

YOUR LMS IS A WAREHOUSE.

WE BUILT THE SHOP FRONT.

Nicola Cunnington



Changing childhoods.
Changing lives.

About Barnardo's



over **7,000**
colleagues



18,000+ volunteers



669 services across the UK



600+ retail
shops



£345.6m annual income



359,392 children, young people
and families supported

**Who goes to their LMS
first when they have an issue?**

LMS - a warehouse, not a shop front

Great at: tracking, compliance and audit

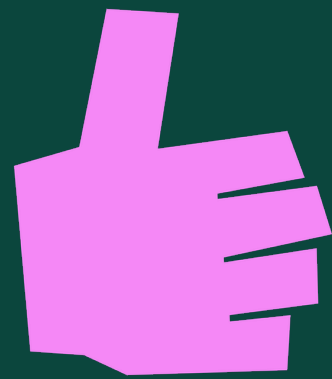
Our ambition:

- move beyond course-based approach
- digital content, mentoring and social learning
- link to org strategy and development needs



The Problem

Learning was hidden. Platforms couldn't easily house curated content.



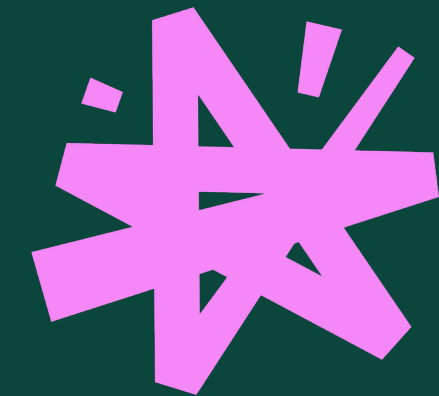
Why?

- scattered learning offer
- old PDFs, links and info
- “Where do I start/look?”
- No clear journey



Barriers?

- Belief: “Our LMS should do this”
- Assumption: “We need a whole rebuild”
- Concern: “Lack of budget/tech skills”
- Fear: “Leaders won't let us build this space”



Success?

- one front door
- LMS sits in context
- Increase in engagement
- “I know where to go”

Our shop front

- Six weeks from start to 'minimum loveable product'
- Loveable. Not perfect.
- Test, learn, iterate.

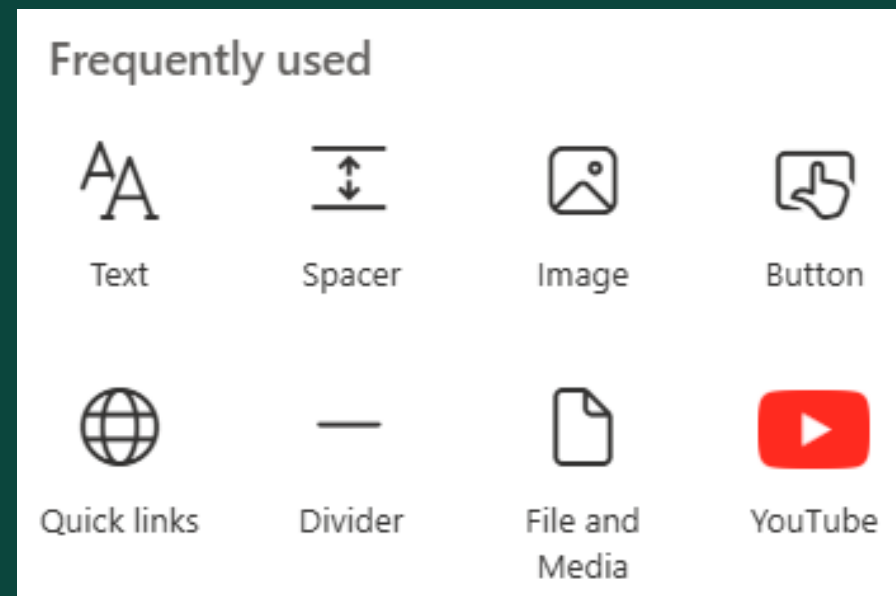


Confession time

I self-taught my way to SharePoint proficiency



No SharePoint Developer. Just me, tutorials and trial-and-error.



Learned: web parts, navigation, permissions and plenty of workarounds!



