

Epic in Government

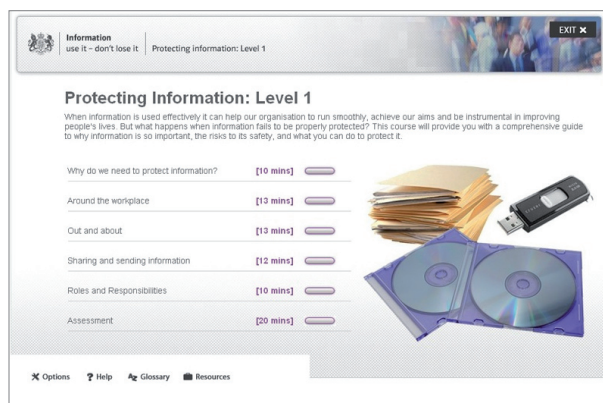
Cabinet Office | DWP | Home Office | WRAP

Epic has a particularly strong track record in government, transforming the way people learn. This includes successful projects for numerous departments, such as DWP, DoH, Home Office, FCO, BIS, NSG and Ministry of Justice.

Cabinet Office 'Protecting Information'

multiple
award
winner

Data loss within government made national headlines in 2008, prompting a series of reviews calling for immediate training of all government staff. But delivering consistent training across the whole of government, was challenging!



'Protecting Information' uses a succinct, scenario driven approach focusing on steps all civil servants can use to prevent loss of sensitive data.

Over 300 departments and agencies use the programme with over 300,000 staff completing the course. With a cost per user of less than 20p, the programme has set a blueprint for future pan-government resource sharing. The programme has won 2 awards:



2010 Institute of IT Training Awards Winner: 'External Project of the Year' and 'Learning Technology Solution of the Year'

2009 E-Government National Awards Finalist: 'Leadership and Professionalism' and 'Take up and usage growth'

DWP 'Lost IOPs'

It's 09:00 Monday. Paul is your first appointment of the week. He's none too happy. In fact, he's darn right aggressive. He knows what he wants, and he wants it now, regardless of what you think! So what are you going to do?



Social security staff encounter this type of situation on a regular basis. If a benefit payment has not been made, customers have the right to a replacement.

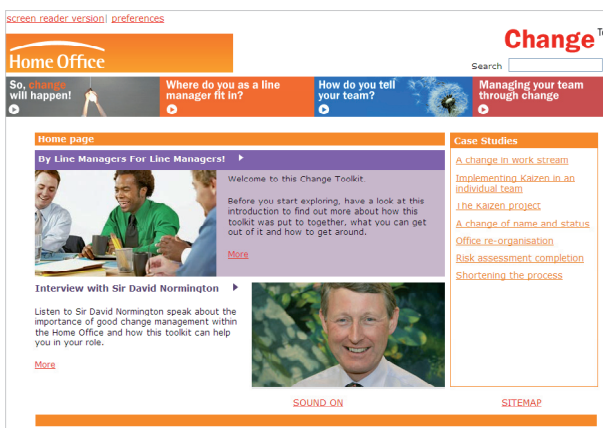
Sensitive, focused interviewing is required to arrive at the truth – has it really been 'lost'? Our solution uses branching, full screen video simulations in which learners practise questioning skills with 'virtual' customers. Their reactions and the outcomes depend on the learner's responses.

'The outcome is superb.'

E-Learning Programme Director, DWP.

Home Office 'Line Managers' Toolkit'

A new points based system for asylum and immigration meant that the Immigration & Nationality Directorate required a radical change process. To embed improvements across the organisation, managers required flexible, high quality tools to help them and their staff achieve the required standards, within tight timescales.

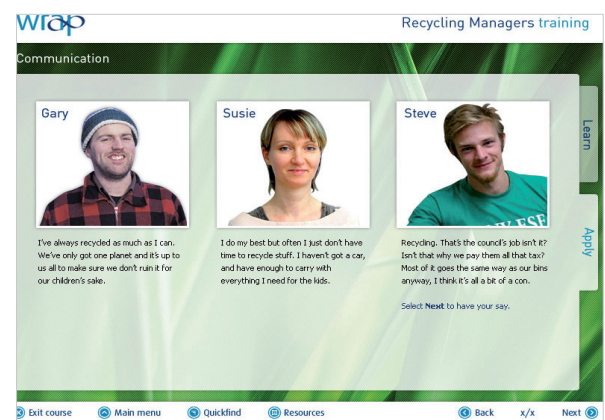


Our learner centred design approach involved a series of user and stakeholder workshops to identify learning requirements and how to meet them. A blended programme combines e-learning with workshops focused on skills development. A non-linear toolkit allows managers to dip in and out as required. This flexible approach caters for differing skill levels within the target audience.

For more information on our work in this area, call +44 (0) 1273 728686 or email contactenq@epic.co.uk

Waste and Resources Action Programme (WRAP) 'Recycling Manager's Blend'

WRAP, a government funded, not-for-profit organisation, aims to increase the amount of recyclable waste collected and reused. As part of its support for local authorities, WRAP provides training for local authorities, enabling them to deliver effective, cost efficient collection schemes for recyclables.



The face-to-face training for local authority recycling managers was resource intensive. To provide greater coverage, accessibility and value for money, WRAP chose to convert part of the training into e-learning, shortening the face-to-face component.

A three hour e-learning programme mixes online and offline resources, delivered through Moodle, also offering collaborative tools and community-based discussion forums which further complement the classroom training.



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