



Learning
Excellence
Awards

Winners Book

April 8, 2022



Welcome



Back in the not so distant restrictions of Covid-19 we decided there could never be a better time to launch a new set of business awards for the learning and development sector.

There were a couple of false starts as we got our bearings with running awards with no

stage presentation where the winners could be glorified. But what really surprised us, in such dour times, was the immediate level of interest in our new awards. The standard of entries was high and were both national and international in origin and scope.

That level of interest has been maintained and increased in the second year of the Learning Excellence Awards. Entry levels smashed through the expected number and gave us a short-list of Finalist companies of which we could be very proud. Those Finalists have been celebrating today and applauding the Winners and Awards of Merit recipients.

Three groups of judges scrutinised the entries and awarded their marks. Twenty-one category Winners and five Awards of Merit were announced along with the prestigious Gold awards to PeopleUnboxed, Lloyds Register, Rolls-Royce and NTP Online Learning. There were also five Gold Awards of Merit presented.

Already our focus is turning to the 2023 Awards. These open for entries on June 1 and we will again review the categories with judges and past entrants to see whether we need to further refine the category list. The closing date for entries is October 31, each year, and the event scheduled for March 31 at a venue yet to be decided.

Our thanks go to everyone involved in the Awards this year: the entering companies, the hard-working judges, and the Finalists who turned up in force at a real live event.

Helen Warrilow
commercial director

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Judges



Dominic Ashley-Timms
managing director
Notion Business
Coaching



Mathew Bewley
managing director
3B Training



Mark Dawe
chief executive
The Skills Network



Harry Kelly
director (UK Chemistry
Recruitment and Talent
Development)
GSK



Peter Ryding
chief executive
VIC – Your Virtual
Interactive Coach



Matthew Smith
director
Griffin and Bell



Ross Trigwell
director
The Learning and
Development Company



Donna Verdi
head of talent and
development Americas
Barclays

Outstanding External Provider

Gold Winner

PeopleUnboxed

With a mission statement of “to make a difference to people’s lives in the workplace and beyond”, PeopleUnboxed truly believes this has been achieved over the past 12 months. Not only has the company developed leaders and employees to perform their role more effectively, it has also delivered mental health and wellbeing training to over 1,500 employees – something that will support them both at work and at home. The business has also grown in size, both the team and the number of clients – despite the challenges of the pandemic and resulting changes in delivery methods required.



Award of Merit

Corndel

Corndel is a unique multi award-winning UK management and technology training provider. It has a growing, prestigious, loyal client base, a reputation for delivering brilliant training and an ambitious, experienced management team. Corndel’s vision from the outset was to become a disruptive training business that focused on delivering the highest quality apprenticeship programmes. Specialising in management, leadership, and digital skills, Corndel aims to be the training provider of choice for large corporate clients. In less than five years, with a relentless focus on quality, Corndel has built a scaled business and has trained over 11,000 apprentices.



Finalists

MatchFit

Notion Business Coaching

The Happy Learning Company

Wavelength

Outstanding In-house Team

Winner

Lloyds Register

The LR Academy team at Lloyd’s Register has truly turned the tide. In five years, they’ve taken learning at Lloyd’s Register from a piecemeal, expensive, and unstructured approach to a highly cohesive strategy, developing a new learning experience platform, collaborative learning, in-house developed digital learning materials, business alignment, and creative internal communications, along the way. For a small team of just 8 people, the scale and impact of the transformation is exceptional. An external evaluation quantified just what a difference the team has made – employee engagement and compliance have measurably increased, as has customer experience with a world class NPS +79.



Award of Merit

LEO Academy Trust

Trying to be at the heart of the local community in a pandemic presented many challenges. During periods of full and part school closures it became apparent that childcare issues were very stressful for families, with serious financial implications at what was already a very scary and trying time. The LEO Academy Trust’s response was through a community summer school initiative. The leadership team recognised the importance of supporting parents by offering a safe caring environment for their children to be in while the parents went to work.



