

Personal Learning Record Resource

Change Champion Roles and Responsibilities

October 2010

Of interest to Learning Providers

Introduction

This resource provides a template that can be used if you wish to introduce a Change Champion Role for the roll-out of the Personal Learning Record.

Role Title	Change Champions – PLR for the QCF
<p>Role Overview</p> <p>This role runs from the start of the implementation of the Personal Learning Record (PLR) for the Qualifications and Credit Framework (QCF) through to the full adoption and implementation of necessary changes across the whole organisation. The nature of the role will change and develop as the system is released in September 2010 and embedded beyond this date.</p> <p>The primary activities of the role are:</p> <ul style="list-style-type: none">• to act as a change agent• to understand the potential impact of the QCF PLR and what areas/ processes of the organisation may need to change and develop• to produce an implementation/change plan• to produce a detailed communications plan. <p>Reports to:</p> <p>Senior Management Team (specific team member to be defined) or QCF steering group</p>	
<p>Timescale</p> <p>This is a part -time role for an existing member of staff for the review and design of implementation activities related to the adoption and use of the QCF PLR including planning for Go Live in September 2010 and the full adoption and use through to 2011/12*.</p> <p><small>*The end-point is estimated on current information available.</small></p>	
<p>Role Description</p> <p>Prior to Go-Live – July 2010 to September 2010</p> <ul style="list-style-type: none">• To support the identification of key people across the organisation• Encourage Senior Managers/Stakeholders understanding and buy-in to the changes necessary• To review and disseminate available information about the implementation of the PLR for the QCF that is released by the Skills Funding Agency (the Agency)• To review the potential issues identified by the Agency from the available information – and validate them in the context of the learning provider/advisers business	

- To identify the impact of the potential issues on the organisation by working with the key people across the business
- To design activities to change processes and documentation as appropriate based on key stakeholder needs and mindsets
- To sponsor, facilitate and contribute to communications activity – briefing colleagues, delivering content and production of information bulletins
- Identify staff training and development needs

Post Go-Live – September 2010 and beyond

- Work with the Senior Management Team to encourage the adoption and use of the PLR for the QCF throughout the organisation
- Prepare a detailed transition plan for the move to new and re-designed processes and ways of working across the business based on the required changes identified prior to go-live
- Deliver communication activities across the organisation to ensure staff are fully briefed and clear on the requirements of the Unique Learner Number (ULN) and PLR for the QCF
- Produce communications for staff to ensure they are clear on how to validate existing ULNs and arrange for new ULNs to be issued to learners
- Identify ongoing training needs and facilitate the delivery of training for staff
- Ensure staff are aware of e-learning opportunities on the iGuide
- Promote the use of the PLR with learners who come into the organisation

Attributes

- Credibility at a senior level
- Forward thinking mindset with an ability to take responsibility and drive the adoption of the QCF PLR across the organisation
- Strong oral and written communication and presentation skills

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