A Government Training Academy Enhances Staff Development with a Comprehensive Training Management System (TMS)

Customer Profile

The government training academy in Singapore aims to develop a skilled workforce to help provide them with easier access to jobs and career development. Aligned with this goal, the academy implements learning courses for its officers to support their professional development.

Location

Singapore

Industry

Public Sector

Platform

MaivenPoint Vitae

Solution

Integrated Training and Learning Experience Platform

Critical Needs

- Replace existing learning platform to streamline access to training materials into a unified system
- Enhance training visibility, progress tracking, and personalised learning experiences and improve collaboration between learners and trainers
- Integrate with other systems, such as the LEARN Digital Learning Platform, a centralised learning hub for public officers
- Implement data analysis for pre-defined areas, such as competencies, training areas, and staff demographics to facilitate insights and improvements

Success Highlights

- 100% system integration with key business applications, reducing manual work
- Streamlined training-related resources into a centralised system
- End-to-end process management from course creation to registration and post-course evaluations
- Secure and seamless access to personalised learning dashboards and history
- Robust data analysis capabilities providing insights for improvement

The Challenge

The academy was using an existing TMS for its officers that primarily records learning results but lacks a comprehensive, end-to-end solution for managing the entire training lifecycle. As a result, it does not provide a seamless learning experience for both administrators and learners.

Since it conducts face-to-face (F2F) training, the limitations of the existing system require them to manage candidate registration, course scheduling, and progress tracking manually, making the process laborious and time-consuming. Reliance on separate systems created inefficiencies, preventing trainers and learners from having a unified view of training progress. The disparate systems also made data transfers and collaboration time-consuming due to the manual work involved.

With its system also lacking analytic capabilities, it could not generate insights on competencies, training areas, and staff development, which hindered the educators from effectively planning for staffing and learners' needs. Furthermore, it does not integrate with the relevant agency's competency framework, restricting its ability to map developmental areas.

The AvePoint Solution

The government training academy sought a solution to eliminate manual work for administrators and enhance the experience for both trainers and learners. To address these challenges and provide a comprehensive end-to-end training management system, AvePoint implemented an integrated digital learning experience platform, creating a one-stop shop for all stakeholders involved — simplifying the training management process and bringing together existing records, data, and capabilities into a unified system.

The Integrated Training and Learning Experience Platform automates key processes such as course registration, scheduling, progress tracking, and certification issuance, significantly reducing administrative burden and minimising human errors. It also provides better visibility into the learning progress — mapping developmental areas to the agency's competency framework.

The system also included analytics tools, allowing administrators to analyse data based on specific parameters, such as learner competencies, training areas, and staff demographics — assisting the agency with staff planning and understanding areas for improvement.

The platform also seamlessly integrates with LEARN, the central digital learning hub for public officers, enabling employees to access both government-wide training courses and agency-specific programs, ensuring a holistic and enriched learning experience. Various data from learning platforms and systems can be uploaded as learning history for joint reporting, providing a comprehensive view of an employee's development and training progress. All this information is accessible to educators in a single-pane view, providing a clearer view of learners' progress. Similarly, learners gained access to their personal development and progress towards their learning goals.

To ensure the full integration of the training management platform, Azure Monitor and Azure Key Vault were implemented to help monitor system performance, secure user data, and ensure that the platform remains reliable, scalable, and compliant with regulations.

The Road Ahead

The agency now benefits from a fully connected ecosystem that supports data-driven decision-making, personalised learning experiences, and improved workforce development. The solution ensured a seamless learning experience that allows the agency to continue to pursue development for its officers while alleviating the admin burden of doing manual work.

The system also supports hybrid learning models, providing the flexibility to accommodate both in-person and online training and greater accessibility for learners and instructors alike.