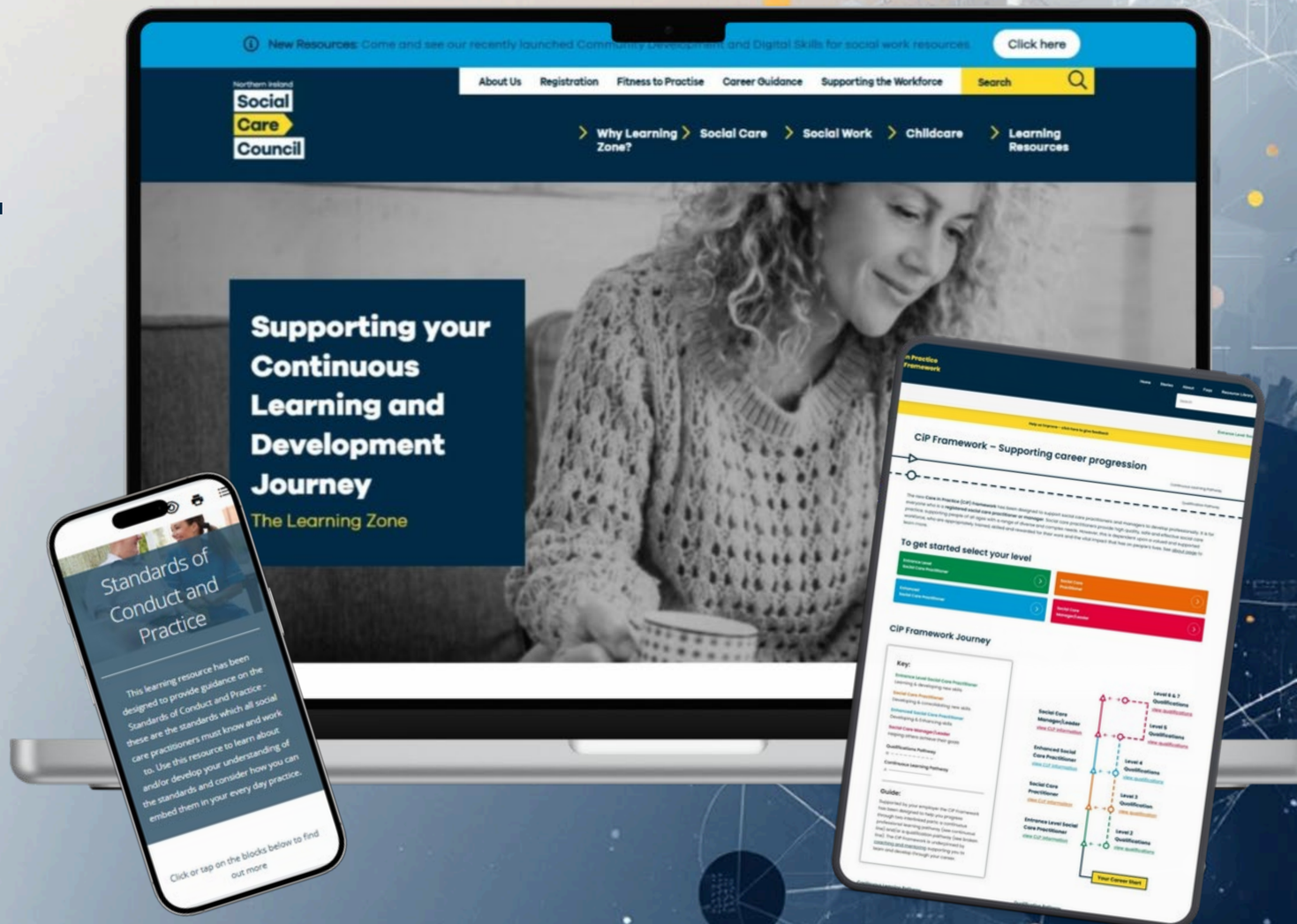
Learning Zone and CiP

What's New. What's Next.

