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Implementation Plan - Generic

­Implementation Plan

Learning Nexus will consult with *(Company Name)* and provide support, advice and guidance to ensure a successful and smooth transition of the Learning Nexus Learning Management System into your organisation. *Learning Nexus will work closely with your organisation to introduce the identified staff to the ‘Freeshare Community’ (if applicable). We will assist in identifying courses from the e-catalogue which can be adapted and customised for your own use (if applicable), in line with the Freeshare terms and conditions.* ***Delete if not applicable.***

Comprehensive learning and development support will be provided to the identified staff in the use of the Learning Nexus LMS administration roles and the authoring tool, Coursebuilder. Continuing implementation and training support will be provided throughout the period of this contract through both online and face to face communications.

The Implementation plan will look at a number of areas for consideration, preparation and communication:

* **Key Roles**

It is essential that you establish who, in your organisation will perform the roles required to run and maintain your e-learning delivery. The roles to be performed are:

System Administrator – Ideally this would be L&D Advisers, L&D Assistants, ICT System Support Officers, H&S, HR and Equal Opportunities Advisers.

Group Manager– These would be middle managers who are responsible for teams and conduct staff appraisals/personal development reviews, with a responsibility for approving training needs.

E-Learning Leader – These could be nominated staff in each department of the organisation who can provide guidance and support to users when logging on and navigating the LMS.

E-Learning Champion – These will be learners who have demonstrated good use of the LMS and can promote its use throughout the organisation.

Coursebuilder Users /Freeshare Community Member **(amend as required)** – These staff will be adapting existing courses and creating new courses to be shared within the Freeshare community. Therefore ideally they should have some learning and development background.

* **Key Dates**

Once the key roles have been identified, key dates need to be agreed:

* System launch date.
* Communication and Marketing launch date
* Site administration training date for LMS system and site administrators.
* Training date for Group Managers and e-Learning Leaders.
* Coursebuilder authoring tool training date for those identified to create and edit courses.
* Post implementation review dates.
* **Supporting Documents**

You will need to consider producing some or all of the below documents to support the launch of the LMS to your organisation:

* An e-learning policy and/or e-learning strategy document.
* An e-learning induction guide for users which will explain what they are required to do.
* A protected learning time policy.
* **Communication and Marketing Action Plan**

A structured communication plan is crucial in order to gain the confidence and participation of all staff across the organisation. These are suggestions to include in your communication action plan:

* Initial launch communication to include:
	+ How users will access the site.
	+ How users will register to use the site.
	+ Which courses users are expected to complete and by when.
* Staff newsletter/circulation

This will explain what the LMS is and why it has been introduced. It will need to cover:

* How it will help meet the organisational objectives and what benefits it will provide both to them and the organisation.
* Explain the registration process and completion of courses, whether it is mandatory and if so, where this direction has come from.
* Who to contact if they need help
* How it links to their staff appraisal.
* Briefing note for managers.

It is essential to get the buy in from the managers within your organisation for a successful implementation. They will need to be informed regarding:

* The mandatory courses that their staff/team should be completing with any deadline dates.
* The consequences, should a member of their team fail to register and complete courses as required.
* The reports available to them as managers to monitor user activities.
* How the completion of courses will reflect in the staff appraisals.
* How they can use the LMS to address any training needs of their staff in areas where there are courses to assist.
* Consider a link to the LMS from the front page of the organisation’s intranet.
* Produce marketing materials such as:
	+ Posters, flyers, newsletters, intranet pages.
	+ Screen savers to promote the LMS or particular courses.
	+ Consider awards for users in the first month or a prize draw for those who log on during a specified period.
	+ Consider monthly award/prize draw for the first 5 months with announcements in newsletters of winners.
	+ Regular screen saver messages to promote the LMS or a specific course.
	+ Regular league table report comparing usage between departments.

Learning Nexus can provide sample posters and flyers which can be edited and may assist with any marketing campaign.

* **Freeshare Community (Delete this section if not applicable)**

Under this contract, Learning Nexus will assist with your implementation into the Freeshare community by working with the organisation to identify courses from the catalogue that can be rebranded and edited to make them fit for purpose for the organisation. Full training and support will be provided to support staff in the use of the coursebuilder authoring tool to create, edit, publish and share courses. There are a number of benefits to becoming a member of the Freeshare Community including:

* Access to e-learning courses from the public and not-for-profit sectors throughout the UK
* Continuous addition of new courses to the Freeshare e-catalogue
* Collaboration between Freeshare members on course development
* Reduction in costs for training materials and of time spent on developing e-learning courses
* Unrestricted number of internal users for Freeshare courses
* Participation in an online Freeshare community
* Access to a cloud-based authoring tool (Nimbus Course Builder & Editor)
* Unlimited online instruction in the use of the authoring tool
* The authoring tool is used to edit all Freeshare courses and to create new courses
* The authoring tool is used nationally by all Freeshare members thereby removing compatibility issues in course development
* Freeshare courses are ‘LMS neutral’ and operate on SCORM compliant Learning Management Systems
* The Membership fee is fixed and covers access to the authoring tool, online instruction on using the tool, and access to all current and future courses in the Freeshare e-catalogue

Learning Nexus has a comprehensive and wide range of topics in their core range of courses across six categories:

* Ethics in Business
* Health and Safety
* Personal Safety
* Social Care and Health
* Workplace Legislation
* Workplace Skills

The Freeshare catalogue **(available for public and not for profit organisations)** is growing all the time and currently holds a variety of courses including:

* A guide to Performance, Development and Review.
* E-Induction.
* Introduction to Housing.
* Adult Protection.
* Caring for Carers.
* Community Engagement.
* Gender Based Violence.
* Information Governance.

and many more.

* **Training Plan**

The Learning Nexus Implementation and Training Manager will provide:

* Onsite training for the staff identified to perform the key roles within the LMS. This will include administration of user accounts and how to use the reporting tools. **(NB: This will be dependent on the terms agreed within your contract).**
* Onsite training for the staff identified to use the Learning Nexus authoring tool to allow course content to be created and amended. **(NB: This will be dependent on the terms agreed within your contract).**
* The benefits of the Freeshare community and how to access the e-catalogue of courses available to the public sector and not for profit sectors. The training will include how these courses can be downloaded and customised to fit your organisational requirements, and how you can create your own courses and share them with other public sector organisations. The identified staff will be shown how to create and build SCORM courses that can be intuitive and interactive with the use of video, audio, images, animation, They will learn how to add assessments and learning resources such as, videos, pdfs and policy and standard operating procedure documents. **(NB: This will be dependent on the terms agreed within your contract).**
* Access to online user guides.
* On line support for post implementation training. This will include ‘how to’ guides, videos, live and recorded webinars.
* Access to the Learning Nexus technical help desk.
* Regular Webinars for ongoing training requirements.

**Amend as necessary**

Learning Nexus will provide full online support which can be accessed at any time. This will include support for:

* Technical issues through the submission of an online ticket, direct to the Learning Nexus helpdesk.
* Implementation support and guidance
* Knowledge base - Frequently Asked Questions (FAQs)
* LN Academy which will provide access to live and recorded webinars, user guides, videos and best practice advice.