



## ROI case study - Government Connect training, the efficient way

Like many IT and HR managers in local authorities Loraine Slinn, Senior ICT Trainer at Plymouth City Council, was challenged by the Government Connect programme.

She needed to train over 1,000 colleagues on the benefits and changes required by the programme by 30<sup>th</sup> March 2009. The obvious solution, she thought, was e-learning.

The benefits of e-learning are well known to Loraine, Senior ICT Trainer at Plymouth City Council. A professional IT trainer, Loraine has worked at Plymouth for over 4 years and has pioneered e-learning as a training delivery method during that time, extolling its virtues and demonstrating how quick it is to create and roll out e-learning across the organisation.

To meet the Gov Connect training challenge head on Loraine created a two part e-learning course to train over 1,000 colleagues at Plymouth using the Learning Pool authoring tool. And because Loraine is a member of the Learning Pool club she has shared her courses back into the Learning Pool course catalogue for other members to download and repurpose.

The course Loraine created covers the importance of IT security when using a computer, understanding the background to Government Connect and how to use the secure Government Connect email system. These modules take about an hour to complete and are a practical alternative to delivering the same training face to face, not least because they can be done in bite sized chunks.

Plymouth has used Learning Pool's Dynamic Learning Environment (DLE) to track completion of the modules, which staff must complete before they can get access to the new secure Gov Connect email system. The DLE also produces reports to keep track of learner progress and has the ability to turn on Web 2.0 features like discussion forums, glossaries, blogs and podcasts at any time in the future.

The case for e-learning has long been made on the benefits it returns, such as it being a cost effective way to deliver consistent training to a large number of users in a short space of time. Estimated costs of delivering a half a day classroom course on the Government Connect programme have been calculated at £85 per delegate compared to £3 per delegate for the e-learning course.

In Plymouth's case further efficiency savings are also being realised by other Learning Pool subscribers who are able to use these modules and make changes where appropriate, for example the branding, before rolling out to their learner base. This saves them time and money because they don't have to create their own e-learning from scratch.

As Mary McKenna, Learning Pool's director says "At the heart of the Learning Pool service is our community of public sector learning and development professionals, like Loraine, who want to work collaboratively with others in the community; they don't want to reinvent the wheel.

Plymouth's Government Connect e-learning is a perfect example of how the public sector is grabbing e-learning with both hands and improving its staff training programmes, whilst making efficiency savings at the same time. No mean feat."