

COLLEAGUES
PERCEPTION THAT
THEY NEED GOOD
IT SKILLS TO BE
SUCCESSFUL
IN THEIR ROLE
INCREASED



IDENTIFIED
CURRENT IT SKILLS



TARGETED AREAS
OF TRAINING
REQUIRED

Identifying Aster colleagues IT Literacy skill gaps

BACKGROUND

"Our vision is that everyone has a home".

Aster are an ethical housing developer and landlord that exists to benefit society. They build homes for open market sales and shared ownership, and reinvest their profits to develop homes for rent.

They own and maintain over 29,000 homes and provide housing, care and support services to 75,000 customers.

One of the company's corporate objectives is to "ensure our business is sustainable in terms of energy, culture, use of IT and employee skills."

BUSINESS CHALLENGE

1. Staff require high levels of IT literacy
2. Identify IT skill gaps

Aster is committed to developing its staff through growing their talents, skills and expertise through structured training and development programmes.

Aster's corporate plan explains that one of the ways that they will achieve their vision is by taking advantage of new technology. In order to achieve this, Aster colleagues not only need to be skilled in their use of existing technology, but also have high levels of general IT Literacy to enable them to take advantage of new software and systems.

To support their colleagues in obtaining these skills, the company was aware that they needed to offer them a way of identifying

their current skill levels and then provide them with training to fill in their skill gaps.

SOLUTION

Utilising Skillsarena's IT Literacy skill test, and creating their own bespoke tests, allowed Aster colleagues to have the option to assess themselves against both the company's own basic software skill requirements as well as more generic IT skills.

BENEFITS

Aster after administering the assessments out to their staff, noticed that their colleagues' perceptions that they needed good IT skills in order to be successful in their role had increased.

Managers had also reported that IT skill gaps amongst their teams had been identified by the assessments and so training schemes could be put in place for the right people who required them.

Over three quarters of their colleagues stated that they would be interested in taking other assessments for their personal development.

"Skillsarena was chosen because the assessments administered allowed us to track user actions in a simulated environment, rather than simply just offering the candidate multiple choice questions."

- Kirsty Dawson

Training Manager, Aster.