delivered by our team of leadership development experts, the programme uses a variety of approaches:

Skills development

Face-to-face participative workshop sessions; work-based activities.

Consolidation and enhancement

Signposted online resources for further reading; work-based activities.

Practice and reflection

Tutorial support and feedback via phone and email; online progress checks.

Build knowledge

online content and learning communities.

Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668

Or visit our website
www.dynamicresults.org.uk

Skills builder



Delivering excellence in the classroom and to the individual

Skills for the future

Changes to the curriculum, funding, roles, employer involvement and lifelong learning all require managers and teachers to continually update their skills. Critically, they need to apply these skills in a constantly evolving world of further education (FE).

The education sector is also being encouraged to embrace continuing professional development (CPD) and demonstrate it by achieving the 30 hour CPD requirement.

Evolving skills

Our Skills Builder training package enhances the skills base of FE staff, equipping them with the knowledge to adapt and grow continually.

Delivering excellence and aptitude

- Experienced FE associates who can build on and refocus existing skill levels
- Build excellence in classroom delivery
- Improve responsiveness of managers to employer demands
- Maximise the impact from your training budget
- Relevant, practical and accessible in-house training
- Sustainable training ensuring skills are embedded into working practices
- Evidence to support the 30 hour CPD requirement
- Meets the training criteria of *Investors in People*.

Course grouping

Building excellence in the classroom

- Classroom management
- Dealing with disruptive behaviour
- Effective classroom delivery
- Approaches to assessment
- Retention/achievement strategies
- Preparing for the new curriculum
- E-learning tools for the classroom
- Environmental restraints on courses
- Improvement through self-assessment
- Mentoring and coaching support
- Recognition and Recording of Progress and Achievement (RARPA).

Building excellence in the individual

- Communication training
- Assertiveness
- Negotiation
- Time management
- Stress management
- Coaching skills
- Emotional intelligence
- Defusing difficult situations
- Adding value to the customer experience
- Marketing for the non-marketeer.



'I will be able to look in more detail at the needs of my customers and work our strategy plans to work effectively with them.'

'I will use what I have learned to work in a more effective way with some of my students who need a little more understanding and check on learner styles.'

John Ruskin College

Creating space for learning

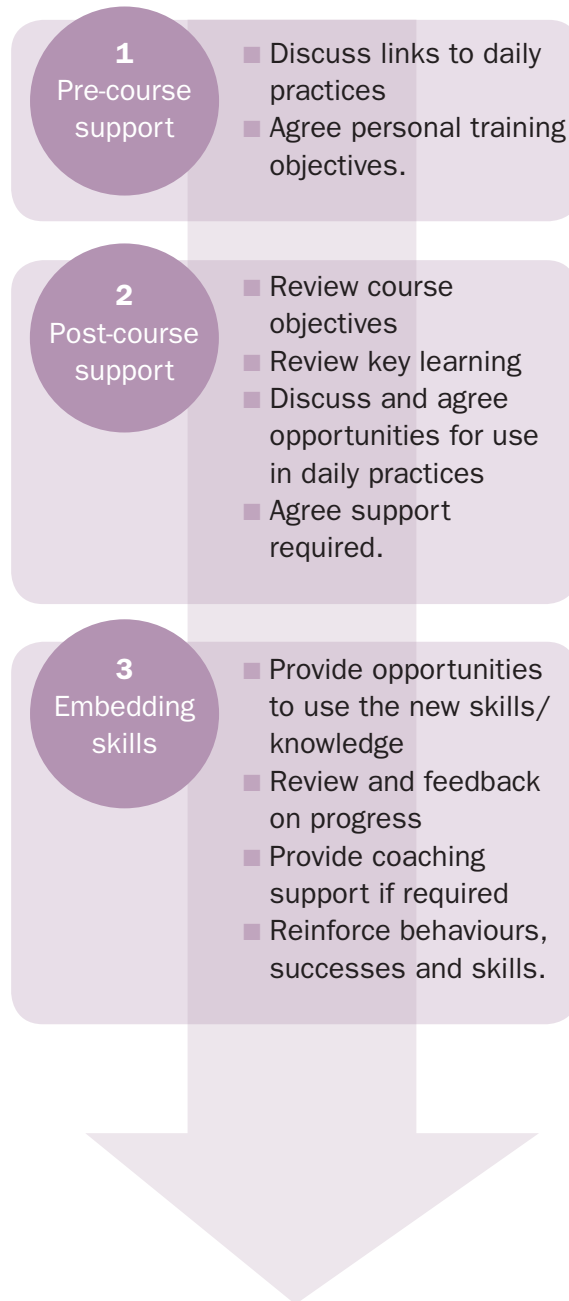
Creating a supportive developmental climate will help your staff learn from their development activities and embed the skills into their daily practices. Our pre-course and post-course activities provide tangible outputs that you can use to help your staff identify their learning objectives and measure their progress.