Finalist

AND digital

Outstanding Innovation

Winner

Rolls-Royce

In recent years, major global disruptions have triggered a bold new strategic commercial direction for Rolls-Royce. In keeping with such market shifting, in 2019, the company also realised there was a need to reassess its approach to learning. Moving away from traditional hierarchical models, Rolls-Royce wanted to allow leaders to empower and enable people in line with new values and behaviours. Overhauling learning design, a new way of approaching learner needs was introduced, delivered through a 'Leadership Toolkit'. With this fully accessible, agile, topical-content-driven portal, leaders were invited to lead their own path within the ongoing business transformation at Rolls-Royce, inspiring others along the way.



Award of Merit

The Happy Learning Company

An innovative programme to inspire and develop a global sales force across Europe, Asia and the Middle East to be F.I.T. to Sell focused on the new world of sales excellence and the part that they play, unrivalled sales Intelligence (knowledge, skills and behaviours) in the industry and the ability to personally Thrive and contribute to the future success of the company. With a space theme turning participants into courageous explorers and a mission to discover the gems of sales intelligence to create a new world of sales excellence, this was a learning expedition that was literally 'out of this world'.



Finalists

Mindful Education
Wavelength for New South Wales
Department of Health

Outstanding Course or Initiative

Winner

NTP Online Learning

Most industries have offered e-learning paths to qualifications for decades, but not logistics. Owing to deeply entrenched assumptions about it being unsuitable for the topic/learners, people were being failed by the industry - expected to pass A-level equivalent exams in 10-days. Pass rates were unsurprisingly low. Not content with the status quo, and initially to immense scepticism, NTP bravely developed the first purely online, interactive course for Transport Managers. Revolutionising the industry overnight. An independent evaluation has proved just this. Pass rates are far higher, and its delivering measurable sector/learner impact -progressing careers in ways not possible previously.



Award of Merit

Sales Activator

Infinity Group collaborated with Sales Activator (Selling), Raw Talent (Recruitment) and Microsoft (Technical) to create a business changing initiative. The Talent Development Programme was engaging and exceptionally well rounded, recruiting and training Customer Success Managers with the technical, people and cultural skills needed to fulfil successfully the role created by the business sales strategy. The new CSMs are excited to work and their results place them in the top quadrant of the sales team. It enhanced employees' experiences and the organisation's results and effectively blends informal learning innovatively with formal.

Award of Merit

The Happy Learning Company

An experiential, face-to-face learning experience to emotionally connect and inspire 76,000 Heathrow colleagues to 'Be the Difference', by playing their part in achieving their new, ambitious vision, 'to give passengers the best airport service in the world'. Through the delivery of three new and unique 'Service Signatures' to manage the realities of travelling (and working) in an airport environment, it was time to make the service at the UK's flagship airport 'distinctively different' and the role model for a truly amazing global airport experience.

Finalists

Idea Foundations

Ministry of Justice

Stripy Lightbulb

Wavelength for New South Wales

Department of Health

Business and Academic Partnerships

Winner

Notion Business Coaching

Innovate UK's Business Basics fund was set up to discover if tried and tested technological and management practices commonly used in corporate organisations would also raise productivity if adopted by SMEs. Knowing the value that STAR® Manager could offer, Notion elected to subject their programme to trial and independent scrutiny. In a consortium with the London School of Economics and Political Sciences (LSE). Despite proceeding throughout the worst that national lockdowns, business closures and furlough could throw at them, trial participants stayed on track with the full support of Notion with their STAR® Manager programme – a truly remarkable effort! What's more nearly two thirds continued with their STAR® Manager journey after the formal closure of the trial.