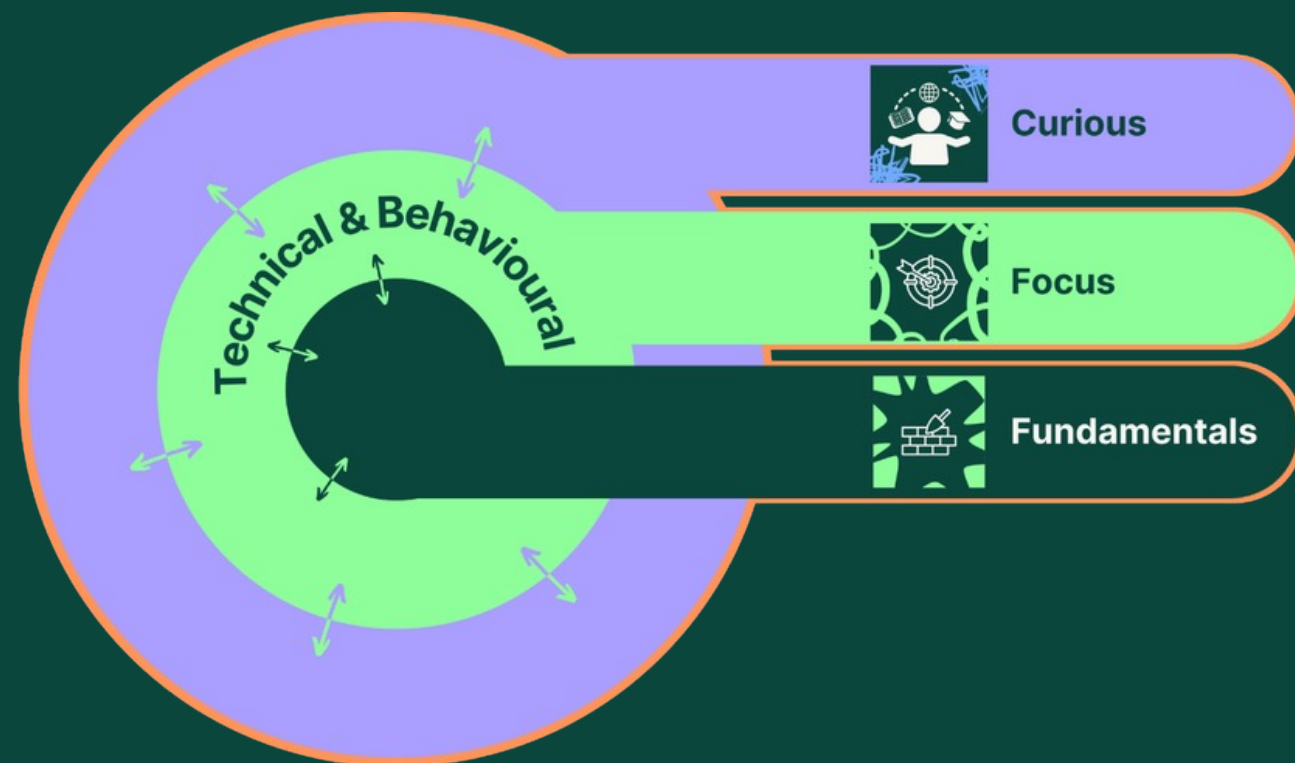
Canva was (and still is) my best friend.

Top Tip: Done and available always beats perfect and hypothetical.

Creating the right layout

Many paths, one destination.

Our learning approach gave us a structure to use:



Use headings for clarity and direct links

Tiles with live links

Banners

Clear layout

Embed videos

Fundamentals

This is your Fundamentals space, containing all the essential training you need to complete to create a foundation to grow and thrive at Barnardo's.

New starters

Your first steps in your career at Barnardo's!
All colleagues should complete [all six fundamental modules](#) within the first two weeks at Barnardo's.

- Equality, Diversity and Inclusion**
Exploring the importance of equality, diversity and inclusion, unconscious bias and its impact, our commitment to you and your responsibilities.
- Health & Safety**
Giving you the knowledge to ensure best practice and safety when working.
- Data Protection**
Key learning to understand data security, good record keeping and the relevant laws that govern the use of information.
- Safeguarding**
Understanding what we mean by safeguarding and protecting children, young people and vulnerable adults, being aware of your responsibilities and knowing your role in ensuring safe practice.
- Information Technology**
This course will tell you what you need to know to use Barnardo's IT systems safely and effectively.
- Trauma Informed**
An introduction to Barnardo's trauma informed approach, giving an understanding of the relevance of being trauma informed.

