

## QUEEN'S AWARD WINNER CHOOSES COURSE-SOURCE LEARNING PLATFORM

### SUMMARY

#### Industry

Foreign Currency Exchange

#### Client

The Change Group  
International PLC

#### The Challenge

To find a cost effective way of offering the same personal and career development opportunities to employees working in three continents and keep track of their progress

#### The Solution

Partner with Course-Source to provide an extensive skills library via the company's intranet, accessible worldwide, 24/7 and backed up by Course-Source's hosted Learning Management System controlling course administration, enrolment and certification.

#### The Benefits

The Change Group has been able to fulfil promises made upon gaining Investors in People status and has found the new learning platform has encouraged employees to become more enthusiastic about their jobs and the company they work for.

*“ By giving our people this platform to improve their careers, they get more enthusiastic about their jobs and our company. That's very important for us. ”*

*Sacha Zakariya, Executive Director, The Change Group International Plc.*



Founded fourteen years ago, The Change Group International PLC is now one of the world's leading foreign exchange companies. Employing people of 60 different nationalities who speak 90 languages, the company has Bureau de Change across Europe, North America and Australasia. The company also owns a range of fashion and gift outlets in city centre locations, airports and seaports.

The outstanding success of The Change Group was recognised last year when the company received the

prestigious Queens Award for Enterprise: International Trade 2006, and joined The Sunday Times Top Track 250 list of the UK's largest private companies.

As an Investors in People organisation, the company is committed to developing employees and is proud of the fact that 80% of its senior managers have been promoted to their positions. "We are dedicated to ensuring all members of our organisation have equal access to our learning and development programmes," explains Sacha Zackariya, Executive Director, International Development.

“ *Having previously tried a number of different methods of training, we realised e-learning had a huge advantage in that it would enable us to give equal opportunity to everyone irrespective of their location and irrespective of what time of day or night it is in their country.* ”

Yet training and developing so many people in so many countries is clearly not without its challenges. The Change Group needed to find a cost-effective way to roll out its own training and coaching programmes, offer third party learning content, and keep track of how people were progressing and performing. E-learning was an obvious solution.

“Having previously tried a number of different methods of training, we realised e-learning had a huge advantage in that it would enable us to give equal opportunity to everyone irrespective of their location and irrespective of what time of day or night it is in their country,” explains Sacha. “We were sure this was the way we wanted to go.”

So, of all the many e-learning companies out there, why did The Change Group choose to partner with Course-Source?

“There were many reasons,” says Sacha. “First, Course-Source had the widest range of e-learning content. This breadth of material was attractive and being able to supply material from Video Arts under licence was particularly advantageous. We find Video Arts extremely

good and had been using it for a while, but the cost of overseas distribution had been a problem. We also chose Course-Source because with some technical modifications, they had a platform that could be integrated with our own intranet-based Learning and Development Centre.

Course-Source was also able to customise The Change Group’s learning portal, allowing the company to maintain brand identity. In fact, The Change Group took full advantage of each and every offering Course-Source can provide in terms of e-learning: a hosted LMS, learning content, a customised learning portal and consultancy services.

Partnering with Course-Source enabled The Change Group to achieve its aims and reach all its global employees, swiftly and easily, via a state-of-the-art, wide-ranging Learning and Development Centre with login area, learning platform and training records held all in one place.

“Any user around the globe can now go into the system, at any time, see what particular certificate they are doing; what they need to do

to achieve that certificate; what exams they need to pass; what coaching or training sessions they need to attend; what materials or books they need to download and what practical experience they need," says Sacha. "They can also watch any interactive videos required as part of their course."

"Once a student has gone through a particular course, emails are sent off immediately to their line managers and the Head of HR and a certificate is then awarded to that individual in recognition of their achievements. They are enrolled automatically into the next certificate and can see what they need to do next."

"The course material we supply is now very broad, including management, leadership, HR processes, coaching and interview techniques, IT, sales, and entry level courses for people who have just joined the company, right up to those who have been with us five to ten years and who are looking at Director level positions."

The results have so far been excellent. "Our people find it very good, very user

friendly," Sacha maintains. "They like the fact they can get access whenever they want. People are enthusiastic about their training and interested in furthering themselves and improving their careers and, by giving them this platform that offers equal access to learning and development, they get more enthusiastic about their jobs and the company they work for. That's very important for us."

In fact, The Change Group's Learning and Development Centre has been so successful that the company has been approached by a number of organisations who want access to it, and so Sacha has decided to sell their technology to other companies and provide them with Course-Source material.

"It's cost effective and it works," Sacha concludes. "We know there are a lot of companies out there who could benefit from this kind of approach."

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For more information call Course-Source on:

020 7689 9700

Course-Source Website:

[www.course-source.net](http://www.course-source.net)



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