



## E-learning for Risk Management

### Why offer Risk Management training?

There's growing awareness of how an understanding of Risk Management can help the decision-making process. As a result, more and more people, including elected members and non-executive directors, recognise their need for training in this area.

### Why e-learning?

E-learning is any form of training conducted by electronic means, whether it's on a CD-ROM, online via the internet or your own intranet, or even as a download to an iPod. As a leading provider of e-learning courses in the UK public sector, we've shown it to be a quick, highly flexible and cost effective way of delivering training to a large number of people, especially when you're working across several departments, disciplines or locations.

### Where e-learning works best

People learn in different ways. Some can learn new skills, values and behaviour simply by reading; for most people, however, there needs to be some hands-on element too.

This practical involvement is particularly important when, as in the case of Risk Management and Business Continuity, you're not merely imparting knowledge and skill, but introducing cultural change.

In our experience, most people are good decision makers anyway. So our training has less to do with skills and much more to do with helping people understand their existing thought processes and giving them a common language they can apply to evaluating and managing risk. As a means of communicating a consistent message to a broad range of people and embedding a set of terms and processes in organisations, we've found e-learning to be a highly effective and affordable training option.

### Delivery

- We can offer a complete hosted solution available online through a web browser: all you'll need to do is test your firewall. We also offer a non-hosted solution that you can produce using your own software. Other alternatives include
- A version accessed through your own intranet
- CD-ROM packages: the drawback is there's no audit trail of participation or achievement, unless it's issued alongside a web-based questionnaire

### The benefits of e-learning for Risk Management

- Flexibility, accessibility and convenience for participants
- Tailor-made for your organization, allowing a perfect fit with your existing training provision
- Easily updated to reflect changing needs and circumstances
- Brings learning and work closer together and encourages 'ownership' of the messages
- Lets you train more people, more frequently and over shorter periods than face-to-face training, thus maximising the return on your training budget
- Reduces employee travel cost and time and requires less coordination and scheduling than conventional training sessions
- Add instructors and students as needed, with fewer changes and cost implications
- Communicates messages consistently to large numbers of people
- Opportunity for two-way communication if used in conjunction with a secure "chat room" facility
- Audit trail provides evidence of attendance, knowledge gained and progress towards recognised qualifications



- Downloadable certificates of completion reward participation

## Compliance

Whichever delivery method you choose, we'll ensure it complies with the relevant industry standards including

- ATAG (disability accessibility)
- AICC (managing content)
- SCORM (tracking and auditing participation)

## Enrolment

Participants will be pre-enrolled in the programme with their own unique user ID and a generic password they can change when they first log in. Having "cookies" enabled lets people come back to their test results without having to resubmit them.

## Encouraging participation

It's important that you're clear about what you want to achieve and that this is communicated to all the participants.

We recommend running a full-scale internal communication programme ahead of and during the launch, preferably led by the Senior Officer responsible for Risk Management. It's vital that people feel included and that their own needs for using Risk Management or Business Continuity have been taken into account. We also suggest that you test the package out on the key influencers first.

As with any training, the best way to get people involved is to make it fun and relevant to the work they're doing. It needs to be easy to use, but should also challenge their thought processes. Interactive and group tasks, such as analysing an organisation-wide issue, or a specific area in which they are involved, will also help to encourage participation. As well as sticks, such as a mandatory requirement to complete the course by a certain time, there are carrots to be offered. You could issue a certificate of completion, or Continuous Professional Development points (CPD) for their own profession.

Our courses can be accredited against the Certificate of Risk Management with the IRM, the Registered Risk Practitioner qualification with ALARM,

## Tracking

If you select the options for tracking, then we can let you know not only how many people have used the course, but when they used it, how long they spent on the training and the tests, and provide a report on their feedback and grades.

## Audit trail

We provide a full audit trail of activity whether in version control or programming.

## Project plan

All our work is subject to project planning disciplines and we track and report on its progress as agreed with you.

## Tests

You can design your own tests, or we can do this for you. We find that the more you and your team are involved in designing the material, the greater the ownership internally. Tests normally consist of multiple choice questions completed online, allowing for immediate feedback.

## Help and support

We can design a discussion forum or even a secure on-line chat area with certain participants having "teacher" or "administrator" status so that they can provide help or answer questions. We also offer a "help desk" facility with responses by telephone or email. For large groups we normally recommend having one of our consultants with you on-site on launch day so that any issues or problems can be immediately ironed out. We also provide a 'Simple Guide for Students' including screens shots, examples and tips.

## Feedback

We invite feedback through a discussion forum or workshops, either during or after the training.

## Content

The programme would be designed in conjunction with you. We start off with a set of slides tailored to meet your specific needs and then write the script for the Voice Over if you select that option.



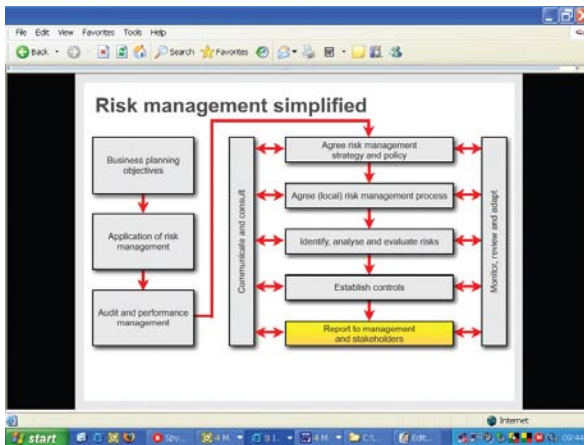
## Ready to go?

Your first step is to get in touch with us. We'll then go through a precise specification with you to ensure we're meeting your expectations and work out costings for you. Only then will we draw up a contract and start developing the project plan

For more information and advice, to discuss a specific training need, or to request a quotation, please call 01626 337626 or email [liz.taylor@liztaylorriskconsulting.co.uk](mailto:liz.taylor@liztaylorriskconsulting.co.uk)

[www.liztaylorriskconsulting.co.uk](http://www.liztaylorriskconsulting.co.uk)

Here are some sample screens:



The screenshot shows a web browser window displaying a "Preview Questionnaire: Risk Management & You (section 1)". The questionnaire is titled "Who manages risk in xxx" and "Risk management is all about threats to achieving objectives". The first question is "Who manages risk in xxx" with a mark of -/1. The options are: a. My line manager, b. Risk Management, c. XXX, and d. Everyone. The second question is "Risk management is all about threats to achieving objectives" with a mark of -/1. The options are: a. False and b. True. There are buttons for "Submit", "Save without submitting", "Submit page", and "Submit all and finish". The browser's address bar shows "Internet".

