

Mount Green Housing Association Case Study

Helping Mount Green Housing Association reduce their administrative hours by over 50%



ABOUT MOUNT GREEN HOUSING ASSOCIATION

Established in 1962, Mount Green Housing Association is an independent housing association with around 1600 homes in and around Surrey.

They are proud that they have been providing quality homes and fostering happy communities for 60 years.

How We Helped Them



Dedicated time with the Learning & Development Lead to understand their requirements and met their training needs throughout



Efficient onboarding within 1 week to meet tight deadlines



Committed Account Management

CHALLENGES



Core training at Mount Green Housing Association was carried out face-to-face by the management team for their 40 members of staff. This wasn't sustainable in the long term as training would need to be repeated numerous times for new starters and would be based on managers availability. It took up to a year for all staff to be trained and compliant which was deemed far too long.

Whilst they wanted a solution to save time, they were also preparing for an upcoming audit where they were required to demonstrate staff were doing the necessary training with access to reporting.

Considering hybrid and remote working, they required a Learning and Development platform that would replace their face-to-face training, offer training to staff from a flexible working location and access to reporting for auditing purposes.

WHAT WE DELIVERED



An intuitive and efficient LMS that allows their 40 members of staff to complete their core training from anywhere at any time. Utilising features such as the reporting function which allows them to report on the progress of their learners training.

A flexible training subscription package that includes comprehensive, high quality social housing and compliance training content that met their tight budget.

THE RESULTS



Saved considerable time by delivering **training digitally**, compared to face-to-face training that would have taken over a year, in **just 5 months**.

Overall satisfaction from learners is high as they share the **learning is engaging**.



WHY VIRTUAL COLLEGE?

After considering three other training providers, Rebeca Lineen - People Manager at Mount Green Housing Association, decided to choose Virtual College by Netex based on the support our Business Development Manager, Joe Safranauskas, provided from the start of the process coupled with an encouraging price.



'Joe understood exactly what I needed and provided everything how I envisioned it'

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Virtual College is fantastic

The system is very easy to use & straight forward. It's been amazing to be able to get training 'off the shelf' & use it to fulfil our core training needs.

Joe has been an exceptional support from the beginning to the end.

He made it easy & efficient, always prompt & prepared with the right answers. The employees embraced it & had no difficulty in accessing or completing the training. I would highly recommend Virtual College's product & their excellent customer service at a great price.

I could not have asked for more.

Rebeca Lineen
People Manager

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WHAT THEIR PEOPLE MANAGER HAD TO SAY

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Your LMS is very user-friendly, straight forward, easy to access & easy to understand therefore it was a no brainer to choose you over any other learning provider. I had to report on the productivity & completion rates of the training, it was so easy to do using the reporting function.

I love the fact that if we don't have a particular training course, we can create or add our own into the platform.

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Rebeca Lineen

WHAT THEIR LEARNERS HAD TO SAY

'Enjoyed the questions & visuals. It was not boring, especially as we are learning about data protection.'

'Good understanding of ED&I.'

'Useful Information I can implement in the workplace.'

'I loved listening to people's experiences & how they were effected positively or negatively.'



At Virtual College, our purpose is simple; to change the shape of workplace training. All of our training resources are built with one objective: to put your learners first.

This not only means designing engaging and interactive courses, it also means providing the highest-quality content at all times.