CHANGEWORKS.

Getting real value from our LMS Induction & beyond...

Stuart Hiles (Central Support Manager)

Presentation Outline

- About Changeworks
- The Challenge
- The Approach
- The Results
- Learnings

CHANGEWORKS.

About Changeworks

We are Scotland's leading environmental charity delivering solutions for low-carbon living. A trusted expert with over 35 years' experience.

Vision

For a world where everyone is able to live, work and enjoy life with a low-carbon impact

Mission

We develop and deliver high impact solutions to make low-carbon life a positive reality for everyone

Strategy

To decarbonise Scotland's homes.

WARMWORKS HOME ENERGY SCOTLAND LOCAL ENERGY SCOTLAND BUSINESS ENERGY SCOTLAND

CHANGEWORKS.

What we do

We support thousands of people across Scotland through our energy advice, empowering them to take action to decarbonise their homes

We work in partnership to develop innovative delivery models and solutions for heat and energy systems for homes.

We support households to install energy efficiency and low-carbon heating systems to decarbonise their homes

We accelerate decarbonisation through research, evaluation, dissemination and influencing.

CHANGEWORKS.

Our Impact

Since our strategy launched in 2022, we have made a difference to over

150,000

people across Scotland.

In 2023-24, we:

provided advice to **64,000** householders through Changeworks' services including our delivery of **Home Energy Scotland** in the Highlands and Islands and Southeast.

provided in-depth support to over **4,000** households in fuel poverty.

achieved over **£1 million** financial savings for householders through our Affordable Warmth team.

13,000 homes received support to install energy efficiency measures and renewables through Changeworks including those supported with loan and grant referrals for measures by our **Home Energy Scotland** teams in the Highlands and Islands and Southeast, as well as those supported in Scotland through our joint venture partnership **Warmworks**.

CHANGEWORKS.

The Challenge

To implement a Changeworks branded Learning Management System and create an engaging blended induction experience that sets a positive tone – by April 2024

CHANGEWORKS.

Welcome from Josiah

Click the play button in the navigation bar below to watch a video of our Chief Executive, Josiah Lockhart, who will briefly outline what you can expect on your journey with us.

The Situation

- ☒ Only circa 60% completed HR checklists sent to HR
- ☒ Too many people tied up in delivery and admin of induction
- ☒ Lots of content, materials out of date and unsure it covered right things
- ☒ Inconsistent experience, with some new starts struggling to recall key information (and few reference materials)
- ☒ Feedback from ISO 9001 (Quality Management Systems) external audit around training records not being captured robustly consistently
- ☒ Introduction of ISO 45001 (Occupational Health & Safety), and aiming for Disability Two Tick & Disability Confident - lack of mandatory training
- ☒ Needed to embed our values and bring them to life.

CHANGEWORKS.

Changeworks' Induction (1 month)

- HR (1-1, in person)
- Mandatory Policies (to be read and signed)
- IT (1-1, in person)
- Data Protection (workshop, in-person)
- Environmental (workshop, in person)
- Wellbeing (group intro, in-person)
- Finance (1-1, in person)
- Facilities (groups intro, in person)
- *Fleet (1-1, in person)*
- Marketing (groups, in person)
- Checklist signed and sent to HR

