Case Study
WhiteHat

Cognassist
Thinking your way

The workplace learning challenges

WhiteHat coaches found that there were a number of workplace situations and challenges that some learners were struggling with. The three areas of greatest need were: how learners respond in difficult situations, how to handle conflict in the workplace and how to manage social interactions at work.

WhiteHat needed to get a better understanding of each individual learner, in order to build inclusivity, and create better outcomes for all learners. WhiteHat needed to understand and support learner cognition so that learners would be able to make the most of their apprenticeships.

In order for these learners to make the most of their learning programmes, WhiteHat needed to find out:

- How learners understand a given situation
- How they feel about it
- What it is they're experiencing
- The steps they can take to overcome the challenge they're facing

Background

WhiteHat is a tech start-up aimed at democratising access to the best careers, matching non-graduate talent to apprenticeship opportunities at some of the UK's most exciting companies. 'We're an apprenticeship provider, but we really focus on creating future leaders and tailoring our approach to apprentices, so that it really steps away from being a simply generic apprenticeship,' says WhiteHat business coach, George Milton Mason.
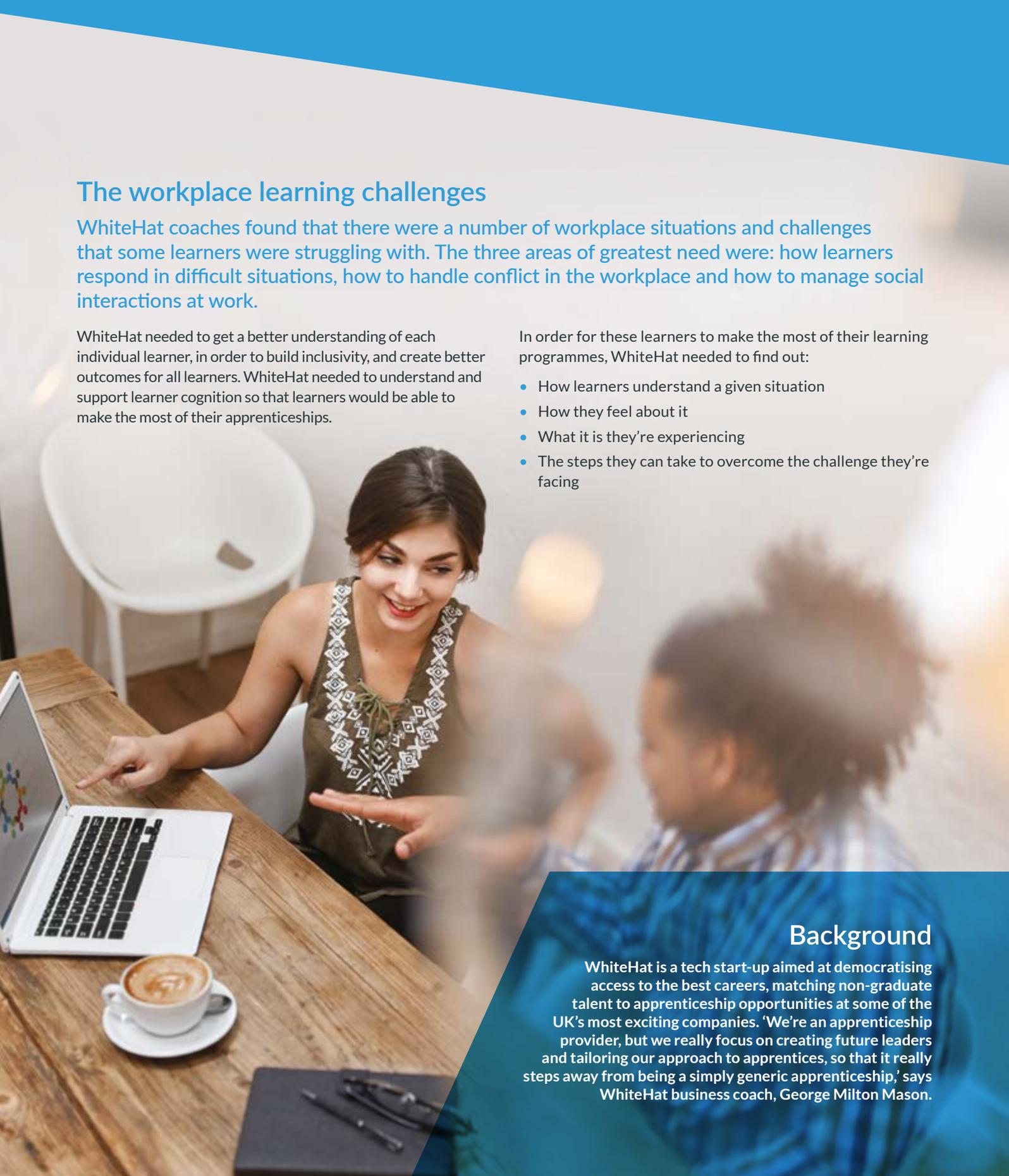
Better results for coaches and apprentices

Through using Cognassist's unique online data-driven cognitive assessment, WhiteHat coaches were able to gain a full understanding of how each individual learns. Cognassist's targeted learning resources, analytics and insight then enabled WhiteHat to deliver personalised learning strategies, tailored to individual learner cognition.

'Cognassist is incredible for this – absolutely 100% – because knowing *how* somebody learns has enabled me to adapt my approach to them to meet their needs specifically,' says WhiteHat business coach, George Milton Mason.

WhiteHat discovered that Cognassist has impact on learners, staff and the business overall. Staff are able to use the training and support, plus Cognassist analytics and insight to make teaching and learning more effective. In turn, staff have noted the tremendous benefits gained by learners, because Cognassist gives them something that's fully documented, and which says *how* they learn. This enables things that learners have previously struggled with to make sense. A further benefit is that Cognassist's data-driven cognitive assessment and personalised learning strategies provide essential evidence to the relevant agencies. So WhiteHat can ensure learners are supported in every way possible.

'There's a couple of the strategies that have proved to be really useful so far, and I'm looking forward to seeing how the learners progress through all the strategies that are available,' says George Milton Mason.

'The advice I give apprentices is to approach Cognassist as a fantastic opportunity to understand how you learn. It thus enables us to take steps to strengthen the Cognitive Domains that are slightly weaker, so that apprentices can improve the ways in which they learn, including how to handle challenging situations that they're exposed to.'

Marketing apprentice, Niamh Pestugia, is one of many WhiteHat apprentices experiencing the support of Cognassist as she takes the first steps in her chosen career.

'I've liked working through the Cognassist programme,' says Niamh. 'It's quite interesting to do and it gives a good result in explaining to others how I learn and what works best for me.

'Cognassist is helping me, by making me better at everyday tasks. It helps with the small, simple things that build into creating a bigger and better job as I progress. Little by little, it's helping me to get there.'

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