

The Brief

Our client was a Local Authority responsible for the monitoring of licence and qualification records for 6,000 staff in line with approved policies and procedures. The Authority also delivered training to external clients and had responsibility for managing records on their behalf to ensure that all relevant parties were made aware of expirations of licences and qualifications. Prior to engaging Quadzu, training records management was undertaken by a number of staff at an Authority funded Training Centre who kept physical records of certification and held all compliance related data on a number of Excel spreadsheets. This process was incredibly time consuming and prone to mistakes. Implementation of an automated monitoring function was needed to ensure the compliance of workers carrying out roles with the Local Authority as well as the ability to predict future training requirements and associated costs.

The Solution

After assessing the requirements of both the Local Authority and the processes being undertaken by the training centre it was decided that implementation of the Quadzu Training Records Management module would address the issues that were being experienced. Training was delivered to relevant users who were able to add digitised version of staff records, including evidence of the licences and qualifications and associated expiry dates, to the system. 3 departments were added to Quadzu initially as part of a pilot project to ensure that the implementation of the module met the needs of the client.

The Outcome

Following the implementation of the Training Records Management module the client was able to: -

- provide real time monitoring of licence and qualification compliance
- deliver access to evidence of licences and qualifications from any device at any time to users throughout the organisation based on rules based permissions
- give appropriate users the ability to forecast training requirements over a variable time frame
- ensure that individual managers and cost centres within the organisation were able to accurately include training costs in their short, medium and long term financial plans, something which has previously been based on estimations and an element of guesswork
- ensure that where “license to practise” requirements existed for operational roles personnel were constantly aware of expiry and renewal dates in real time, allowing timely renewals and avoiding costly downtime and delays or having to hire extra staff.