



OLLIE is Telford & Wrekin Council's learning management system and is the total platform for our learning and development offer.

OLLIE will allow you to put your learners at the heart of everything that matters. You can personalise learning through individual learning plans and access a variety of learning solutions through Ollie that will ensure compliance and drive important business outcomes. You can also access simple reports to enable you to manage the learning.

Depending on the access you have (based on what you buy into) you can access:

- Over 300 eLearning courses
- Over 250 face to face events

You will now be able to book all of your face to face training through Ollie, including face to face training offered by:

- Safeguarding Children Board
- School Improvement Service
- Talking Training
- Telford Training Services
- Health & Safety training

The most commonly completed eLearning courses completed by schools are:

- Child Sexual Exploitation
- Female Genital Mutilation
- Prevent
- Esafety Awareness
- Cyber Security
- Child Protection
- Sexual Abuse – Children
- Domestic Abuse

Based on helpful feedback from schools we have reviewed our support and pricing offers to give you the flexibility to buy into a package that suits the needs of your school. We now have offers for support and bundles around eLearning course completions that can be paid at the start of the financial year. The bundles have been created based on the patterns of course completions we have seen from existing school users.

We would be keen to discuss your learning needs and how we can support you to maximise the benefits of using blended learning through OLLIE. We aim to assist you to deliver learning in a place, at a pace and a time to suit the needs of your learners and your organisation.

If you want to discuss how we can work with you please contact Becci Hirst via email rebecca.hirst@telford.gov.uk or call on 383919

Telford & Wrekin Learning offer for schools

	Don't buy in	Bronze	Silver	Gold
Access				
Access eLearning from any device	✓	✓	✓	✓
* & ** Single sign on for learners	✓	✓	✓	✓
*Learner's employment related data updated daily	✓	✓	✓	✓
Access blended programmes with face to face training and eLearning in the same place		✓	✓	✓
Access to site wide eLearning		✓	✓	✓
Access to all face to face training	✓	✓	✓	✓
Automatically remind staff when mandatory training needs to be repeated			✓	✓
Management information & Actions				
Ability to book staff onto face to face courses			✓	✓
Cancel booking on behalf of staff			✓	✓
View and manage learner's progress using My Team		✓	✓	✓
Manage learning and set objectives using Learning Plans			✓	✓
Provide management information through scheduled regular reports			✓	✓
Customised reports to allow specific reporting			✓	✓
Support available from Ollie support				
** Log issues through desktop call logging solution	✓	✓	✓	✓
Priority call resolution			✓	✓
Access to a knowledge bank hosting a variety of users guides				
Support to run reports			✓	✓
Support to create Learning Plans and objectives			✓	✓
Support with course completion & log in issues	✓	✓	✓	✓
Creation or editing of 1 course per year with bespoke content			✓	
Creation or editing of 2 courses per year with bespoke content				✓

*Only available for schools that buy into HR services

** Only available for schools that buy into ICT services

Pricing

Support (Annual Subscriptions)

- Bronze £75.00
- Silver £125.00
- Gold £150.00

Pricing for eLearning course completions

In response to feedback from schools that already use the eLearning; we have come up with some prices for those of you who would prefer to pay for your course completions at the start of the financial year.

For customers who choose not to buy into our support offer you can still arrange to have access to the eLearning and buy into a course completion bundle. You will be required to sign a service level agreement to confirm that you will pay for any eLearning undertaken by staff in the school.

If you choose not to buy one of the course completion bundles below, completion of eLearning will be charged at £5.00 per course completion.

Bundles of eLearning course completions

Up to 25 completions per year	£112.50 (equates to £4.50 per completion)
Up to 50 completions per year	£200.00 (equates to £4.00 per completion)
Up to 100 completions per year	£350.00 (equates to £3.50 per completion)

Terms & Conditions for the bundles

If you have more course completions than you have paid for, you can choose to either pay £5.00 per eLearning course completion or you can pay the next bundle price (whichever is most beneficial for you).

If you buy a bundle of 100 eLearning course completions any completions over 100 will be charged at £3.50 per eLearning course completion.

Usage will be reviewed and reported in September of each year, we will provide you with a report where you are within 5 completions of the eLearning bundle you had paid for or have exceeded the bundle usage.

eLearning course completion bundles must be used in the financial year in which they are purchased.

Face to Face course completions

Face to face training will be charged separately from the eLearning completion bundles. The prices of the courses are shown in OLLIE and on advertising material such as the school improvement catalogue and the commercial services catalogue.

Our offer in more detail

Explanation of terminology

The matrix outlines some of the fantastic tools available to support your learners. Some of you may be new to eLearning and learning management systems so we have provided you with a bit more detail around some of the terminology we have used.

Single Sign on

Single sign on enables learners to set up their account once, and then access their learning without the need to log onto the system again. This works from home or in the workplace and on any device as long as you buy into Telford & Wrekin HR and ICT services.

Learner's employment related data updated daily

For those of you who buy into Telford & Wrekin HR service any new starters and changes to accounts on OLLIE will be made within 24 hours. This will help ensure any reporting you undertake is accurate. You will still need to tell us about your leavers.

Automatically remind staff when mandatory training needs to be repeated

If you access First Aid training through Telford Training on OLLIE we can remind you when your training needs to be repeated. For example First Aid at work training needs to be repeated every 3 year to maintain compliance. If your buy into the Silver or Gold package we will remind you after 2 years 9 months when your qualification will expire to give you the opportunity to get yourself (or your team) to book onto some training and maintain your qualification.

View and manage your learner's progress using My Team

By using My Team on OLLIE you will be able to monitor the progress of learners in your organisation, for those of you who buy into Silver or Gold support you will be able to see who is going on training and when. You will also be able to monitor eLearning course completions.

Manage learning and set objectives using Learning Plans

Learning plans allow your staff quick and targeted access to relevant learning; including face to face events and eLearning. The learning plan enables staff to see, at a glance, their progress against specific learning events and the whole plan. The staff can create the plan themselves or the manager can create it for them. External courses and qualifications can also be linked to the plan through the use of objectives. This allows all learning and development activity to be recorded and reported on from one place.

Management information through Schedule regular reports

Those of you who buy into Silver and Gold will have the ability to run and schedule reports. This will allow you to check course completions for both face to face and eLearning courses, You can also have reports run to show learning plan completions.

Customized reports to allow specific reporting

Should you require specific information from OLLIE we can work with those who buy into Silver and Gold support to build reports to provide the information you need. This will be limited to a maximum of 2 customised reports per customer.

Log issues through desktop call logging solution

Those customers who buy into Telford & Wrekin ICT services will be able to log calls from their desktop. The benefit of this is that you will be able to follow the progress of your call and see where we are at with it. For those of you that buy into Silver and Gold support you will get priority call resolutions for calls logged in this way.

Knowledge bank

We have created a knowledge bank on OLLIE that contains an array of support and guidance. There are a number of categories such as:

- OLLIE
- Agresso
- ICT

This knowledge bank can be expanded to suit customer need so if you feel centralised school information could be held here, have a chat with us.

Creation or editing of courses with bespoke content

There may be occasions where there is a course on the site that doesn't quite meet your need or there is nothing there to support that need. For those that buy into Silver and Gold support there is an opportunity to modify or develop course content. This is based on you acting as a subject matter expert and providing the content. You then get to maximise the skills of the learning and development facilitators to build you an exciting and interactive eLearning course. Or you may simple require a version of a course with modified example that better suits your business.