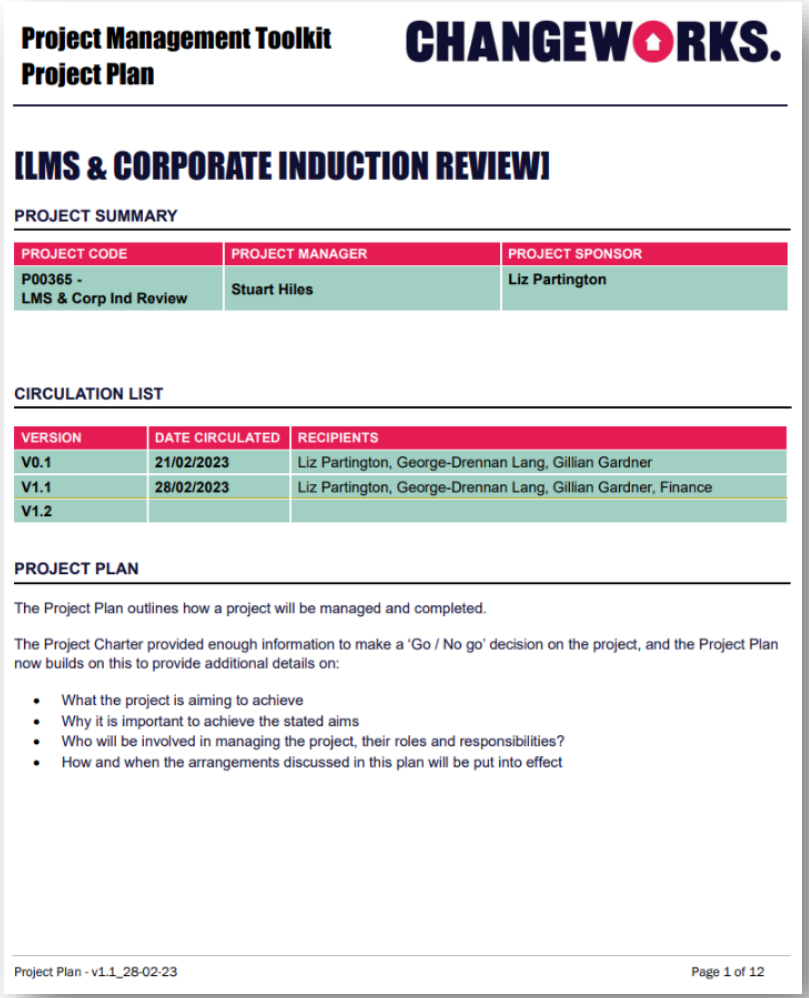
Induction Checklist

CHANGEWORKS.

The Approach

Proposal, Plan and Pilot

CHANGEWORKS.



Project Management Toolkit
Project Plan

CHANGEWORKS.

[LMS & CORPORATE INDUCTION REVIEW]

PROJECT SUMMARY

PROJECT CODE	PROJECT MANAGER	PROJECT SPONSOR
P00365 - LMS & Corp Ind Review	Stuart Hiles	Liz Partington

CIRCULATION LIST

VERSION	DATE CIRCULATED	RECIPIENTS
V0.1	21/02/2023	Liz Partington, George-Drennan Lang, Gillian Gardner
V1.1	28/02/2023	Liz Partington, George-Drennan Lang, Gillian Gardner, Finance
V1.2		

PROJECT PLAN

The Project Plan outlines how a project will be managed and completed.

The Project Charter provided enough information to make a 'Go / No go' decision on the project, and the Project Plan now builds on this to provide additional details on:

- What the project is aiming to achieve
- Why it is important to achieve the stated aims
- Who will be involved in managing the project, their roles and responsibilities?
- How and when the arrangements discussed in this plan will be put into effect

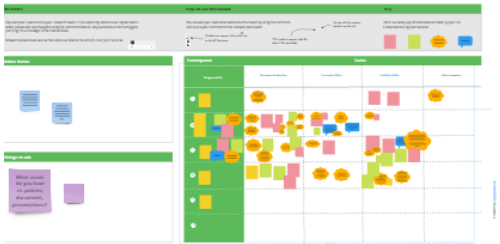
The Steps

- Projectise – February 2023
- Appoint an ~~Instructional Design Consultant~~
- Research and feedback
- Map existing process, content touch points
- Engage with Subject Matters Experts
- Prioritise topics & requirements
- Identify existing materials and gaps
- Reviewing tools & software
- Prioritised development & testing
- Pilot
- Launch – April 2024

Capturing the 'As Is'

