



SafeSecureProtected

Data Protection for Northern Ireland Civil Service

Background

The Northern Ireland Civil Service (NICS) delivers public services across Northern Ireland and provides advice and support to Government. NICS comprises 12 departments and several agencies.

NICS wanted to deliver data protection training to its 20,000 employees.

Working with the Client

We worked closely with NICS to get a clear understanding of what they wanted to achieve from our e-learning programme. Our instructional designers refined the learning objectives and in doing so, completely transformed NICS' understanding of the best way to deliver data protection training. We agreed that the underlying aim of our e-learning programme was to make NICS employees aware of the consequences of poor data management.

Our subject specialists collated and analysed the latest learning content on data protection and data protection legislation. We then created

"All NICS trainees now have received the essential basic knowledge of data protection.

New recruits will complete the *Data Protection* e-learning programme as part of their induction training."

Dr. Mureen Murphy,
Managing Director, Aurion Learning



the story-boards and scripts. The next stage was design - our designers created a look and feel for the e-learning programme that was right for NICS. After this we started the production stage, which involved filming, audio recording and build. Finally, we tested the programme through a series of pilots. NICS was involved at every stage of the process from beginning to end.

Solution

Our 40 minute **SafeSecureProtected** data protection e-learning programme is underpinned by best practice educational design principles. It moves far beyond data protection legislation to make employees:

- realise data is about people - their lives and livelihoods; and
- consider the consequences of poor data management for members of the public (identity theft, security issues) and themselves (embarrassment, sacking, prison).

Interactive Learning Content

Features

Our **SafeSecureProtected** data protection e-learning programme is engaging, highly interactive and features:

- 40 minutes of high-quality, engaging, interactive learning content;
- virtual presenter (Noel Thompson, BBC newsreader);
- four high quality audio visual case studies depicting real-life situations;
- audio video vox pops;
- interactive quizzes; and
- post learning assessment exercises to test understanding.

Vox Pops



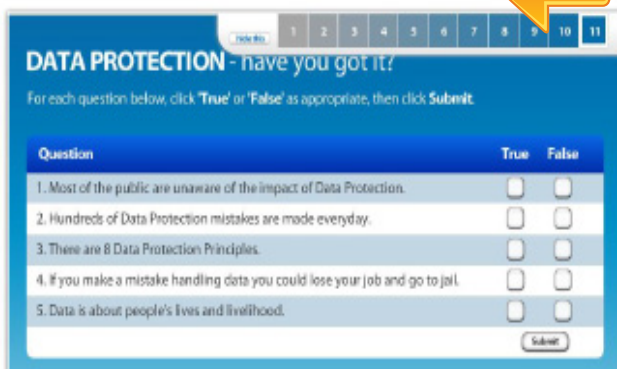
Audio Visual Case Studies



Outcomes

- **SafeSecureProtected** was delivered to 20,000 NICS employees in 13 months.
- Feedback from NICS departments has been very positive indicating that our data protection programme has produced the desired results – staff are more aware of the importance of data and the implications of not handling it properly.
- NICS have made this training programme part of the induction process for new recruits.
- NICS now wants to develop data protection refresher training sessions and guideline updates for employees.
- Other non-departmental agencies in Northern Ireland are now availing of **SafeSecureProtected**.

Interactive Assessments



board... target ... demand... track...



Want to find out more?

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