



In today's busy office environments, staff training continues to be a key area of focus. Keeping users' skills up to date, ensuring they are using systems to their maximum benefit and bringing new staff members to a level of productivity are all real issues affecting businesses today.

Delivering training can also prove difficult. Staff often need to be taken out of the workplace, a suitable training venue is needed and a training resource will be required - all requiring time and effort to organise.

Code	Course	Info	Starts	Ends	Credits Earned	Status
HSCE1A	Academy Housing - Front Office	🔍	19 Feb 2006	30 Apr 2006	1 of 5	20%
HSCE2	Academy Housing - Property	🔍	05 Feb 2006	28 Feb 2006	2 of 2	100%
HSCE0	Academy Housing Releases	🔍	28 Feb 2006	30 Apr 2006	0 of 3	
IM01	IMCR demo	🔍	12 Mar 2006	31 Mar 2006	0 of 1	100%
HSCE011	Swordfish	🔍	-	-	1 of 1	100%

Example of users' individual learning portal (not production version)

Capita Software Services has been working closely with a leading provider of e-learning and learning management systems to create a suite of interactive training content. This enables customers to deliver Academy Housing training to their users desktops.

The CSS e-learning system will allow customers to create user accounts that will manage and deliver training courses, individual lessons and product demonstrations via an online learning portal. Each user in an organisation is allocated a user ID and password ensuring that they access only the courses they are assigned to.

The learning portal is provided via a hosted solution which means that when courses are updated the training is immediately available to the users, reflecting changes in legislation and any additional screens and functionality.

Individual lessons are provided to the student in a 'see, try and test' format enabling them to learn at their own pace to ensure accuracy and competency with the Academy Housing modules. Lessons are fully interactive and mimic the live usage of the Academy Housing product so that the student is getting the richest learning experience possible. On-screen prompts guide the user through the completion of the desired task. On-screen help and supporting information are presented to the user, giving them a context to the training they are undertaking.

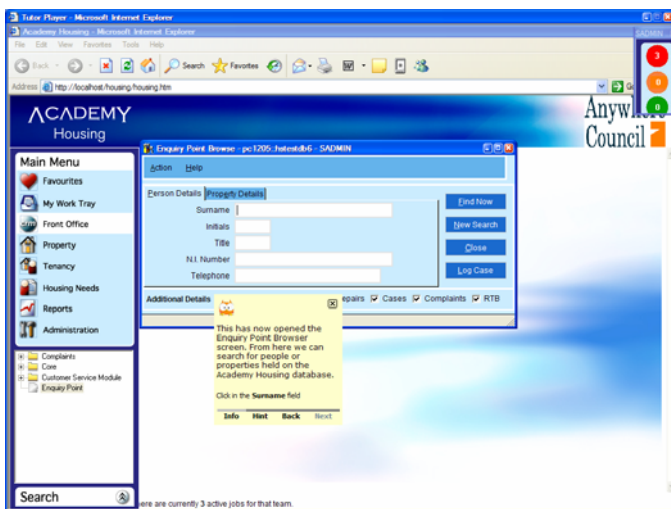
## ACADEMY Housing

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CSS are working on creating a suite of e-learning content, based on the training database used by its Housing consultants. This is to train users in the 'baseline' approach to using specific key areas of the Academy Housing product. This will provide a firm understanding of some of the concepts unique to the Academy Housing product and provide a solid groundwork for continued improvement and understanding in how to use the system.

Current proposed areas included in the suite are Core, Rents, Repairs, Allocations, Basic Arrears and Basic SADMIN functions. These modules and functions of Academy Housing are only the introductory phase of CSS e-learning, other modules will become available in due course.



Example of training content screen  
(Not production version)



Example of course layout screen  
(Not production version)

## Benefits

The benefits of e-learning delivered to the desktop include:

- Training content accessible at any time
- Full management of lessons including scoring
- Ability to link competencies and skills to user and course allocation
- Content is always in line with latest product release
- Access to interactive training resource
- Excellent refresher and revision tool for everyday system use.
- Enables users to practice transactions in a safe environment
- Increase new staff turnaround time.

If you are interested in learning more about how Capita Software Services can assist you in transforming your business, please contact your Account Manager.