

# LEARNING SERVICES



## PEBBLEPAD'S LEARNING SERVICES

Discover more about how our Learning Services Team can bring value to your PebblePad implementation by helping you embed proven, scalable learning solutions to drive faster adoption and positive results.

# MEET OUR LEARNING SERVICES TEAM

Since 2004, we've helped hundreds of partners successfully integrate PebblePad into their digital learning ecosystems. Along the way, we've naturally learnt more than a thing or two about what makes for a successful implementation and our Learning Services Team combines this pedagogical (and pebblegogical) know-how with a raft of learning design expertise.



**IAIN GRIFFIN**  
HEAD OF LEARNING SERVICES

Iain spent many years as a university Learning Technologist, helping educators get the most out of PebblePad. He now leads our LS team to ensure our global community does the same.



**DEBBIE HOLMES**  
LEARNING SPECIALIST

Nurse, Midwife and Midwife Teacher, Debbie was a PebblePad advocate and expert long before joining the team back in 2012.



**SARAH RODEN**  
IMPLEMENTATION SPECIALIST

Sarah knows PebblePad inside out having worked in customer support, user testing, and product design roles in her 10+ years at PebblePad.



**JANE BRADLEY**  
LEARNING DEVELOPER

Jane is an experienced Higher Ed Learning Developer and has successfully supported mission-critical PebblePad implementations in areas like medical education.

## OUR MISSION

Learn more about how our Learning Services Team can bring value to your PebblePad implementation by helping you embed proven, scalable learning design to drive faster adoption and positive results.

**SHOWCASE** - the best of PebblePad through exemplar resources, workflows and videos.

**IMPLEMENT** - from the first moment set-up new customers for success.

**DESIGN** - first-class learning, teaching and assessment resources and workflows.

**TEACH** - customers the art of pebblegogy.

**HELP** - maintain a comprehensive self-serve portal of just-in-time guidance.

# GLOBAL PERSPECTIVE. LOCALISED EXPERTISE



All of our partners benefit from the 'best practice insights' our Learning Services Team garners from working with the global PebblePad community. However, our partners are also supported by our expert in-region teams. Below, you can learn more about some of the members of our UK Team.



**PAUL DUVALL**  
MANAGER CLIENT SUCCESS UK&I

Paul has more than two decades' experience in the Higher Education sector. Prior to joining Team PebblePad, Paul was Director of Technology Enhanced Learning at the University of Liverpool's School of Medicine.



**SARAH COPELAND**  
LEARNING CONSULTANT

A highly experienced educational designer, Sarah has supported the integration and adoption of educational technologies in both post-compulsory educational institutions and in industry.



**MATT RICE**  
CLIENT SUCCESS MANAGER

Matt brings a wealth of experience in supporting and nurturing partner success, as well as a strong level of technical and programming know-how.

## SUPPORTING SUCCESS AT SCALE



### UNIVERSITY OF LEEDS

In 2020, following an extensive review, the University of Leeds partnered with PebblePad to support 40,000 students through an Academic Personal Tutoring (APT) process. The PebblePad implementation built on the success of the University's long-running 'Leeds for Life' programme and acted as a catalyst for change with the introduction of an institution-wide portfolio-based APT experience.



### UNIVERSITY OF BIRMINGHAM

A drive to improve the student experience and raise the bar in personal tutoring in higher education saw the University partner with PebblePad in 2018. Today, PebblePad supports more than 36,000 learners across both undergraduate and postgraduate study, with digital workbooks helping the University to scaffold the entire Personal Academic Tutoring process while still allowing for contextualisation specific to the student's area of study.

# SUPPORT IN **EVERY STEP** OF YOUR JOURNEY

The role of our Learning Services Team is to translate your pedagogical ambition into a working and sustainable reality and we have an outstanding track record of doing exactly that. We'll work with you to ensure that your teams, and every aspect of your implementation, is fully geared up for success and forward momentum.

## **ONBOARDING SERVICES**

We've learnt more than a thing or two about what makes for a successful PebblePad implementation. And we're here to guide every new and expanding customer with our insights. Our toolkit starts by identifying all the key people, helping them to understand the platform, and us all working together to form the perfect project plan.

