

SKILLSET

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Display Screen
Equipment (DSE)
eLearning

Delivered for EAST SUSSEX COUNTY COUNCIL and
BRIGHTON AND HOVE CITY COUNCIL

AT A GLANCE

- Use of Information Mapping techniques to prioritise the learning content
- Use of branches to display different content to different users

THE CLIENT

East Sussex County Council (ESCC) is the local authority for the non-metropolitan county of East Sussex. The council provides services used by all residents in East Sussex, including providing care and support to children, families and the elderly; maintaining the roads and providing library services; and working to boost the local economy.

Brighton and Hove City Council (BHCC) is a unitary authority, having the powers of a non-metropolitan county and district council combined.

SkillSet won a tender issued by ESCC for an eLearning package for both councils.



THE CHALLENGE

Both councils wanted to increase employee awareness and encourage self-resolution of low and medium risks related to DSE. A key target for this eLearning was to get users to resolve 70% of DSE set up issues themselves.

Both organisations had existing eLearning packages on DSE set-up. However, these had been produced independently and were not written to the same specification. The project had to produce a package suitable for both councils.

The requirements for this package included:

- Content in line with current DSE standards.
- Take learners no longer than 30 minutes to complete.

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OUR APPROACH

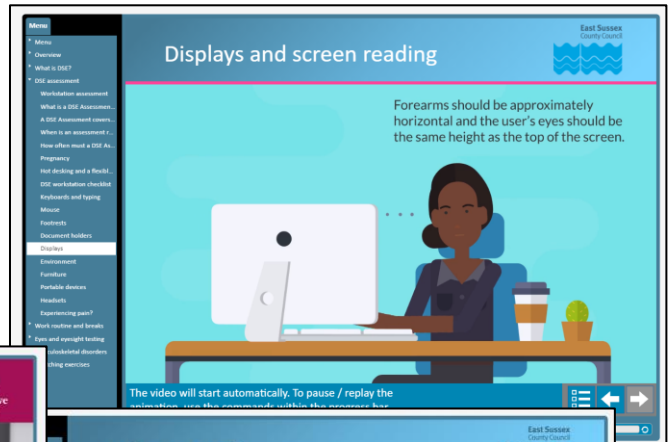
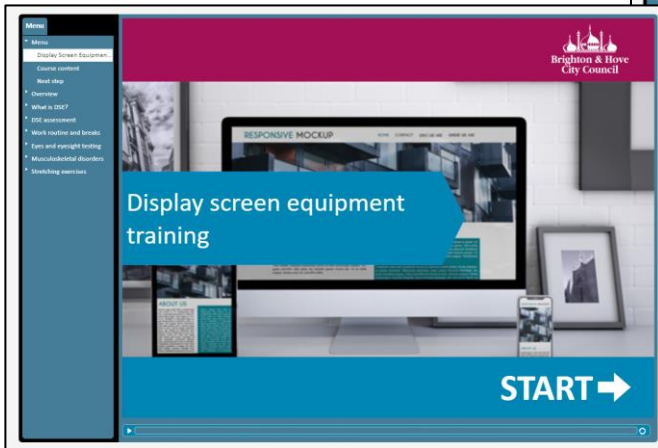
A key aspect of this project was a design that presented core material to all users, with branches for different audiences – material that is only relevant to one council’s users, for instance.

SkillSet used Articulate Storyline3 to develop the course. The output was published in SCORM-2004 format. This allows reporting of completion rates and individual tracking for each question. Vyond was used to create videos, which were embedded within the Storyline3 content.

SkillSet used Jira (an online project management tool) to track the progress of the project. The councils’ project teams were given access and could therefore monitor progress continually.

THE RESULTS

Employee awareness of DSE has increased and council staff are now able to resolve most low and medium risk issues related to DSE set-up without the need for assistance.



ABOUT SKILLSET

SkillSet has been designing, developing and delivering training programmes since 1992. We work closely with our clients to make sure we understand their needs and deliver the most effective solution. We work hard to develop long-lasting partnerships - that’s why we have clients that we’ve worked with for more than 25 years.

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