All training is available as modular packages of four to six days.

Pre-course Delegates complete a self-assessment of their current knowledge and confidence against the course objectives and content. This will enable them to develop relevant personal learning objectives that link the training to their daily working practices. Line managers will receive guidance on supporting their staff.

Post-course Throughout the training, delegates will take part in participative activities and record key learning points, which they will use to develop a personal action plan. They will also have access to additional skills information on the LSN Skills Builder website.

Embedding skills The action plan will outline the key activities delegates wish to implement as well as suggested timescales, areas where they will need support and success measures.



Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668
Or visit our website:
www.dynamicresults.org.uk

Supporting whole organisation approaches to professional development

Meeting strategic goals through your staff training

- Adopt an organisational approach to staff development to ensure individual and departmental needs are aligned to strategic priorities and goals
- Maximise impact from fixed training budgets
- Support Investors in People (IIP) accreditation and re-accreditation

A flexible and cost-effective way to satisfy your organisation's CPD requirements:

- **Mentoring for CPD managers** improve skills and processes to meet emerging needs
- **CPD engage** identify, monitor and manage your development offer
- **Development days**.

Forecast your training needs

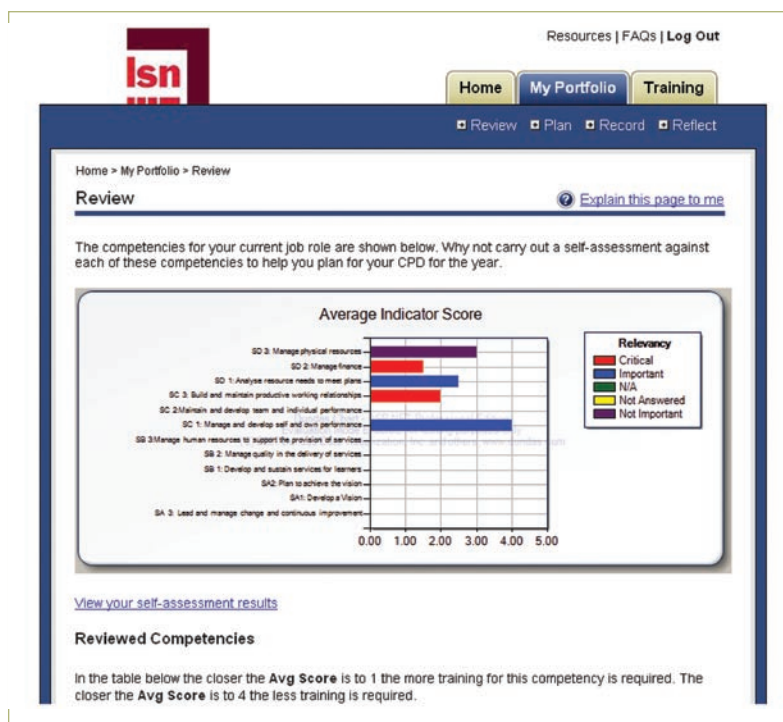
For the college:

- Align individual and departmental needs to organisational priorities
- Forecast your training needs annually, saving your organisation time and money
- Tailor training to development areas of staff and preferred learning modes.

For staff:

- A wide range of activities and learning styles to suit the individual
- Keep records of all professional development activities completed over the academic year
- Review individual competence based on national occupational standards.

Providing comprehensive records of your professional development



Professional development delivered your way

1 Mentoring for CPD managers

– delivered face-to-face, by email and phone

Our specialists offer expert advice and guidance to your CPD manager or team covering the following areas:

- Needs analysis based on your strategic objectives and requirements
- Organisational, departmental and individual development plans leading to the design of learning and development activities
- Alignment of individual and organisational objectives.

2 CPD Engage

A dedicated online CPD package designed to help you proactively align individual and organisational needs. The software will identify your training needs and track progress to provide valuable strategic management information. It does this by using four key principles – review, plan, record and reflect:

Review and map job roles against nationally recognised Lifelong Learning UK (LLUK) and Institute of Leadership and Management (ILM) competencies to provide an assessment framework. Staff complete structured self-assessments and receive a profile, outlining their development areas that can be grouped to

provide organisational development plans.

Plan and search for management training. Our software integrates your organisational needs to create clear priorities and action plans.

Record details of all training and development activities through an online portfolio that can be printed for development reviews, external moderation or assessment processes as well as for evidence for the 30-hour CPD requirement. At organisational level it enables you to monitor training and provide evidence for Investors in People.

Reflect on specific training activities and record evaluations.

