

# SKILLSET

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## Support and maintenance of a multi-tenanted Moodle learning management system

Delivered for YGAM and Betknowmore UK

### AT A GLANCE

- Maintenance and support of an existing Iomad / Moodle site
- Re-building safer gambling eLearning content



### THE CLIENT

The Young Gamers and Gamblers Education Trust (YGAM) is an award-winning charity with a social purpose to inform, educate, and safeguard young people against gambling harm.

YGAM provides free training and resources for teachers, youth workers, practitioners, universities, faith leaders, and health professionals on the topics of gaming and gambling.

Betknowmore UK (BKM) are also a UK charity, helping people take back control of their life from gambling. BKM Evolve is a wholly owned subsidiary of Betknowmore UK and offers bespoke gambling harm training and consultancy.

### THE CHALLENGE

YGAM and BKM had an existing learning management system. This had been developed using a multi-tenanted version of Moodle called Iomad. The platform provides the ability to separately deliver courses to multiple organisations.

YGAM and BKM looked to source an LMS provider to deliver maintenance, support and future development for their Safer Gambling training platform.

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Tailored learning solutions

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## OUR APPROACH

As the Safer Gambling training platform was already a fully working LMS, SkillSet created a configuration document, including version and key functionality information, to ensure the site was fully specified, including its bespoke code.

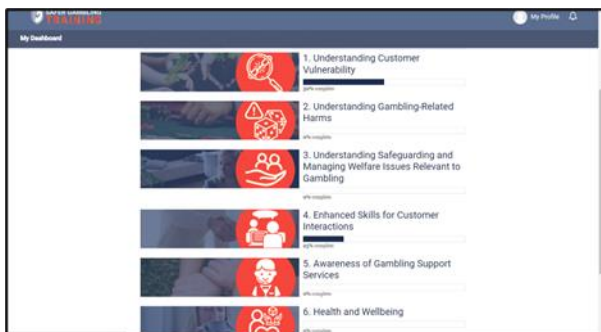
SkillSet developed a staging site (a replica of the production site) to be used for testing developments and changes before transitioning the production site to SkillSet's infrastructure. This was hosted in an Amazon Web Services (AWS) data centre in the UK.

SkillSet is proud to be a Consulting Partner with AWS. This allows us to provide our customers with guidance on security, resilience, performance, and back-up, ensuring that YGAM's cloud environment met their requirements exactly.

The Safer Gambling training consisted of 10 eLearning modules hosted on the existing LMS. However, these were not mobile-friendly, and some of the progress buttons were not functioning correctly.

SkillSet rebuilt the eLearning modules to resolve these issues. We moved the videos to a third-party host to improve the user experience. We also replaced exercises with mobile-compatible interactions and updated the voiceover using artificial intelligence (AI) technology. AI voiceover is a modern way to provide voiceovers, which can then be economically updated whenever needed.

The new platform communicates with YGAM's Salesforce system, sharing information on learners, licenses, and course completions. SkillSet extended the API to notify administrators of failures, and failed records can be resent either as single records or in bulk. This ensures YGAM are aware of all issues and can easily update missing data.



## THE RESULTS

SkillSet have developed a supportive partnership with the Safer Gambling training team. We have weekly calls and the team have full access to SkillSet's support and expertise.

We continue to add new functionality to the platform, including self-service certificates and content updates. SkillSet has also advised YGAM and BKM on planning and introducing changes to the system.

Learners can now access high-quality eLearning courses, which are compatible with their mobile phones.

All of this helps YGAM and BKM to continue with their mission to educate and safeguard young people against gambling harm.

## OUR CLIENT'S FEEDBACK

*"We chose to work with SkillSet because of their expertise in the LMS sector and their ability and understanding of IOMAD plugins. We have no regrets on making this decision and have found SkillSet to be a great supportive team."*

IAN SHANAHAN, Director of Business Development & Fundraising, YGAM.

*"The team at SkillSet have helped to streamline our digital service delivery and have always been there to offer support and guidance."*

BEN DAVIES, Head of Safer Gambling and Partnerships, Betknowmore UK.

## 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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