

SKILLSET

DESIGN

DEVELOP

DELIVER

High-contrast eLearning modules

Delivered for SCOPE

THE CLIENT

Scope is a leading pan-disability charity in England and Wales. It campaigns to make the country a place where disabled people have the same opportunities as everyone else.

Scope's 2,300 employees and 8000 volunteers provide support, information, and advice to more than a quarter of a million people every year.

SkillSet's work with Scope focuses on Scope Retail. With around 240 shops, Scope has a significant presence on high streets throughout England and Wales. For many people, their shops represent the public face of Scope. The shops also raise funds to finance Scope's activities.

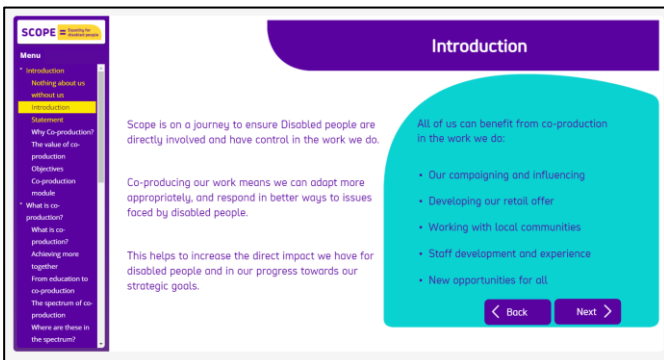
SCOPE

= Equality for disabled people

THE CHALLENGE

SkillSet has partnered with Scope on several different projects over the last few years. SkillSet won a tender to develop high-contrast eLearning modules for the initial project. Since then, SkillSet has created modules for users throughout Scope.

The original eLearning was aimed at new starters, to ensure they are trained in all aspects of running a SCOPE shop. The draft content was based upon Scope's Shop Operating Manual and advice from subject matter experts. It covered topics such as safe working practices, health and safety issues, and dealing with emergencies. SkillSet turned this into engaging elearning including animations and videos.



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OUR APPROACH

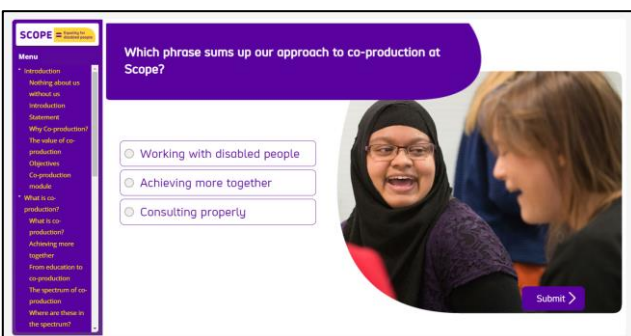
It was essential that accessibility was at the forefront of our design of the eLearning modules. SkillSet used our extensive knowledge of accessibility to ensure that all content was fully accessible to learners.

We built the modules in Articulate Storyline 360, a widely used content creation tool. Storyline supports WCAG 2.1 Level AA, including screen readers, keyboard navigation, visible focus indicators, closed captions, alt text and more.

We discussed best practice with Scope subject matter experts before designing the courses. For example, drag-and-drop interactions can prove challenging for mobility-impaired learners, so alternatives were suggested, such as matching or sliders.

SkillSet also provided advice on how to use the accessibility functions within Articulate software. For example, the eLearning can be set to a high-contrast scheme to cater to users with visual impairments.

The courses were tested for their compliance before the SCORM files were published. SkillSet developed a checklist in partnership with Scope to ensure the accessibility of this, and future, online learning.



THE RESULTS

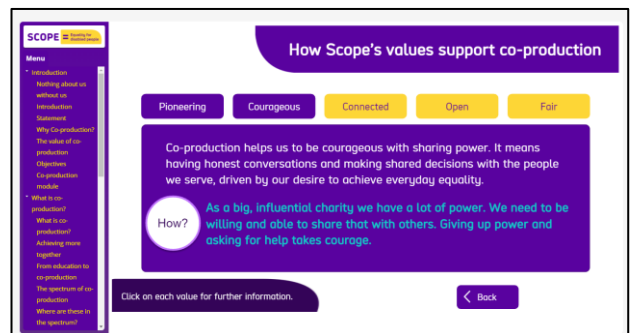
External communication worked well with weekly reports and bi-weekly meetings, as well as ad-hoc communication when required.

Key stakeholders were involved early in the process to agree the ways of working. We were therefore able to ensure the work produced by SkillSet met Scope's expectations.

OUR CLIENT'S FEEDBACK

"Work on the eLearning design and development has been excellent."

RICHARD BRAGG, Retail Training Manager



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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