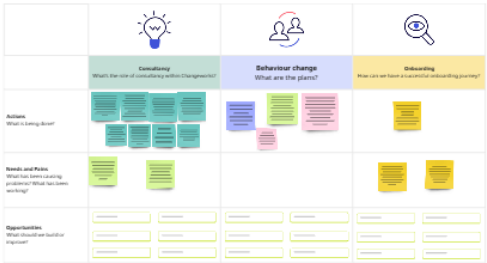
Mapping the User Journey

Stakeholder comments



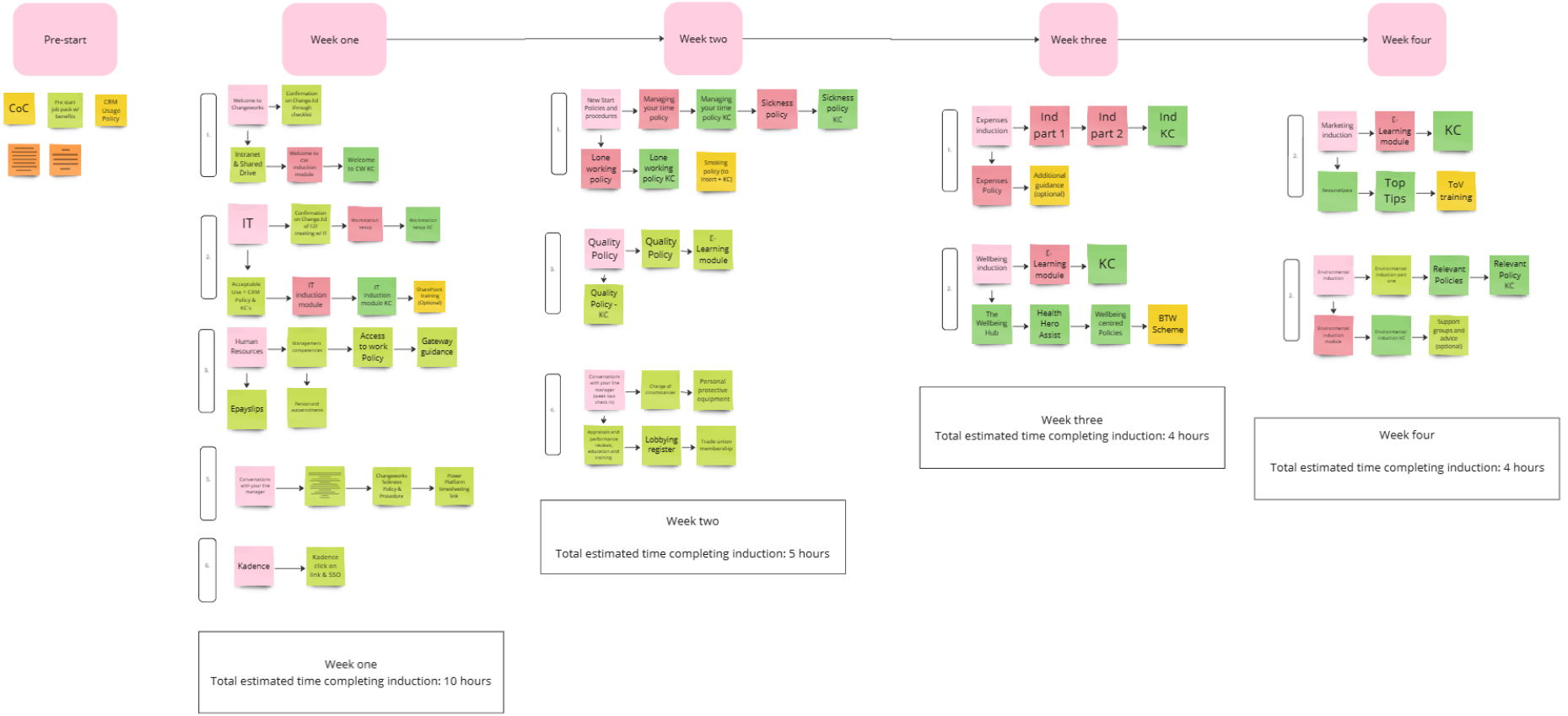
The road ahead

Behaviours + opportunities



CHANGEWORKS.

Mapping the 'To Be'