Finalist

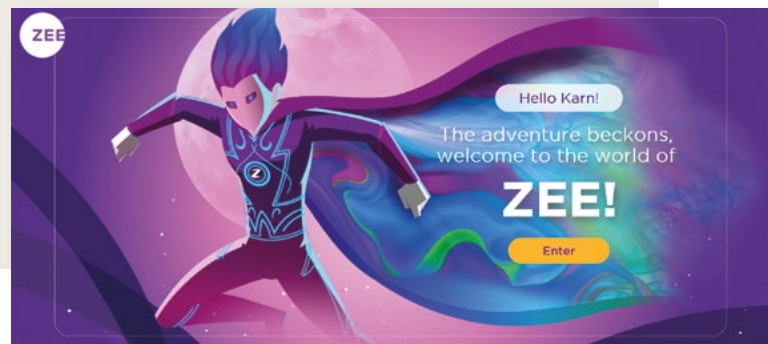
Wavelength with Cognition Education Group for Department of Education and Training, Victoria

Design, Content Creation and Video

Winner

Upside Learning Solutions

Zee Entertainment Enterprises Limited (ZEE) is a media conglomerate based in India. ZEE was looking to replace their instructor-led induction program that gave an overview of Zee's businesses, history, culture, and policies. ZEE partnered with UL to create a story-based training with gamified elements to provide an engaging learning experience to its new employees. On a hero's journey, the learners travelled through seven different milestones, each covering a critical topic, and earned rewards to successfully complete the End Game. The program successfully mirrored the company ethos and reflected their aim: "to create the extraordinary".



Finalists

Harleys
Mindful Education
Nice Media

Digital Learning or E-learning

Winner

UK Coaching Solutions

UK Coaching has created an immersive and media rich, life saving eLearning that really can make the difference between life and death. Twelve young people die every week in the UK from a Sudden Cardiac Arrest (SCA)... would you know what to do? This hands-on eLearning equips coaches of sport with the knowledge and skills to deal with the emergency of an SCA. Learner quote: 'Today I learnt to save a life, 45 minutes ago I had no idea. Thank you' and 'Everyone needs to do this life saving eLearning'.



Award of Merit

Natterhub

The Inspiring Digital Enterprise Award (iDEA) is an international programme that helps people of all ages and backgrounds develop digital, enterprise and employability skills. The iDEA platform provides free digital skills education in the form of bite-size modules called "badges". Learners who complete badges on iDEA earn points towards industry-recognised awards that enhance their CV and help them stand out from the crowd.



Finalists

CGI

Cypher Learning

Idea Foundation

Mindful Education

NetSupport

Wavelength YMCA NSW

Whizz education

Learning Process

Winner

PeopleUnboxed

This project provided a unique and innovative solution to an age-old problem. Leadership development is not an uncommon challenge, but one that is difficult to facilitate in a way that creates true understanding on how to apply the learning principles and has a lasting impact. Our truly blended solution – BundleBoxBlend – consisted of five key elements to support learners both before and after classroom training sessions. This kept the learning content front of mind when back in their role and enabled learners to see the benefits of applying their learning. Their line managers have noticed the difference in leadership behaviours too!



Finalist

Mindful Education

Learning Tools and Technology

Winner

Pembrokeshire College

In order to develop the Audactive app and platform, Pembrokeshire College formed a partnership with a specialist in voice-based technologies and applications, WellSource Limited. The partnership exploits the technical abilities of WellSource and the expertise of Pembrokeshire College in teaching and learning. The overall plan has been to design and build the app, trial it in various educational contexts and use the feedback to improve Audactive to the point of being a viable product (paid for or free). To realise development of Audactive app, platform, the partnership has been successful in obtaining partial funding from the Ufi Voctech Trust. This has meant that we have been required to have a very robust implementation plan outlined below. Despite the Covid making it extremely difficult to carry out trials, the project has stayed on course.



Finalists

Rolls-Royce

Wavelength with Cognition Education Group for Department of Education and Training, Victoria

Response to Covid-19

Winner

Honda Motor Europe with Vertex Professional Services

In 2018, Honda embarked on a journey to electrification. This will see two thirds of global sales become electric 2030 and 100% of core models in Europe electrified by 2022. To support loyal customers used to traditional vehicles and new tech-savvy customers, there was a need to upskill over 6100 European Honda and Honda Dealer employees. The response was an innovative blended approach, using complementary learning techniques, each playing to their strengths. Responding to Covid19, Honda successfully replaced critical Instructor Led Training using technology new to the company and a virtual blend approximating every aspect of the original to create Honda Live Virtual Classroom Training.



