



eNet Learn™

Learning Content Management
for Employment Training

Delivering staff training materials for all disciplines, in a fully-interactive environment.



Developed by eCom Scotland, eNet Learn™ offers you the benefit of easy and effective delivery of in-house staff training courses and material, available 24 hours-a-day, 7 days-a-week. This allows your staff to study at times most convenient to them, minimising disruption to your business.

Course content can be imported directly from other sources, or developed as required, and can include:

- Interactive activities
- Forms
- Video clips
- Workbooks
- Offline guidance notes

eNet Learn's simple content management facilities allow content to be changed or added as required, ensuring that training material is always fresh and up-to-date.

Courses presented in the eNet Learn™ environment include self-help simulation tours, enabling your staff to learn to use the system easily and unaided.

Benefits of eCom Scotland's eNet Learn™ include:

- Easy maintenance and updating
- Easy to use
- Flexible learning
- 24/7 availability

To find out more about eNet Learn™, contact us today on 0845 643 1344 or visit our website:

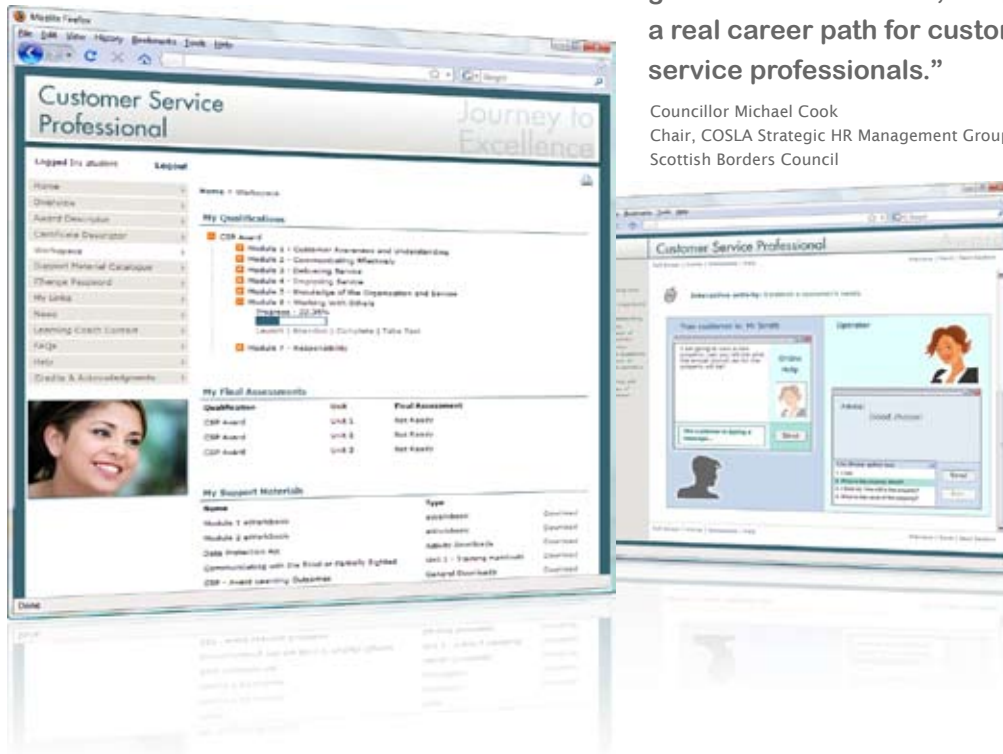
www.ecomscotland.com

▼ eCom Scotland Case Study

Improvement Service

“These new, nationally recognised qualifications raise the bar for local government in Scotland, and provide a real career path for customer service professionals.”

Councillor Michael Cook
Chair, COSLA Strategic HR Management Group and elected member,
Scottish Borders Council



The Improvement Service was set up to support improvement in the efficiency, quality and accountability of public services in Scotland.



Development

To achieve this, the Improvement Service together with eCom Scotland, have developed the Customer Service Professional qualifications; a set of three nationally recognised qualifications available at Award, Certificate and Diploma levels.

Solution

Using eNet Learn™, these SQA Certificated courses, have been designed to be flexible, and accessible by all customer-facing staff, from new recruits to seasoned professionals.

Course content was developed by eCom Scotland in collaboration with a consortium of Scottish Local Authorities, with the mandate that they should:

- Be portable across Scottish Local Government
- Provide real, useful skills for public sector customer service employees
- Recognise and reward professionalism in Local Government
- Raise standards for new and existing staff