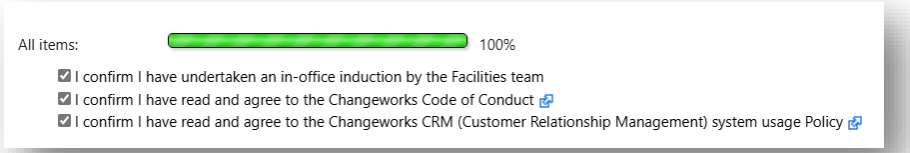


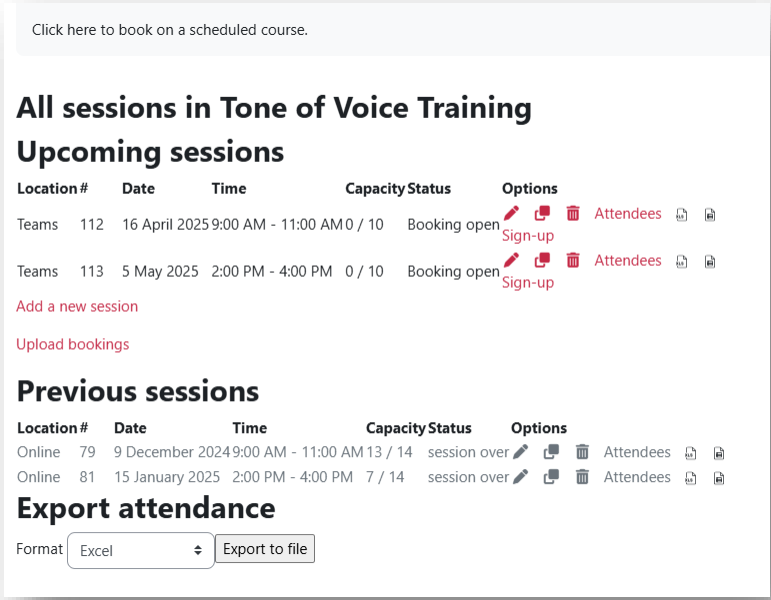
Choosing the Tools

- Illustrations (diversity &inclusion)
- CLC generic course library (where appropriate)
- Adobe Captivate (authoring)
- Google Text to Speech Services
- Videos

Moodle activities

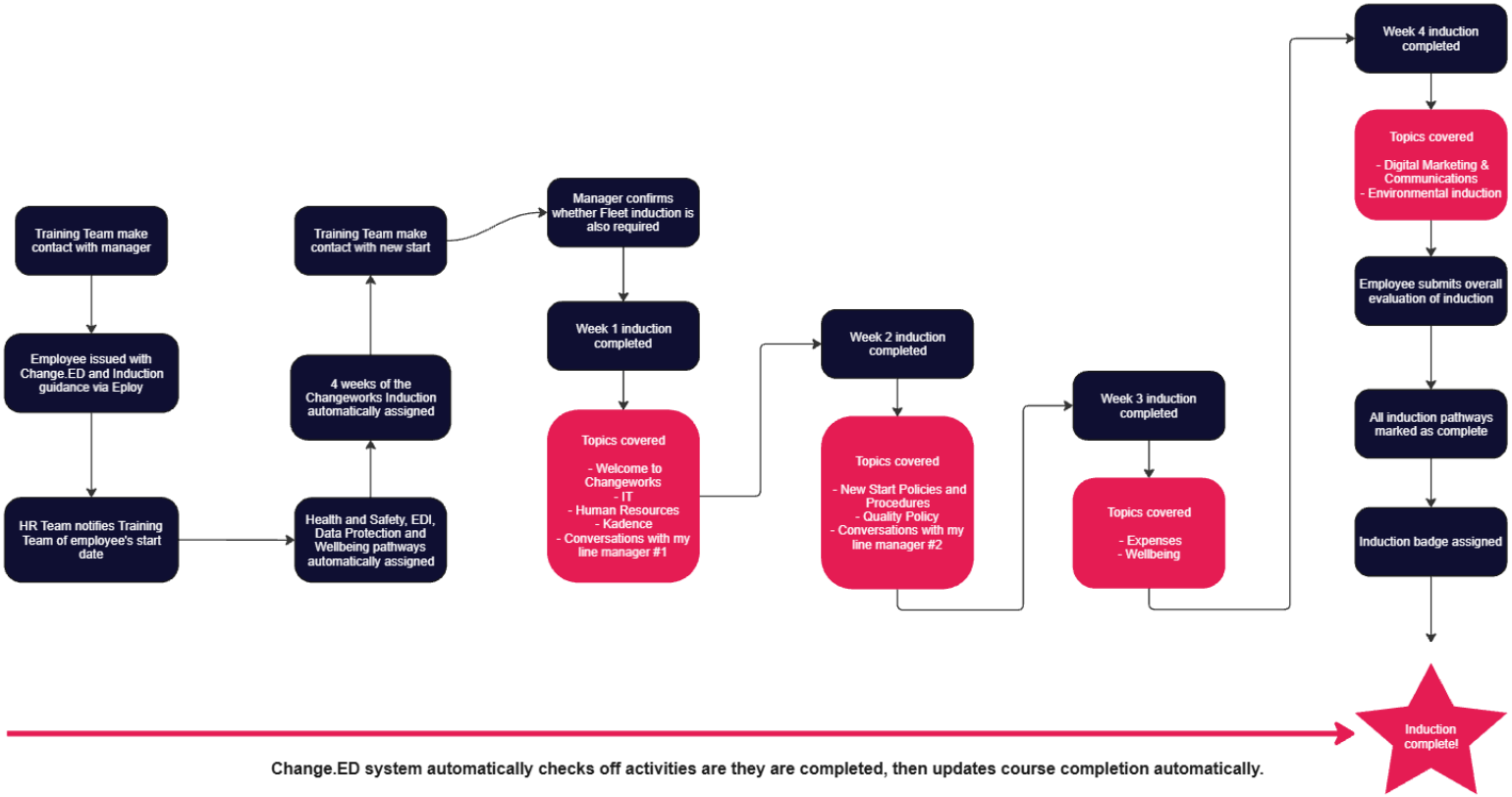
- Checklists (course progress and confirmations)
- Links (e.g. to policies, intranet, systems)
- Books (for simple trackable content)
- Face-to-Face (to book workshops etc)
- Feedback (weekly / overall)