Award of Merit

Babcock International

At Babcock, they were not going to let the COVID pandemic stop them from delivering to their BMW customers. Instead, they embraced the challenge and focused energies and expertise on making the right changes, for the better. They transformed their learning strategy and focused on innovation to a level never done before. So much so, the results are transformational, driving a clear business benefit and an enhanced learner experience. Babcock is now better placed to meet any future challenges with innovation and creativity, continuing to be pioneers in people development.

Finalists

LEO Academy Trust
Upside Learning Solutions

Mobile Learning

Winner

Pembrokeshire College

Audactive is the only voice-assisted app that seamlessly integrates voice-to-text and text-to-voice interactions (i.e. two-way voice interactions). Learner can listen to a document, pause and dictate their own notes at any point. Audactive reads out embedded question prompts and then waits for the learner to dictate their answer before moving on. Audactive also supports multiple choice questions. Audactive has been trialled with hundreds of learners across the UK with very positive reviews, especially from those with additional learning needs or learning English. The trials have led to making Audactive even better with a SCORM option and a new sharing site.



Finalists

LinguaTV
Upside Learning Solutions

Digital (including IT, Technology, Telecomms, Media and Multimedia)

Winner

Sumo Digital

When you're a multi-award-winning company, not just for the video games you create, but for the way you treat your people, too, rapid growth is sure to follow. But when Sumo Digital expanded to 800 employees across eight studios in the UK and India, learning became siloed and a disconnection formed between their brilliant minds around the world. For Sumo to keep pace in the industry's fierce war for talent, they had to create a stand-out culture; one where learners are teachers and everybody can take ownership of their own development. They did that using THRIVE LXP.



Finalists

Colt Technology Services
Comdel

Education

Winner

Get with the Program

Get with the Program is a unique initiative that uses interactive theatre to teach children to code. With a blend of storytelling and performance, and engaging activities to embed the learning, children are taken on an exciting, interactive, coding adventure! The mission is to inspire the tech innovators of the future –encouraging them on the path to a future in tech, so today’s children can ultimately lead the way in solving the world’s biggest challenges.



Award of Merit

Whizz Education

Whizz Education’s goal is to ensure inclusive and equitable quality education for communities, to promote lifelong opportunities for all through individualised learning, raising educational standards worldwide. The company proactively seeks out projects in low-income settings. Their work spans 6 continents, reaching 1.5 million students and thousands of teachers, and is 100% focused on improving quality education in maths. Maths-Whizz, their virtual tutor, leads the field, but it is through partnerships and a focus on improving the quality of teaching and learning and support for teachers to teach maths, better, that Whizz stand out, with tangible learning outcomes.



Finalists

- Cognition Education for Hokotehi Moriori Trust
- Kidbrooke Learning Centre
- Light Foundations
- Schools and Teachers Innovating for Results

Financial and Professional Services

Winner

Legal and General with The Oxford Group

Introducing a learning programme focused on emotional intelligence isn't something you'd typically imagine happening in a contact centre. But that's exactly what Legal & General did. They invested in helping leaders 'Lead with Emotional Intelligence' with a view to supporting leaders and employees to share in better conversations. And by taking The Oxford Group's '5 Conversations' programme, they became licensed and accredited, and made it their own. The impact was profound, and surprisingly measurable. Engagement increased, attrition decreased, and customer satisfaction rose. The learning? You can boost traditional metrics by being more sensitive to the emotional needs that underpin performance.



Winner

Lloyds Register

It is fair to say that Lloyd's Register has completely transformed its learning offering. In five years, it has moved from a piecemeal, expensive, and unstructured approach, to a highly sophisticated learning and development strategy, thanks to a new learning experience platform, collaborative learning, in-house developed digital learning materials, business alignment, and creative internal communications. Considering there were just eight people behind this transformation, the scale and impact is exceptional. An external evaluation quantified just what a difference the new strategy has made – employee engagement and compliance have measurably increased, as has customer experience with a world class NPS+79.