Introduction to Volunteering Children's Services

Introduction to volunteering at Barnardo's
So much of the important work we do wouldn't be possible without

Example: AI learning

Artificial Intelligence [AI]

Learning for all

Welcome to our dedicated learning space for AI at Bernardo's. This space is your starting point for understanding how we're introducing AI in a thoughtful, responsible, and inclusive way - beginning with Microsoft Copilot. Whether you're a new, occasional, or frequent user, you'll find tailored support through our three-step learning approach. Explore the benefits of Copilot, learn how to use AI responsibly, and hear from Matthew Green, our Director of Digital Data and Technology [DD&T], in the video below.

You'll also find links to AI live sessions and resources to help you build confidence and curiosity in using AI at Bernardo's.

Providing context

curated learning, bite-sized

Quick links to our AI pages

Copilot learning



Welcome to Copilot learning. Begin your journey by exploring practical ways to integrate Copilot into your work. You will find tailored resources that are divided into new, occasional and frequent users to meet all colleague needs. Select the pathway that best suits you and let your learning journey begin.

AI live sessions - bookings



Discover the power of Artificial Intelligence and how it can support the work we do across the charity. Our AI live sessions are webinars designed to help you understand AI and allow you to explore the AI tools that can support and enhance your work.

Book a slot on an upcoming session.

Copilot - share and learn



Discover how colleagues across the charity are using Copilot to spark ideas, streamline work, and solve real problems. This page brings together practical use cases and prompt examples from every corner of the organisation - designed to help you explore what's possible and get inspired to try Copilot in your own role.

Live sessions, discussions and support


Share and learn - sharing innovation across the charity

Welcome! An introduction to the AI learning space

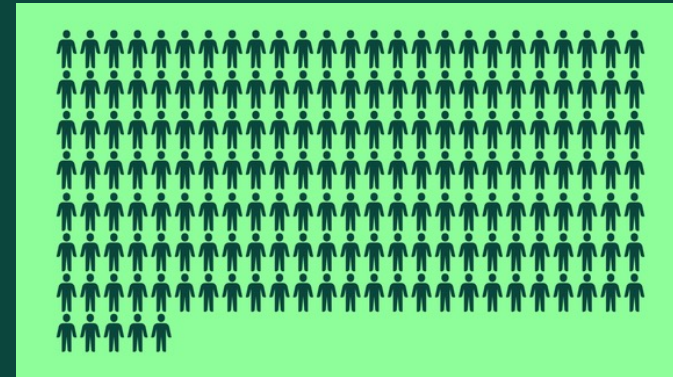
An introduction from Matthew Green, Director of Digital, Data and Technology welcoming you to the AI learning space and outline the Digital, Data and Technology plan for AI within Bernardo's.

AI learning space introduction - Matthew Green

Impact

39k 

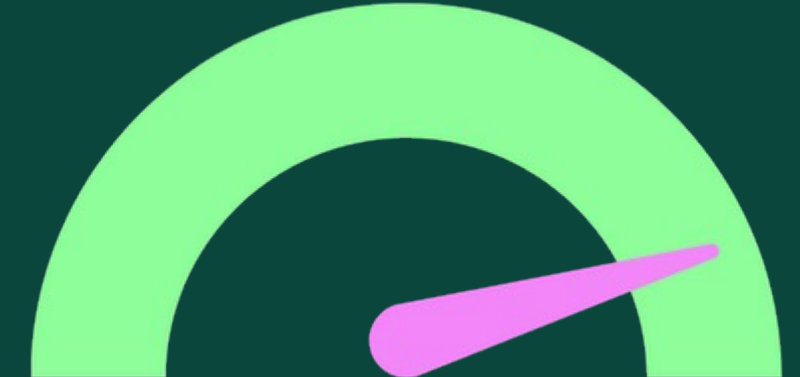
Visits to Fundamentals
essential learning



181 colleagues
on development programmes



over 500 women
on Upfront Bonds



Highest visit rate on Intranet
Over 7,000 L&D page visits per quarter

“it’s inclusive...variety of formats to suit different needs and preferences”

“I value that it goes beyond formal training...content that’s easy to access and always evolving”

Top tips



Play

Test out webparts, experiment and see what works best for you.



