



highpoint  
implementation and training services

## The general Medical Council (GMC)

The GMC registers doctors to practice medicine in the UK. Their primary goal is to protect, promote and maintain the health and safety of the public by ensuring appropriate standards are maintained.



### The Brief

As part of their comprehensive project management plan for the implementation of Agresso 5.5.3, the GMC invited Highpoint to develop training support materials and run training courses for both Smart Client and Self Service users.

Work included: Provision of a training manager to oversee all aspects of the training programme, developing and delivering appropriate support materials and programmes, working with the project team to refine the Agresso implementation and tailoring the training system to meet the requirements of the training courses.

#### Developing Smart Client courses:

- ✓ Introduction to Agresso Smart Client.
- ✓ Human Resources (HR).
- ✓ Payroll.
- ✓ Accounts Payable.
- ✓ Financial and Management Accounting.
- ✓ Fixed Assets.

#### Developing Self Service courses:

- ✓ Introduction to Agresso, Personal Information, Absence and Overtime.
- ✓ Purchase to Pay.
- ✓ Expenses.
- ✓ Building a training client for effective training delivery

## Our Contribution

### Smart client users

Following extensive consultation and close cooperation with the GMC finance team, nine comprehensive user guides were developed. These covered all aspects of the Agresso functionality employed at the GMC.

In addition, training workbooks were developed as the basis for a series of half day training modules. These offered finance employees the opportunity for 'hands on' experience using the system.

Support was also provided to enable members of the finance team to deliver training to other members of staff.

### Self service users

Following an initial training needs analysis a comprehensive programme was developed. The purpose of this was to ensure competency of all staff, in all areas of functionality they would be expected to undertake.

The core of the project was a series of highly focussed workshop sessions of no more than 90 minutes. Participants, working on training PCs in small groups, were offered 'hands on' experience of Agresso. This took the form of a series of workbook exercises under the guidance of a Highpoint trainer. Comprehensive user guides were also provided as support material, complemented by quick reference guides and on-line 'e-movies' covering key operations.

Training was carefully designed so participants received tuition only in areas of direct relevance to their work, and case studies/exercises were drawn directly from relevant work areas.

### Further information

All 500+ GMC staff undertook an introductory module and over 300 people participated in one or more of the supplementary training sessions held in local offices in London, Manchester and Edinburgh.

On-line feedback questionnaires were distributed at the conclusion of each session

to obtain immediate feedback. Nearly 90% reported they felt confident to use the system without any further training.

## Client Testimonial

Highpoint took full responsibility for all aspects of the training delivery including undertaking a training needs analysis, developing comprehensive, high quality training materials, setting up the supporting training system, delivery of instructor led training sessions and post production support.

Highpoint managed the training programme in a highly effective, professional manner, working very closely with the GMC project team to ensure that project milestones were met on time and that project deliverables were produced to the required quality standards.

Feedback on the training materials and training delivery has been extremely positive, and the implementation of Agresso has gone exceptionally well at the GMC. The number of enquiries and issues that have been raised by our end users since go live has been minimal, which is a reflection of the quality of training that was delivered by Highpoint.

Richard Holland.  
Head of Strategic Systems  
General Medical Council.

## About Highpoint

Highpoint Implementation Services Ltd is a preferred training and implementation partner of Unit4. Founded in 2007, Highpoint operates within the Public, Higher education and Commercial Sectors.

Highpoint provides a range of services extending throughout the Agresso implementation lifecycle. Starting with Needs Analysis and design and extends through implementation and development supported by expert consulting and project management. Highpoint harnesses its implementation expertise within a suite of modular training services targeted at users' needs from e-learning to hands on class room training.

