

Public sector



LINE

::: Our work in the public sector

“This Spending Review sustains our commitment to developing a modern and professional Public Sector workforce... to radically reform the Public Sector workforce... using the most up-to-date processes and technology”

Chief Secretary to the Treasury, the Rt Hon Paul Boateng MP, July 2004.

Sounds like a case for e-learning? We believe so, and it reflects the activity we’re seeing in the Public Sector. Despite the failure of a number of high-profile initiatives, the fact is that e-learning is becoming mainstream in the Public Sector. The positive stories and learner experiences outnumber the negatives significantly - even if they don’t grab the headlines!

Like the spending review itself, our approach to e-learning is not just about cost reduction - it’s about improved and more consistent public services, and creating a more rewarding place to work. This requires faster time to competence, more consistently trained staff, access to opportunities, and support for a diverse workforce.

We are proud to have won e-learning contracts in all corners of the Public Sector. Working with HMRC (Revenue and Customs), DfES, BBC, Becta, MoD, RAF, Royal Navy and The University for Industry we are working on the ground - designing, delivering and supporting e-learning content and technology and at policy-level working on standards and business models. All with the aim of changing the way people learn.

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DfES: Communicating Policy

Supporting a team-based blended learning programme, this portal provides a gateway to a wide range of resources to help DfES staff develop the way they communicate with internal and external audiences.

This programme was developed and delivered in partnership with PricewaterhouseCoopers.



BBC: Editorial Policy

Bringing the BBC's Editorial Guidelines alive for 15,000 programme makers inside and outside the BBC. This ground breaking programme uses scenarios based on real video, audio and written content to train junior staff and challenge even the most experienced media professionals.

Winner: IVCA Award



Ufi: Learndirect

Ufi Learndirect fills in where corporate provision of learning often leaves gaps, and in terms of widening participation in learning, is a great Public Sector success story. LINE is delivering many hours of online material to Ufi, supported via offline activities and the Ufi tutor network.



Inland Revenue: Introduction to Tax Credit

The aim for this project was to create e-learning for Enquiry Officers at the Inland Revenue that would raise their awareness of the potential impact of the work they carried out on tax credits, and recognise when to consult a Tax Credit Consultant.



UK Passport Service: Authentication by Interview

A fully blended learning programme for 700 employees recruited to support the Authentication by Interview (AbI) process. AbI is a core strategic initiative to combat passport and identity fraud across the UK.



Our areas of work

Consultancy and Services

- Learning and communications strategy
- Marketing communications
- Training

Content Development

- Design (user centred design / interface design / communications design)
- Development (instructional design / e-learning development / websites / blended learning)
- Implementation and support

Technical Solutions

- Infrastructure solutions (LMS/LCMS/CMS)
- Technical consultancy

How to work with us

LINE has secured work across the Public Sector through most of the main procurement channels. We have enabling contracts lasting up to five years that are accessible to other parts of the Public Sector and provide the contractual umbrella and speed of procurement that will enable you to do business with us easily. These contracts provide for a range of business models to suit your needs.

What would you like to communicate?

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