



ADMINISTRATING THE ADMINISTRATORS

SUMMARY

Industry

UK Local Government

Client

The London Borough of Lewisham

The Challenge

Improve desktop skills without compromising employees' key roles as council service providers

The Solution

Partner with Course-Source to deliver an e-learning training programme colleagues could take at their own pace, whilst allowing administrators to track and record progress

The Benefits

Lewisham now has an accessible, easy-to-use e-learning portal staff can use to develop their Microsoft Office 2003 skills, and because Course-Source integrated the e-learning system with Lewisham's learning and development database, reports on training initiatives can be produced in a fraction of the time taken previously



“ Course-Source have never once said ‘no, that’s not possible,’ but have gone away and found a solution...they met all our many and varied demands. ”

Nadine Anderson, Learning and Development Commissioning Manager, London Borough of Lewisham

As part of an on-going upgrade of their IT infrastructure, Lewisham Council prioritised a need to improve desktop skills among their workforce. For some, unfamiliar with Microsoft Office, basic skills training needed to be provided from scratch. For others, familiar only with the outdated Office '97 suite, it was important to bring them up to date with the new features of the latest Microsoft Office 2003 suite and ensure they could use them.

“The idea was simple in theory, but the practicalities were something else!” says Lewisham's Learning and Development Commissioning Manager, Nadine Anderson.

“We couldn't possibly have trained our thousands of employees in the conventional way, in an IT suite within a nine-to-five classroom setting. For a start, we wouldn't be able to release so many people from their jobs with so many carrying out vital services for the borough. The cost was also an issue. The obvious way forward was to develop an e-learning programme.”

By virtue of their software licence with Microsoft, Lewisham were entitled to use the Microsoft e-learning library free of charge and understandably they wanted to capitalise on this. But there was another problem.



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“The Microsoft e-learning library is of course just that, a library,” explains Nadine. “We need to be able to regulate who goes on what course when, check they’ve done the course and then track their progress. As we have to produce detailed quarterly reports on training initiatives, we needed a Learning Management System too, administering the e-learning programme.”

Course-Source could fulfil this brief and offer the additional advantage of being one of only a few LMS providers who have integrated the Microsoft e-learning library content into their learning platform successfully. They offered Lewisham Council a very cost-effective solution and, as an award winning company, were able to provide impeccable

credentials – such as the fact they were working with the NHS to provide an ECDL training programme for over 100,000 registered users nationwide.

“They also seemed to be the only providers who had broken down the materials at a course level,” says Nadine, “so that staff could just be enrolled in a basic Word course, for example, rather than getting a whole portfolio of courses they didn’t need.”

“We took them on and they met all our many and varied demands! One of the first challenges we presented them with was to integrate their system with our existing learning and development database, so it included payroll numbers, service sectors, ethnic background, age,

gender, disabilities – all the kinds of indicators that we have to collect each quarter so we can report back on training initiatives. Before, we were having to manually cross-reference reports and make changes in order to get the information we needed for our key performance indicators for any online training we did. It was very time consuming. The new e-learning management system provided by Course-Source allows us to link up our training system with our HR system, so it's now much more user-friendly."

Nadine is happy to recommend Course-Source to others. "Yes, I'd recommend them, mainly because they are so flexible. If

you have some idea of how you want things to work, they're really good at coming up with ideas and alternatives. They've never once said, 'no, that's not possible,' but have gone away, thought about it and come up with a solution. Yes, there may have been additional development costs, but they have continually looked to improving and customising the system for us. Even if you happen to be working late and in need of their help they were always on the other end of the phone."

**For more information about
The London Borough of
Lewisham, visit:
www.lewisham.gov.uk**

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For more information call Course-Source on:

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