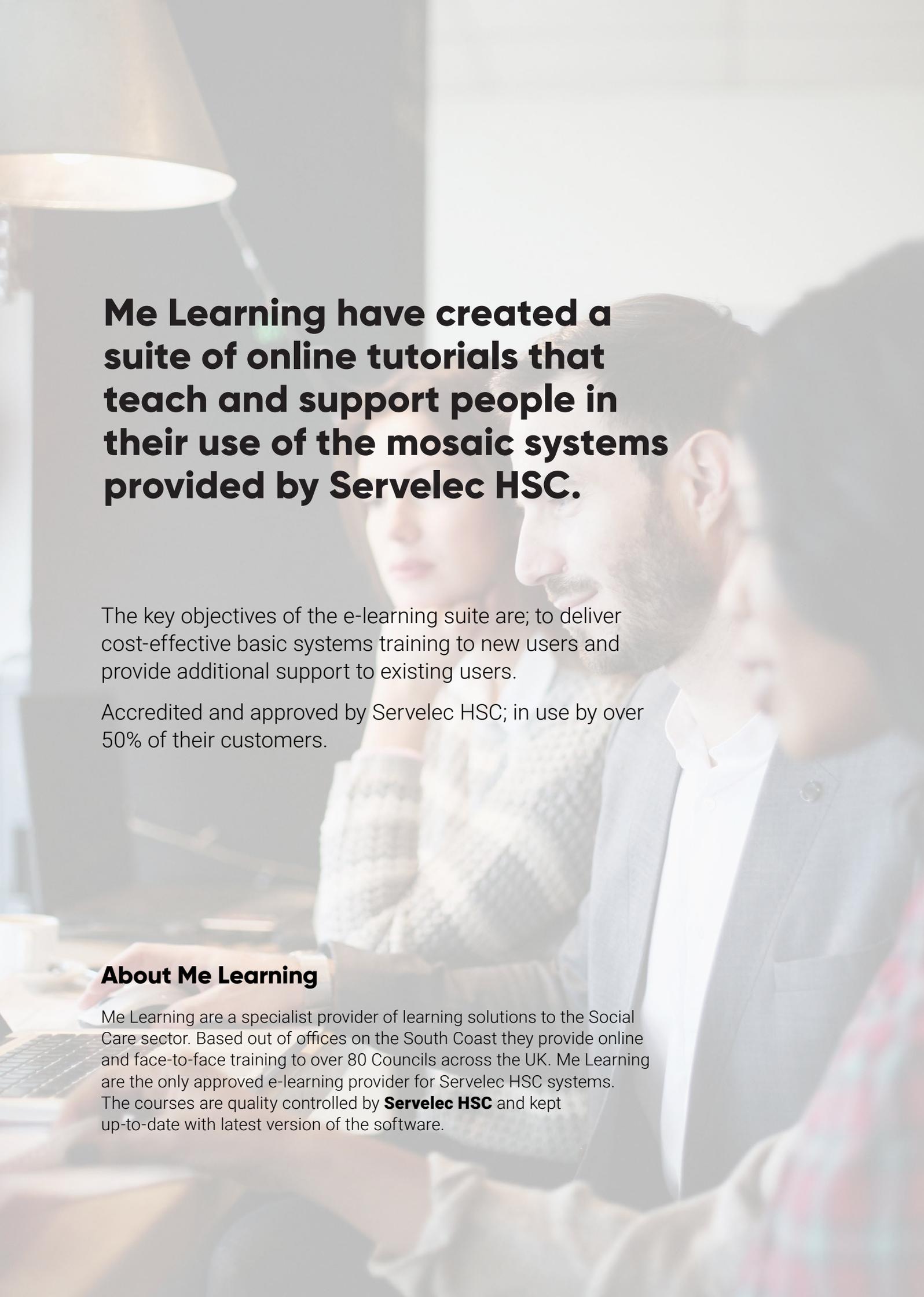




Servelec HSC Systems Training



Me Learning have created a suite of online tutorials that teach and support people in their use of the mosaic systems provided by Servelec HSC.

The key objectives of the e-learning suite are; to deliver cost-effective basic systems training to new users and provide additional support to existing users.

Accredited and approved by Servelec HSC; in use by over 50% of their customers.

