

2014 NPS Group embarked on a new approach to talent development with the roduction of their designated Talent Team who have used Totara Learn to offer rners an effective induction and supporting them in achieving their potential.

The companies within NPS Group are wholly owned by the public sector, with partner authorities enjoying a share in the companies' success. The company offers local deliv supported by national capability, with client services managed and delivered from our network of offices.

ew approach to Talent Development

With a focus upon driving innovation in learning and development, NPS set themselves a goal of transforming their traditional learning and development approach into one which enabled their employees to take control of their own development.

The new system allowed users to access learning when and how they need it, sharing knowledge and learning with colleagues across the organisation. They also introduced a blended approach to learning that had not previously been in place.

NPS knew their L&D goals could not be achieved without the right technology – which is where Learning Pool came in.

As one of the leading LMS providers in the UK, NPS knew that Learning Pool could give them the functionality they needed to support them in their transformation goal. NPS needed a system that could support their entire development process: from inducting new employees: into the organisation and enabling them to communicate and share knowledge with other professionals across the Group, to providing them with just in time access to elearning to support their development needs and introducing a blended approach to learning.

Learning Pool's LMS also came with the added bonus of having an integrated online appraisal which was a major selling point, and exactly what NPS needed. Before implementing the Learning Pool LMS they had a HR Management Information System wit some learning and development functionality, but it was geared more around the storing of information, than the user experience and accessible learning



With Learning Pool's help, NPS implemented their Learning Hive, a one stop shop fole learning and development that can be accessed by people across the organisation. fully accessible on all devices and people can access from office, home and on the r

NPS have already significantly improved their appraisal process, achieving 100% completion for the first time, with very positive user feedback and the ability to puil off a range of reports to support with succession planning, identifying training needs, and gauging the performance of their people against NPS competencies. Line managers have for the first time had access to reports on their employees, giving them ownership of the development process, with the Talent Team acting as enablers.

The team at NPS have already launched one professional forum, and are about to la their second, which enables groups of professionals to share learning, information, a ideas with each other no matter what their location.

They are currently revamping their induction process, and Learning Hive is enabling wh was a bureaucratic tick box exercise to be transformed into a slick online process which can be tailored to individual job roles.

- 94% either agree or strongly agree that the appraisal system was easy to use
 75% found it faster or considerably faster than the previous system
 87% found the e-learning modules helpful in preparing for their appraisal
 93% feel confident using Learning Hive for appraisals going forward

- Sew recture or considerably faster than the previous system
 88% found it faster or considerably faster than the previous system
 88% found the e-learning modules helpful in preparing for the appraisal
 93% feel confident using Learning Hive for appraisals going forward

Future Plans

There has been interest in the development of e-learning modules from across th organisation, and NPS will be moving their entire training booking process to Lear Hive, taking them closer to their goal of a one stop shop for all things learning and

"Learning Pool's fantastic support in getting us up and running allowed us to meet our tight implementation timescales. We needed to have our online appraisal system up and running within 10 weeks of signing on the dotted lir and all of this was made achievable through Learning Pool's responsiveness and flexibility." – Laura Humphrys, Talent Planning and Development Manager, NPS Group

WNITED KINGDOM SECTOR
BUSINESS SERVICES LARGE ENTERPRISE





