



Central Government Department Discovery

Digital learning to support knowledge of the Public Sector Equality Duty (PSED)

What they wanted to achieve

The department wanted to improve staff awareness of PSED and its application in the day-to-day work of their 96,000 employees. Supporting all job roles and grades, this foundational training programme helped drive the right customer and colleague experience.

The department wanted to ensure that all staff had a clear and unambiguous understanding of their responsibility to create a more inclusive culture. This included how to respond when observing behaviour which wasn't in line with organisational values.

Key Principles for the Solution

Human centred learning design – the emotive topic required a deep understanding of the learners and their drivers, alongside effective ways of delivering clear and meaningful messages on behaviour.

Catalyst for change – learners undertaking this training needed to find it engaging and relevant, so the examples and media used had to make an immediate impact.

Driven by behaviour – to work within the department the solution needed to be flexible and offer a variety of ways for learners to engage. So, as well as the e-learning module, we recommended a range of digital resources to support.

How we helped them

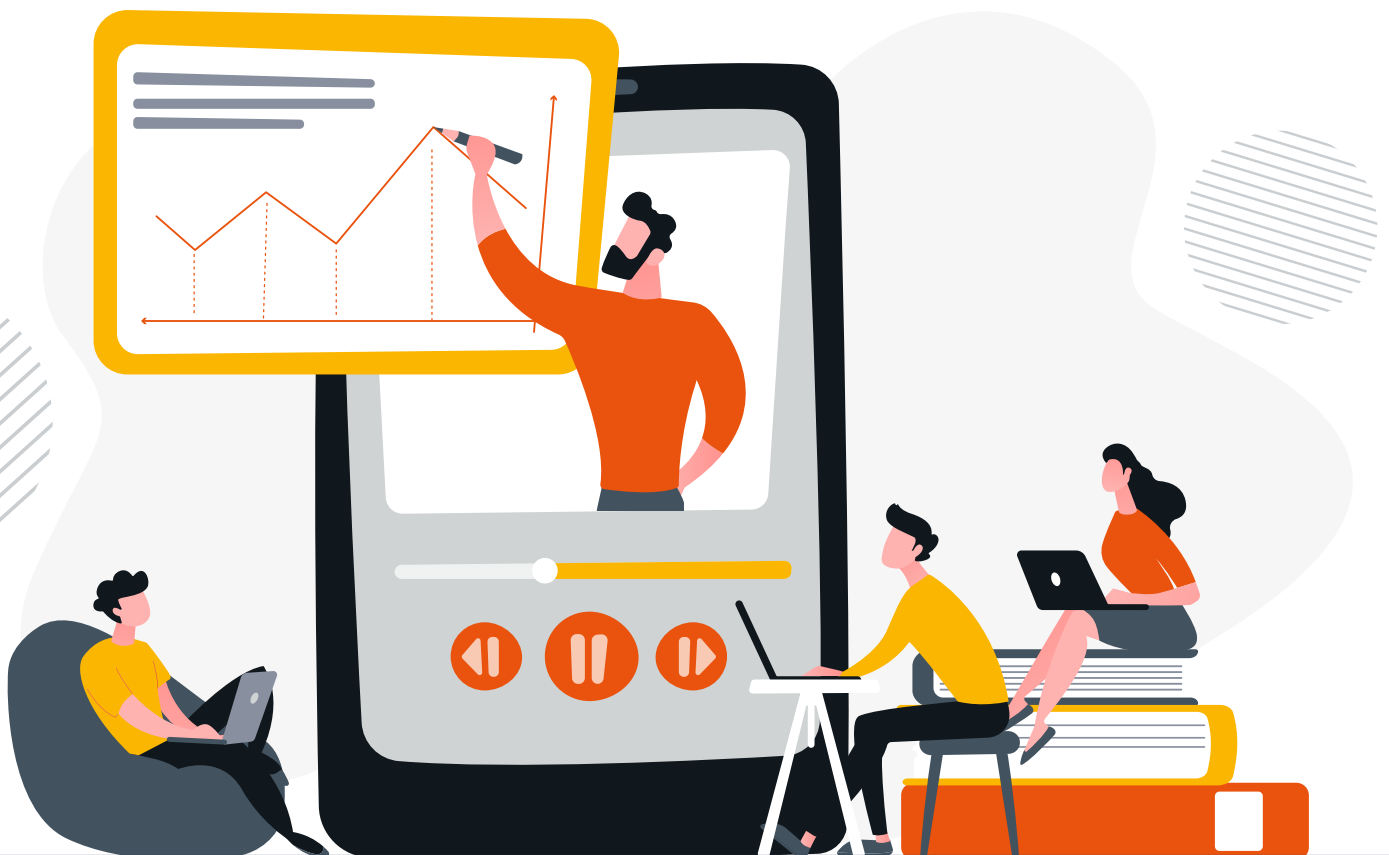
Our discovery phase goes through the process of understanding our customers and training needs. This can be in the form of focus groups, meetings, workshops and extensive research.

Through this comprehensive discovery phase, we were able to clearly define the desired outcomes and design a learner-centric solution that tailored the learning to be relevant to a wide variety of staff. We used a range of multimedia resources to create a self-directed learning journey: to bring the learning alive and help learners to apply their knowledge.

We went through a pilot stage to test videos and vignettes, based on real life case studies. The short videos were

designed using live action, talking head/ interview style that positioned the learner to consider the perspective and viewpoints of others, allowing them to consider the impact their words and actions had on others. These videos also help them understand what to do differently in the future, which brings a real human element to the learning.

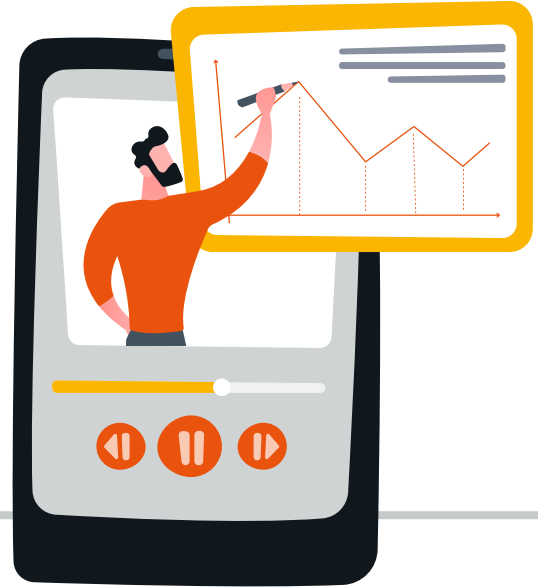
We also designed digital, guided learning packs to help learners to access the right learning at the right time. These also include materials for a virtual lived experience course.



Designing lived experience training using digital solutions



96,000 employees



Digital, Guided Learner Packs



Designing a Learner-centric Solution

About Us

At Virtual College, our purpose is simple, to change the shape of workplace training. All our training resources are built with one objective: to put your learners first. This not only means designing engaging and interactive courses, it also means providing the highest-quality information at all times.



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