

## Action for Children

### Product Simulation Tools for EHR Financial System

#### Background

Action for Children is one of the biggest children's charities in the UK. It is committed to helping disabled children, children in care, young people and families overcome deprivation and inequality so that they can achieve their full potential.

#### Challenge

Action for Children (AfC) contracted us to design and build four product simulations as part of a staff training initiative. Traditionally AfC used a paper based system to record staff expenses, however they had recently developed a new staff expenses function on their EHR system and needed to educate all staff on how to use this.

Our remit was to create four product simulations:

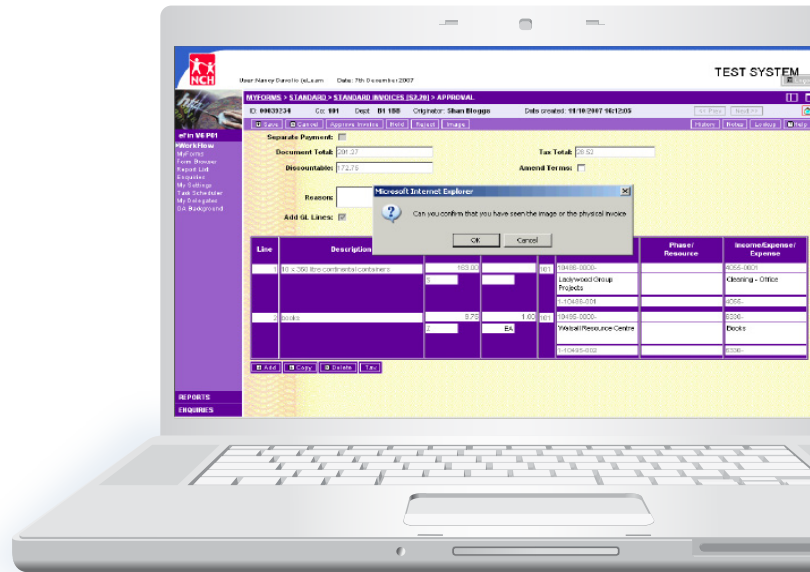
- **Vehicle Mileage;**
- **Expenses Claims;**
- **Company Car Mileage;** and
- **Approving Expenses.**

The first three simulations were for all staff, and the last was specifically for managers.

AfC also stipulated that we would have to use their OnDemand learning management system to build the simulations.

"We were very pleased with the outcome of this project and that Action for Children wanted to work with us on more projects."

Dr. Maureen Murphy,  
Managing Director, Aurion Learning



#### Solution

Our learning team met with AfC to discuss their expectations for the simulations and identify exactly what they wanted their learners to know and most importantly – be able to do.

Our team were given access to the AfC expenses software and training on how to use it. Once they were fully familiar with the system, our learning team started to write the storyboard for the simulations and the script. When this was approved by AfC, our designers started to build the simulations. AfC were closely involved throughout the build and gave feedback and reviews.

The final product simulations each last between 10 and 20 minutes and allow learners to have a 'walk-through' of the expenses software. Learners must complete a number of tasks and cannot progress to the next screen until they correctly complete a task. Learners are guided throughout the process by onscreen instructions and feedback. The learning is reinforced through spatial, linguistic and kinesthetic learning.

**AfC has since commissioned Aurion Learning to design another six hours of product simulations.**