Finalist

Allied Irish Bank with Vertex Professional Services

Health, Medical, Pharmaceutical and Social Care

Winner

3 Spirit UK

Developed from grass roots front line practice, 3 Spirit UK supports a wide variety of care services. Their work played a critical role in supporting care services during the pandemic to develop skills to support changing work practices. Over ten years around 100,000 care and support staff have been trained. The company became a Social Enterprise four years ago and started to measure the impact of 3 Spirit programmes.



Award of Merit

Nice Media

Nice Media worked with South Central Ambulance Service to produce this Dementia Awareness drama series. The videos highlight the challenges that patients with dementia can experience and explore soft skills and communication strategies that ambulance service staff can employ to provide reassurance to patients who may be distressed in an unfamiliar emergency setting.



Finalists

Stripy Lightbulb

Wavelength for Hospice New Zealand

Public Services and Utilities

Winner

Nice Media

Nice Media worked with South Central Ambulance Service to produce this Dementia Awareness drama series. Each part covers a different aspect of the patient's journey with the ambulance service, thereby representing a range of roles. The ethos underpinning the videos is to give a balanced and realistic representation of how dementia may affect a person. The videos highlight the challenges that patients with dementia can experience and explore soft skills and communication strategies that ambulance service staff can employ to provide reassurance to patients who may be distressed in an unfamiliar emergency setting. The videos will reach over 50,000 nationally.



Retail, Hospitality, Sport, Leisure and Consumer Services

Winner

No7 Beauty Company

Boots UK and Macmillan Cancer Support have worked together since 2009 to provide expertise, information and support to people living with cancer. Macmillan's research shows that body image and appearance are a major cause for concern when people are undergoing treatment for cancer, so the BMBA role was developed to meet the physical, emotional and practical needs of people living with cancer, as well as those who support them. The partnership and training are also used as a platform for fundraising. Since the partnership began in 2009, colleagues and customers have raised over £18million for Macmillan Cancer Support.



Supply Chain

Winner

NTP Online Learning

Most industries have offered e-learning paths to qualifications for decades, but not logistics. Owing to deeply entrenched assumptions about it being unsuitable for the topic/learners, people were being failed by the industry and expected to pass A-level equivalent exams in 10-days. Pass rates were unsurprisingly low. Not content with the status quo, and initially to immense scepticism, NTP bravely developed the first purely online, interactive course for Transport Managers. Revolutionising the industry overnight. An independent evaluation has proved just this. Pass rates are far higher, and it is delivering measurable sector/learner impact -progressing careers in ways not possible previously.



Finalist

The Happy Learning Company

Customer Service

Winner

ted Learning

ted Learning collaborates with Entain Group to develop a Dramatically Different, Engaging and Fun Customer Service Training Programme for the Group's international call centres. A long-lasting relationship based on trust and mutual respect, provides opportunities to innovate, creating learning experiences that overcome the geographical barriers and deliver tangible results. ted Learning is now an integratal part of the Entain learning and development strategy, creating a Customer Service Refresher Training Module each year to be delivered by their Internal Training Team.



Finalist

The Happy Learning Company

Health, Safety and Risk

Winner

Upside Learning Solutions

To supplement existing safety-related interventions, ISS partnered with Upside Learning to develop a training intervention to introduce safety practices to their new employees. This would ensure new joiners could familiarize themselves with ISS' safety culture, the need for it, and how employees could contribute to it. The training was meant to be mandatory for all the frontline employees before they started working on their tasks. It is a highly visual, fully responsive, effective, learning experience accessible to all frontline ISS employees across varying age groups and experience levels.