## **TRAINING SERVICES**

Our training academy has a series of tailored courses to help each user understand their own PebblePad journey. Plus, through our community, we connect like-minded users to share ideas, experiences and resources. Courses are available in synchronous and asynchronous formats.

## **LEARNING DESIGN SERVICES**

Having made a workbook or two in our time, we know how to turn pedagogy ambitions into pebblegogy reality with tried and tested workflows. With projects typically delivered in 5 days over 1-2 months, the resources we build will be fully aligned with your project requirements and delivered within the agreed timeframe.



**NEBDN have been working with PebblePad since April 2019. The PebblePad team has supported us every step of the way. We now have a modern, flexible and scalable platform to support our stakeholders.**



# HOW IT ALL WORKS

## SERVICE

## OVERVIEW/MILESTONES

### IMPLEMENTATION & ONBOARDING



- 1 **INSTALL.** We start by discussing each setting to ensure your system meets your specific needs.
- 2 **ORIENTATE.** We walk key stakeholders through the platform with a series of orientation sessions.
- 3 **PLAN.** Clear objectives and plans are developed, so your adoption journey is all mapped out.

There are three Implementation Packages: [Essential](#), [Enhanced](#), [Enterprise](#)

### TRAINING SERVICES



- 1 **ENROL.** Join a course aligned with your role to teach you the specific areas of the platform related to your daily tasks \*.
- 2 **SHARE.** Working in small groups, learn from each other and our vastly experienced Pebblepad trainers.
- 3 **PROGRESS.** As confidence builds, expand your skillset and take more courses to increase your PebblePad know-how.

\* Training can be booked for groups or individuals

### LEARNING DESIGN SERVICES



- 1 **EXPLORE.** To design the right thing, we start with a meeting to thoroughly understand your learning objectives \*.
- 2 **BUILD.** Armed with clear insight, we set about crafting beautiful resources and optimising workflows.
- 3 **APPROVE.** You'll see and test each aspect, so once signed-off you're confident PebblePad works exactly as you imagined.

\* Learning Design Projects are scoped and costed on an individual project basis

# THE BENEFITS IN BRIEF



## BRIDGE THE GAP

Aligning pedagogical ambition with the technology at your disposal is not always easy - we'll help you effortlessly bridge the gap.



## WORK SMARTER

Our previous projects indicate that our product and pedagogical expertise can reduce design and build time by a factor of five times.



## PROVEN RESULTS

When it comes to learning design that works, experience counts. We'll help you build scalable, fit for purpose solutions for any learning context.

## THE LEARNER AND INSTITUTIONAL BENEFIT

- 1 Drive faster adoption and realise a positive ROI sooner** - with us taking care of the implementation trajectory, training and learning design, your team is free to focus on strategy and engagement.
- 2 Embed learning design that works** - our Learning Services team will work with you to design and build fit-for-purpose resources within an agreed timeframe, all based on proven examples of practice and our expert know-how.
- 3 Build scalable and sustainable solutions** - we've supported hundreds of partners and our expertise will ensure your implementation works at any scale, across any learning context.

## LEARNING SERVICES IN PRACTICE

Wanting to expand an existing Degree Apprenticeship model using PebblePad across further courses, but lacking PebblePad expertise and experience at scale, The University of Strathclyde engaged our Learning Services Team. **The result?** Expertly-designed workbooks and resources, along with assessment workflows, for the Business, IT and Engineering course teams. Our Learning Services Team also trained academic staff on day-to-day use and PebblePad now supports apprentices in businesses across Scotland.



**LET US HELP  
YOU REALISE  
YOUR VISION**



The support provided by PebblePad has been great - tailored to our needs, flexible, and thorough. These guys really know their products - they make life so easy for us.

**BRUNEL UNIVERSITY**

## GETTING IN TOUCH

If you'd like to talk to us about your project, here are some of the ways you can get in touch.

✉ [hello@pebblepad.com](mailto:hello@pebblepad.com)

**EUROPE**

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**AUSTRALASIA**

+61 400 899 820

Submit details of your project at <https://hubs.ly/H0L249M0>