



## South Wales Police drives elearning via assessment

### Background

South Wales Police is responsible for policing a significant yet diverse area which creates a complex policing environment demanding a wide range of skills. To address these demands, the police force places a great deal of emphasis on the training and development of staff. This has been done through a variety of ways, including a range of on-going assessments to help the Force understand the skills, knowledge and attitudes of its members. In a drive to derive more value from the assessments created, Alun Williams, Sergeant, Technology Enhanced Learning at South Wales Police, began to scope a programme to introduce online learning and assessment within the force.

### Scoping the project

The scoping of the project began with the evaluation of several products and a series of presentations at Wolce 2002. It was here that the many and varied features of Questionmark Perception became apparent. Alun Williams comments, "Perception was tangibly better than the other products we evaluated. What made it stand out for me was its simplicity, modernity and the unique feature of invigilated assessments. It was the only solution that filled our requirements for online assessment capabilities integrated with a Learning Management System (LMS). And, the company gave an excellent presentation and a very good account of itself and its market presence."

### Implementation

The implementation phase went without a hitch. South Wales Police was the first customer to purchase and integrate Perception with the Kallidus LMS and the installation went extremely well.

Alun Williams adds, "The installation could not have been smoother. Already, the software has done more than we set out to achieve and training has been less than the envisaged challenge."

### Results

The new software is helping to drive up standards in that users can now be more easily and robustly exposed to invigilated assessment. Less abstraction time, less cost and less wasted trainer time all impact greatly on the effectiveness of the force. And, with no exam papers to mark or results to communicate things run more efficiently now. Our online learning and assessments have resulted in an efficiency gain of some £60,000 in the area of Microsoft Outlook '87 email and calendar alone."

### Summary

The benefits of online assessment are already being clearly felt in South Wales Police. Online workplace assessment, immediate availability of results across the force and uniformity and control of content on which users are assessed are contributing to improved efficiency.

### More information

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