

RBWM Introduce Induction E-Learning

e-Learning provides on-going training and support at Royal Borough of Windsor and Maidenhead

The Challenge

Following a breakfast meeting to introduce clients to Headline's e-Learning development service, Neil Thomas from The Royal Borough of Windsor and Maidenhead council approached Headline with a requirement to develop an e-Learning program for staff induction.

The Requirement

The Royal Borough of Windsor and Maidenhead employ many staff located throughout the borough at offices and buildings including schools, libraries, social services day centres, residential units, community centres, leisure centres.

Organising induction sessions for new staff requires a great deal of ongoing organisation and personnel time in delivering consistent training. It is also difficult to ensure that the information delivered for each induction is up-to-date as procedures and other documents are continually being updated.

The nature of induction is that there is a lot of information to impart; it is unrealistic to expect that delegates will remember all of this information from one session and so the need for delegates to have access on an ongoing basis for reference is important.

Many organisations also face the difficulty that staff have been on board for a number of weeks or months before they have the opportunity to attend an induction course which rather defeats the object!

The Solution

Headline worked with Neil Thomas of the Royal Borough who commissioned the project to develop a web-based induction e-Learning program to include graphical modules with narration on

"We are now in our fifth year of our e-Induction programme set up for us by Headline Training. This has been very well received by all our employees, new and existing, who can use it to gain information about the Borough as well as using it as an information portal and connection to our Intranet.

We are very pleased with the service supplied by Headline Training and their fast response to any queries we have had over this time."

Kathy Collins, Training Support Officer, RBWM

information about the history, structure and strategy of the Borough; videos showing how to get started with internal IT systems and procedures; information from HR including links to policies on the intranet; the benefits package offered to staff; health and safety information; staff development and training plans; and facilities available to staff.

Many areas of the induction provide hyperlinks to existing information on the intranet, thus negating the need to duplicate information and also ensuring that information access is up-to-date.

As a web-based program, new or existing staff can access the e-Learning from any location where they have access to the intranet.

The e-Learning was also made available on CD. Staff can work through the course at their own pace as a form of induction and they can 'cherry pick' access to the information on an ongoing basis to keep up-to-date with new information.

The Result

After the success of the initial e-Learning program launch we developed an upgrade to include a section on the Royal Borough Environmental Management System.