



College

eLearning & IT within the Scottish Prison Service

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INVESTORS IN PEOPLE

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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

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- 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

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- 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

College

- 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

College

- Large Scale
 - Intelligence Awareness
- Small Scale
 - Incident Command

The screenshot shows the 'SPS Intelligence Awareness' eLearning module. On the left is an 'INDEX MENU' with a tree view containing sections like 'Introduction', 'Seeking Advice', and 'Intelligence Led Exercises'. The main content area is titled 'Seeking Advice' and features a video player with three frames of a woman and a man in uniform discussing intelligence reports. Text boxes overlaid on the video contain dialogue such as: 'Alan, Another prisoner has just told me that Brendan Murphy is getting drugs into his visit tonight. What do you think I should do with that information?', 'I know there used to be a system, was it the 4x4 or something? But I think there's something else in place now, is that right?', 'Yes that's right Tricia, we use an Intelligence Report now. It's all electronic - you can get one in Outlook, under Local Folders. Failing that contact the Intelligence Management Unit - they'll advise you.', 'You type it up and then email it to the Intelligence Management Unit. They'll take it from there. It's not difficult to write one up you know.', 'Okay - but is there really any point in that?', 'Well yes. It gets the whole process in motion and it goes through the proper channels that way.', and 'You might think the information you've got is not that important. You may even believe that it is common knowledge, but it might actually be the missing piece of information that the Intelligence Management Unit have been waiting for.' The video player includes standard playback controls and a progress bar showing 0:49:04/37 of 59.

The screenshot shows the 'The Negotiation Co-ordinator In Context' eLearning module. The main content area is titled 'The Negotiation Point' and features a video player showing a man in a dark jacket being held by a person in a balaclava. A 'Directions' box in the top right corner says: 'Click on each icon to find out more. Click on the icon again to return to this view' with an 'OK' button. Below the video are four small thumbnail icons representing different scenes from the video. The video player includes standard playback controls and a progress bar showing 0:00:00/15 of 19.



Maintaining Impetus

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- 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

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- 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

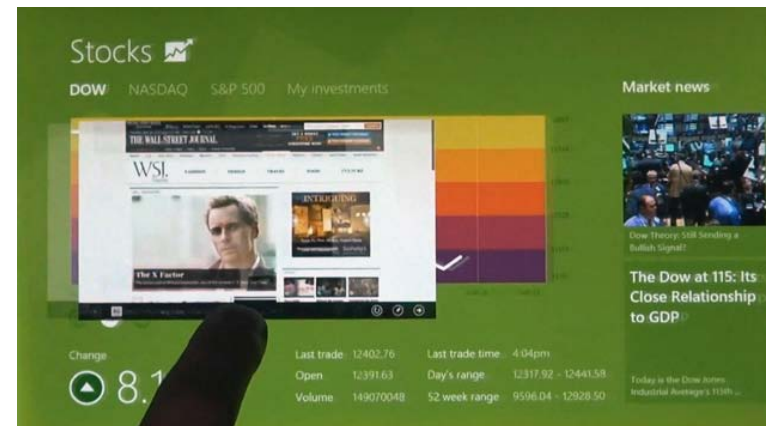
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- 101929 Suicide Risk Management
- 39824 Safe Working Refresher
- 29591 Respecting Individuals – Recognising Rights
- 27781 SPS Intelligence Awareness
- 24049 Protecting Information Level 1

Introducing Tablets in SPS

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- 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

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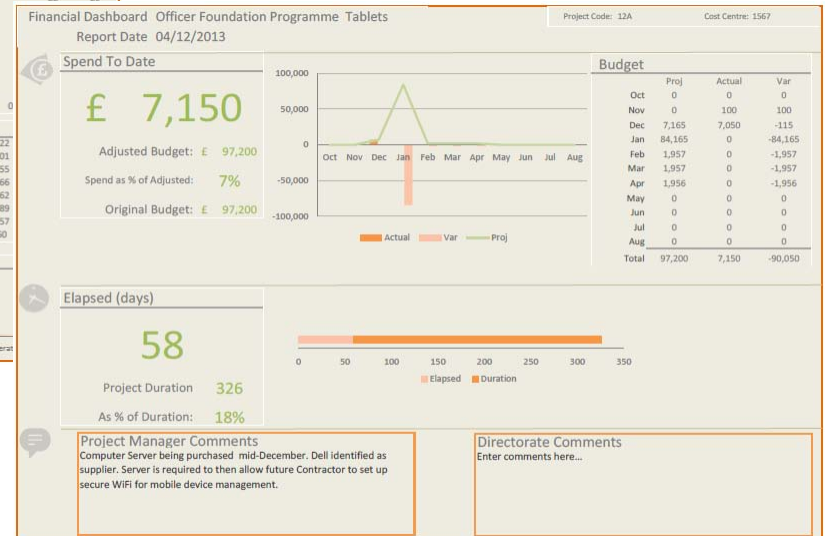
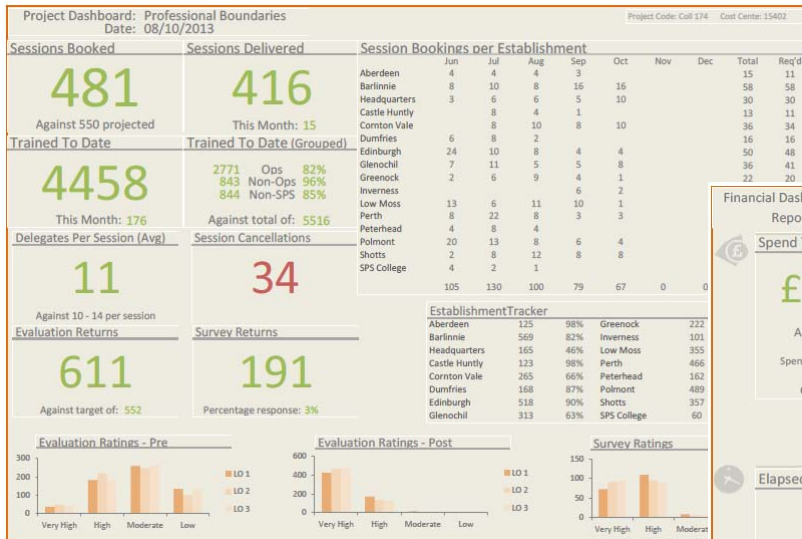
- Windows 8 Pro Tablet (RT lacking in necessary security features)
- Windows 8 flat design, menus will have a 'Bing' look and feel
- Content categorised, limited colour palette
- From information to infographics – visuals that have a narrative
- April 2014 - Digital Curriculum V1



Reporting Key Metrics

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





Workshop Objectives

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- 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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