



Chichester
college



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The Challenge



Summary:

Client: Chichester College

Sector: Education

Organisation Size: 500+ Staff

Services Provided:

eLearning Content Development & Technical Delivery of a Learning Management System.

Deliver elements:

- Pre-Course eLearning for Accredited Classroom Courses only.
- Learning Management System with Learning Hour Tracking.

The Brief

Under the European Social Fund “Back to Work Programme” deliver a new Learning Management Platform populated with a combination of existing and bespoke content to support 1000’s of unemployed. As a partnership we were measured by the ESF on outcomes - getting at least 30% of those trained back into work within 3 months.

- Balance Global – developed a dedicated LMS platform, populated with some existing pre-classroom courseware, facilitated requirement gathering of bespoke courses and designed / built new pre course eLearning courses. The brief also encompassed classroom delivery of formal accredited courses.
- Chichester College – as ‘ESF scheme fundholders’ (but with no eLearning expertise) provided details of scheme requirements / processes and content for bespoke course elements.

Primary Challenges

- **Economic** – budgets are always extremely ‘tight’ with this type of state funded scheme. This was the biggest challenge - to ensure quality was not compromised, we retained good examination pass-rates and delegate take-away value.
- **Scheme Constraints** – understanding and satisfying scheme requirements such as student eligibility and proving eLearning guided learning hours
- **Technical** - new LMS functionality to capture accurate student learning hours.
- **Social** – reaching out to target unemployed learners, which was achieved through building a network of contacts with job clubs and DWP offices

The Journey



As a 'Best Practice' Approved Training Organisation (ATO) Balance Global are extremely knowledgeable in the arena of project management, and one of our core values is to actually 'practice what we teach'!

We therefore applied a combination of both PRINCE2 (project management methodology) together with flexible agile techniques.

We quickly established and briefed a right-sized experienced project team to maintain strategic alignment, sponsor, direct and deliver the project.

PRINCE2 provided the necessary rigour and project control at the higher levels of the project (especially important with budgetary constraints).

Agile techniques enabled us to deliver quickly and flexibly at the ground-roots level. Collaborative sprints were used to quickly define and agree course content / scripts and interactive exercises to help kinaesthetic learners 'bridge the eLearning vs classroom' gap.

The learning management system was based on WPLMS (a system we have many years of experience in). We understand its rich functionality and can therefore easily configure it to meet specific requirements. We used an established studio for filming video elements.

Change Management 'go-live' activities included stakeholder engagement / training and establishing new processes - to ensure that only eligible learners were signed-up to the scheme and to facilitate tracking post-learning after-care and job-hunting monitoring / evidence gathering.

Outputs, Outcomes & Benefits



Outputs

The following were delivered on time: -

- New dedicated Learning Management System
- Specific (existing) courseware added to new dedicated LMS to increase exam pass-rates
- New bespoke eLearning courses built and added to the dedicated LMS
- Delivery of classroom elements (blended approach)
- New processes (& staff trained in them)

Outcomes

DWP branches and job clubs filtered potentially suitable learners for the scheme.

Many 1000's unemployed were signed to the scheme, underwent training and took / passed official examinations, thereby improving their skills, knowledge & cv. Many were older professional people who can find it more difficult to secure new employment because of their age. Through acquiring PRINCE2 many were able to transfer to different / new industries.

Original targets of getting 30% back into work within 3 months were hugely exceeded. Just under 60% of those participating in the scheme were helped back into work.

Benefits

Both Chichester College and Balance Global were delighted with the results of the scheme and project:

- Balance Global were recognised as Chichester College's premier supplier within the ESF back-to-work scheme
- Many un-employed no longer needed to claim state benefits
- Chichester College were able to retain their prime-fundholder status with the ESF