# SKILLSET

DESIGN DEVELOP DELIVER

# Development of a Moodle learning management system and GDPR eLearning course

Delivered for SOUTH LAKELAND DISTRICT COUNCIL

## AT A GLANCE

- Moodle learning management system including single sign-on and iTrent integration
- Tailored GDPR eLearning course

## THE CLIENT

South Lakeland District Council (SLDC) is the local authority for the District of South Lakeland, which is one of England's largest shire districts, covering an area of 155,000 hectares with a resident population of over 103,000.

The council has over 400 members of staff, providing services used by all residents in the district.

This project resulted from SkillSet winning a tender published by SLDC for a cloud-based learning management system (LMS). The primary use for the LMS was to provide a blended learning and development platform for the council.

## THE CHALLENGE

The council required a solution that was SCORM compliant and would work with the Articulate authoring tool that the council uses for in-house eLearning development. SkillSet also use Articulate for most of our eLearning development, so we were well placed to advise the council in this area.

SLDC also wanted the ability to track and report on the learner journey and on test results.

The council also needed the solution to integrate with their internally hosted HR system – iTrent.

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## OUR APPROACH

SkillSet proposed a Moodle-based solution for the council's LMS. Moodle has a clear and easy-to-follow structure, with a course catalogue shown on the user's dashboard as well as a powerful search function to provide easy access to the courses.

Another of the council's requirements was a single sign-on ability. Moodle can support a range of authentication types and SkillSet has implemented single sign-on for many customers. In this case, we used the SAML2 (Security Assertion Markup Language) plugin, which allows integration with Active Directory. Using Active Directory in this way, the learner provides the same logon and password as they do to log into their PCs, minimising authentication issues.

Moodle also provides progress tracking, so the last page that the learner visited is recorded for all SCORM- based activities. The next time that the learner opens that activity, they will be asked if they want to continue from the last page. This tracking also allows learners to check their personal progress of completed courses and chapters within courses.

We also provided a one-day, comprehensive training course for the system administrators, as well as an introductory eLearning course and downloadable documentation for end users.

When the learning management system had been implemented, the council asked SkillSet to develop an eLearning module covering the fundamentals of GDPR.

SkillSet tailored its existing eLearning material, including branding with the SLDC logo and colour scheme, and two customer-specific scenarios illustrating key points of GDPR. This meant that learners would better relate to the content. We also included a short knowledge check at the end of the course.

This GDPR eLearning course was published as a SCORM pack and then made available on the Moodle LMS. SLDC were assigned a perpetual license to use and amend the module as they see fit.

## THE RESULTS

SkillSet continues to host, maintain and support the SLDC Moodle system. We have recently upgraded the system to the latest version and provided further administrator training to ensure SLDC are getting the most out of the platform.

The council have been very happy with the service provided by SkillSet, extending the contract beyond the initial tender agreement. They have provided us with the following feedback:

## OUR CLIENT'S FEEDBACK

*"Jemma Greener has been brilliant. Incredibly helpful, knowledgeable and supportive. Many thanks! I was also kept well informed when the LMS was upgraded, even when there was a problem, which was greatly appreciated. Customer support is excellent."*

DAWN BRADLEY, South Lakeland District Council

## 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.