

VERTICAL FOCUS | COUNCILS

Kaplan IT Learning's STT Trainer is used by councils and government organisations across the UK to create bespoke e-learning material on a wide range of IT applications.



COMMON CHALLENGES

Councils are continually faced with a number of challenges, especially when it comes to training their employees on business applications. Being publically owned, there is a large emphasis on decreasing costs without compromising on quality. To complicate things further, councils often use very diverse systems – ranging from housing benefit applications to library software – that are often out of date and used by a workforce with very differing IT literacy levels.

Recently, councils have started a movement to collaborate together to become unitary councils – with the view of cutting costs and sharing ideas. This has put enhanced systems and processes in place on which all staff have to be trained quickly and efficiently.

In the past, many councils have relied on a classroom-based tutorial approach, but this can be time consuming and very expensive taking into consideration facility rental and the time lost out of the employees' working day. Many staff members are also spread over a large site or work irregular hours, making it inconvenient to organise a training plan to suit everyone's needs. In addition, there is the challenge of training ad-hoc users, and new employees, as well as having the option of offering staff refresher training.



Customer Examples

Kaplan IT Learning works with a number of councils. STT Trainer is used to create training for many different software applications including Oracle Financials, SAP and many other bespoke databases.



