



# Essex County Council Case Study

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## Essex Delivers Ambitious Blended Training Programme with Me Learning

Essex County Council was implementing a new Corelogic mosaic case management system for Adult social services, and had to train 1,500 system users within 3 months. The Council simply didn't have the resources available to deliver a training programme on this scale so looked for a partner to develop the course materials and supporting documentation, and deliver the training.

As part of the procurement of the Corelogic mosaic system, Essex bought the Me Learning Corelogic Adult suite of E-learning modules. The project manager leading the system purchase had previous experience of the Me Learning online training and made an early decision that it should be a core component of user training on the new system at Essex.

Having carried out a detailed Training Needs Analysis and decided on a blended training approach, Essex invited Me Learning to tender for delivery of the classroom training.

"We analysed our users and identified 1,000 core system users that would need additional classroom training on top of the E-Learning that was already available to them," explains a Senior Project Manager at Essex County Council.

The business mandated that core users attend a maximum of one day of classroom training to minimise time away from their day job. To develop the detailed training plan, the Me Learning and Essex project team therefore had to analyse the numbers of people needing trained on each topic and build a list of core courses that a critical mass of at least 30-40 individuals needed.

**All 1,500 users had access to the online training modules in the run up to the system go-live and were expected to complete a core set of modules. For the 500 non-core users, this provided all of the training required. For the other 1,000 core users, a training profile was created to enable them to access online courses relevant to their role.**

The Me Learning team developed the content and supporting documentation for the main programme of classroom courses. The course content was focused on key business processes and was developed working with subject matter experts from the business and analysts from the mosaic Project Team. As part of this, the Me Learning team also had to prioritise what would be delivered in the classroom session versus being included in the post go-live support materials.

The Essex in-house training team developed and delivered the courses for the more specialist teams that needed a deeper understanding of internal processes and systems, for example the Service Placement Team. Any other role specific training that was not covered by the classroom courses was delivered in one-off bespoke sessions, or via support guides and floor walking.

"Between the internal training team and Me Learning we had 10 courses

*"We partnered with Me Learning to deliver the classroom training as they had the experience, resources and flexibility to develop and deliver the training quickly and complemented the E-Learning already in place."*

Senior Project Manager,  
Essex County Council

*"We asked all of the core users to complete online training as a prerequisite to the classroom training and had an excellent take up."*

*The Me Learning online training was very well received simply because it is a good product. It is interactive, well-paced and the approach is very hands-on for the trainees, giving them something closer to a classroom experience."*

*Despite initial feedback that users would prefer not to do training online, over 70% of staff said that the combination of online and classroom training worked well for them – and 10% even said that they would have been happy to do all of the training online."*

Senior Project Manager,  
Essex County Council

*“The Corelogic mosaic training programme went as well as we could have hoped for, with 70% of staff trained before go-live and 95% within 2 weeks of the system going live. Me Learning was a crucial part of the training delivery and we couldn't have done it without them.*

*To be able to parachute in that many trainers on such a flexible basis was invaluable. Essex County Council simply doesn't have the in-house resources to run training on this scale. Without a partner like Me Learning, this programme would have been impossible for us to deliver within the timescale.”*

Senior Project Manager,  
Essex County Council

- **94% of delegates rated training as good or excellent**
- **Reduced paperwork**
- **Minimal support requests from users**

running each day for the two weeks prior to the go-live and for two weeks after. They also provided go-live support by floor-walking in various sites around the County to provide hands on assistance. They developed nearly all of the course content, materials, support documentation and how-to guides within 6 weeks which was a huge achievement and they were absolutely central to the success of the project”.

**All courses ran at capacity, and were often oversubscribed. “Me Learning was always able to accommodate extra people. When asked, they never turned anyone away and always managed to ‘squeeze in’ trainees, which was extremely helpful.” All in all, the team delivered 150 training days and trained 1000 individuals in just four weeks.**

Me Learning provided a real-time course evaluation that it adapted to fit the needs of Essex County Council. At the end of each course, both the trainer and the trainees completed the evaluation, the results of which were immediately available to the project team and the business, enabling the training content to be adjusted as required.

**“The satisfaction ratings for the classroom training were extremely positive with 94% of delegates rating the training as good or excellent. In addition to the online course evaluation, Me Learning provided us with a survey to evaluate our super-users and an online disclaimer form to meet legal information governance requirements for users to agree that they had read the Council's Information Governance policy, saving us a huge amount of time and paperwork.”**

This complicated training programme wasn't without its challenges. There was a huge reliance on the training database being available to demonstrate the system and there were occasional performance issues with the development environment.

“The trainers took all the technical issues in their stride and were able to adapt and juggle things to make them work on the day. We didn't turn away a single delegate and delivered every course which was a huge achievement.” Feedback from the business on the blended training approach was extremely positive, with the majority of staff being surprised at how painless the migration to the new case management system was.

**Testament to this success is the fact that the training team was not inundated with requests for additional training, the system support levels were normal and the support team was ably managing the ‘how-to’ calls.**

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