Technology Enhanced Learning (TEL): Learning Solution - Alpha Summary Report

Thorough research was undertaken during the Discovery phase of this project to investigate the way in which individuals working in health and social care use technology to learn in their daily practice. This research highlighted challenges around awareness and accessibility of available TEL resources which can lead to increased costs, duplication and missed opportunities for achieving economies of scale on content commissioning and sharing through a single national platform. It identified the need for a national learning solution with thousands of digital learning resources available for the NHS and social care workforce.

Reading Room, a technology research company, was commissioned to work with Health Education England (HEE) on the Alpha phase of the project. They were tasked with understanding, from a technical and user experience perspective, the various needs of users and how they could be met. The aims of the Alpha phase, which followed Government Digital Service (GDS) best practice and guidelines, were to:

- build a prototype of the service

- test the prototype and wireframes with users

- demonstrate that the proposed service is technically possible.

As part of the Alpha phase a wide range of stakeholders were actively involved in exploring the functionality of the prototype and testing ideas to get feedback for further development. The agile development process that was followed meant users were involved throughout and small iterative versions and concepts were tested with users on an ongoing basis.

Feedback indicated that users require a learning solution that enables them to:

- Upload and share learning resources they have developed
- Easily access learning resources
- Rate, review and discuss learning resources
- Collaborate within communities of practice.

The prototype, which focused on uploading a resource and searching for and accessing it, was very well received by users when tested. The recommendation is to move into the Beta phase, to further build on this by developing a working version of the service which handles real user journeys and works at scale.

Work concluded on the Alpha phase in December 2017. You can access the full Alpha report on our website.

For further information on this, please contact the HEE TEL Team: tel@hee.nhs.uk.