



Bus Stop Training™ delivers customised training to over 300 NSPCC staff

Including a bespoke Train the Trainer solution

Results

- 300 people trained in only 55 days at 7 locations
- Short training durations
- Training with minimum disruption to the organisation
- Enhanced IT Training skills competencies
- Increase in delegate confidence levels
- Improved knowledge retention
- Successfully develop the skills of 7 trainers to deliver two further courses to 1,100 delegates

A national case recording and management system required basic levels of IT skills to enable use of the new system

The NSPCC (National Society for the Prevention of Cruelty to Children) is the UK's leading charity specialising in child protection and the prevention of cruelty to children. Founded in 1884 as the London NSPCC by the Reverend Benjamin Waugh, the NSPCC is the only UK children's charity with statutory powers that enable it to take action to safeguard children at risk of abuse.

In 2005, the NSPCC took the decision to implement a new national case recording and case management system, CRIS. The introduction of this system represents a significant change to current practice. The present electronic system captures limited information whilst the majority of case information is held in hard copy files. However, in the new case recording system almost all information will be held electronically and so all users require a basic level of IT skills to ensure they have the ability to navigate around the system, search, open relevant records and complete any workflow associated with their activities. It was recognised that a significant number of staff who would be using the new system did not have the necessary IT skills and therefore a customised Essential IT Skills training course was required.

The challenge to meet their requirements

Jon Wittmann – Project Manager and Amy Brabban – CRIS Training, had the challenge of finding a solution to meet their requirements.

“Being a national organisation, having the ability for Bus Stop Training to travel to our training locations, versus the staff being out of the office to travel to a central training location, provided us with a substantial saving in time and money; then once they were out of the training, they could put the learning into practice immediately,” comments Amy Brabban.

Having been referred to Bus Stop Training, Jon Wittmann and Amy Brabban were soon made aware that the unique methodology of adult learning that Bus Stop utilises could meet their needs of:

- Training 300 staff in a short period of time.
- Not having 300 staff away from their work for long periods of time.
- Quickly ramp up the basic IT skills of staff to begin using CRIS.

“Having met with Paula Brewer of Bus Stop, it was clear their methodology would best meet our needs. The style of training – breaking the training day down into short lessons of no more than 1 hour and the chance to practise what is taught, along with the knowledge retention aids – was very appropriate for the staff that needed the training. Plus, the fact that the courseware was customised explicitly for our needs meant that Bus Stop was an excellent solution for our requirements.”

Jon Wittmann - CRIS Project Manager

To this end, Bus Stop Training developed a training course made up of short lessons designed to give delegates confidence and to become less concerned about using a computer. Each training day included 6 lessons to encourage and develop learning in the classroom.

Bus Stop Training is always accompanied by its distinctive course “memory cards” that help delegates retain knowledge when back at their offices using a computer. These cards greatly aid knowledge retention and save delegates having to trawl through massive manuals to find the answer to their query.

In a total of only 55 days, Bus Stop Training trained 300 delegates in 7 locations.

“Initially, a number of the staff that were going to be using the new system were nervous of working with a computer. The interactive training approach from Bus Stop Training was very effective in addressing these concerns. We now have a very positive workforce, who themselves see a productivity benefit in using the new system,” says Jon Wittmann.

The training has also given all delegates a firm foundation prior to their next 2 levels of training in preparation for the system going live.

Further training requirements met by Bus Stop Training

In order to carry the CRIS implementation forward, two further training courses needed to be developed and delivered. A decision was reached that the NSPCC would recruit 7 of their own staff members to deliver this training. Using NSPCC staff would give the delegates maximum benefit from their training sessions by providing the opportunity to ask questions of trainers with knowledge of the organisation’s methods and terms used. However, the 7 people recruited to deliver the remainder of the training sessions had little or no training experience.

The chosen solution

Bus Stop Training was therefore also retained to design and write a team building course specifically for the NSPCC with the aim to meet 4 key objectives:

- To allow the team to get to know each other.
- To know how to work and support each other as a team.
- To provide open and honest feedback.
- To have fun.

Bus Stop Training was also retained to design and write a team building course specifically for the NSPCC. This course was run in 1 day with trainers being much more relaxed and supportive of each other at its conclusion.

Following the team building course, a train the trainer course was written specifically for the NSPCC which was designed to give the trainers the knowledge, confidence and skill to present and train using the same style and methods that had been used for the Essential IT Skills course.

As part of this solution, Bus Stop Training was also used to help support and mentor the trainers throughout their initial training sessions. Furthermore, Bus Stop Training was also involved in the development of the training materials for the courses including exercises and approaches. Because of the success of the Essential IT Skills training and specifically the favourable way in which it was delivered, it was important that this same style and approach was used throughout all training delivered on this project.

“This was an important part of the train the trainer course, the approach to how trainers work with the delegates had to reflect the style that the delegates were already used to and had responded so positively to.” “Bus Stop, again, provided a bespoke solution that exactly met our requirements,” Amy Brabban, CRIS Training

The results of a successful Train the Trainer course

The 7 trainers have now developed their training skills and confidence and have successfully delivered the two further training courses to in excess of 1,000 delegates. The feedback has been excellent and the delegates have the confidence and knowledge to work with the new system upon it going live.