About Me Learning

Me Learning are a specialist provider of learning solutions to the Social Care sector. Based out of offices on the South Coast they provide online and face-to-face training to over 80 Councils across the UK. Me Learning are the only approved e-learning provider for Servelec HSC systems. The courses are quality controlled by **Servelec HSC** and kept up-to-date with latest version of the software.

Key benefits of using e-learning for systems training:

Reduced Costs



E-learning has been proven to reduce training budgets by over 50%

Quality Assured Training



Ensure all staff receive consistent, high quality training to achieve standards

Improved Data Quality



Higher standards of training reduces the risk of incorrect information being processed

Increased Productivity

More time for staff to focus on frontline duties by reducing time spent in classrooms



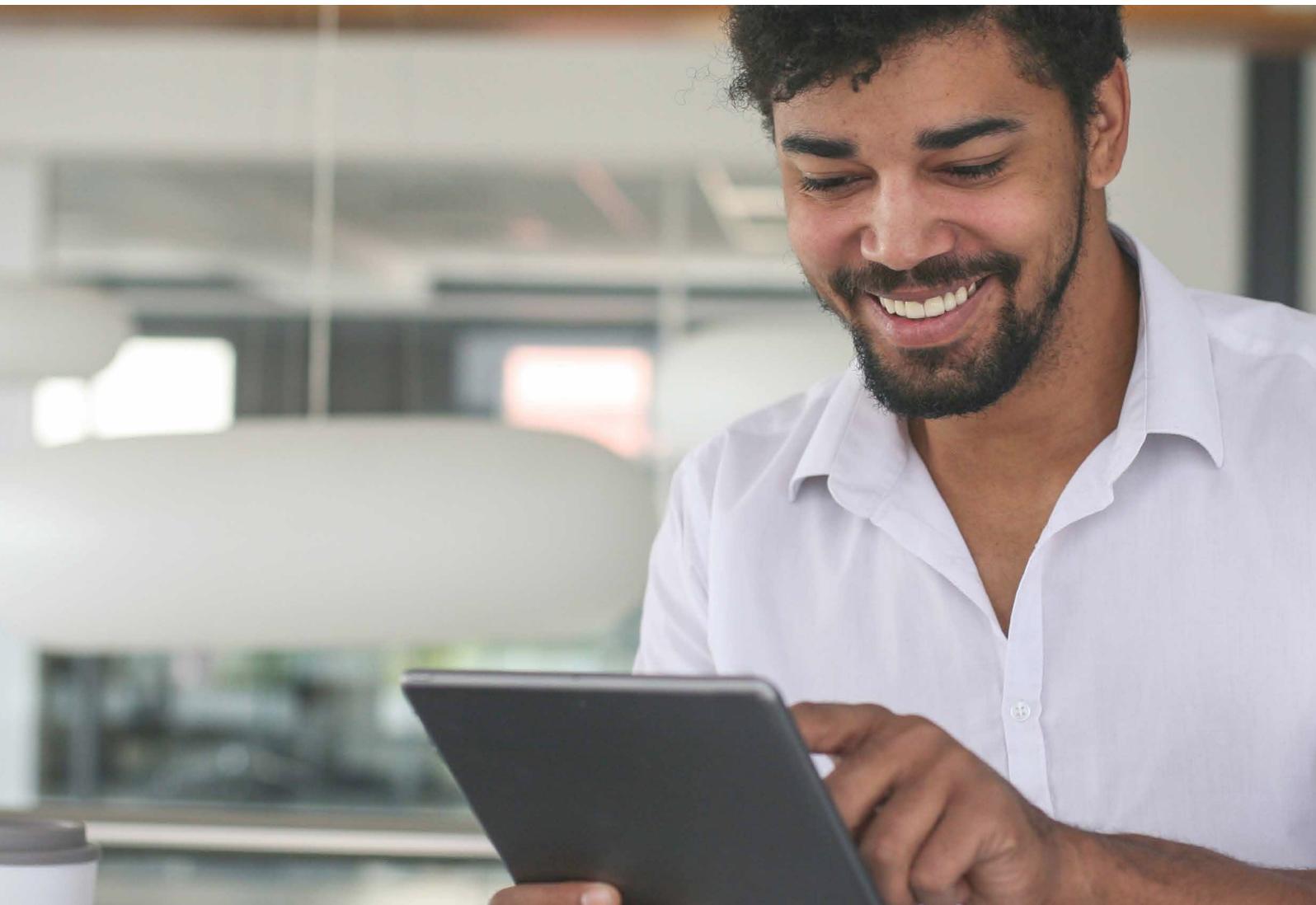
Immediate Learning

Less time spent arranging and delivering classroom training courses – 24/7 availability



Effective

Make more effective use of your staff by freeing them from mundane systems training



How our training works

The online training is designed to deliver a comprehensive overview of the essential basic functionality of and navigation around mosaic and includes all the elements typically offered by support staff initial training. The training itself is interactive. Quizzes test a user's understanding of an area, before the user moves onto the next topic.