CHANGEWORKS.

The Solution



Change.ED system automatically checks off activities are they are completed, then updates course completion automatically.

CHANGEWORKS.

Mandatory Pathways and Badges

CHANGEWORKS. Home Dashboard Courses Site administration Team Insights Resources

Active Pathways

Pathway name	Tags
Changeworks Pronouns Policy Pathway (All Colleagues)	edi pronouns changeworks fredie equalities diversity inclusion
Changeworks Fleet Induction (live)	changeworks vehicles cars fleet facilities
Changeworks Data Protection Induction	changeworks data protection dp
Changeworks Induction - Week 1 pathway	changeworks week 1 induction
Changeworks Induction - Week 2 pathway	changeworks week 2 induction
Changeworks Induction - Week 3 pathway	changeworks induction week 3
Changeworks Induction - Week 4 pathway	changeworks induction pathway week 4
Health & Safety at Changeworks Pathway (live)	changeworks health safety h&s
Changeworks Data Protection - Refresher Training (live)	changeworks data protection annual refresher data protection dp compliance
Wellbeing at Changeworks pathway (live)	wellbeing
Equality, Diversity, and Inclusion at Changeworks pathway (live)	edi mandatory pathway
Manager's Induction Pathway (live)	manager induction mandatory

Hi, Stuart! 👋

Latest badges

Wellbeing badge

Data Protection Pathway

Health and Safety Pathway

Changeworks Induction Badge

Pronouns Badge

Browse courses

Click here to view Changeworks' internal courses
Click here to view the generic course library
Click here to search courses

Learning Pathways

All | Pathway name | Search for a pathway.. | Expanded

Changeworks Data Protection Induction 100%

Data Protection Induction for all colleagues, refreshing annually.

