



“ We’re committed to ensuring staff has the right skills, qualifications and knowledge. We enable a responsive approach to delivering mandatory training, while demonstrating results to CQC compliance inspectors. ”

Lisa Curtis, Associate Director, Choice Support

BUSINESS CHALLENGE

Formed in London in 1984, Choice Support is a pioneering social care charity providing support services for disabled and disadvantaged people in England. Choice Support help people with learning disabilities live better lives.

Ensuring their 2,000-strong community based workforce is suitably qualified and competent to work in adult social care is a major priority for Choice Support, particularly with regard to the mandatory certifications of staff remain current and up-to-date.

Choice Support wanted a fresh and flexible approach that would allow staff to access the skills and competency training they need, at a time and place that works with the demands of their day-to-day roles.

ABOUT CHOICE SUPPORT

Choice Support is a pioneering social care charity providing support services for disabled and disadvantaged people. They were formed in London in 1984 to help people with learning disabilities have better lives, and now provide services throughout much of England to people with a wide range of social care needs including learning disabilities, autism, mental health needs, complex health needs, physical disabilities and homeless people. Choice Support also assist some people with needs other than those listed.

HOW SKILLSOFT® HELPED

With Skillsoft, Choice Support launched a comprehensive 12-week interactive eLearning program for all new joiners covering the common induction standards stipulated by the CQC.

Working alongside Skillsoft specialists, the Choice Support team developed interactive modules covering all mandatory training topics including first aid awareness, the safe handling of medication, and equality and diversity awareness.

A phased regional introduction course was then launched to managers and users. Staff were offered the option of undertaking their training at local offices, where help would be on hand to help and reassure any user who did not feel confident using IT.

KEY METRICS

Feedback was overwhelmingly positive and **users loved the interactive nature** of the online courses and the fact that they could undertake learning at a pace that worked for them.

25 Over 25 eLearning courses now delivered to Choice Support workforce.

7K Over 7,000 online courses were completed

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