Once the training is completed, the user is then required to undertake a test to evaluate the level of understanding and expertise acquired. A pass mark can be set above which a user can be judged to have gained the required level of competency to be granted.

Online support and information is also available post-training to allow users to access information about the system and its functionality at any time, should they need it.

Courses are delivered through a hosted training portal that is accessible 24 hours a day, 365 days a year, from anywhere that has an internet connection.

We work with your internal training staff to plan and implement your mosaic systems training, embedding our staff into your local authority (when required) to ensure smooth delivery of the project.

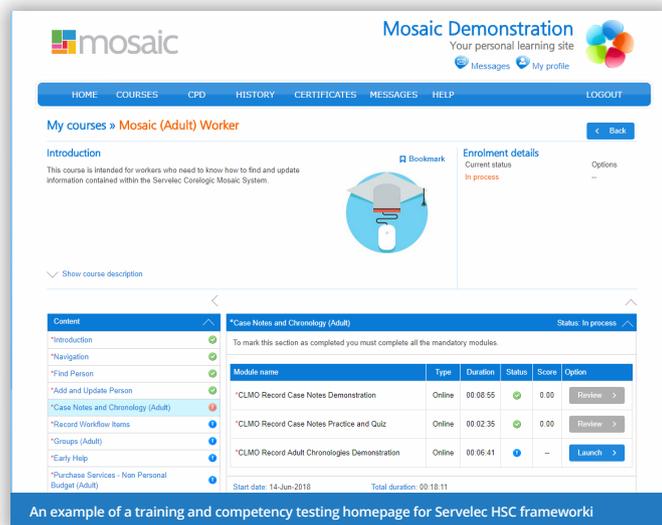
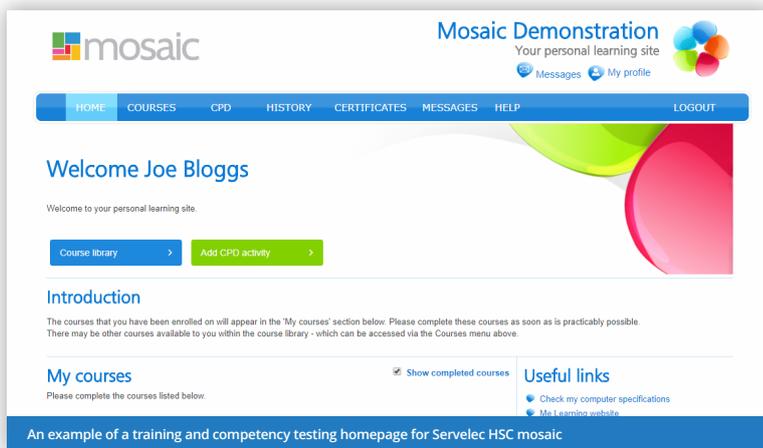


Blended learning

Me Learning recommend a blended approach to training delivery, providing both classroom training and e-learning for your workforce. Based upon our extensive experience, we know this approach is a time efficient and cost effective way of deploying systems and process training to a large workforce. Once a blended learning programme is in place, it can be used to deliver ongoing training for new starters. This removes the need to maintain a large and expensive support and training resource.

Mosaic training

Our system allows learners to log in to their role-based, accredited and certified training courses and tests their knowledge of mosaic. Certificates are automatically awarded when the learner successfully completes the course and passes the final competency test. Managers can run reports to see how learners are progressing through their training and can be notified automatically when a learner completes the course.



Types of training available within the system include:

Introduction Course: What is the system used for?

