

CASE STUDY:

Vale Royal Borough Council chooses BTL e-Citizen test as part of Councillor training programme.

Vale Royal is located in the heart of Cheshire and encompasses some of the finest towns and countryside in the North West of England.

With a population of approximately 125,000 people, there are 57 elected Councillors serving the Borough and Wards.

The changing role of a Councillor represented a new challenge to the Council in terms of equipping new and existing Councillors with the key skills to adapt.

The e-Citizen qualification presented an ideal opportunity for the Councillors to learn how to use the internet and email effectively. It starts with how to switch on a computer and use a mouse and then moves onto to write and send emails, how to open files, and how to find information online to name just a few elements.

At the end of the course candidates take a 45 minute test in order to receive their qualification. The Council began to look at how to deliver the tests, a search that led them to speak to BTL.

Ali Wilkinson, ICT Training & Development Officer at Vale Royal, comments "We were looking for a test system that was straightforward to work with and would make the job of administering the tests simple and effective."

The team attended one of BTL's weekly web seminars and saw the system in action live over the web. After further discussion and evaluation the Council selected the BTL e-Citizen exam management system.

Ali Wilkinson adds, "Importantly for us, the BTL system did not involve the installation and maintenance of any software. As it is a completely web based system it is easy for us to manage from anywhere in the Council. The test itself was intuitive and easy for candidates to navigate around and the familiarisation tests gave them plenty of opportunities to prepare. These factors made the BTL system the clear choice for us."

The first batch of Councillors are nearing the end of their training with one already having taken the test, passing first time!

For further information about BTL and its product offering, please visit <http://www.btl.com>

Contact

Hawa Mahmood
Marketing Manager
BTL Group Limited
Tel: 01274 203 255
Fax: 01274 203 251
Email: hawa.mahmood@btl.com

