PUBLIC QUESTIONS

RESOURCES AND PERFORMANCE SELECT COMMITTEE

18 OCTOBER 2024

Question from 'Emma':

What is the Council's policy in respect of use of its training platform Olive by external users; and can policy and practice be reviewed to ensure that "external users" have the same experience as "internal users"?

Response from Shella Marie-Smith, Director of People and Change:

There are several reasons why there is a different experience between the functionality of Olive between our external and internal users and that is primarily due to technical aspects. Our external users of Olive are issued with a functional Learning Licence whilst our internal users are issued with an Active Learning Licence (which is a common practice). The functional licences contain less functionality due to the unavailability of organisational data as these licences do not access the Surrey IT network.

Due to the differing internet browsers of external user, who will have varying levels of settings, external users can experience issues when logging in or launching E-Learning courses, there is some guidance that the external facing training academies give out to help mitigate some of these issues.

External Users do not have access to the same learning content as internal users due to licencing costs with specific training providers, relevance of content (not being applicable to our external colleagues) or being related to internal policies and procedures specific to Surrey County Council.

We are currently in the process of procuring a new Learning Management System, we are working with the external user facing academies to understand the needs of their users and feeding these requirements into the tender of the new system. One of the aims of this project is to make access easier for our external users regardless of device and browser. Once a new supplier has been appointed we will be working closely with them and the Academies to ensure that the external user experience is much more closely aligned with that of internal users.

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