3 Development Days

If you are planning an organisation-wide development event or team away day, we can design and manage the whole process for you. Our suite of development modules covers a wide range of themes including:

- Key policy initiatives, such as the Leitch Report and Train to Gain, and their impact
- Qualification developments such as Functional Skills and Diplomas
- Curriculum delivery and assessment
- Strategies for raising learner achievement.

Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668

Or visit our website:
www.dynamicresults.org.uk

The Academy



Enhancing and streamlining staff development

In-house staff development

The Academy is LSN's online training solution offering a flexible approach giving you flexibility to manage, deliver and assess a range of in-house development services for your staff.

The Academy contains a core development catalogue, mapped against your competencies, roles and key issues.

Your staff can:

- assess and record their development needs
- identify and book appropriate courses
- access a suite of tailored on-line development solutions

Learning and development managers can also access information and produce secure records of training needs at organisational level, as well as monitoring evidence of training activity that supports CPD compliance

Brand it your way – customisable branding

The package can be designed to reflect your organisational brand.



Online development tailored to your needs

Increasingly hectic work schedules often make it difficult for people to manage their development or attend external courses. This is balanced by the 30 hours continuing professional development (CPD) requirement from the Institute for Learning (IfL) to maintain practitioners professional status.

Accessible and flexible training

- Automated course, workshop, seminar and event booking service providing full registration details, storing requests into your CPD records
- Up-to-date information and knowledge readily available to all staff through a library of linked resources
- Links to relevant research sites on key sector or professional areas
- CPD area enables staff to plan and record all their development details and provides evidence of activity
- Areas for staff to record and monitor personal development plans.

A comprehensive course catalogue

The Academy offers a comprehensive range of 80 titles grouped into subject areas. The Core and Sector Models are supplied with 25 courses selected from this comprehensive pool. The Academy also gives access to the suite of ILM approved blended learning management suite of programmes covering levels 2–5.

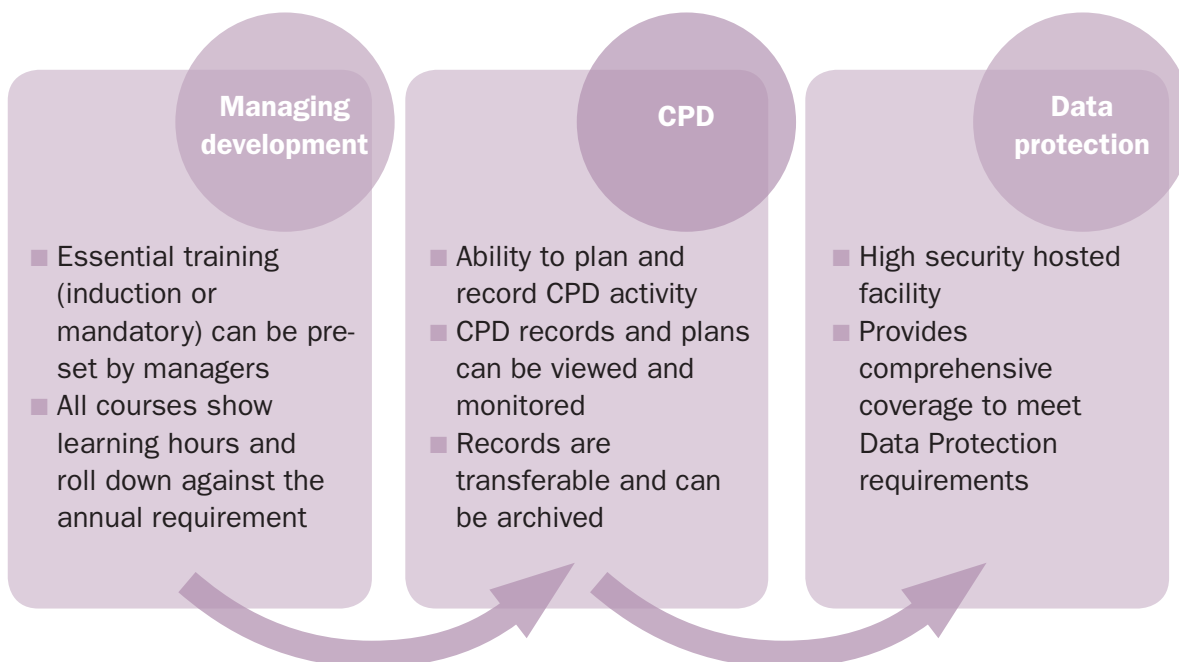


Intelligent control over your CPD

The Academy provides an intuitive development system for individuals and CPD teams.

