



CASE STUDIES

How we've supported others

Inspiring learning for all





We are proud to have helped numerous companies transform their training. Many required their face-to-face training to be updated into digital solutions, and were overjoyed with the results. Here we share a few of our projects, as well as some stories from our customers.

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Make UK and Fujitsu

The challenge

Fujitsu is a forward-thinking company which is passionate about health and safety. We partnered with Make UK (formerly EEF), a leading expert in health and safety training, to help create a digital training solution that could reach Fujitsu's entire workforce and embed effective health and safety behaviours. With over 140,000 workers across more than 100 territories, this was no easy feat.



Objectives

- To embed a set of behaviours companywide
- To be accessible to all, and address any language and cultural differences
- To be relevant and relatable to learners, as well as engaging and enjoyable

Working together

As subject matter experts, Make UK helped rewrite the safety management standard to address Fujitsu's complex legal and language requirements across the different territories, and we provided the technology and expertise to deliver a project on a global scale, creating the potential to reach all Fujitsu's employees.

Collaboration was vital. Working together, we developed a learning strategy, created a prototype before developing further modules, and carried out rigorous testing. This was overseen by Fujitsu's Safety team to ensure everything stayed in line with their standards and policies.

The solution

The outcome was ten modules and a serious game, which included relatable scenarios and game challenges to support increased engagement. Storytelling was also used to create an emotional connection between the learner and the content. The design was such that it was recognisably a Fujitsu product, meeting all its brand requirements, and it ensured a great user experience, making sure the content was understandable regardless of the learner's language or culture.

The results

- 10,000 people completed the training in one week
- 45% reduction in lost working days
- 45,000 hours of health and safety training
- Global training developed in six different languages
- Fujitsu became the first organisation to be certified to the ISO 45001 safety standard globally

"We needed to find a partner that could provide us with the technology, and the expertise to deliver that on a global basis, and that for us was Virtual College."

Andrew Ward, Commercial Director, Make UK



Operation Encompass

The challenge

Operation Encompass, founded and run by Elisabeth Carney-Howarth and David Carney-Howarth, is a charitable organisation who directly connects the police with schools to secure better outcomes for children who are subject to, or experience, police-attended incidents of domestic abuse.

Their aim was to train every safeguarding lead within these institutions to deal with domestic abuse matters. To achieve this, they needed to work with every single police force and school within England and Wales, but due to their demanding full-time jobs, time was limited. They turned to us for support in developing an online training solution.

Objectives

- Transform their face-to-face key adult briefings
- Accessible, practical and portable
- Save time and costs
- Easily reach a group of people over a large geographical area

Working together

Working together, we scoped out their main challenges and devised key learning outcomes for their learners to ensure the key messages were covered, and then we designed some 'look and feel' options to suit their brand. To ensure we understood how to translate the delivery of the programme into a online solution, a designated Instructional Designer also attended a face-to-face briefing session.

To make sure that we were completely meeting their requirements, a prototype was created along with the full version of the build. Once amends had been made, a full exercise of proofreading and functional testing was completed.

The solution

The outcome was a suite of solutions including three mid-length e-learning modules, a talking head video introducing the Operation Encompass's aims and objectives, kinetic text video, animation and downloadable content.

The results

- The online learning solutions have recently been launched and key adults are yet to be trained
- They won the inaugural World Class Policing Award, beating competition from New Zealand, Dubai, Australia and forces from the UK, which is a fantastic achievement.

"Virtual College's previous experience of creating online FGM safeguarding training for the Home Office gave me and Elisabeth the confidence that they would understand the importance and impact that was needed for our Operation Encompass training."

David Carney-Howarth, Co-founder, Operation Encompass



Central Bedfordshire Council

The challenge

Central Bedfordshire Council work to support the development of their internal and external staff workforces across the children and adults care sector. In this project, they were supporting the Marie Collins Foundation (MCF) to find a way to develop their safeguarding face-to-face training so it could reach a wider audience.

Central Bedfordshire are a long-standing LMS customer and knew us well. They recognised that we were a strong contender to help develop this project.



Objectives

- Ensure that the products reached a much larger audience
- Ensure quality of the learning does not diminish
- Instil confidence in the workers
- Replicate the required emotional impact

Working together

It was very much a collaborative effort. Marie Collins Foundation provided the content, we provided the digital expertise, and Bedfordshire led the project management.

