

The Department of Health, Social Services and Public

Company Overview

The Department of Health, Social Services and Public Safety was established by the Departments (NI) Order 1999. The Department administers three key areas.

Health and Personal Social Services; which includes policy and legislation for hospitals, family practitioner services, community health and personal social services.

Public Health; which covers responsibility for policy and legislation to promote and protect the health and well-being of the population of Northern Ireland.

Public Safety; which encompasses responsibility for the policy and legislation for the Fire Authority, food safety and emergency planning.

The Challenge

Paul Moore, IT Training Co-ordinator for DHSSPS, is part of a team responsible for the selection of appropriate training and ongoing learning for 1000 plus staff within the department. At any given time, there is a10 of staff undergoing current IT training programmes. Moore was looking for an alternative to the ECDL syllabus which the department found cumbersome, time intensive and not always relevant to current office requirements.

The Solution

DHSSPS opted for IC3 after much investigation. Moore explains:

"We attended several roadshows investigating alternative certification courses and found the IC3 introduction to computing to be head and shoulders above other offerings. IC3 covers from the novice to the progressive user, is it very comprehensive and there are only three modules: all these factors made it a very compelling choice."

Implementation

The Department of Health & Social Services, Public Safety, (DHSSPS) Northern Ireland, elected to go with IC3 and Microsoft Office Specialist as its chosen training and certification programmes. The decision was made based on the comprehensive nature of the courseware and the direct applicability of the learning to Microsoft Office, the application of choice within DHSSPS.

Implementation was hassle free.

Results

The DHSSPS began the IC3 training two years ago and the feedback since has been very positive. "Training is done through CD Roms and a dedicated computer suite," says Moore. "The actual training materials involve a range of different learning styles, from audio where students listen to commentary; to visual where students can watch video clips on the PC; to reading both on the PC and using the manuals.

"Students can do their learning in their own time. Having the dedicated suite means that they can book time away from their work schedule to devote a specified period to the learning with the presence of tutors for support."

The success of the IC3 experience led Moore to also adopt Microsoft Office Specialist as the ongoing Office Application training and certification programme. "Again the modules are directly relevant to staff and the training is directly relevant to our Office environment," says Moore. "We are very pleased with our decision."