HR and Talent

Winner

LEO Academy Trust

LEO Academy Trust has an ambition to build and extend community links during a time of need, through designing and delivering the Kick Start programme across the Trust. This journey was recognised as one that delivered on the very heart of the Kick Start initiative-tailored support, training and experience for young people at risk of long-term unemployment.



Finalist

AND Digital

Management and Leadership

Winner

The Happy Learning Company

The Kick-Ass Influence programme is born! A ballsy, ground breaking 3.5 day modular, blended programme for the global womxn (women and non-binary) leaders at King. Its aim? To unlock the full power of influence they have within, to build their confidence and credibility, and enable them to progress to the next level in their careers, drive positive EDI change at King, and put womxn on the map of a historically male-dominated industry.



Award of Merit

Legal and General with The Oxford Group

Introducing a learning programme focused on emotional intelligence isn't something you'd typically imagine happening in a contact centre. But that's exactly what Legal & General did. By taking The Oxford Group's '5 Conversations' programme, staff became licensed, accredited and made it their own. The impact was profound, and surprisingly measurable. Engagement increased, attrition decreased, and customer satisfaction rose, proving you can boost traditional metrics by being more sensitive to the emotional needs that underpin performance.



Finalists

Ministry of Justice with MatchFit
Notion Business Coaching

Marketing and Sales

Winner

Sales Activator

Infinity Group collaborated with Sales Activator (Selling), Raw Talent (Recruitment) and Microsoft (Technical) to create a business changing initiative. The Talent Development Programme was engaging and exceptionally well rounded; recruiting and training Customer Success Managers the technical, people and cultural skills needed to fulfil successfully the role created by the business sales strategy. The new CSMs are excited to work and their results place them in the top quadrant of the sales team. It enhanced employees' experiences and the organisation's results and this is the story of that collaboration, which deserves recognition: Informal learning blended innovatively with formal.

Induction (1-6 Weeks) – 'Licence to Sell – Part 1'						
Week 1	Company / Product / System Training	Personal Proficiency Assessment & Feedback	Learning 2 courses (1hr x 20 mins each)	Partner Training	Team Coaching Using Toolkit coaching resources (ongoing)	Manager support, coaching and review
Week 2	Company / Product / System Training	Learning 2 courses (1hr x 20 mins each)	Steps to the Call 'The Basics' 1 Day	Mobile Quiz 1 Day Following Training	Partner Training	Manager support, coaching and review
Week 3	Company / Product / System Training	Learning 2 courses (1hr x 20 mins each)	Partner Training	Team Coaching Using Toolkit resources (ongoing)	Manager support, coaching and review	1:1 Coaching Regular tracking and monitoring using Activate
Week 4	Company / Product / System Training	Learning 2 courses (1hr x 20 mins each)	Selling Skills 1 Day	Mobile Quiz 1 Day Following Training	Partner Training	1:1 Coaching Regular tracking and monitoring using Activate
Week 5-6	Company / Product / System Training	Partner Training	Learning 2 courses (1hr x 20 mins each)	Team Coaching Using toolkit resources (ongoing)	1:1 Coaching Regular tracking and monitoring using Activate	Problem Solving OIP Assessment & Simulation

Finalists

The Happy Learning Company
Upside Learning Solutions

Product, or Process Training

Winner

Allied Irish Bank

In 2021, Allied Irish Bank launched nCino, a cloud-based, fully-integrated platform, with the front-end designed around the entire credit lending journey. Following a successful pilot, all 750+ users across four business areas were trained and up and running on the system within one week, despite the pandemic which saw training content reshaped and delivered virtually. The results have been outstanding: Improved visibility and workflow functionality for employees, streamlined business operations, and an enhanced digital experience for AIB's 2.8 million customers. With 14% more loans approved than ever, nCino has had a very real impact on AIB customers' lives.

KEY DATES FOR THE 2023 AWARDS



June 1, 2022 – Call for entries opens

October 31, 2022 – Closing date for entries

November, 2022 – Judging

December 2, 2022 – Finalist companies announced

March 31, 2023 – Awards ceremony and lunch

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Learning Excellence Awards

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