In our initial sessions we devised a solution to convert MCF's powerful video content into meaningful learning, as well as properly assess the audience. This helped us conclude that it shouldn't only be for the workers, but their managers too, so they would know how best to support their teams.

To ensure a positive and beneficial learning experience, we recommended that the videos were broken down into chunks, and additional resources and learning added around it to help the learner embed and retain the learning.

The solution

The aim of the project was to win hearts and minds and challenge preconceptions. The final product is a 45-minute e-learning two-part branched module consisting of a safeguarding introductory video, a case study video split into bite-sized chunks and 15-minute managers' bolt-on training. It both starts and ends with self-assessment to help assess the learning needed and the learner's retention.

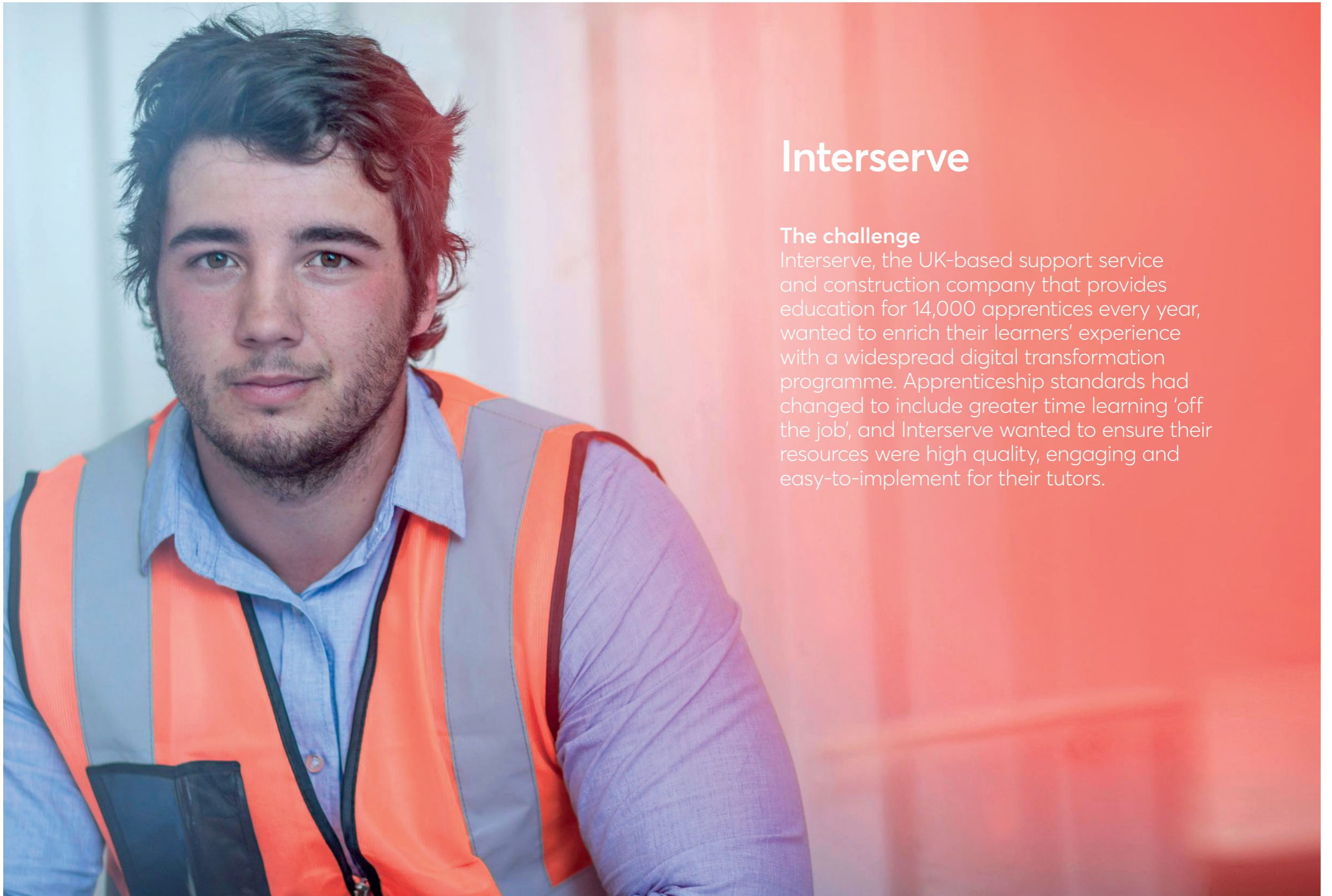
The results

- 18 month face-to-face training replaced with digital training
- A new flexible approach to learning
- A great way of ensuring their local workforce is confident, competent and are able to support its local people
- A larger audience is reached
- Available for the learner 24/7

"Whilst we have utilised other providers across the organisation in the past, we have struggled to achieve a provider who can match the breadth of learning available through Virtual College and to the quality and standard we have grown to love from Virtual College's products."

