eLearning & IT within the Scottish Prison Service

Jim Watt: Training Standards Unit Manager
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Overview

• Describe our journey in introducing elearning & promoting IT in the learning domain
• Explore success factors
• Horizon scanning – a look to the future for SPS

• Gauge where you are with elearning
• Identify what hinders and what helps
• Capture your input as an information grid / rich infographic
About SPS

- Agency of the Scottish Government
- Employ 4000 staff across 16 establishments, a Headquarters Office and a Training College
- Prison population 8,000
- Annual budget £486 million
Introducing eLearning

• 2003
  ▪ Trial elearning course on Suicide Risk Management
  ▪ Dedicated team put in place to drive the initiative forward

• 2004 – 2007
  ▪ Recipient of IITT Awards (Silver) eLearning Product of the Year, Learning Centre of the Year, Trainer of the Year

• 2008/2009
  ▪ Butler Trust & Justice Minister’s Award for Respecting Individuals Recognising Rights blended course on Human Rights
Delivering The Business

- Software
  - Lectora – design by numbers / template driven
  - Flash – ultimate power and flexibility, steep learning curve
- Getting Match Fit
  - Period of rich research and development
  - Latitude to experiment and evolve
- Delivery & Speed to Market
  - Big hitting courses, large scale products with a large target group
  - Established positive and productive relationships with other Justice Sector Agencies
SPS eLearning

- Large Scale
  - Intelligence Awareness

- Small Scale
  - Incident Command
Maintaining Impetus

• Individuals moved on
• Team was split across 3 areas and Managers
• No longer same speed to market
• Still had some big courses being developed but introduced more ‘boutique’ types of course, focused on smaller target groups
• Success in bringing business functions online (LRC, Course Booking)
• Lost focus & visibility
• A sense we were no longer trailblazing / holding a prominent position
Regaining Impetus

- Dedicated team once again – part of Training Standards Team
- Tasked with developing an IT Learning Strategy
- Mainstreaming / embedding elearning and technology in learning to better effect - more blended learning
- Fostering positive and productive relationships with other Justice Sector Agencies
- Introducing Tablet devices
- Authoring mobile learning content using Adobe Muse and Articulate Storyline (Rapid development – rich interactivity – visually appealing)
Course Completions

- 101929 Suicide Risk Management
- 39824 Safe Working Refresher
- 29591 Respecting Individuals – Recognising Rights
- 27781 SPS Intelligence Awareness
- 24049 Protecting Information Level 1
Introducing Tablets in SPS

- Supported by highest level of management
- Pilot for Officer Foundation Programme
- Replace Delegate Pack (500 sheets of paper weighing 3 & 1/2 bags of sugar)
- More secure format
- High levels of interactivity
- ‘Touch First’ paradigm
- Support pre & post session learning
Preferred Tablet Device

• Windows 8 Pro Tablet (RT lacking in necessary security features)
• Windows 8 flat design, menus will have a ‘Bing’ look and feel
• Content categorised, limited colour palette
• From information to infographics – visuals that have a narrative
• April 2014 - Digital Curriculum V1
Reporting Key Metrics

- Getting into a Dashboard state of mind
- Presenting information that allows for decision making
Workshop Objectives

• To help identify Best Practice

• To support innovation

• To support each other and share lessons learned

• To capture the above as a shareable resource
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