Demonstration Course: See how to do something

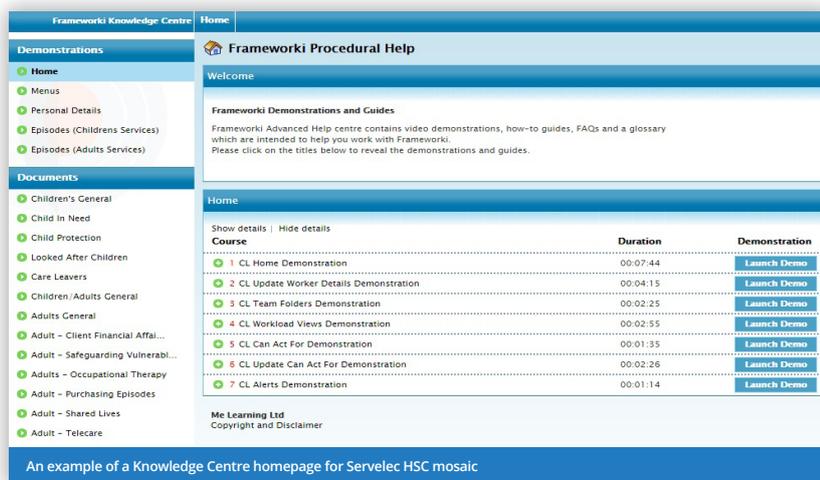
Practice Course: Practice how to do something

Quiz: Make sure you understand the key points

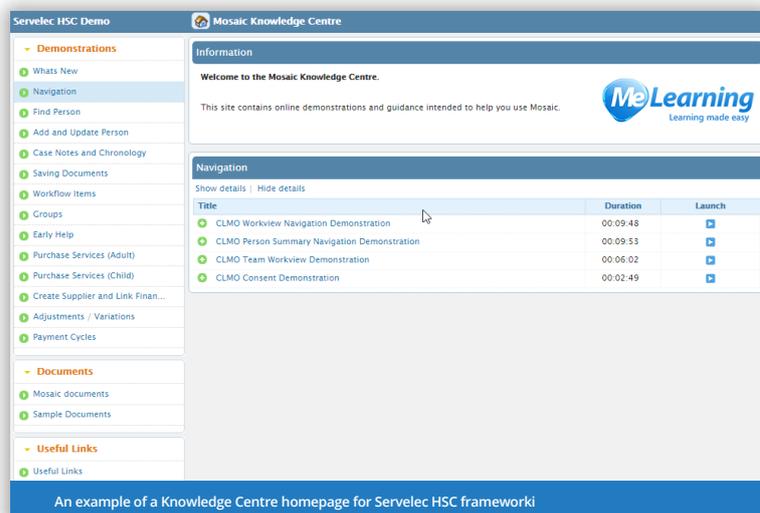
Knowledge Recap: Ensure the training has been understood

Mosaic support & update training - the Knowledge Centre

The Knowledge Centre supports users by bringing together a range of useful support and training material and making them accessible via links within the mosaic system. This support facility is available 24 hours a day, 365 days a year, thus reducing the number of calls to the support desk.



An example of a Knowledge Centre homepage for Servelec HSC mosaic



An example of a Knowledge Centre homepage for Servelec HSC framework

Access to relevant training materials allows mosaic system users to resolve their queries with a few clicks of the mouse:

Video Demonstration: Short step by step videos guide users through best practice use of the system

Glossary and FAQs: to aid staff with their understanding of key terms used across mosaic

