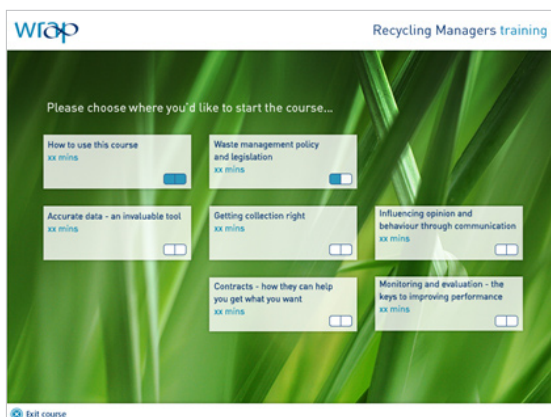


The Waste and Resources Action Programme (WRAP)

Recycling Managers Training

The challenge

The Waste and Resources Action Programme is a government funded, not for profit, organisation set up in 2001 to increase the amount of recyclable waste that is collected and reused. WRAP runs Phase 1 (standard) and 2 (advanced) face-to-face training courses for local authority Recycling Managers. To provide greater coverage and availability WRAP decided to convert elements of the face-to-face (F2F) training into online content.



Epic was commissioned to produce an e-learning programme initially based on the Phase 1 course but later extended to include the Phase 2 course. The aim was to reduce the cost and time associated with F2F delivery and enable the F2F elements to focus on skills development and application.

The solution

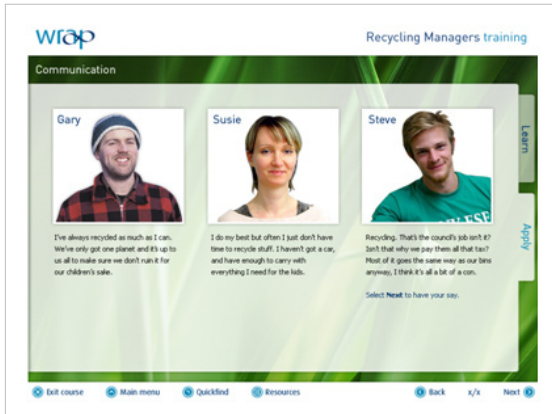
Epic was mindful that our responsibilities included not only the online content design but also the structure of the overall blend. For the e-learning we designed three hours of material based around six modules which included waste management policy/legislation, getting collection right and contracts. It was crucial to ensure the learning was not just a linear presentation of facts.



Gagne's highly effective model of learning was used. This approach involves engaging the learner; activating prior knowledge, presenting/testing new knowledge, synthesising new/old knowledge for application and summarising new knowledge.

The blend structure is the same for learners irrespective of whether they are accessing the Phase 1 or 2 online materials. Each step in the process is described below:

- Step 1: Learner completes application form online via the WRAP site
- Step 2: Registration and log in details for the online learning are provided through the portal site. A link on the WRAP site takes learners to the portal site where the online materials are hosted
- Step 3: Learner completes the e-learning
- Step 4: Learner attends F2F course (either Phase 1 or 2)
- Step 5: Learners follow up the F2F course using the portal community features and resources



Delivery

The online material is delivered and hosted within a Moodle environment. Moodle is currently the leading open source Learning Management System, and is rapidly acquiring popularity in the commercial sector due to its range of features and reliability. Moodle is highly customisable and Epic created additional functionality to match WRAP's precise reporting requirements.

The outcome

The WRAP blend has led to increased participation and reach as the course is now available to a wider audience. It has generated communities of practice who share knowledge/information and collaborate to establish best practice approaches in the areas of recycling and waste management. Overall the programme has helped to enhance the reputation of WRAP and enabled them to gain greatest benefit for their investment in both online and F2F training.



Epic is proud to support WRAP's aims, by being the first UK e-learning company to be accredited to the ISO 14001:2004 Environmental Management Standard.