

Digital Evolution: Cornwall Council

Introduction:

Over the past year many customers have been making the transition from our OTS Catalogues to our OTS Collections. Collections are a more concise and specific way in which we provide our customers with the content they need, allowing them to select collections based on a more refined topic area.

Cornwall Council, a valued Learning Pool customer since 2015 has recently taken the exciting leap from catalogues to collections and were more than happy to share their experience with us.

Making the Transition to Collections:

To begin the transition Cornwall C reviewed their current learning offering and matched this to Learning Pool's OTS Collections. This allowed them to evaluate which content their organisation utilises the most and helped them make a better informed decision on what content they need, to continue their learning and development journey.

What stood out to them as a real perk of this transition was the ability to have more variety and more modern courses in their e-learning arsenal. Speaking on the transition process they said *'the migration was seamless. We had catalogues one day, collections the next. There was no problem with that whatsoever.'* Adding that *'collections brought us new opportunities for learning.'*

Interactive and Inclusive Learning Journeys:

One of the great advantages of Learning Pools OTS collections is the ability to create blended learning experiences. Cornwall utilised this within their training offering by partnering face to face sessions, both virtual and in-person, with conditional e-learning. This allows their users to prepare for the course they are about to undertake and apply their knowledge following the sessions. It also provides the facilitators a better understanding of the base knowledge level of those embarking on their training.

Cornwall C operates a 'bring your own device' policy within their organisation which allows their workforce to use their personal phones/laptops/tablets for work, these are then configured to allow them the comfort to use devices they are familiar with and the safety to know that their work is still protected. This ability to use their own devices not only for work but for upskilling with e-learning has shown a real uptake in those getting involved with their own personal development, helping break down barriers and promote digital literacy and tech confidence within their teams.

Harnessing Monitoring and Analytics for Enhanced Learning

Environments:

Numbers don't lie and certainly in the case of upskilling your workforce, knowing who/where/what/how/why can be invaluable in evaluating skills gaps, turnover and retention, ROI, and compliance. Cornwall C stays up to date with this by running reports to understand who has

undertaken what training. This allows them to go a step further by linking mandatory training to pay increments. Incentives like this can empower staff to take the reins in their own development both personally and professionally.

Compliance is an important aspect within any organisation and especially within Councils, Cornwall must report regularly that their workforce is compliant. By harnessing OTS Collections and their monitoring systems they are able to ensure this with ease.

Employee Satisfaction and Career Advancement:

They have the reports, they have the numbers, now what? A real advantage of monitoring the use of e-learning is the ability to create tailored career pathways for your teams to advance in. By evaluating what training employees have undertaken you can better evaluate what other topics/areas/skills would suit their development and Cornwall has seen great success with this. They have found that their workforce is very receptive to 'bite sized' learning. The ability to revisit lessons in their own time rather than having to sit for hours to complete their training means that they are able to fit it in whenever they can.

Conclusion:

Cornwall Council has embedded e-Learning into the culture of the council, setting a great example of how harnessing Learning Pool OTS Collections can provide an inclusive and exciting upskilling experience for your organisation. Cutting down the time it takes to upskill your workforce, increasing the amount of team members taking charge of their own development and overall making it a lot easier.

We strive to make the transition from catalogues to collections as quick, painless and as beneficial as possible to our customers and Cornwall Council's success with this journey from reviewing to implementing is a testament to its value.