

SKILLSET

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IMPLEMENTATION OF A MOODLE LEARNING MANAGEMENT SYSTEM

Delivered for RIVER CLYDE HOMES

AT A GLANCE

- Moodle learning management system.
- Personalised dashboards and diverse content hosting.
- Outstanding customer satisfaction rating.

THE CLIENT

River Clyde Homes (RCH) is a dynamic and innovative, not-for-profit, affordable housing provider, dedicated to making a positive impact on the lives of thousands in the Inverclyde area.

With an extensive portfolio, they own and manage over 5,800 homes, offering safe and comfortable living spaces for residents to call home.

As a registered charity, RCH operates under the guidance of the Scottish Housing Regulator, exemplifying their commitment to accountability and excellence.

To learn more about RCH, visit their website at www.riverclydehomes.org.uk.



THE CHALLENGE

RCH, in partnership with HomeFix Scotland, identified a need for a user-friendly Learning Management System (LMS) to expand their training and development initiatives. They had over 330 users between the two organisations that required access to the system. Their requirements encompassed a comprehensive set of functionalities to enhance the learning experience for employees across both organisations.

They issued an invitation to tender, seeking an experienced, competent company capable of providing an LMS that could seamlessly accommodate their diverse needs.

The LMS not only had to offer courses, but also incorporate features like a user-friendly dashboard displaying available and mandatory courses, separate content for each organisation, a streamlined manager dashboard for tracking team members' progress, and a mobile app for convenient access by out-of-office staff.

Tailored learning solutions

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OUR APPROACH

SkillSet proposed a solution based on a Moodle LMS. With over 100,000 installations worldwide, Moodle is the most popular open-source LMS globally and provides an evolving, cost-effective solution for RCH. SkillSet has a wealth of experience in implementing Moodle for a wide variety of prestigious clients like the Welsh Government and London Fire Brigade.

Moodle's compatibility with all common browsers and devices (including mobile phones, tablets, and PCs) guarantees seamless access to content from any location, making it particularly well-suited for RCH's remote work locations.

The platform supports a wide array of activity types, including SCORM, quizzes, documents, H5P, and feedback. This enables RCH to design diverse and engaging learning material.

SkillSet approached this project by using the well-established ADDIE methodology (Analysis, Design, Development, Implementation, and Evaluation). This proven method ensured that each phase of the project was executed on time and ensured that milestones were met efficiently. Throughout the project's lifecycle, we emphasised clear communication, frequent progress updates, and collaboration with RCH stakeholders to ensure that the final solution met their needs.

The development and implementation took nine weeks, including the technical design, data migration, customisation of dashboards, and branding user interfaces to match RCH's guidelines.

SkillSet seamlessly integrated the LMS with both RCH's and HomeFix Scotland's Active Directories, ensuring easy access to the platform.

SkillSet hosts the platform in Amazon Web Services (AWS), a reliable and secure cloud infrastructure provider. Using AWS's UK data centres, we ensure that all data, including backups, remains within the country.

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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THE RESULTS

RCH's and HomeFix Scotland's staff now benefit from a highly personalised learning experience, thanks to customised user dashboards that provide clear access to learning.

The LMS provides learners with comprehensive tracking and reporting capabilities, encompassing all training activities. Managers can get reports in real-time. The self-service reports allow both organisations to run reports for different metrics.

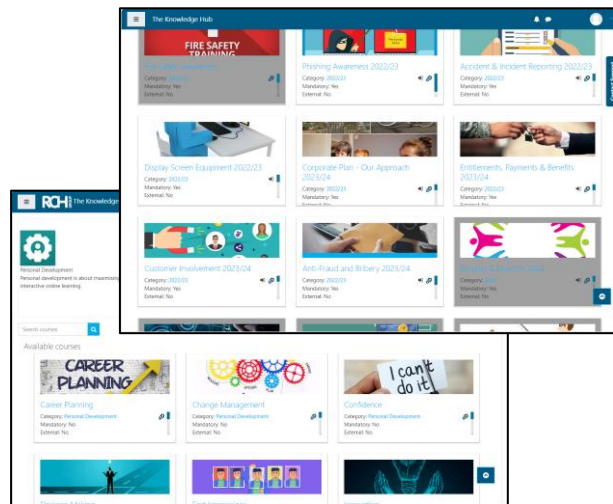
OUR CLIENT'S FEEDBACK

"SkillSet provided an innovative LMS solution allowing our staff to complete on-line training on multiple devices, providing additional flexibility to RCH Group staff. They can now easily access on-line courses with user-friendly content and see and complete mandatory on-line courses that have been assigned to them.

Managers can immediately see progress / completion reports of their team's on-line training and can easily assign specific courses to support their team's personal development.

With our dedicated Project Manager, we were able to design a bespoke LMS which met our requirements, and we were able to launch it to RCH Group staff. The expertise of the Project Manager made this an easy process as she was able to guide and support us ensuring a seamless implementation of our new LMS."

Nicola Campbell, Senior HR manager at River Clyde Homes



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