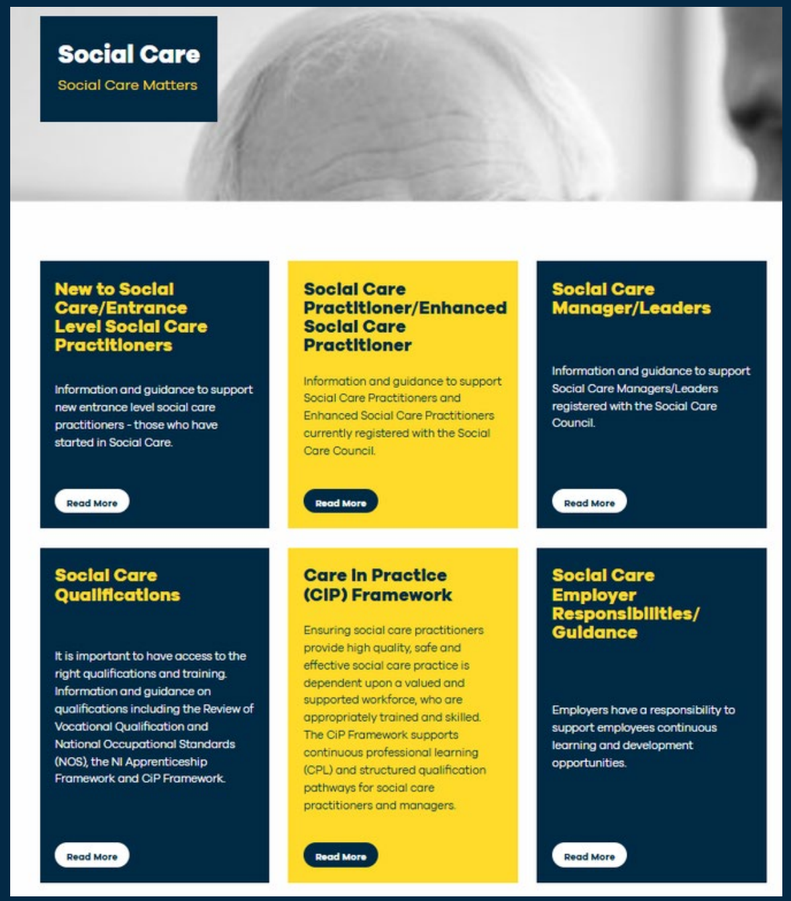


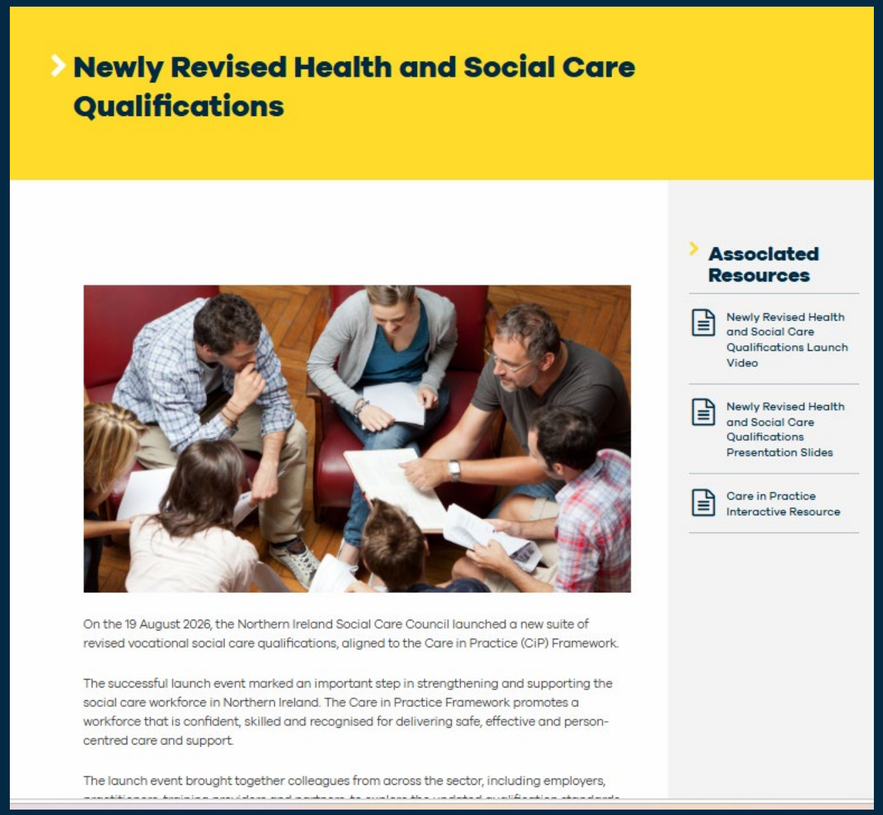
Mairead Harkin
Digital Learning Manager
Social Care Managers Forum

