

## Kaplan Altior: PSC Live Online delivery

### Background

Online learning continues to gather pace and there is a challenge in the Solicitors Regulation Authority (SRA) Professional Skills Course (PSC) Outcomes for it to “be a dynamic course capable of developing to match the changing and diverse needs of the profession”. Kaplan Altior therefore considered the question of how to deliver the face-to-face requirements of the PSC (1) in a more innovative and flexible format.

### The challenge

Kaplan Altior was keen to investigate with the SRA if a ‘Live Online’ (LOL) delivery method could be introduced to replicate and enhance the current face-to-face training already being delivered to PSC delegates. Harnessing the technology currently used in other parts of its business, Kaplan Altior proposed to the SRA a new LOL delivery format as an alternative to face-to-face training.

LOL training offers delegates the benefits of the traditional classroom, but with the flexibility of an online environment. The live sessions are fully interactive and delivered live by Kaplan Altior expert tutors. To ensure consistent quality of delivery with face-to-face courses, delegates follow the same materials and contact hours as current PSC classroom-based courses.

LOL delivery is broken down into 2-3 hour sessions and is scheduled at various times of the day or days of the week to provide delegates with complete flexibility over their learning. Activities are built into the LOL sessions to ensure everyone takes part and the tutor is on hand throughout the session to respond to delegate questions in the same way as they would be via face-to-face delivery. All that delegates need to participate in the course is access to a computer with audio capabilities and an internet connection.

LOL sessions are not part of the assessment process, these remain genuine, face-to-face exercises.

### How we helped

Kaplan Altior scoped modules/topics within the PSC framework that would be well suited to LOL delivery and presented this proposal to the SRA. Kaplan Altior was delighted that the SRA was fully supportive of this new approach to delivery, which was approved for PSC training.

This approach has already proven successful in use in other courses. Those that have taken part in these other sessions have said:

The course fits around my work responsibilities better than the class course. You don't lose the classroom experience at all!

***Karen Molden - Kaplan LOL student***

“Doing the course online means I can work either from home or my work office. This makes it so much easier to study as I don't have the stress of getting to class on time; all I have to do is open my laptop and I'm ready for the lecture.”

“The advantage of studying online is there are no distractions, when being in a classroom filled with other students I find it difficult to keep my concentration... By doing the course

online I can really engage with my work and ensure my surroundings are quiet to help me focus on the lecture."

**Hannah Clarke - Kaplan LOL student**

"I found Live Online very useful, especially due to access to past recordings which can be paused or fast forwarded."

**Dan Powell - Kaplan LOL student**

## Conclusion

Kaplan Altior's LOL delivery will enable the PSC course to be delivered in a dynamic way, providing greater flexibility to law firms and trainees without diluting the quality of instruction a trainee receives. LOL brings about the following benefits over and above those already received from face to face training.

- Flexibility to attend at non-traditional times (fitting in with busy trainee lifestyles)
- Ability to combine LOL and face-to-face delivery to complete overall qualification
- Ability to revisit sessions/material
- Savings in travel time/cost
- Some students might find it easier to ask questions
- Additional/constant support
- Greater consistency when students are spread far and wide
- Bite-size delivery/easier to digest
- Ability to access learning across different platforms eg mobile devices, tablets.

For further information about Kaplan Altior's LOL courses, contact Jody Tranter:

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- (1) The SRA Training Regulations 2014 state that a certain proportion of PSC training has to be delivered face to face

