



Diversity Now

E-Learning Programme for the 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.

Section 75 of the Northern Ireland Act (1998) states that NICS, like all public authorities, is responsible for the promotion of equality of opportunity in its workplace. In response to this legislation, NICS wanted to deliver mandatory equality and diversity training to its 20,000+ employees.



Challenge

NICS needed us to design and build a high quality equality and diversity e-learning programme that would:

- sensitively educate NICS employees about equality and diversity;
- contribute to a more positive working environment in NICS;
- improve NICS services to all the people of Northern Ireland; and
- integrate into the NICS existing learning management system, be SCORM compliant (worldwide e-learning standard) and adhere to W3C level 2 accessibility guidelines.

Solution

We worked closely with NICS to storyboard, script, design, build and test our equality and diversity e-learning programme, **Diversity Now**.

Diversity Now is creative, absorbing and meaningful. It is underpinned by best practice educational design principles and is designed to help learners:

- understand key diversity issues;
- understand their responsibility to foster a culture of diversity towards colleagues and members of the public;

Clients Say:

“We wanted an impactful and innovative diversity programme which would entertain, engage and above all, educate; something which would bring the issue down from the shelf and really put it onto people’s desks, with a bang! I’m pleased to say that the creative and original e-learning solution which Aurion Learning developed for us does all of these things. In fact it has met or exceeded our highest hopes for the product, across the board, to the extent it’s seen not only as useful to the NI Civil Service as an employer, but as a powerful tool in helping the Government promote social cohesion across Northern Ireland.”

Ivor Hughes,
Department of Finance and Personnel

Solution Continued

- describe how they can and should help to create and maintain a more positive working environment through avoiding unacceptable behaviour;
- know how they can effectively and safely challenge unacceptable behaviour in others; and
- understand the implications of inequality in the workplace.

Diversity Now includes three hours of interactive and engaging e-learning content including 20 minutes of high quality audio visual footage showing real-life scenarios; audio clips; interactive quizzes; watch and analyse exercises (to reinforce learning); post learning assessment exercises to test understanding and additional learning resources.

We also developed materials to support NICS in-house trainers deliver classroom based training to managers and supervisors. We teamed up with local training providers, Tides Training and developed a Train the trainer pack which includes workshop materials and a CD-ROM with content from the e-learning programme.

Video Case Studies



Interactive Learning Content

Audio Visual



Outcomes

At the end of the project, NICS had a 100 minute Diversity Now e-learning programme that got the message across to employees in an engaging yet sensitive way. Feedback from the client was extremely positive as NICS felt our Diversity Now programme not only met, but exceeded their expectations.

So far approximately 1000 employees have completed our Diversity Now e-learning programme and a further 1000 have completed the classroom training and NICS is continuing to deliver this training to all its employees.

We have since developed new modules for Diversity Now including New Policies and Bullying and Inclusion.

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



Want to find out more?

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