The system has multi level access for users, management and admin, enabling it to be easily updatable. Access to the authoring system can be amended to allow internal experts to create and upload resources and additional courses, enabling you to enhance and refine the system.

The Academy is available with an intuitive on-line help system, an admin guide and one day's training support, ensuring that its implementation and management is efficient and effective.



Next steps...

For more information please contact us at:
askus@LSNeducation.org.uk
Tel: 0845 602 5668
Or visit our website:
www.dynamicresults.org.uk

Unlocking excellence



Gathering Business Intelligence from staff, students and employers

A collective voice

Learners, employers and the FE workforce are always seeking to have a strong voice in the development and delivery of education and training. Their feedback can help shape your provision and support you in continuously improving your offer.

Detailed intelligence

Unlocking Excellence is a sophisticated online tool designed to improve your business through the learners, staff and employers. It delivers insight and intelligence to shape and improve the quality of your provision.

Comprising three different survey elements, it has been specifically tailored to learners, employers and staff. Each survey can be used independently or as a complete feedback package.

But how do you capture this information?

Listen to your learners:

Learner feedback: tapping into the learner viewpoint

- Focus and prioritise enhancements to the learning experience
- Help create a learning environment that increases retention and achievement
- Engage learners in organisational development.

Listen to employers:

Employer feedback: meet their needs for a skilled workforce

- Develop learners using employer feedback
- Reinforce and build effective employer relationships
- Discover the key questions posed by the new employment standard.

Listen to your staff:

Staff feedback: get the most out of individuals

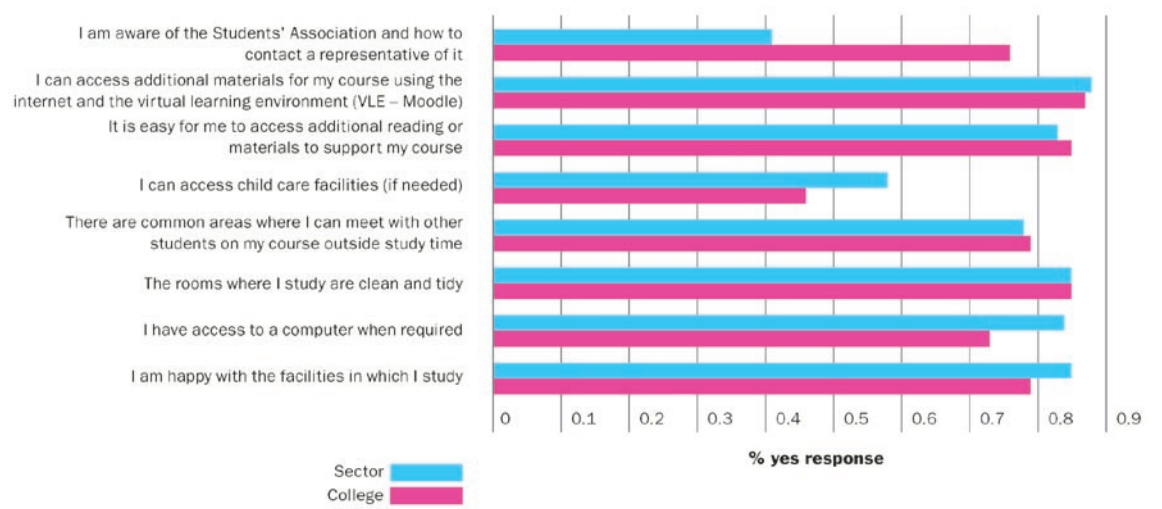
- Improving staff motivation, retention and commitment
- Support your *Investors In People* attainment.



'We have been delighted with the whole service and the extra effort put in by LSN in providing us with further detailed analysis of the data. It will now be an essential part of our quality improvement strategy and enables us to find out what our staff actually think about the college.'

Richard Trigg, Quality Improvement Manager, Warwickshire College

Responses from users



Responsive and flexible

- Evidence responsiveness towards accreditation in the Training Quality Standard
- Deliver results to support the 10 questions required within the Framework for Excellence
- Constructive feedback aimed at improving your business
- Help you to plan your employer and learner provision
- Benchmark your performance against other organisations in the sector
- Identify and share good practice throughout the organisation
- Evidence support for EFQM and *Investors in People* attainment
- Flexibility to target each core group independently
- Suitable to organisations of any size (no limit to the number of survey participants).

Expert advice direct

LSN provides expert advice to ensure the surveys match your organisation's needs.

Once finalised, you have the option of implementing the survey yourselves or we can support you if required.

Using the results, our experienced consultant will work with you to help create an action plan that generates real change to your business.

Next steps...

For more information please contact us at:

askus@LSNeducation.org.uk

Tel: 0845 602 5668

Or visit our website:

www.dynamicresults.org.uk