



## Confident Staff, with Improved Communication Skills and a National Qualification

Clare College was founded in 1326 and was the first of the Oxford and Cambridge foundations to provide for a Master, Fellows and Scholars in a single community. It remains today a society of teachers and students brought together by a common interest in learning, teaching and research. The College has 125 Fellows, 160 support staff, 290 graduate students and approximately 460 students following undergraduate or professional courses.

### Why train?

A review in the College identified a need to improve the level of IT skills across the support staff and to standardise on some of the IT formats and tools that the staff used.

Many of the support staff were not confident in the use of IT and as a result communications were not as clear and professionally presented as they might have been. In addition to this, staff were not making full use of the efficiency improvements and savings offered by new technology.

7 Support staff from a variety of departments were enrolled on the ITQ level 2 programme.

The range of start competences varied from staff to staff; hence each learner was trained on a 1 to 1 basis, one hour per week. The programme was learner led, however staff typically completed the qualification in 6 months. All learners achieved.

Revised email etiquette was put in place along with templates that could be used across College. A particular focus was on Excel with improvements in the efficiency of use and speed of operating via the use of short cuts. College templates were also developed for Power Point presentations.

At the end of the programme staff were more confident in their use of IT and documents were more professionally presented. Skills were improved or reinforced and each learner was awarded a level 2 in ITQ, a fine reward for their hard work.

### Training Impact

Improved working efficiency –  
Clearer communications –  
Confident staff

*"We were pleased with the way that CRC formatted the training by working 1 to 1; this helped those who had not been in training for some time to work at their own pace.*

*The direct result of the training has been a visible improvement in email, clarity of communication and presentation, an overall skills improvement in the use of IT, standardised working practices and a more professional image presented overall.*

*This project has been an excellent experience both for those directly involved and for the other College staff benefitting from the results"*

**Sally Hewings**  
HR Officer