



Case Study

ACCIPIO's Moodle learning ecosystem empowers leadership & management in UK Police workforce

Built on Moodle, the “Leadership Learning” platform is the backbone of the first and most comprehensive leadership and management development ecosystem across Policing in the UK, and has delivered behavioural change for almost 90% of attendees.

Developed by Certified Moodle Partner ACCIPIO and the College of Policing, the ecosystem gives up to 200,000 officers and staff of the police service access to a learning platform and App which include a suite of over 100 eLearning modules, workshops and webinars, 360 diagnostic tools and internationally recognised leadership and management qualifications.

The College of Policing

The College of Policing (College) is the professional body for all officers and staff who work for the police service in England and Wales. The College's mission is to provide those working in policing with the skills and knowledge necessary to prevent crime, protect the public and secure public trust.

Transforming leadership in the Police workforce

To face current and future challenges and ensure effective crime prevention and public protection, the College identified a need to change the way the police workforce was equipped with leadership and management skills and knowledge.

It was identified that the solution must deliver cultural reform, reduce inconsistent approaches across forces and duplication of efforts and costs, as well as give under-represented groups access to opportunities to improve diversity.

Certified Moodle Partner ACCIPIO worked extensively with the College to understand the project's goals and was engaged to research, design, plan and deliver the leadership and management learning ecosystem. ACCIPIO created a series of toolkits, eLearning modules and leadership webinars, all contextualised for policing. They also designed the backbone of the new learning ecosystem: a world-class branded Moodle learning platform.

"The fact that Moodle is open source also enabled us to benefit from community innovations and reduce the cost per user as the platform seeks to service over 200,000 people working in policing. These requirements made us choose Moodle as a cost effective open-source platform trusted by over 100 million users worldwide." - said Sascha Benson-Cooper - CEO & Founder at ACCIPIO.

24/7 access to resources


The College's Moodle platform, "Leadership Learning", is a central point of access to materials and resources, as well as a quick reference in time of need. The platform has its own mobile app, which, installed on the workforce's mobile devices, supports offline learning and enables staff to view the training content anywhere.

Self-directed study and learning pathways to empower the police workforce

"Leadership Learning" allows staff to self-register for courses, as well as sign up for workshops and webinars of their choice. By setting up different learning plans for each of their roles, the College facilitates learning personalisation and adaptive delivery. Plus, learners can also like and bookmark content, and a new content-curation tool pulls new content that's relevant to them.

Assessment of areas of strength, improvement for areas of weakness

The new Moodle platform developed by ACCIPIO has a series of competency-based quizzes and assignments, based on the Police's Competency and values framework (CVF), to objectively measure the areas of strength and weakness with a bespoke diagnostic tool. Then, the content-curation tool also pulls in recommended content based on the response to diagnostic.



"Moodle was our technology of choice because it had numerous key features and functionality that we needed, and at the same time is highly customisable, which allowed us to innovate and build bespoke plugins specific to the College's needs" said Sascha Benson-Cooper - CEO & Founder at ACCIPIO.



Incentives and tools that foster engagement

ACCIPIO leveraged Moodle's means of recognition and certification - badges, certificates and qualifications - to celebrate learners' accomplishments, as well as motivate more engagement. A gamification strategy was developed using status rankings and CPD points that can be redeemed, as an incentive for the workforce to continue their training.

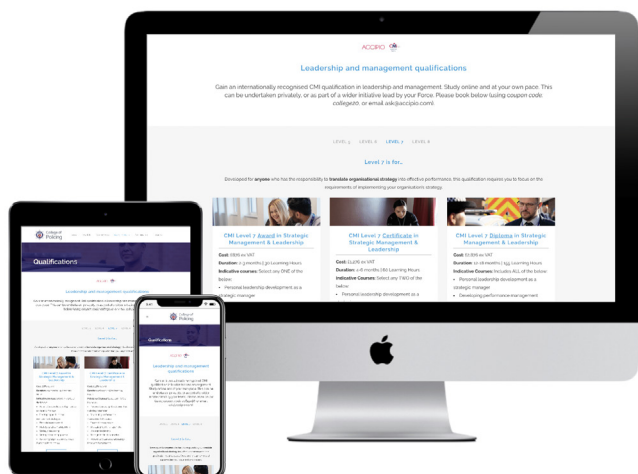
Social learning for deeper understanding and reflection

Moodle's Forum activity provides a space for peer-to-peer learning and knowledge sharing, as well as networking opportunities with colleagues.



Reduced efforts and costs

Built on multi-tenant architecture, the College's Moodle platform allows each of the Forces to have their own branded version of the learning site, with their own learning paths. These sites are all hosted in one centralised installation, which cuts down on admin and maintenance time and avoids duplication of costs.



Results

An increased number of the College of Policing's staff have engaged in leadership and management development opportunities via the Moodle-powered learning ecosystem.

The capacity for individuals to take control of their learning journey has fostered engagement of groups of people that used to be under-represented in L&D opportunities (for example, over 60% of workshop places were booked by females).

Almost 90% of surveyed staff agreed there has been some level of behavioural change after going through the Toolkits and Workshops designed by Moodle Partner ACCIPIO: from developing emotional intelligence and adapting their leadership style, to communicating better and improving the way they work with their teams.

Finally, 95% of surveyed staff liked the variety of resources that Moodle Partner ACCIPIO designed and delivered through the learning platform (such as videos, tutorials and text-based resources) and found the content easy to navigate.