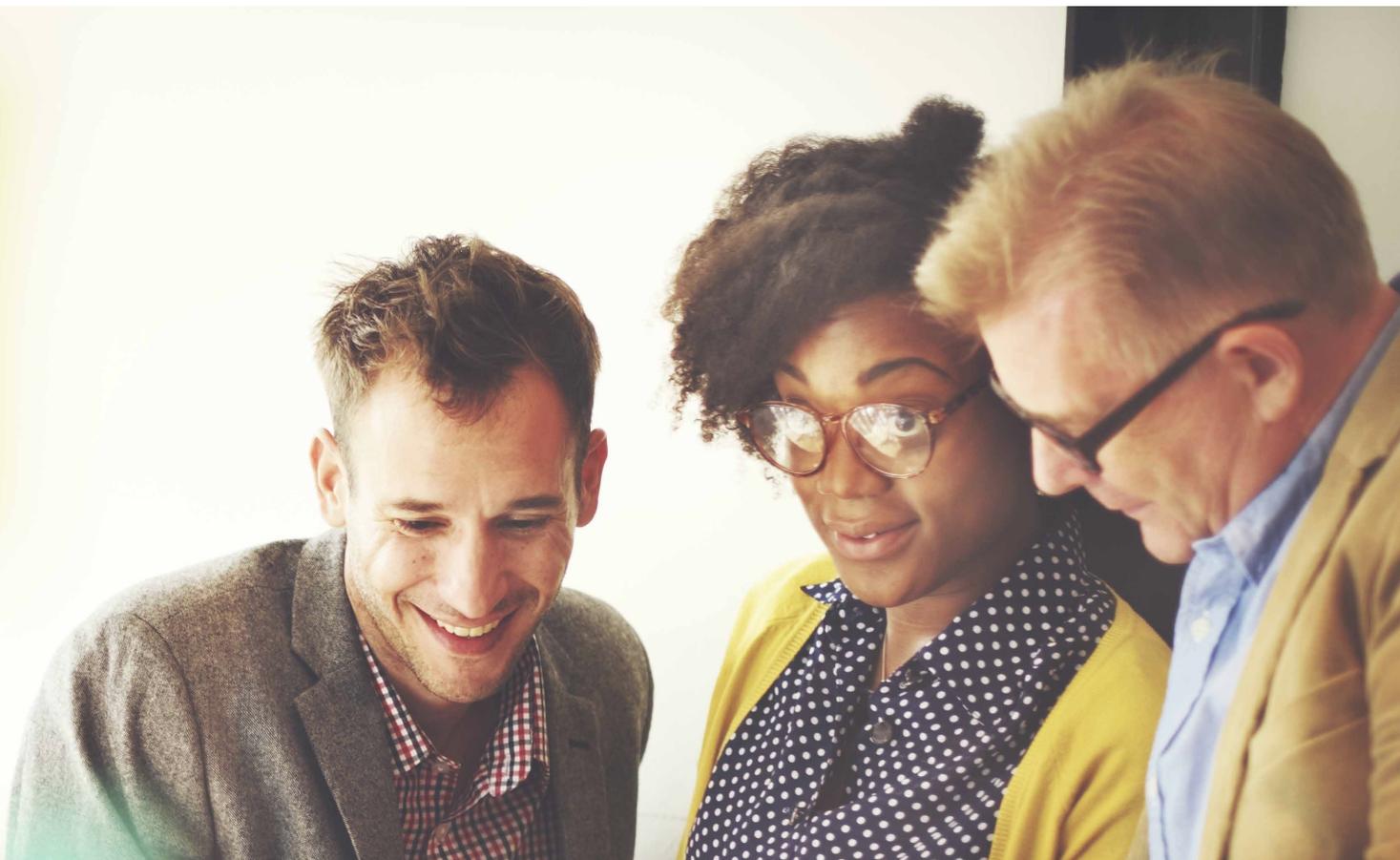
Links to other useful resources, both local and national - an area for specific, helpful links related to the system.

Frameworki to mosaic conversion course

For customers using Frameworki who plan to upgrade to mosaic, Me Learning provides a frameworki to mosaic conversion course.

As all the training is done online, it makes it easy to train large numbers of staff quickly and cost effectively. The course includes a knowledge recap to ensure that everyone has a solid understanding of the system and is competent in its use. Additionally, all individual training records are audited to provide proof that training has been provided and completed.

Emails can be automatically sent to make sure that everyone completes their required training. Regular reports can be sent to an administrator showing current training progress – including completions and failures.



What our customers think

"Just wanted to say a big thank you for supplying Geoff as our trainer and for all the Me Learning licences and helpdesk support etc.

All of this combined has really assisted us with the go-live and has made it a much better transition from Frameworki to mosaic for Hackney staff.

I have already been talking about our methodology to other sites and have been praising the responsiveness of Me Learning."

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**Adult Social Care ICT Lead
Hackney London Borough Council**

"I wanted to thank you for all of your efforts to deliver the pre-go-live training plan.

We had over 350 people ready to use the system, which is down to your excellent work and the scores for the learning objectives were 90%!

The Social Care DMT were really pleased and encouraged as was our Strategic Director.

Well done and much appreciated!"

-

**Business Improvement Manager
Southwark Council**

FAQs

Q: Mosaic is configured to the way we work, how do your e-learning courses reflect this?

A: Our courses provide an introduction to mosaic and train users on basic navigation and data entry. Training on how to use the system based upon local configuration/process is a natural follow on from our training.

Q: Do you keep your courses up-to-date?

A: Yes. Our courses are kept current with the latest versions of mosaic.

Q: How much does your e-learning cost?

A: We charge an annual fee that entitles your staff to access the e-learning courses. Costs are at least 50% less than employing a full-time trainer.

