



“ The great strength of the Skillsoft solution is that we can enable anyone to access these resources and ensure they are up-to-date with the latest recommended best practice outlined in the 15 identified Care Certificate standards. ”

Jon Boardman, HR Advisor, Learning and Development

BUSINESS CHALLENGE

Making Space, a national charity and leading provider of adult health and social care services, helps adults with care and support needs and a development program. In 2015 Making Space was faced with the challenge of implementing the Care Certificate. In just a few months it had to ensure it could deliver training to all applicable new starters and undertake required phased observations and assessments in the workplace.

HOW SKILLSOFT® HELPED

Making Space selected Skillsoft's comprehensive Care Certificate solution as it gave them all the learning, assessment support and management tools needed to deliver an effective care certificate program. Delivered via the Skillport® 8 and Advanced Compliance learning management system, the solution features 15 eLearning courses blending interactive learning with exercises, follow-on activities and other learning resources. Online dashboards enable managers to centrally monitor learner progress and step in to provide additional assistance where required.

KEY METRICS

Valuable time and resources saved around the implementation process and ensured delivery within the required timeframe.

Effective process in place to support the phased assessment of learners and transparently manage our reporting needs.

Feedback on the quality of resources on offer has been **overwhelmingly positive**.

ABOUT MAKING SPACE

Making Space is a national charity and leading provider of adult health and social care services. They have been helping adults with care and support needs, and their carers, to lead independent and fulfilling lives for more than 30 years. Making Space offers high quality, person-centred services and accommodation support adults of all ages, with a diverse range of needs. They provide services in the heart of local communities, in the comfort of people's own homes, and specialist care and support services. Their professional and caring staff deliver services with dignity, respect and compassion, focusing on outcomes that help people have the freedom to enjoy an everyday life.

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