



News Release

28th October 2011

Optimum facilitates eLearning for Aer Lingus

Optimum, the IT skills consultancy specialising in end-user training, has developed a new eLearning training method for Aer Lingus following an upgrade of the airline's financial management system with integrated eProcurement from Advanced Business Solutions. The facilitated eLearning modules will replace the need for hard copy user manuals and will also serve as longer term user support materials.

Unlike standard eLearning where users work through training modules in their own time, facilitated eLearning means that staff will work in small groups using eLearning techniques in a classroom situation with an Aer Lingus P2P Project Team trainer to guide them and monitor their progress.

The consultancy has written and produced WebEx sessions for around 40 modules which deal in precise detail with each of the processes involved in requisitioning, authorising, receipting and buying goods and services for the airline from third party suppliers. The eLearning material includes demonstrations and interactive lessons that are designed to ensure that learning takes place and is tested immediately.

Optimum has produced lesson plan outlines to provide the Aer Lingus trainers with a guide to each exercise so they can check the group's progress before they move on to the next module.

John Greene, Aer Lingus' Finance Systems Manager, said: "The facilitated eLearning is very effective. Our trainers can react to the learners' rate of progress and check that all modules are covered."

"This style of eLearning was very effective for the company and can be easily added to should we enhance the way we use the system. Feedback from the trainees has been excellent."

John Greene, Finance Systems Manager, Aer Lingus

The latest version of Advanced Business Solutions' finance system is being rolled out across the airline over a period of a few months. An Aer Lingus trainer will first give procurement staff an Optimum-produced presentation on the background to the project, the benefits to users and the company, and the processes that group will need to learn. Each module is broken down into a tutor demonstration, a section for the learners to try it out for themselves, then the opportunity to work through a different exercise.

Each of the WebEx sessions will be available on Aer Lingus' network and are designed for users to refresh their knowledge by simply selecting a process and going straight into it.

To future proof the materials for new joiners the WebEx tutorials contain no reference to the introductory presentation or to the system being new, so that it will always feel fresh and relevant to people joining the company.

Greene added: "We felt this style of eLearning was very effective for the company and can easily be added to should we enhance the way we use the system. Feedback from trainees has been excellent and demonstrates how well received the eLearning has been."

Call us now for more information on:

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