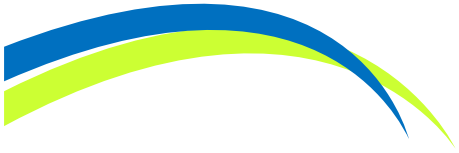


Case Study 2



My eLearning Store

Bringing world-class affordable training to organizations whenever or wherever it's needed.

The Challenge

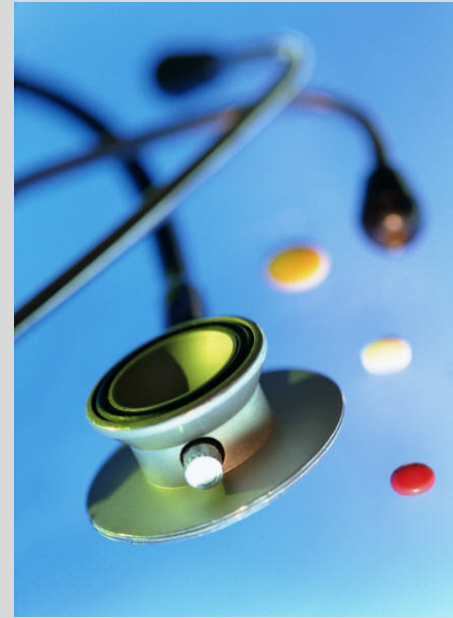
One of the largest Midlands mental health trusts asked us to find a suite of online training courses to help train 1000 staff ahead of their MS Office 2010 migration. The trust has staff in over 80 sites in a variety of settings, from community based mental health teams through to acute wards and day centres.

The training team wanted to provide an overview of the new features of each application plus offer a more detailed but basic training module on Outlook, Word, Excel and PowerPoint. The courses needed to be externally hosted initially but they wanted to have the ability to upload the courses into their own platform as and when required. Many of the staff who needed training did not use computers every day so the courses needed to be easy to use, visual, and interactive so system users could practice or apply newly learnt skills in a safe environment. The training team wanted to have the ability to administrate and manage staff and training courses themselves and were working to a strict budget.

The Solution

We provided access to a hosted learning platform and a library of 6 key eLearning courses. The platform could be integrated with other systems and gave the training team the ability to produce monthly management reports. The platform provided user's access to the following off the shelf eLearning courses:-

- The Common Features of Office 2010
- Navigating the Updated Office 2010 Interface
- What's New in Office 2010; Word, Outlook, PowerPoint and Excel



The platform had a very intuitive user interface, and the courses were very visual and would appeal to fundamental PC users who had no previous experience of eLearning. The eLearning was a very cost effective way for the trust to distribute training ahead of the Office 2010 migration.

The Result

Of the 1000 staff trained, almost 300 staff chose eLearning, the most popular courses taken online were Outlook 'Navigating the Updated Office Interface' and 'Common Features in Office 2010' launched over 1,000 times followed closely by Word and Excel. Reviewing the management reports it seems that the learning platform was used mostly for just in time training, then one off training events and for consolidated learning.



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