Q: Who uses your courses?

A: We currently work with over 20 live customers that use software provided by Servelec HSC.

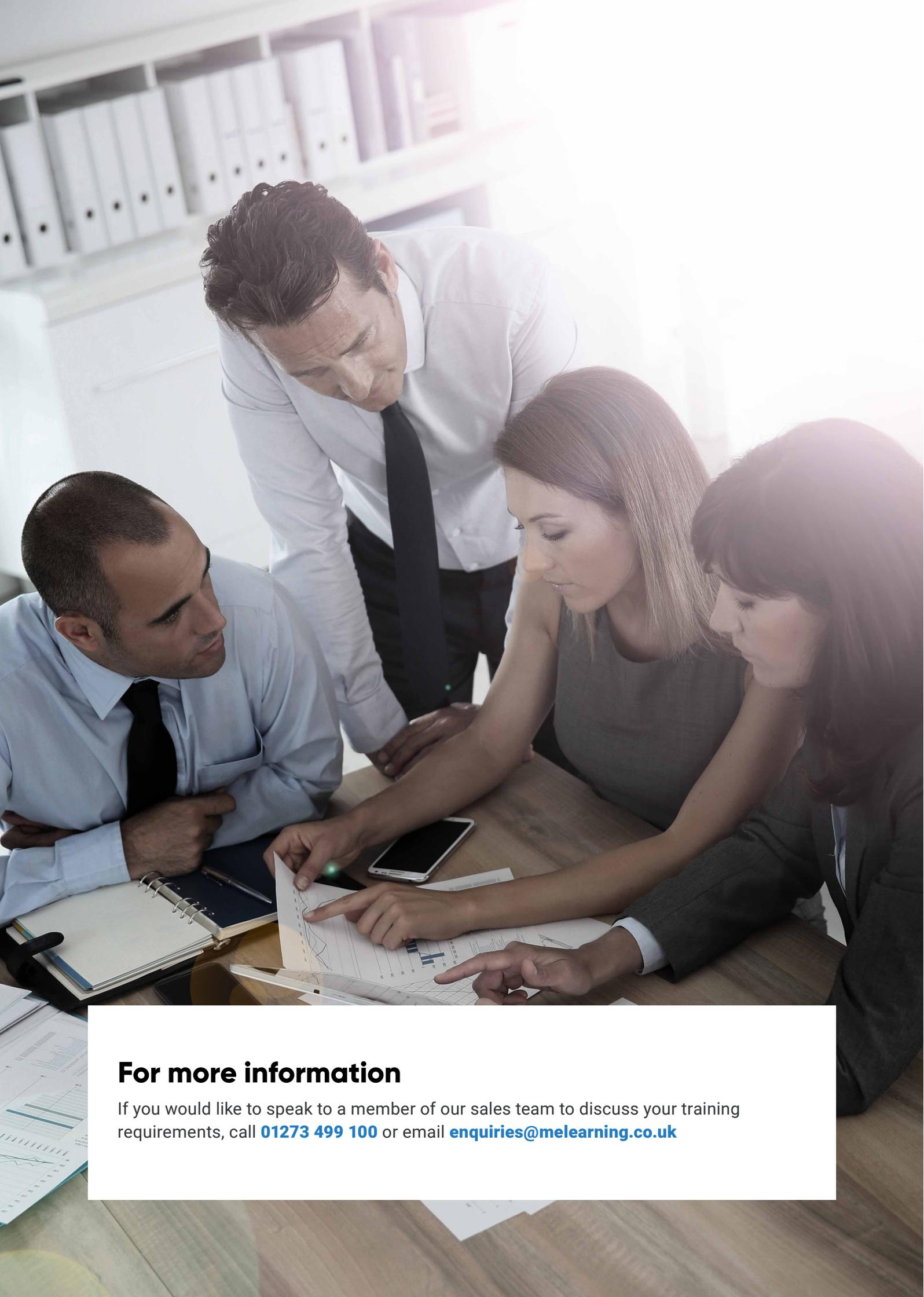
Q: Are your courses accredited by Servelec HSC?

A: Yes, we work closely with Servelec HSC who use our courses to help train their own staff.

Q: Can we have a trial version?

A: Yes, get in touch with your Account Manager or contact us directly.





For more information

If you would like to speak to a member of our sales team to discuss your training requirements, call **01273 499 100** or email **enquiries@melearning.co.uk**