

CASE STUDY

Harrogate Borough Council

Harrogate Borough Council and Keystrokes establish a successful partnership to implement the Council's European Computer Driving Licence (ECDL) blended learning programme.

Background:

Driven by the required outcomes of the e-government agenda and the need for staff to work towards a recognised level of attainment for their IT skills, Harrogate Borough Council decided to pilot ECDL Start. The Start certificate is awarded for completion of four out of the seven standard ECDL modules. The Council selected the four modules which were the most important for their staff. Due to the success of the pilot, in 2007 Harrogate decided to roll out ECDL Start to administrative staff throughout the Council.

“Start-up sessions really motivate learners to begin their first module”

Solution:

The Council chose Keystrokes to develop a blended learning programme using a combination of supported online learning and classroom sessions. Keystrokes manage the rolling programme for the Council, and work closely with Harrogate IT training staff to provide a flexible blend of resources. These resources include:

- Start Up sessions
- Pre-test workshops
- Regular online testing sessions

The Council have aligned their internal IT training courses to ECDL to support the programme, and provide mentor support for the learners.

“Learners commit to 2 hours study time each week with the support of their managers”

Benefits:

- Partnership working enables the Council to make best use of its internal resources.
- Improved ICT skills mean that employees are more effective in their jobs.
- Flexible e-learning ensures no time is wasted on skills people already have and increases the efficiency of the training programme.

“Supported self study allows individuals to take responsibility for their own learning”

By working together successfully Harrogate Borough Council and Keystrokes have created a learning programme which provides best value for the Council and a supportive environment in which learners can fulfil their potential.