



## Case Study 10: The Learning and Skills Improvement Service (LSIS)

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### Project and Programme Management Support of the Consortium Management database for the new 14-19 Diploma Programme

The Learning and Skills Improvement Service (LSIS) is the new sector-owned body, formed from the Centre for Excellence in Leadership (CEL) and the Quality Improvement Agency (QIA). LSIS focuses on learners and on developing excellent and sustainable further education and skills provision across the sector. The 14-19 Leadership and Management Development Programme aims to help leaders and managers in the education sectors to successfully introduce the new Diploma qualifications. The 14-19 education reforms are highly significant, have a national and international profile and are at the leading edge of educational reform.



While LSIS' workforce are passionate and committed to the new programme the information about their work was contained in emails and spreadsheets which did not facilitate the timely sharing of information or analysis. To enhance their work on the new 14-19 Diploma, LSIS developed an online database containing information gathered and updated by the LSIS Advisors, Managers and Consultants to manage the education sector consortia. LSIS will use this database to work in partnership with all parts of the sector to provide vision, leadership and clarity; practising and enabling continuous self-improvement and capacity building.

LSIS engaged an Information Systems Manager to develop the database but soon recognised the need for a Project Manager to provide an overall plan for the implementation of the database as well as providing support in the Business Change and migration from existing spreadsheets and business practices to the new online system. When working with a diverse and disparate workforce delivering support to educational sector there is a clear need for more than just an information management system, therefore the overall plan to manage communication, training, ongoing support and business change procedures.



A referral led to the engagement of Magic Milestones to provide the project and business change management skills required to roll out the database to their work force in the field. The Project Manager needed to be able to manage a remote, cross functional team and ensure that everyone was trained and ready to use the new system in time for the launch of the 14-19 Diploma in September 2009 and to keep abreast of the rapidly changing requirements for reports and visibility to the Department of Children, Schools and Families. This also required a Feasibility Study of the online management system developed by the Specialist Schools and Academies Trust and recommending the most efficient way to manage all information relating to the new Diploma and Consortia. Meanwhile, the Business Change Manager had to keep an eye on communications, staff attitudes and systems take up.

Magic Milestones managed the Implementation plan which allowed LSIS to launch their new database with the corresponding Business Change practices in place. A new workflow and process improvements were also implemented, which improved the timeliness and visibility of progress of the Consortia to the Programme at large.

The CMR db will streamline information about consortia activity for LSIS and DCSF and promote the delivery of educational excellence. Its smooth and well planned rollout into the workforce is testament to the forethought and planning of the Magic Milestones project managers in partnership with LSIS/NCSL.