

Customer success story



South
Wales
Police

South Wales Police achieve **savings and success** with e2train's Kallidus LMS



Customer success story



South Wales covers the two major Welsh cities of Swansea and Cardiff, which equates to 42% of the population.

Sergeant Alun Williams is Unit Head for the Support and Development Unit at Learning Development Services and is responsible for the learning and development initiatives undertaken by the force.

The challenge

The force approached e2train in 2002, looking for a Learning Management System and Authoring Tool. They were beginning to embrace e-learning and remote learning methods, but felt their current processes would not provide a long-term solution. A scoping study revealed they should future-proof its learning and development with a Learning Management System (LMS). Williams compiled a comprehensive business case and the initial project from inception to completion took just six months.

The contract for the LMS was awarded to e2train because, according to Williams, 'they met our requirements with regards to timing, specifications and budget. It was the people too, they were clearly passionate and took pride in their product - they were not just a bunch of sales people'.

The LMS was integrated with third party e-learning content and the Questionmark Perception assessment tool. The recipients of the learning were operational and support staff, with the learning including both generic online training and traditional police-specific training.

Overtime, the force has adopted the LMS on a wider basis and uses Kallidus to manage all forms of learning including classroom training, locations, equipment and the trainers themselves, as well as a library of e-learning content. A new learning and development website was also launched to kick-start the project. Williams' team then used the LMS to deliver mandatory training in areas such as 'surveillance' and particularly Microsoft Office.

Authoring tool provides monetary savings

As part of the original package, South Wales Police also purchased the Kallidus authoring tool. The tool enabled the force to produce and keep up-to-date a comprehensive induction course. Since then, it has continued to provide real savings, including £10,000 when an in-house security course was created instead of purchasing an alternative commercial option.

Prompted by further requirements, Williams then returned to e2train for additional modules to enhance the LMS.

Measurable savings in time, people and resources

Following this success, the force then turned its attention to performance development. It had identified to track and manage mandatory training undertaken by all operational staff.

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The force was part of a national pilot for a new Professional Investigations Process (PIP) which covered anything from basic telephone communication to arrest procedures.

Improved 'Road Craft' testing produces substantial savings

Previously, explains Williams *'we used to spend a morning setting a paper test on the Highway Code for Road Craft training and then marking it. Not only was precious in-car time spent in the classroom, but everyone passed, which indicated that the test was not challenging enough. Now the test is done online beforehand via the LMS and the pass-rate has settled at 66%. We can now give a secondary test, ensuring a thorough assessment. We manage cars and people better, ensuring more time is spent in the car.'*

Substantial relief to the administration burden

Forces were then required nationally to implement an electronic ePDR system to manage its Performance and Development Review activities. Williams was keen to seamlessly integrate ePDR with Kallidus LMS to link performance management directly with training and keep everything within one system.



The specification for the ePDR was handed to e2train to pilot. They developed a new system which linked into the needs of operational staff, ensuring they are up to speed in areas such as 'quick cuffs' and use of CS spray and the baton.

'The feedback was mostly good' said Williams, *'all we needed to do was beef up the infrastructure to meet the needs of the entire force. Role profiles have been imported into Kallidus, enabling ePDR to be generated and this has provided a substantial relief to the administration burden.'*

A win-win business relationship

South Wales Police has innovatively embraced the needs of its force with a limited budget. The Kallidus Learning Management System now manages the learning and development of the entire 5,500 staff including seconded personnel from Powys, Gwent and Dyfed.

In addition to force-oriented courses such as 'Public Protection' the force now offers Microsoft training and ECDL certification. The ePDR system is also being used to manage the learning and development of staff from bodies working closely with the police such as Customs and Excise. Partnering with local authorities also means that some packages such as 'Vulnerable Adults' are shared via the LMS. And they can now easily produce useful management statistics and reports.

Looking to the future, the force has huge confidence in the e2train and how e-learning fits into the bigger picture. Comments Williams, *'We want more blended learning and even closer links between learning, HR and ePDR performance.'*



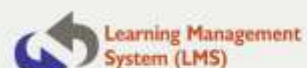
About e2train

e2train is an award-winning supplier of learning and performance technologies. The company's vision is to empower individuals and organisations to learn effectively and improve performance by being a trusted provider of innovative, technology-based solutions and services. Its Kallidus software is used throughout the world to create, deliver and manage organisational learning and performance management operations.



For a demonstration or just more information about Kallidus, call **01285 883900**, email: sales@e2train.com or go to www.e2train.com/Kallidus

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