SKILLSET

DESIGN DEVELOP DELIVER

Creation of eLearning and hosting on elasticLearning

Delivered for HERTSMERE BOROUGH COUNCIL

AT A GLANCE

- Training material developed in Articulate Storyline
- Hosted on SkillSet's elasticLearning serverless learning management system

HERTSMERE

THE CLIENT

Hertsmere is a local government district and borough in Hertfordshire, England. Its council is based in Borehamwood. The council's services range from collecting council tax, to bin collections and town planning. This particular project focused on the housing services that Hertsmere Council provides.

THE CHALLENGE

Hertsmere Borough Council needed a training course for prospective tenants of the council's housing team. Subjects included the different types of tenancies, dealing with utility providers, and managing household finances. The council required a platform to host this training course, to monitor progress, and provide reports on whether the course has been completed by tenants.

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Tailored learning solutions

skillset.co.uk   +44(0)1252 810 061   info@skillset.co.uk

OUR APPROACH

The council provided the outline of the required content. SkillSet then used Articulate Storyline to develop the training material. We designed the course as five bite-sized modules, each taking an average user less than 15 minutes to complete. We also used a friendly, accessible and inclusive tone, ensuring that prospective tenants are not overawed by the learning material.

SkillSet worked with the council to provide a truly collaborative and consultative experience. We included a high level of interactivity within the modules, which helps to engage the audience, ensuring that the learning is retained.

Working with the council, SkillSet also developed assessment questions within, and at the end of, each individual module. These provide regular checking of the learner's understanding and also provide the council with checkpoints to follow the progress of each user. There is also an overall assessment at the end of the entire course, with a required pass mark. A certificate is then awarded upon passing this assessment.

This material is hosted on SkillSet's elasticLearning serverless learning management system. elasticLearning was developed using advanced new features provided by Amazon Web Services. This platform provides the council with a cost-effective solution to monitor the learning progress of prospective tenants.

Why Does Being a Good Neighbour Matter?

Everyone wants good neighbours. We want neighbours to treat each other with consideration and courtesy. By being considerate, the chances are that you will get on with your neighbours.

Select the people below to find out what you can do to be a good neighbour.

Neighbour 1   Neighbour 2

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Taking a Meter Reading

Gas and electric meters come in all shapes and sizes but they will all show a series of numbers. Follow the steps below when taking a meter reading:

- When writing down the numbers start from left to right, including any zeros, but ignore the numbers in red after the decimal point.
- Once you have taken your reading, contact your energy supplier so they can provide you with an accurate bill rather than an estimate.

Return to boxes

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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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