

# WHEATLEY GROUP USES AUDIENCES TO MANAGE THE LEARNING NEEDS OF MULTIPLE EMPLOYEE GROUPS



Wheatley is Scotland's leading housing, care and property-management group.

The Group, which operates in 17 different local authority areas and serves 250,000 people, has gained national and international recognition for providing excellent services and quality, affordable homes.

## The Challenge

Wheatley is a leading employer in Scotland and has 2,700 staff working in housing, care, environmental services and in a range of business functions.

The organisation knows the power of having an engaged team and is committed to supporting its staff to go the extra mile for customers and communities.

Everyone who works at Wheatley Group is encouraged to reach their full potential and to access professional training and development. The Academy – a network of learning centres across Wheatley's areas of operation – supports this.

Wheatley needed a partner to help provide a modern online portal where staff could access a wide range of learning. Wheatley was looking for:

- an intuitive system and reliable support during and after implementation
- a portal designed to exact requirements and brand guidelines
- quick and effective deployment
- support for staff using the system with on-site coaching and training.

## Solution

Wheatley chose Totara Partner Learning Pool after a rigorous selection process.

Learning Pool's version of Totara Learn was one of the major attractions. Wheatley is a fast moving and dynamic organisation and this offered a solution that would help them keep developing new learning opportunities as the company developed and diversified.

Wheatley also liked the online content tool – Adapt Builder. It meant they could edit or create content that was easy to use, engaging and fully mobile responsive.

To cater for diverse content needs, Wheatley selected one of Learning Pool's off-the-shelf catalogues, Foundation Skills. Offering a broad range of soft skills to help improve staff confidence, skills and knowledge, these modules focused on the core skills needed to be successful in the modern workplace.

Out of the box topics included: Performance management; Leading and Managing Change and Transition; Meeting Skills and Personal Safety. All the content was written by industry experts, but is fully editable. This gave Wheatley the assurance the learning was good quality but with the flexibility to edit where they needed to.



Wheatley liked Learning Pool's Audience Management tool. This allowed them to create groups of staff with similar roles and then push relevant learning opportunities to that group. This included the roll-out of online training to support the new GDPR laws. Learning Pool was able to create a platform in only a few weeks to allow 2,700 staff to take this vital training while the main platform was being designed.

All of this was supported by Learning Pool's team.

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