



Transforming performance through learning management

Managed learning services



www.qa.com/MLS



Managed learning services

“The world of learning is changing and as a result, so are the services it needs to function effectively within a business environment. Increasingly, pressure is on learning to deliver value, be accountable, measurable and demonstrate its contribution towards ongoing business success. This is why QA's MLS doesn't just focus on effective administration and single sourcing to reduce costs, instead it provides expert insight and guidance across the L&D function to increase value, supporting you on the journey to transform performance through learning.”

Giles Smith | Head of Strategic Client Solutions



At QA we understand the support our customers and partners in L&D need to make a difference, which is why we provide a Managed Learning Service (MLS) that engages and transforms your business.

Increasingly, training has to pay for itself in terms of business benefit and enhanced performance. It is no longer acceptable to have an uncontrolled and fragmented expenditure that is not measurable against business objectives.

As the clear market leader in MLS for over 20 years, QA has acquired unparalleled experience and expertise and has equipped itself for this fundamental business shift through the development of a series of service modules. These service modules help customers bring training expenditure under control and are focused on increasing value through targeting and embedding behaviour change at individual, team and business levels. These modules can be delivered individually or as a seamless solution within our Managed Learning Services offering.

Every component of our service is aimed at transforming and supporting your learning environment to increase organisational performance.

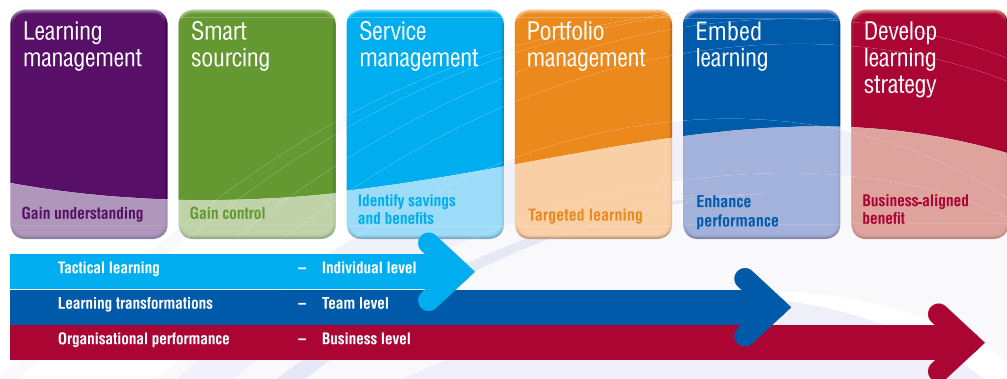
Why QA for your managed learning services provider?

- 1 We act as a **strategic partner**, helping customers to shape development for the future and drive a high performance culture
- 2 We deliver end-to-end **learning management**, increasing understanding of all learning activities across the business
- 3 We manage your **complete portfolio**, targeting skills, knowledge and behaviour at individual, team and business level
- 4 We **deliver measurably reduced costs**, enhanced efficiency and improved delegate experience
- 5 We improve the **supply chain for learning**, reducing costs, defining supplier portfolios and using our purchasing scale to provide significant savings
- 6 We provide a **range of learning tools** to identify and deliver business savings including a service desk, learning systems, processes, management information, demand planning and needs analysis
- 7 We create **learning effectiveness** that directly contributes to enhance performance with observable behaviour
- 8 We manage and deliver high quality effective training enhanced by proven **innovative high impact learning interventions**, within budget and aligned to the skills requirements in your organisation
- 9 We adapt and evolve with changing business needs. Delivering **continuous service improvement** and improved quality
- 10 Through our **relationship and actions** we will give your leadership team confidence in the partnership, the results and ROI



Our managed learning services model

Every learning requirement is unique, so we have developed our Managed Learning Service model to match your organisation's unique journey. It is designed to give you a framework for continuous improvement, learning evolution and a centralisation of learning services, increase the value of your investment in L&D and deliver tangible cost savings.



Tactical learning

The first phase of our MLS is designed to target the tactical activities of your learning function. This phase brings significant cost savings and streamlining of processes, ensuring learning is readily available and trackable through a single source.

We enable you to understand and control your learning spend, identifying key savings and benefits through trend analysis and demand planning.

Learning transformations

The second phase of our service focuses on transforming your learning solutions, bringing savings and business benefits by directly targeting skills gaps within teams to provide a measurable increase in performance.

We target business-specific skills gaps within your organisation and provide ongoing support to ensure learning is embedded and positive performance change occurs.

Organisational performance

The third phase of our service focuses on ensuring learning interventions are aligned at an organisational level, working with you to create a learning strategy that supports business objectives.

Key benefits include increased business performance, plus increased motivation and staff retention through investment in people. In delivering our services, we work as part of your learning team not just as a supplier, increasing our ability to add value to your wider business.

The three phases of our MLS model track the development of the service that we deliver, as well as mapping the transition of learning within your organisation from the tactical phase to the organisational performance phase through a series of agreed expectations and milestones.





Our MLS experience

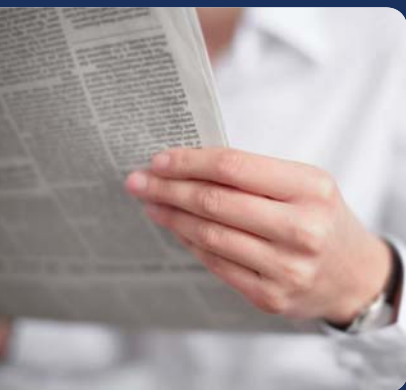
News International

 www.newsint.co.uk

“News International have more than benefited from QA's professional Managed Service, successfully engaging QA in many transformational projects across the organisation. QA act as a single point of contact for the majority of News International's Systems and Technical training requirements.

Their access to not only their own pool of trainers, but to their extended network, is second to none. We are always confident that QA can deliver quality training to meet whatever needs we may have. Our satisfaction results, both formal and informal, are always very positive and prove that time after time they deliver.”

Glen Phillipotts | Senior Business Partner, News International



Becoming Training Business Partner for News International

News International's desire to move to an external Training Business Partner model required a trusted partner that could deliver a flexible service based on subject knowledge, learning skills and coverage. Our approach was to deliver a flexible and tailored solution in the form of a Managed Learning Service which covered a wide range of services from bespoke and blended learning through learning consultancy to supplier management.

Aligning training to business needs

Ensuring training is aligned to the particular business needs of News International means that the associated learning delivers real benefit and business advantage to the organisation. Our expertise and depth of learning resources ensure this outcome is achieved in the most time and cost effective manner.

News International has seen a range of benefits, including a significantly reduced cost of training with an average cost reduction of 39%. They have reduced administration and procurement costs and now see an integrated approach to learning and development.

Key features of our solution

- Providing a single point of contact and accountability
- Efficient and effective procurement of a comprehensive range of high quality curriculum and courses both directly delivered and third party sourced.
- A broad range of delivery methodologies
- Alignment of the service to News International's business process and authorisation procedures
- Complete management control through comprehensive online approval processes and reporting
- Access to systems and tools that support a complete learning and development lifecycle
- An operationally robust and scalable offering based on pre-agreed service levels and aligned to News International's business goals

For further information please contact:

Tel: 01753 898301 | Email: mls@qa.com