Debbie Crawford, Head of Learning Central, Central Bedfordshire Council





Interserve

The challenge

Interserve, the UK-based support service and construction company that provides education for 14,000 apprentices every year, wanted to enrich their learners' experience with a widespread digital transformation programme. Apprenticeship standards had changed to include greater time learning 'off the job', and Interserve wanted to ensure their resources were high quality, engaging and easy-to-implement for their tutors.

Objectives

- Mapping new apprenticeship standards
- Transforming to a digital approach
- Developing excellent resources

Working together

Our work on Interserve's project began in January 2017, where we mapped their existing e-learning content across seven apprenticeship standards in management and health and social care. We worked with Interserve to fit their condensed project timescales, taking just six months between the original scope and first roll out. We looked closely at their existing content, ensuring visual consistency across their wide-reaching bank of educational material and making recommendations on developing new resources.

The solution

This comprehensive digital transformation project covered content mapping against qualification learning outcomes, in-depth delivery plans, content recommendations and resource creation. We also supported Interserve in developing lesson structures for their tutors so they felt confident in using the resources, and made sure our learning management system, Enable, integrated seamlessly with their existing systems. By collaborating with Interserve, we created 90 new pieces of e-learning content which enhance their learners' experience and help them achieve their learning outcomes.

The results

- 90 brand new pieces of e-learning content
- Over 200 hours of new content developed
- Over 1000 learners enrolled onto their blended programmes in 2018
- Working with Interserve on five more apprenticeship standards



"Having access to Enable and Virtual College's vast library of eLearning resource is a massive benefit to us when building our Apprenticeship curriculum. It supports us in building curriculums based on a blended learning approach and also provides our Apprentices opportunity to stretch through additional teaching and learning. The use of Enable modules also gives us all greater flexibility to plan the learning and development around our work schedule."

Matthew Smith, Interserve Learning and Employment

Stories from our customers

We know it can be daunting making the transformation into digital learning. Here we share some of our customers' stories detailing the practical ways they overcome their fears, as well as the fears of their teams.

Homes For Lambeth

"Homes For Lambeth had been considering its learning platform for some time. When COVID-19 struck we decided we needed to find different ways to support our staff, as we were no longer in the office together.

We spoke to VC and rolled out their platform within a few days, as it had all the key elements we needed from courses on compliance through to a wide range of development opportunities for staff. The platform is easy to use and navigate and from a HR perspective easy to roll out to all new staff. When we have needed to add new courses, this has been an easy and seamless process. We even took the opportunity to roll out a platform to our residents to continue to support them during these changing times".

Barbara Giles, Head of HR

Northamptonshire Safeguarding Children Partnership

"Our biggest fear was that people would begin a course and never finish it because they either didn't have the time or didn't enjoy the style of learning. To overcome this, we ensured that every four weeks we run a report and contact all those who have started a course reminding them to log back in and complete the course. 9 times out of 10 this results in the learner completing the course or contacting us with a technical issue we are able to resolve, allowing them to complete the course and gain the achievement certificate".

Keven Johnson, Project Officer

Connect Housing

"Within a week of us going in to lockdown we got Workplace from Facebook and that was a game changer, as instead of using email to tell staff about e-learning, we had a platform to engage. I used some screen recording software to capture me logging in on a mobile device and starting a course. After we posted that (and after a few queries that came in and got quickly answered) the hardest-to-engage parts of the organisation and the self-confessed technophobes got on with having a go and, dare I say, are now very much on board. I think seeing how easy it could be helped buy-in from managers and gave them confidence and it empowered staff to try something new and different. I should stress without managers beating the e-learning drum, we probably wouldn't have got so far so fast either.

We've learned a lot together, I think feedback has really helped how we use it, and what we choose to use it for in the future.

We still have a bit of a way to go but we're absolutely getting there".

Tori Murie, Learning and Development Coordinator

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