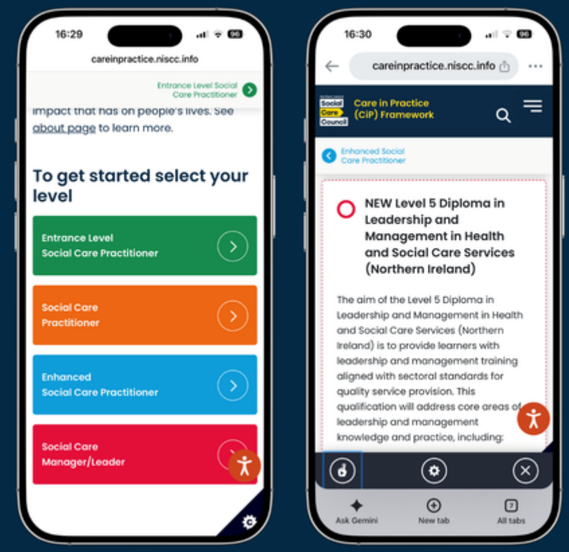
17 November 2026

Learning Zone and CiP - what's new

Northern Ireland Social Care Council







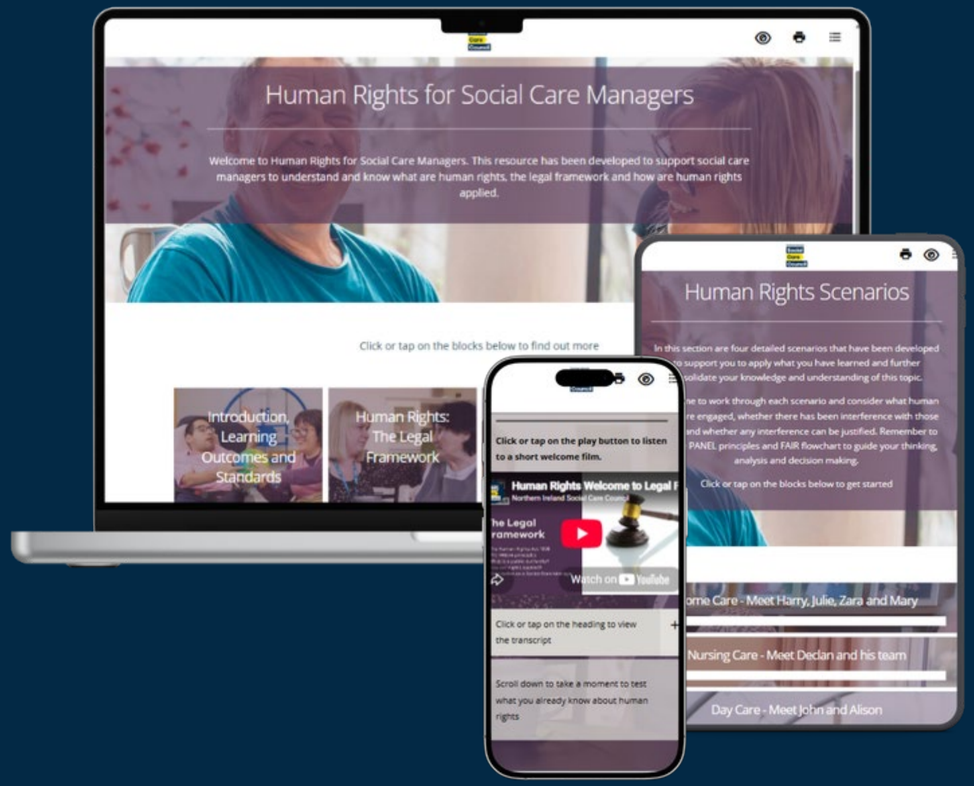
Launched on

19 August 2026

LZ Resources - what's new

55 learning resources in resource library





Online launch on

23 November 2026 at 2 pm

Northern Ireland Social Care Council

NISCC Learning Zone: Supporting Continuous Professional Learning

Top Performing Pages and Learning Resources – Impact Report
16 June 2023 – 31 October 2026 (GA4)



NISCC Learning Zone overall performance

High reach. Strong engagement. Real impact.

423,912	102,498	945,375	1m 09s	4.14
Page views	Active users	User interactions (events)	Average engagement time per active user	Views per active user

Supporting continuous professional learning across social work and social care.

