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CASE STUDY

# LMS (PICS) Customer Case Study with SCCU Ltd

Powering the World of Education





## About SCCU Ltd

SCCU Ltd is an independent training provider that has been trading for 15 years, working predominantly on apprenticeship contracts and adult skills funded provision.

Richard Baldwin, who we interviewed for this case study, is the Head of MIS at SCCU Ltd and oversees all data, databases, access, audits, contract monitoring, contract management, board packs, and financial, statistical and qualitative data for the organisation. He has used LMS (PICS) for three decades in different roles/companies and has an extensive history with the product, having worked closely with the original LMS (PICS) team to develop product features including change requests, authorisation, DBS checks, and funding reports.

SCCU Ltd is currently in the process of migrating all remaining data from their legacy system into LMS (PICS) to create a single, consolidated database. The provider also uses Assessment and Learning (bksb) for all functional skills requirements.

Richard represents a highly experienced user and shares his experience of using LMS (PICS) with us.





## The Challenge

SCCU Ltd faced operational challenges when handling Adult Skills Fund (ASF) contracts. Their legacy system, designed primarily for apprenticeships, struggled to handle the complexity of multiple contract types:

- **Data management limitations** in tracking ASF requirements.
- **Inflexible reporting** that couldn't meet audit compliance standards.
- **Split system architecture** with apprenticeships in one database and ASF in another.
- **Poor ILR management** and funding rule compliance.

As Richard Baldwin, Head of MIS at SCCU, explains:

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“The legacy system was very apprenticeship orientated and seriously struggled to deal with any other contracts, including ASF contracts.”

## The Solution: LMS (PICS)

After three decades of experience with various learning management systems, Richard chose LMS (PICS) for its unique combination of flexibility and depth of reporting capability. The decision to consolidate all data into a single LMS (PICS) instance addressed SCCU's core challenges.





# Key Capabilities That Made the Difference

## 1. MULTI-CONTRACT FLEXIBILITY

- Handles apprenticeships and ASF contracts with equal effectiveness
- Adapts to different provider needs without system limitations
- “Kit car” approach allows bespoke configuration

## 2. SUPERIOR DATA ACCURACY

- Replicates agency data with 100% accuracy down to two decimal places - **“Its ability to run very accurate QAR data. I go down to two decimal places in my ASF, which is 100% perfect to what the agency says, and that’s what I look for - a system that can replicate and work with agency systems.”**
- Powerful ILR management and coding capabilities
- Comprehensive QAR reporting functionality

## 3. CUSTOMISABLE FORMS AND DIGITAL WORKFLOWS

- Create custom, compliant forms tailored to specific requirements
- Digital paperwork that meets all funding rule requirements
- Flexible enough to adapt to any provider’s processes

## 4. ROBUST INTEGRATION CAPABILITIES

- Seamless sync with Assessment and Learning (bksb)
- Export/import functionality with ePortfolio (Smart Assessor) and other similar systems like OneFile
- CRM functionality for tracking applicant journeys

## 5. COMPREHENSIVE REPORTING

- Deep data extraction capabilities across all contract types
- Status code tracking for organisational management
- Real-time visibility into every stage of the learner journey



## The Results

### OPERATIONAL EXCELLENCE

- Consolidating data from two systems into one comprehensive database
- Accurate financial reporting and contract monitoring
- Improved audit compliance and data quality

### STRATEGIC FLEXIBILITY

- Ability to respond quickly to new provider requirements and contract opportunities
- Paperwork and qualification plans can be changed overnight
- System adapts to the provider's needs, not the other way around

### EFFICIENCY GAINS

- Admin teams focus on compliance checking rather than manual data entry
- Seamless import processes reduce administrative burden
- Integrated systems eliminate duplicate work



## Customer Perspective

**RICHARD BALDWIN HAS USED LMS (PICS) FOR THREE DECADES ACROSS MULTIPLE ORGANISATIONS AND ROLES, MAKING HIM AN EXPERIENCED USER:**

“LMS (PICS) can deal with multiple contracts fairly straightforwardly compared to some other systems out there.

It’s a very powerful reporting system, always has been. That’s why it’s been my preference over other systems.”

**ON THE SYSTEM’S FLEXIBILITY:**

“It allows me to buy a kit car. If we come back in four weeks, everyone’s systems will look different because you can get it right for you as a provider. So, it’s not one-size-fits-all.”

**ON COMPETITIVE ADVANTAGES:**

“The ability to genuinely work together, from my perspective, means I can get something out of it. If the system’s right for new users, if you can make it slicker and quicker and simpler, then it makes it a lot easier.”



# Why LMS (PICS) Stands Out

## VERSUS COMPETITORS:

- More flexible than systems that are locked into apprenticeship-only
- Workflows reporting depth and data accuracy
- Better audit compliance support
- Customisable to each provider's unique requirements

## LONG-TERM VALUE:

- Proven stability over decades of use
- Continues to evolve with different provider's needs
- Strong foundation for growth and new contract types

### Recommendations from Experience

Richard actively recommends LMS (PICS) to other providers through his consultancy work, particularly valuing:

- The system's adaptability to different provider sizes and needs
- The comprehensive functionality that supports the entire learner journey
- Integration capabilities that create a seamless ecosystem
- The collaborative relationship between software house and users

### Moving Forward

SCCU is currently completing their data migration, consolidating all remaining legacy data into LMS (PICS) to create a single source of truth for all their training provision.





## Powering the World of Education

Ready to see how LMS (PICS) can provide the flexibility and reporting power your organisation needs? Connect with us to learn more about LMS (PICS).

Get in touch

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 +44(0) 330 343 4000

 [www.oneadvanced.com](http://www.oneadvanced.com)

 [hello@oneadvanced.com](mailto:hello@oneadvanced.com)