



Case Study

Moodle Workplace creates accessible courses for **60,000 NHS healthcare workers and volunteers** to aid in the fight against Covid-19.

The University Hospitals Birmingham Foundation Trust (UHB) is one of the largest teaching hospital trusts in England, serving a regional, national and international population.

The Trust sees and treats more than 2.2 million people every year across their sites and their hospitals deliver more babies than anywhere else in Europe.

Considering the impact of Covid-19 across the world, UHB made the decision and commitment to invest in further development for their staff for the best interests of their health and well-being.

After undergoing consultations with Certified Premium Moodle Partner Synergy Learning, Moodle Workplace was implemented across the organisation as the online learning platform to support the induction and course delivery for up to 60, 000 healthcare workers and volunteers.

Challenge

The University Hospitals Birmingham Foundation Trust required urgent support to meet the demand of the rapidly increasing number of cases of Covid-19 across its hospitals. They required an experienced Moodle Partner to build its online learning platform, to design it to offer accessible courses to NHS staff so they can upskill and learn more about COVID-19 alongside general medical practice and procedures. The platform needed to be accessed by doctors, registered nurses, allied health professionals, healthcare support workers, facilities staff and administration staff and members of the general public who have volunteered in a caring role.

Working with the institution since 2010, Certified Premium Moodle Partner Synergy Learning developed and supported the delivery of UHB's online, blended and face-to-face training programs.

Solution

With Synergy Learning's experience across the government and public sector, they understood the economic challenges UHB would encounter. UHB needed to account for all expenses, and ensure that what was spent had the required impact of improvement and return on value. Due to the size and reliability of the system, Moodle Workplace proved to be the solution as the core delivery of the project.

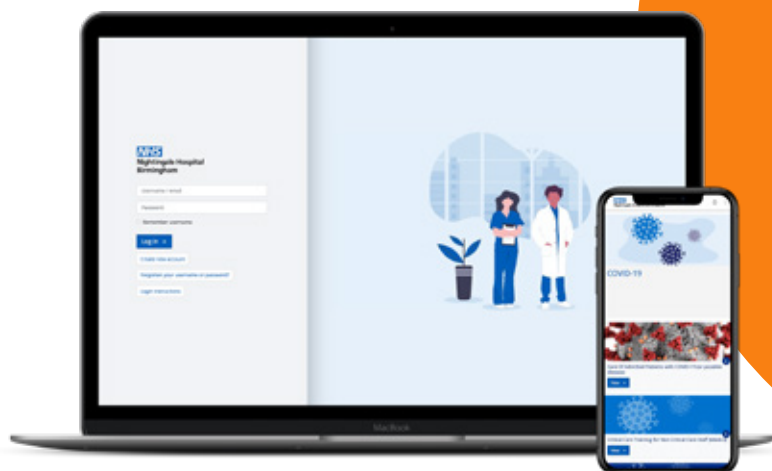
Through implementation of Moodle Workplace, key functionalities were able to be achieved.

ENHANCED DESIGN AND LAYOUT

Moodle Workplace features major enhancements to Moodle's core product and course layout. As a MOOC, Synergy Learning looked carefully at the overall user journey and experience, and customised each page to make it as easy and simple as possible. This applied to the home page, login page, self-registration, personalised dashboard and course layout.

PROGRAMS

Existing courses were migrated over and together with UHB, Synergy Learning structured a set of programs that would include the relevant courses for each of the five user types. This meant, after registering their account, they were presented with a program of courses upon login. For some user types, courses were mandatory and others had open access. With a range of courses available to access openly, it was essential to present the right courses, in the recommended sequence to all users.



“We would like to thank Synergy Learning for turning this project around so quickly. UHB is one of the largest teaching hospital trusts in England and we are at the forefront in the fight against COVID-19, along with our colleagues across the rest of the UK. We are very proud to be launching this platform in the West Midlands and hope it helps alleviate some of the worries I know many colleagues have.”
- Tracey Starkey-Moore, Deputy Director of Education from UHB

CERTIFICATES

By creating a certificate and associating it with the completion of a program using dynamic rules, the site can automatically deliver a unique certificate to each user as evidence of their learning or share as part of their development. No manual checks or issuing of certificates, all requirements were automated through Moodle Workplace.

DYNAMIC RULES

With a large amount of users accessing the site, and more important areas to focus on than administration of a site, grouping users together by creating sets of triggers and actions was a crucial part of this project. Enabling self-registration and asking users to select from a range of options, Moodle Workplace is able to automatically assign users to the relevant courses they need to access.

REPORTING

Where courses are mandatory to complete and insight is required with large volumes of users, to understand what has been done or is still required, the report builder has been a key feature to help report on the completion status of programs and courses across the site, with search tools and filters available to refine the data.



Over 2,000 registered in the first 5 days of the platform going live with high engagement and course completions numbers.



Results

Due to the urgent necessity for this project, the team at Synergy Learning worked around-the-clock with UHB to build and test a Moodle Workplace platform with over 60 courses, consisting of staff inductions and essential training for up to 60,000 of staff and volunteers working there.

Providing bespoke development and UX design, Synergy Learning enabled:

- A refined self-registration process, making it quick and easy for users to create an account and be assigned to their suggested learning
- Automation of administrative features ensured that key members of the training team were available to support the face-to-face aspect of the training

Within a day of launching the site, the first 500 staff members and volunteers were able to login and prepare for deployment to this new hospital.

About Synergy Learning

Synergy Learning are a leading authorised Certified Premium Moodle Partner, with 20 years experience creating solutions for online learning. They provide services that wrap around open source technologies, Moodle, globally leading learning management systems and eportfolio software.

If you have any questions about the LMS deployment or if Synergy Learning can aid your organisation in delivering essential learning or training, contact their team who will be happy to help.



Visit [synergy-learning.com](https://www.synergy-learning.com) or [moodle.com](https://www.moodle.com) for more information

