



## Case Study: **Plan International**

Using elearning and training to deliver a worldwide rollout of the ChildData system upgrade



## The Client

Plan International is a leading children's development organisation who embarked on a major upgrade of its bespoke core sponsorship IT application.

To support this upgrade, SkillSet designed and delivered a global training programme. We used a rapid authoring tool to create and deploy eLearning, documentation and training support materials to end-users across more than 65 countries worldwide.

## The Project

This project involved challenging time scales and the delivery of content in English, French and Spanish. It involved deploying content to users in remote locations, where connectivity was often limited or non-existent.

The project was broken up into 3 phases, analysis and design, development and delivery.



## Analysis and design

SkillSet carried out a training needs analysis for both soft skills, process and systems functionality. We held knowledge transfer sessions with key project team members, reviewed new system functionality and updated process documentation to identify the needs. We linked this to organisational roles and built a training needs matrix, which we mapped into the rapid authoring tool.

The output and deployment structure was established for the different stages of the project.

## Development

SkillSet developed the learning objects required based on the training needs matrix. We produced the content under tight timescales and with limited availability of the client to review. The training was produced in five builds and was mapped to milestones in the project plan.

It was produced in English and then translated to French and Spanish through an external translation company.

## Delivery

Three types of end-users were trained. We initially trained head-office and national office trainers in the core system functionality. We built a train-the-trainer course and trained the field trainers in soft-skill and system functionality.

The content we delivered took a blended approach including eLearning, presentations, hands-on exercises, group exercises etc. eLearning was deployed via a portal and backed up with a USB key-based portal. This approach meant that learning content could be accessed by users in all locations, even by those who were working in areas with limited or no connectivity.

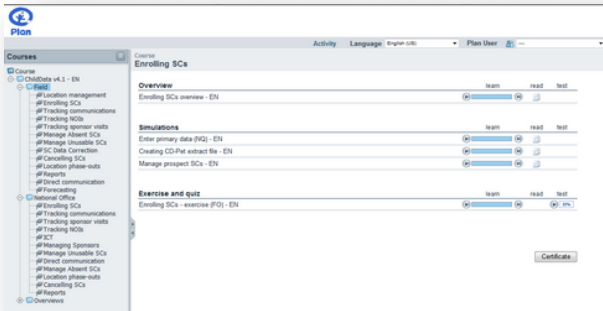
The eLearning was simple in design as many end-users had not previously experienced this kind of training.



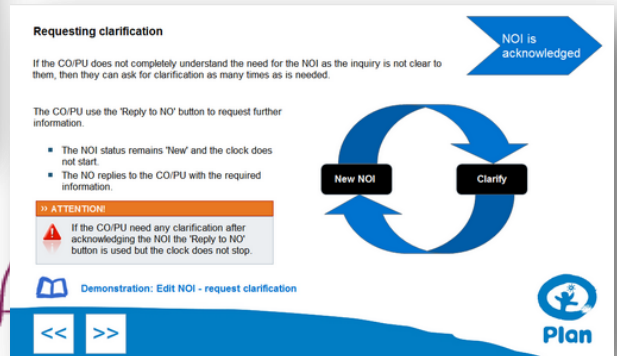


## Examples

Below is a screenshot of the role-based portal used to deploy content to users of Plan International's ChildData system:



The following screenshot shows an example of the eLearning content developed:



## Result

This was a large and very important project for Plan International. It involved the development and delivery of over 300 learning objects in three different languages – English, French and Spanish. Given the tight time-scales, we had up to eight internal people working on this project at any one time. We also delivered classroom-based 'train the trainer' sessions.

## What we delivered

- Customised internal process and system training
- Seamless integration of soft-skill train-the-trainer approach
- Classroom, eLearning and documentation
- Working with internal SMEs to develop material



## A quick word about SkillSet

We've been designing, developing and delivering training programmes since 1991, so it's fair to say that we know a thing or two about training!

- We provide a full range of training services, including training needs analysis, design and delivery of blended training programmes, and post 'go-live' support.
- We also work with several software vendors to help them improve end-user adoption within their client bases.
- Working in partnership with our friends at TTS, we provide software and solutions to enable our customers to rapidly create documentation, eLearning and support materials

Recognised as one of the UK's leading providers of IT training, SkillSet works with clients from across the oil & gas, pharmaceutical, financial services, retail, healthcare and public sectors. Our growing customer list includes organisations such as BP, Tesco, Lloyds Banking Group, EDF Energy and GlaxoSmithKline.



# Contact us

**SkillSet Ltd** learning simplified

**Tel** +44 (0)1252 810 061 **Email** [info@skillset.co.uk](mailto:info@skillset.co.uk) **Web** [www.skillset.co.uk](http://www.skillset.co.uk)