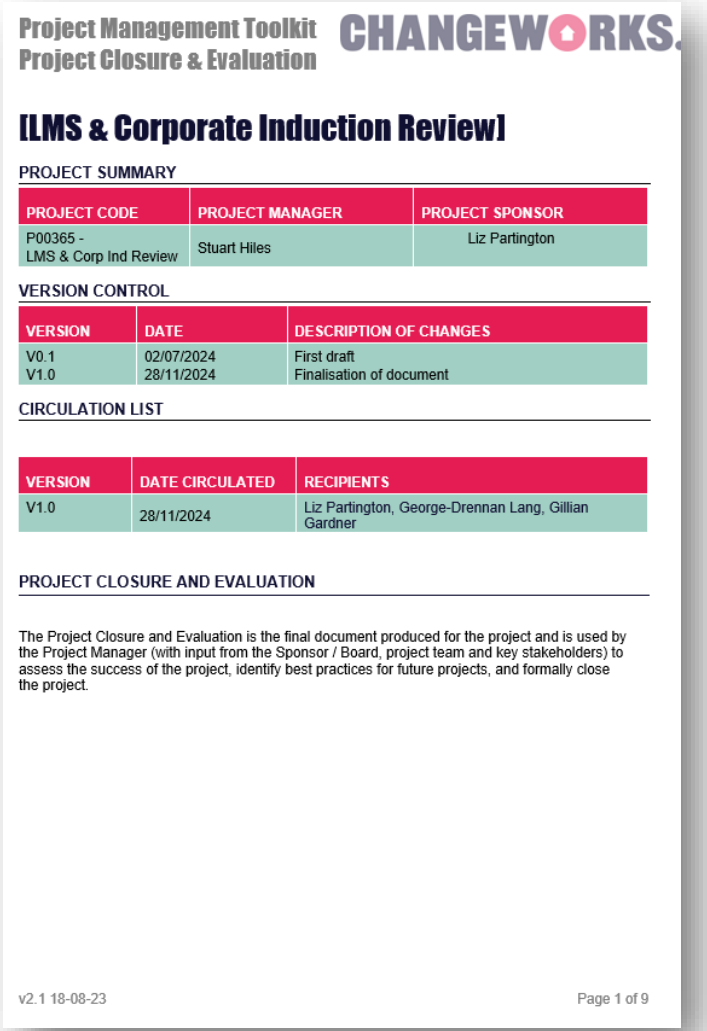
Complete in any order (1/1) | 20/06/2024 | Completed

CHANGEWORKS.

Results

Evaluating the impact and learning lessons

CHANGEWORKS.



Project Management Toolkit
Project Closure & Evaluation

CHANGEWORKS.

[LMS & Corporate Induction Review]

PROJECT SUMMARY

PROJECT CODE	PROJECT MANAGER	PROJECT SPONSOR
P00365 - LMS & Corp Ind Review	Stuart Hiles	Liz Partington

VERSION CONTROL

VERSION	DATE	DESCRIPTION OF CHANGES
V0.1	02/07/2024	First draft
V1.0	28/11/2024	Finalisation of document

CIRCULATION LIST

VERSION	DATE CIRCULATED	RECIPIENTS
V1.0	28/11/2024	Liz Partington, George-Drennan Lang, Gillian Gardner

PROJECT CLOSURE AND EVALUATION

The Project Closure and Evaluation is the final document produced for the project and is used by the Project Manager (with input from the Sponsor / Board, project team and key stakeholders) to assess the success of the project, identify best practices for future projects, and formally close the project.

The Impact

Circa 47 new starts since deployment:

- 100% completions – able to track live progress
- 70% of induction is now online, but retaining“ critical in-person contact
- Are able to evidence completion of mandatory *training, understanding of policies etc*
- ***The year-on-year induction savings alone cover the cost of the CLC contract***
- *50% reduction in delivery time / effort*
- *30% reduction in admin time through automation (est. £3k p/a savings)*
- ***How would rate the overall quality of the induction? = 4.6 / 5***

The induction was the most comprehensive I have ever experienced.

This is a great way to start within a company and being able to go through it at my own pace really helped. I also want to make a point of saying how amazed i am at the wellbeing team and their goals. It makes me feel confident to work here.

“Very good quality. It made learning easy and enjoyable.”

CHANGEWORKS.

Key Learnings

- Pay external contractors on milestone delivery – *not day rates!*
- Consult widely and tap into any existing working / steering / peer groups
- Everyone wants a piece - focus on and prioritise what matters
- Re-purpose what you can / don't re-invent the wheel (there is rarely time!)
- Don't assume generic content is suitable – check content & organisational fit & contextualise it when you use it (links to policies, guidance and other resources)
- Pilot and get feedback – be prepared to re-work stuff!
- Add value where you can (any quick wins?)

You have paid for it – so get the most out of the system & content!

CHANGEWORKS.

Next Steps

- Rollout generic CLC content and Clear Lessons videos
- Keep it up to date and continuously improve it!
- Deploy IT skills and Project Management content
- Reinforce through new L&D Policy
- Continue to deploy / devolve face-to-face feature and maximise opportunities to further streamline / reduce organisational admin
- Further evaluation of system / CLC contract value

Your route to low-carbon living.

shiles@changeworks.org.uk

CHANGEWORKS.