

## Case study: Reference-based Training (RBT)

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<b>Overview</b>	This membership services organisation required end-user documentation and training to support introduction of a new Microsoft Dynamics 365 Finance and Operations system.
<b>Challenge</b>	The key challenge was to provide a solution which was tailored to the needs of multiple audience groups and which covered a range of functional areas, e.g., Accounts payable, Accounts receivable. The training period coincided with end-of-financial period activities so delivery had to flex around business activities.
<b>Elements</b>	<p>The key elements of this project were:</p> <ul style="list-style-type: none"><li>• Technical writing</li><li>• Instructional design</li><li>• Reference-based training (eLearning)</li><li>• Video production</li></ul>
<b>Solution</b>	Michael worked with subject matter experts to design, develop and implement a suite of end-user documentation and reference-based eLearning courses which covered multiple functional areas. Learners were required to complete hand-on skills practise activities in a training environment which simulated the system they would use on a day-to-day basis.
<b>Deliverables</b>	<p>The key deliverables for this project were:</p> <ul style="list-style-type: none"><li>• Procedure guides x 20</li><li>• Quick reference cards x 5</li><li>• eLearning courses x 20</li><li>• How To videos x 45</li></ul>
<b>Outcome</b>	The project delivered a reference-based eLearning program covering 20 functional areas to around 35 finance team members over a four-week period ahead of a successful go-live.
<b>Contact us</b>	We can design and deliver solutions to support small-scale, standalone initiatives or large-scale programs of work for major implementations. Contact us to discuss your requirements.