

# Help! How do I do that again?

e-Learning takes the headache out of IT induction training at UKAEA

Like many large organisations, UKAEA deliver comprehensive IT induction courses to all new employees and contractors.

This course was delivered by tutor led ½-day sessions at their six UK-based sites. This delivery method was expensive in travel costs, and resource intensive - taking the IT trainers away from specific one-to-one coaching sessions and project rollouts. During 2002, this course was delivered over 200 times - and was therefore not proving too challenging to the IT trainers!

## The Challenge

UKAEA were looking for a more efficient, cost effective way of rolling out this training, whilst at the same time ensuring consistency of delivery. The training needed to be available for every new employee, and it also needed to be measured and recorded in the company personnel system.

## The Solution

After analysing their current training material Headline recommended that this was re-authored as an e-Learning suite of modules which would then run on the UKAEA intranet.

The e-Learning broadly consisted of:

- Instructions on using the e-Learning
- The role of the IT department within the Organisation
- Introducing Helpdesk and Administrators (Putting names to faces)
- Familiarisation with the Network - where to save documents
- Basic use of email
- MS Office - Using the corporate templates
- The company Intranet

*"This is our first e-Learning project, and it has been very well received by new employees. Existing users also appreciate the e-Learning since it's available at any time, for those 'How do I do that again?' queries. "*

Chris Broad, IT Director UKAEA

- IT Security
- An introduction to the Document Management System
- Where to get further help

The inclusion of a suite of Lotus Notes modules was not intended to replace a specific Lotus Notes course, but simply to get new employees up and running in the basics. Similarly, the inclusion of PowerPoint and Word was not intended to offer comprehensive instruction for those unfamiliar with Office, but to point new employees in the right direction to enable them to find the corporate styles for their PowerPoint presentation, or find the right Word template for their expenses.

## The Technology

The e-learning uses standard browser based technology and is delivered via the UKAEA Intranet. It has a customised "corporate" interface, and is a combination of HTML, audio, Flash movies and video simulations, with interactive self testing included at the end of each module. At the end of the IT induction, users are required to take an on-line test, the results of which are emailed to the training administrator and the results are gathered into an Excel spreadsheet for analysis.

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