

# “THE LEARNING NEEDS TO BE VERSATILE AND ACCESSIBLE ON MULTIPLE DEVICES.”

LMS WILL MEET THE CHANGING NEEDS OF SOCIAL HOUSING PROVIDER



**Customer:**  
Octavia



**Number of employees:**  
458



**Sector:**  
Housing associations



**Products supplied:**  
iTrent with Learning Management System (LMS)

MHR

## ABOUT OCTAVIA

Founded in 1865, Octavia provides quality, affordable, sustainable and well-managed homes in diverse neighbourhoods for thousands of people on lower incomes in central and west London.

They also provide care and support services for older and vulnerable adults, and deliver community projects.

Octavia is a founding member of Placeshapers, a network of housing associations sharing a common ethos to put residents and customers at the heart of everything they do.

OCTAVIA 

## WHAT THEY WERE LOOKING FOR

Octavia's previous learning management system was outdated and didn't support all learning styles.

They wanted an easy-to-use, customised LMS with gamified elements with the capacity to engage their diverse workforce, enhancing the learning experience. Additionally, the system had to support two thirds of people working remotely, so a high level of engagement was essential.

Integrating with iTrent was also key to building the required compliance framework.

Changes in training in the sector means providers need to deliver greater value for money – hence the move to online learning and an enhanced need for engagement with content. The LMS had to deliver on that need.



**“THE BEAUTY WAS IN THE RELATIONSHIP BETWEEN THE TWO STAKEHOLDERS.”**

**MAJELLA MAIR**  
LEARNING AND DEVELOPMENT  
MANAGER OCTAVIA

## SOLUTION

The LMS needed to meet the very specific needs of the Octavia workforce – with many employees previously finding it difficult to engage with an LMS. MHR had to build something both user-friendly and engaging.

Taking a structured methodological approach to the build meant the LMS was operationally way ahead of when originally anticipated – in four weeks (instead of the standard 12). This was due to the organisation conducting the preparation for the system in advance of the build.

MHR delivered a customised solution with shortcuts to most used functions (mandatory learning etc) as well as widgets (calendar widget) so users could access important functions and learning stats at a glance. Gamification was key to the build so that users would enjoy the learning and competitive element. A selection of ‘badges’ that users can collect when achieving certain milestones was included.

The platform caters for 100 concurrent users with 50 GO1 e-learning content bundles and is fully integrated with iTrent. It was rolled-out quickly in October 2022. Moving forward, online learning will account for 10% of Octavia’s ongoing employee training.

**“WE GOT 100% VALUE FOR MONEY BECAUSE WE WERE ABLE TO GO LIVE IN PROBABLY FOUR WEEKS AS OPPOSED TO 12.”**

MAJELLA MAIR

## RESULTS AND BENEFITS

The recent implementation and integration of the LMS into iTrent has opened Octavia up to a range of enhanced training options to suit their diverse workforce and growing need for technical and soft skills training. Results and anticipated benefits include:

- Significant savings through having training modules in-house
- More engaging and interactive than previous system
- The MHR consultant was able to “build instead of consult” – going live in four weeks instead of 12 weeks
- It will support increased drive for compliance to meet audit requirements
- Accessible on different devices – two thirds of employees work remotely
- Ideally suited to a mature workforce



Caters for different learning styles



Will support employee technical and soft skills development