



# E-Learning for Software Training Case Study

The IM&T team at University Hospitals Leicester (UHL) is responsible for keeping the key systems at 3 hospitals functioning. Each year they introduce a range of new and updated software designed to speed up and improve clinical practices throughout the Trust.

Training up to 14,000 users on these new pieces of software is no easy task. A dedicated IT Training team exists, running a wide range of IT courses from ECDL exams to bespoke tutorials. But it was becoming obvious that as the frequency of software releases increased, the chances for appropriate face-to-face training were diminishing.

As such UHL decided to undertake a range of bespoke E-Learning courses, developed in conjunction with HT2, to help bring the workforce up to speed.

TrackIT is typical of the problems which UHL faced: a bespoke piece of software, fundamental to the running of the hospital. Over 3000 key users were highlighted as those who were in need of immediate training before the system could “go live”.

Working alongside an in-house subject matter expert, HT2 developed a suitable course of E-Learning, 6 modules in length, which would introduce the software and test users on their learning. HT2 captured a huge range of screens and scenarios for the course by utilising Adobe’s Captivate software; a package which the IT Training Team were themselves familiar with.

Taking this raw content and creating a polished piece of E-Learning, which included developing in-depth “case study” assessments in Adobe Flash, took a little less than a month. This included the time taken to pass through the rigorous quality standards that UHL demands of all its training initiatives.

## About HT2

HT2 develops bespoke E-learning content and Community of Practice websites that enable our customers to deliver effective solutions to organisational development challenges.

HT2’s E-Learning content is high quality, high value in nature; providing a perfect balance of pedagogical rigour and cutting edge design at realistic prices.

HT2’s websites are designed to create communities of practice, both inside and outside of the organisation. Our custom framework, KnowledgePortal, allows us to create personalised, bespoke websites to build our communities rapidly and effectively.

Visit: <http://www.ht2.org>

Email: [hello@ht2.org](mailto:hello@ht2.org)

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*“We work with HT2 because they understand the needs of our business and from proven experience are able to provide a professional and efficient service that meets our needs.”*

Heath Hopewell,  
IM&T Project Manager

HT2 Operations Director, Ben Betts, commented that “having worked closely with UHL on a number of projects we have developed into a great working team. To launch a major piece of training for thousands of workers in around a month is a fantastic achievement.”

Heath Hopewell, IM&T Project Manager at UHL, says that the switch to E-learning makes sense for the Trust, especially for the TrackIT project. “Classroom training would have required significant resources. We’ve 3,000 users to train over a 6 week period and we had been looking at running a couple of 2 hour sessions for each cohort of trainees. This becomes very expensive in terms of the time for staff to be away from their work and the resources to man the training.”

“We work with HT2 because they understand the needs of our business and from proven experience are able to provide a professional and efficient service that meets our needs” said Hopewell.

He believes that E-Learning is a good solution for UHL now, and in the future. “Using E-Learning will save us money for the initial conversion from the old system to the new application and will also save money in the long term for new employees who need to be trained.”

The E-Learning course works seamlessly alongside HT2’s CoursePortal LMS, which was first installed at UHL two years ago.

Users who successfully complete the TrackIT E-Learning course are automatically given user rights to access the program, thanks to the tight integration between CoursePortal and the local ActiveDirectory system.

For more information on using E-Learning for Software Training, please visit the HT2 website: <http://www.ht2.org>.

