



# END PROJECT REPORT

**Project name** e-LEARNING ACCESS POINTS & EXPERIENCE CENTRES

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**Document History**

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## Introduction

1. The Wiltshire & Swindon Smartplace Programme developed from the decision by public and voluntary sector partners in Wiltshire and Swindon to work together with BT to secure the benefits of broadband and related technology for the people and organisations of Wiltshire and Swindon. It will bring benefits to all sectors, both public and private, voluntary and community with particular focus on delivering long term employability.
2. The programme comprises five themes: Business Development, Learning & Skills, Community Capacity Building, Broadband Infrastructure, and Marketing. Each of these themes when taken as a whole realise the aims and objectives of the programme. This project forms part of the Learning and Skills theme.
3. The Learning Theme originally encompassed creating e-learning opportunities and the provision of a Learning Environment' to SMEs to enable them to access e-learning on-site. Later this theme took on the responsibility for the Experience Centres.
4. A number of Experience Centres were planned (Salisbury, Swindon and Trowbridge) allowing businesses to gain hands-on first-hand experience of broadband with advice, information and support available from experienced Business Link ICT advisers. The fixed sites in Swindon & Salisbury proved more effective at attracting learners.

## Project Objectives

5. The objectives of this project were increase use of broadband by SMEs across Wiltshire and Swindon. The Learning Theme's objectives were to enable e-learning, enable SMEs to access e-learning on site and to facilitate the use of the Experience Centres for e-learning.

## Project Deliverables

6. The projects deliverables are:
  - 6.1. The creation of 3000 learning **opportunities**
  - 6.2. 1800 tier 3 status of 30 hours, this second objective was changed at the request of SWRD to 1170 learners **completing** 6+ hours of learning between Aug 06 and Dec 06.
  - 6.3. 125 **Access Points** (e-Pods), subsequently changed to 100 Access Points in SMEs premises with funded broadband connections.
  - 6.4. 50% occupancy of the Experience Centre fixed sites in each of Swindon & Salisbury.

## Achievement Against Objectives & Deliverables

7. Over 6,476 (200% of target) learning opportunities were delivered to May 2006.
8. Before the target was revised 575 Learners (32% of target) attained 30 hours + of Learning. At May 2006 642 learners (55% of target) completed 6+ hours of learning.
9. 103 (103% of target) Access Points installed as of May 2006.
10. Occupancy of over 50% of Experience Centres attained in 18 out of 29 months from February 2004. Once the target had been achieved occupancy only fell below the target on two occasions, August 05 and December 05.

## Conclusions

11. The project reached the target audience and achieved the objectives set for it.

12. There were additional support requirements to help organisations realise their training needs not anticipated at the outset.
13. Because of the multiple elements involved the project was more complex than anticipated.
14. The environment in which the project operated changed in ways that were unanticipated.
15. Because of bespoke requirements branding of the panels was a significant cost to the project, without an obvious direct benefit.

## **Recommendations**

16. Careful consideration must be given to the implications of any future projects that involve on-site delivery of training. In particular support requirements, both technical and training related, minimum levels of participation necessary to justify support, method of delivery, alternatives and costs.
17. Careful analysis of cost areas and justification needs to be undertaken before spend is committed.