

Defence Academy

Equality and Diversity / Clued Up Training on PDA

The challenge

All MoD staff were required to undertake initial and refresher equality and diversity awareness training either through a one-day workshop or an existing e-learning programme. A change to MoD policy meant that all staff had to complete the refresher training more frequently than before. Epic was commissioned to update the existing e-learning programme and deliver an innovative solution for those MoD personnel without easy access to the MoD network.

Key objectives, for this important initiative, were to:

- Reinforce user knowledge of issues, policies, guidelines and legislation on Equality and Diversity
- Promote co-operative working relationships
- Enhance awareness of social and cultural differences

The solution

Epic redesigned the e-learning as a scenario-based course which simulates realistic situations and decision points to provide an effective training solution.



The Clued-up training centres around a fictional building and a set of fictional characters who work there. The building contains various 'rooms' each of which has a different theme and purpose. The floorplan forms the menu/navigation for the course.

A simplified version of the programme was created for MoD users that rely on mobile technology such as Personal Digital Assistant (PDA) devices to access their e-learning. The PDA version incorporates:

- Video-driven scenarios
- Case studies
- Tutorials in the form of 'learning nuggets'

A toolbar at the top of the PDA screen allows the learner quick access to the scenarios or nuggets. The PDA version offers full screen video, interactive questioning with full branching and all background knowledge delivered via a simple, user-friendly interface.

Epic's design solution, both for e-learning and PDA, provides a user-centred, immersive experience that puts the user in simulated, real-life situations. It allows them to make equality and diversity choices in a safe environment and offers structured support when they make incorrect choices.

Outcomes

Defence Academy has been delighted with the success of the Clued Up training. Feedback from staff has highlighted the enjoyable and realistic approach to what is an important issue. The PDA version has been highly praised as it offers accessible and engaging content on the move.

