



CASE STUDY

NPS Group

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.



Challenge

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 e-learning 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 with some learning and development functionality, but it was geared more around the storing of information, than the user experience and accessible learning.



Solution

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

The Learning Pool style Totara Learn has given NPS confidence in the fact that their learning and development transformation goals will be achieved – they're already well on their way!

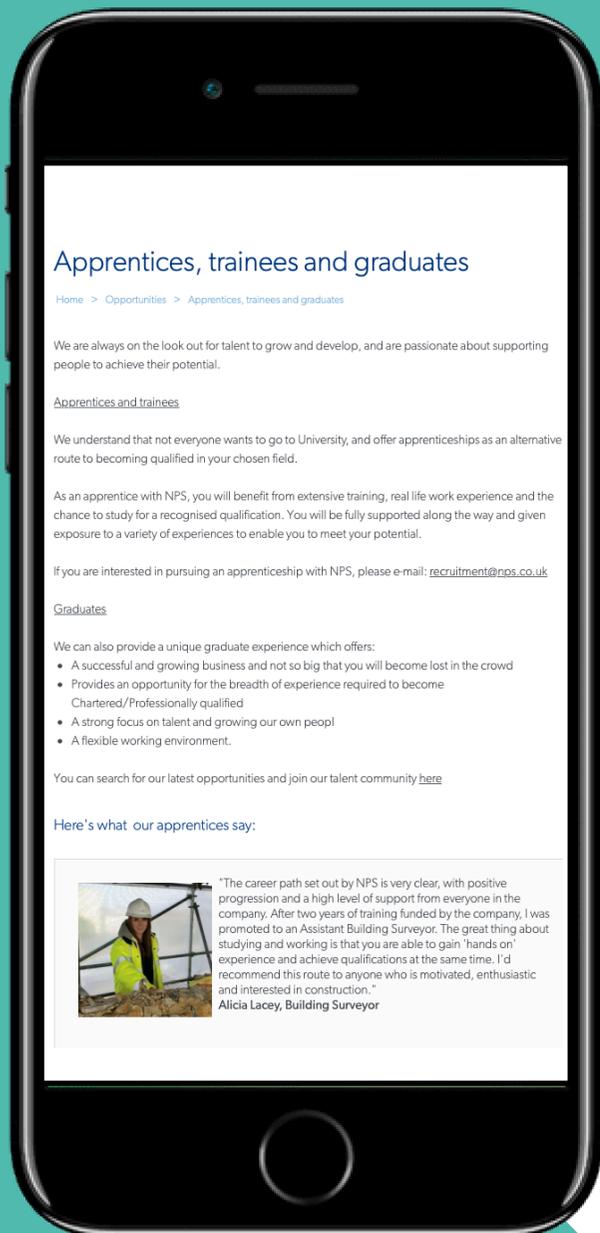
NPS have already significantly improved their appraisal process, achieving 100% completion for the first time, with very positive user feedback and the ability to pull off a range of reports to support with succession planning, identifying training needs, and gauging the performance of their people against 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.

Positive Results

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

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





Learning Hive Appraisal Outcomes

NPS had a completion rate of 82% by the appraisal deadline compared to 64% in the previous year, a significant improvement. The completion rate now sits at 100%, something that had never happened previously.

They've gathered feedback from both line managers and employees with the below outcomes:

Employees

- 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

Line Managers

- 94% either agree or strongly agree that the appraisal system was easy to use
- 92% felt the online appraisal system enabled them to focus on the performance discussion
- 88% found it faster or considerably faster than the previous system
- 86% found the e-learning modules helpful in preparing for the appraisal
- 93% feel confident using Learning Hive for appraisals going forward



Future Results

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



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 line and all of this was made achievable through Learning Pool's responsiveness and flexibility.

Laura Humphrys,
Talented Planning & Development Manager,
NPS Group





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