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Support & Consultancy

Service Definition Document



Support & Consultancy

At Aurion, our vision is to create **learning that works**. We recognise that establishing and embedding an effective online learning culture within an organisation is a continuous journey.

That's why, for over 20 years, we have been offering a full-service approach to digital learning that focuses first on your organisational goals and learner needs, and extends to the learning technologies that will equip you for success.

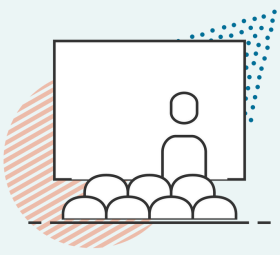
We start by consulting with clients to set them off on the best path with their online/blended learning initiative by defining and documenting their digital learning strategy.

We continue to support clients as they implement and grow their digital learning culture, providing helpdesk support for technical solutions, implementing new feature requests and facilitating training workshops to equip and empower in-house teams.

We also facilitate formal Learning Impact Studies to help clients measure the impact of their digital learning on their organisation, people and performance, identifying ways to continually enhance and grow their learning offering.



Consultancy



Training



Support

Consultancy

Aurion's consultancy packages provide strategic insights that enable clients to make informed decisions that will maximise outcomes.

We adopt a 3-stage approach, incorporating scoping activities, strategic review and data analysis, and finally a written report with actionable recommendations. Consultancy packages include:

1. Digital Learning Strategy: Defining your learning strategy to ensure your L&D approach is aligned with your organisational objectives.

2. Learning Impact Studies: Measuring the impact of your training initiative on your people and performance.

Training

Aurion provides effective, targeted training to support client teams to get the most out of their learning tools and technologies.

Our training is delivered by highly qualified instructors to groups of up to 8 participants, and is tailored to clients' needs following a Training Needs Analysis. Training options include:

1. LMS/Platform Admin Training: Additional/refresher training for administrators on platforms configured by Aurion.

2. Capability Building Training: Specialised training to enable client teams to design and deliver effective online learning in-house.

Support

Aurion's support service is designed to ensure that client teams are fully equipped and supported to make their digital learning initiative a success.

We offer three tiers of support package, each renewable annually:

1. **Standard:** Up to 25 hours' support. No rollover of unused hours.
2. **Enhanced:** Up to 50 hours' support. Up to 10 hours can roll over.
3. **Custom:** Support hours TBA. Up to 20% of hours can roll over.

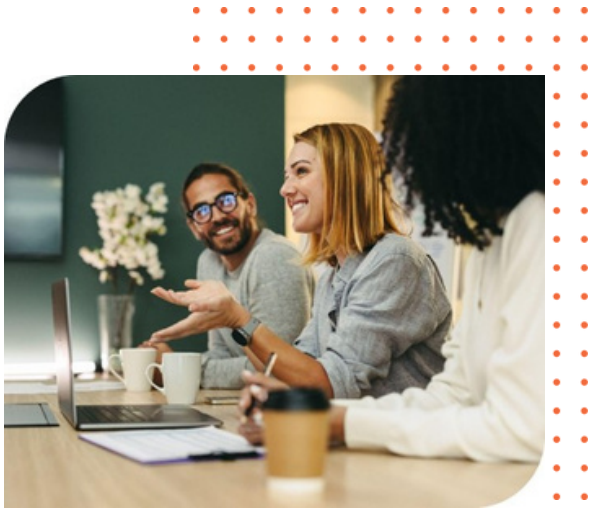
Our support packages cover user support and system maintenance, as well as client account meetings for enhanced/custom tiers (6-month review call and quarterly report to highlight trends/identify opportunities for improvement, plus an additional annual steering group/strategy meeting for custom support package clients).

Aurion's support helpdesk (phone, web, email) is available Mon - Fri, 9am - 5pm.

About Aurion Learning

Aurion Learning was founded in 2000 with a simple and clear vision - to create **learning that works**. Everything we do stems from that vision.

With decades of combined learning, technical and creative experience, we will work with you to deliver the very best learning experience that works for your goals, your organisation and your learners.



Our aim is simple: to create learning that works for you, your goals and your organisation. Specialising in customised digital learning solutions, we address workplace challenges with a tailored, quality-driven approach, leveraging expertise, innovation and flexibility for optimal results.

- We lead with our love and understanding of learning.
- We don't believe in a one-size-fits-all approach.
- We ensure personalised, impactful learning outcomes.

Why Aurion Learning?

Sector Knowledge

We work with client teams across public, private and third sectors.

Established in Marketplace

Over 20 years' experience delivering quality learning solutions that work.

Proven Track Record

Award-winning solutions that deliver quality, creativity and impact.



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