

# Case Study

## Rawlings Safety and Training Consultancy Services Limited

### Background

Rawlings Safety and Training Consultancy Services Limited (RCS) has over thirty years experience in offering a range of specialist and bespoke training, accreditation, audits, and consultancy, including NEBOSH, IOSH, NVQ, Construction CITB, First Aid, leadership and general health and safety courses.

The delivery methods of their training course suite include a bespoke and blended approach, such as face-to-face delivery at their training centre (in-house), visiting the client premises or via distance learning, operating throughout the UK with several major corporate contracts.

### Challenge

The Horizons teams at Liverpool John Moores University (LJMU) first connected with RCS at the Knowsley Construction Forum, an event sponsored by the Knowsley Chamber, where the teams were able to conduct an in-depth investigation into the companies challenges to discover key insights:

**Database Management:** The existing Microsoft-based system was limiting scalability and accessibility as transitioning to a cloud-based solution could improve data management and security.

**Training and Development:** A more comprehensive learning management system (LMS) and virtual learning environment could significantly enhance existing and future training programmes.

Delivery Partner



**Construction Reporting:** RCS relied on manual processes for recording and storing construction reports, that can be time-consuming and prone to errors. Introducing digital scanning and on-site recording tools could streamline processes to improve accuracy and efficiency.

### Solution

After the initial investigation from the LJMU Horizons team, an apparent challenge involved database management processes, with a particular focus on generating new business and leads. Exploring alternative and automated options and how data is stored could help RCS to more efficiently store client details, better organise data for greater accessibility and support the team in making recommendations for future orders.

The team concluded an immediate need to enhance RCS operational efficiency by transitioning the database management system to a cloud platform to increase accessibility and boost security.

The Horizons teams also evaluated several available learning management systems (LMS) and virtual learning environments (VLE), in addition to how RCS could streamline their reporting processes by scanning documents to create accurate and efficient records on-site.

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#### Impact

The transitional phase of the RCS database to a more secure cloud platform ensured greater accessibility, improved scalability capabilities whilst enhancing the data security. This support package has offered bespoke advice and recommendations for the administrative RCS teams throughout for ensuring they are confident moving forward with this beyond the project.

The selected learning management systems (LMS) and virtual learning environments focused on user-friendliness, integration capabilities, and cost-effectiveness based on RCS resources and requirements.

By implementing the Horizon team's recommended digital solutions such as scanning technologies will lead to real-time recording and easy retrieval of construction reports, significantly reducing paperwork and manual, time-consuming processes whilst enhancing record accuracy and detail.

Collectively, these initiatives will support RCS to modernise and digitise several processes, improving the companies learning and development infrastructure, optimise their internal construction reporting process and upskilling of their teams who will manage these systems in the future. These advancements have resulted in increased operational efficiency and better resource management.

Delivery Partner



**“Since partnering with the LJMU Horizons team, we have experienced immense benefits and a seamless process, complemented by guided mentoring every step of the way. This collaboration has been fundamental to enhancing our company's brand and operations. We can't recommend them highly enough.”**