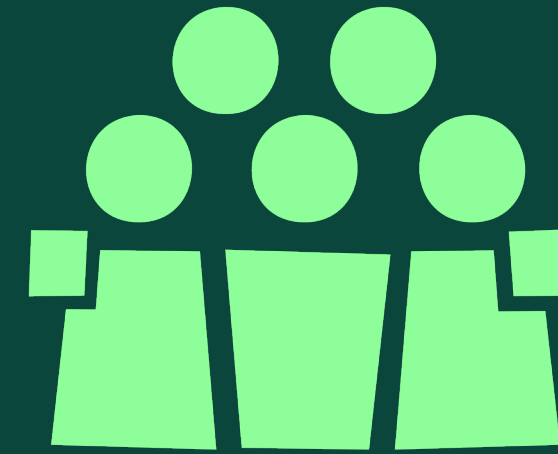
Canva

Canva offer a not-for-profit free pro-licence. Access Canva learning to help you get confident quick.



Brand

Upload brand kit (Canva, SharePoint main site pages). Create plain, brand-colour backgrounds.



Audience-led

Look at pain points and development gaps - these are the areas of biggest impact.



Marketing

This is just the beginning point. Talk about MLP, the space evolving, encourage feedback and regular check-ins.

Getting started

Your 30-day shop front challenge



TOMORROW

1. Outline structure
2. One audience
3. Map the 5 must-haves



NEXT WEEK

1. Build rough page
2. Add links (existing content)
3. Sense check (3 managers)



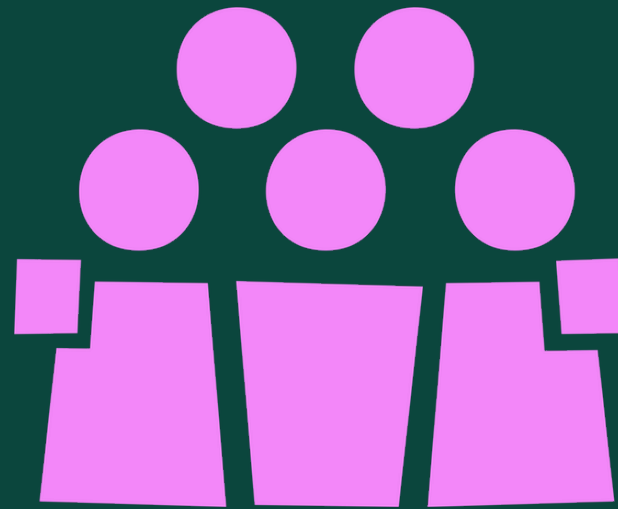
MONTH END

1. Launch your MLP page
2. Add feedback form
3. Track clicks, engagement

You have your warehouse. Build your shop front.

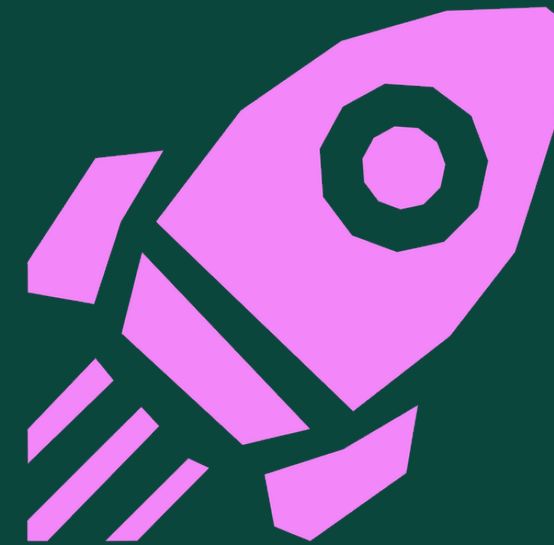
Your LMS is already doing its job.

Give colleagues



greater visibility on
learning available.

Give yourself



a vehicle for more flexible
learning opportunities.

Scoping new pages

Working with SMEs

Using your brand

The structure used

Using Canva

Learn from our experience

Challenges

ASK ME ANYTHING

Behavioural Toolkits

Connect with me

Building subsites

Getting buy-in



Biggest wins

on LinkedIn

Starting tomorrow...**TODAY!**



1. Pick one 'doorway' you want to create (e.g. new starters, managers, volunteers).
2. Map the 5 must-have resources learners need in that journey.
3. Write a one-sentence vision: "Our learning shop front will help X do Y."

Discuss on your tables - what's similar? What's different? Which ideas can you share?