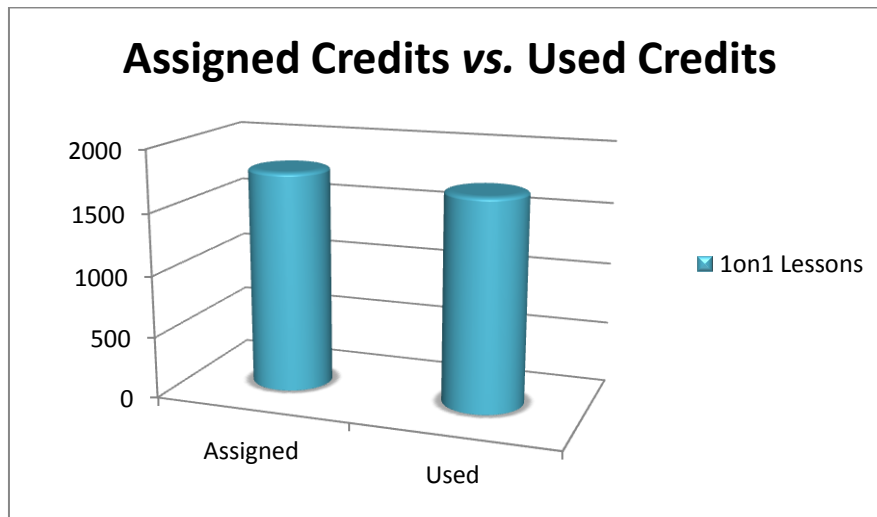


Case Study – Italian Ministry of Health

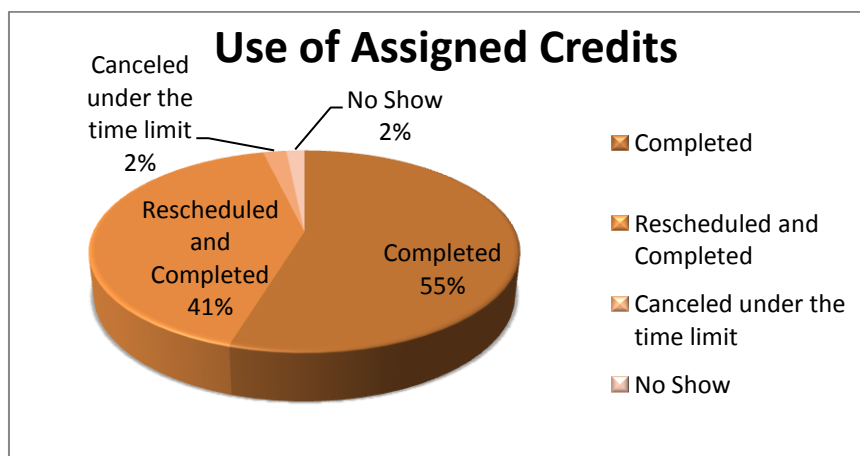
Attendance Data

MOH learners were assigned a total of 1,800 lesson credits, 1715 of which were actually used. Such a high percentage of lesson use is a result of an efficient management on the part of English Ranch and the MOH Training Manager, as well as a strong commitment on the part of the employees to make the most of the learning experience.



The flexibility of our scheduling system allows learners to fit a lesson into their busy schedules, rather than rearranging their schedule around set lesson times. This enormously reduces the percentage of missed lessons.

In addition, our platform gave the MOH Training Manager the opportunity to substitute learners who could not use all their lesson credits, thus allocating unused lesson credits to new learners resulting in a very small number of unused credits. About 21% of learners were substituted with new learners over the training period.



96% of scheduled lessons were delivered. This extremely high percentage is, in great part, thanks to our flexible cancellation policy and easy rescheduling feature. As the graph shows, only 55% of lessons were delivered at the original scheduled time. 41% of the lessons were rescheduled with ease and did not result in lost lesson credits.