

Branch Support Programme - Training Workstream

Introduction

The Branch Support Programme aims to increase the effectiveness of support to postmasters across the Post Office network.

The training workstream sits as one of eight workstreams in this programme. It's primary purpose is to "digitise" content that is currently delivered in a classroom over a number of days. However, through the discovery phase of this programme, we found that there is a greater need across the business, as well as a number of programmes or projects that are all looking at how to introduce digital learning platforms for both employees and postmasters. This is therefore reflected in the scope of the programme.

Context

The programme works within the Transformation portfolio as a recognised programme with agreed milestones, funding and benefits to be delivered. Angela van den Bogard is the Programme Director and Gayle Peacock is the Programme Manager.

Scope

- 1) To introduce a technology platform that will act as the single platform for all L&D needs across Post Office Limited moving forwards (all other systems will migrate in the short and longer term)
- 2) To implement and pilot the systems with postmasters who are being onboarded to replace up to 8 days worth of classroom delivered content with digital content.
- 3) To set up the appropriate back office processes to manage both the current and new/commissioned content

Out of scope - but following the implementation of this platform will be the migration of all current learning programmes.

Budget (add details)

£550k for procurement and content conversion

Releasing c. 20 FTEs from the FSA team by the end of the Financial year

Core team members:

Sarah Malone, Ann Miller, Drew McBride, Pam Heap, Julie Thomas, Julia Marwood, Sue Richardson, Gabriella Driver, Debbie Young, Clare Langley

Additional full time resources will be supplied by the BSP programme. One Analyst for the requirements gathering process, one technical specialist for horizon scanning/technical support, and a project manager for the lifetime of the project.

Additional members/stakeholders for specific workstreams:

Andy Holt, Jackie Newton, Tracy Lloyd, Paul Bleasby, Amanda Stephens, Jane Moore

Work packages

1. Source Platform	To scope the requirements and source a technical platform that will meet PO requirements for a digital learning agenda
2. Content Conversion	To agree the key formats for on-line learning and appoint third parties to work with for the variety of formats To agree branding and look/feel guidelines To manage the translation of content to a digital format (own and sign off content)
3. Supporting processes	To ensure that the introduction of new technology has appropriate supporting processes, training, metrics
4. Communications and users	To ensure that appropriate users and stakeholders are involved throughout the development process To develop communications to support the launch and use of the new platform
5. People implications	To design new roles required to support the platform in BAU To manage the consultation, VR exercise and to advise on alternative methods for releasing resources should VR not fulfil the required number.

Proposed involvement

1. Source Platform	Requirements gathering: All core team plus Jackie Newton, Tracey Lloyd, Tracy Bond, Jane Moore, Neil Hayward, Spencer Chapman,
2. Content Conversion	Content conversion: Julia Marwood, Gabriella Driver, Sue Richardson, Jackie Newton, Tracey Lloyd, Tracy Bond, Jane Moore Project Manager plus consultancy support from Capita
3. Supporting	Project Manager

processes	Gabriella Driver, Debbie Young, Sue Richardson
4. Communications and users	Project Manager Sue Richardson, Sarah Malone, Debbie Young, Gabriella Driver
5. People implications	Ann Miller, Drew McBride, Sarah Malone,