Top 5 Learning Zone Pages

Most viewed pages during the reporting period

#	Page title	Page views	Active users
1	Learning Resources	25,167	11,447
2	Learning Resources List	18,697	8,531
3	Social Work	16,645	7,145
4	Professional in Practice (PiP)	13,909	5,647
5	Health and Safety in a Childminding Setting	13,133	3,695

Top Performing Learning Resources

Highest engagement and workforce relevance

#	Resource	Page views	Active users
1	Health and Safety in a Childminding Setting	13,133	3,695
2	Medication Management	5,318	2,550
3	Dysphagia Awareness Training and Resources	4,277	2,097
4	Understanding Child Development: 0-6 Years	3,311	1,172
5	Post Registration Training and Learning (PRTL)	7,940	4,030

Community Development Spotlight

Strong engagement with dedicated content

Page/resource	Page views	Active users
Community Development in Social Work	2,264	671
Promoting Collective Action for Positive Social Change	942	211
Mainstreaming Community Development Presentations	406	167

- Over 3,600 views across Community Development content
- High repeat usage and strong engagement
- Supporting awareness, knowledge and application of community development approaches in practice

Engagement highlights

1m 19s
Highest average engagement time (Promoting Collective Action for Positive Social Change)

4.46
Highest views per active user (Promoting Collective Action for Positive Social Change)

27,986
Most interactions (events) for a single resource (Health and Safety in a Childminding Setting)

Key areas of impact

Workforce learning
Access to high quality, relevant learning resources

Professional development
Supporting career long learning pathways

Practice improvement
Evidence-informed practice and workforce capability

Recruitment and career awareness
Supporting workforce attraction and progression

Knowledge translation
Turning learning into confident, compassionate practice

What this means

> The NISCC Learning Zone is a valued and trusted source of professional learning, with over 423,000 views and more than 102,000 users. The data shows sustained engagement with key workforce priorities, supporting knowledge development, reflective practice and improved outcomes for people who use services, their families and communities.

NISCC Learning Zone
Learn | Develop | Connect | Apply

A skilled, confident and professional workforce

Better support for people, families and communities

Stronger communities through learning and collaboration

learningzone.niscc.info

Northern Ireland Social Care Council

Northern Ireland Social Care Council

NISCC Learning Zone

Learning Without Boundaries

Audience Reach Across Northern Ireland, the UK & Ireland

Top 20 Locations Impact Report | 16 June 2023 – 31 October 2026 (GA4)

Working together. Making a difference.



People. Practice. Progress.

Learning for brighter lives.

NISCC Learning Zone Audience reach
High reach. Strong engagement. Real impact.

- **102,498** Active users
- **96,005** New users
- **83,004** Engaged sessions
- **945,375** User interactions (events)
- **1m 09s** Average engagement time per active user

Top 8 locations by active users

Where our Learning Zone users are based

#	Location	Active users	% of total
1	Belfast	24,153	23.56%
2	London	14,290	13.94%
3	Londonderry	8,122	7.92%
4	Derry	4,690	4.58%
5	Lurgan	3,592	3.50%
6	Coleraine	3,045	2.97%
7	Edinburgh	2,751	2.68%
8	Bangor	1,991	1.94%

Belfast accounts for almost one quarter of all Learning Zone users.

Top 5 locations by user interactions

Where the most activity takes place

#	Location	User interactions (events)	% of total
1	Belfast	220,318	23.31%
2	Londonderry	108,455	11.47%
3	London	101,843	10.77%
4	Antrim	24,157	2.56%
5	Derry	21,102	2.23%

High interaction volumes indicate users are actively accessing and engaging with Learning Zone content rather than simply viewing pages.

Northern Ireland reach

Supporting learning across Northern Ireland



- Strong engagement across all Trust areas
- Reaching practitioners in urban and rural communities
- Supporting workforce development at scale



Supporting learning, strengthening practice and **improving outcomes** for people, families and communities.

Engagement Spotlight

Locations with particularly strong engagement

Londonderry	Antrim	Bangor	Newry
1m 59s Average engagement time	**69.5%** Engagement rate **1.18** Engaged sessions per user	**1m 03s** Average engagement time	**1m 18s** Average engagement time

These locations demonstrate particularly strong levels of engagement and sustained interaction with Learning Zone content.

Beyond Northern Ireland

A growing UK & Ireland audience

London	14,290
Edinburgh	2,751
Birmingham	1,516
Dublin	1,289
Liverpool	1,147



Learning Zone resources are attracting audiences beyond Northern Ireland, demonstrating wider relevance for social work and social care learning.

What this means

"The NISCC Learning Zone continues to be a trusted professional learning platform, engaging more than 102,000 users and generating over 945,000 interactions. Strong participation from across Northern Ireland, together with significant engagement from the UK and Ireland, demonstrates the Learning Zone's growing influence as a workforce development resource supporting professional learning, knowledge sharing and practice improvement."

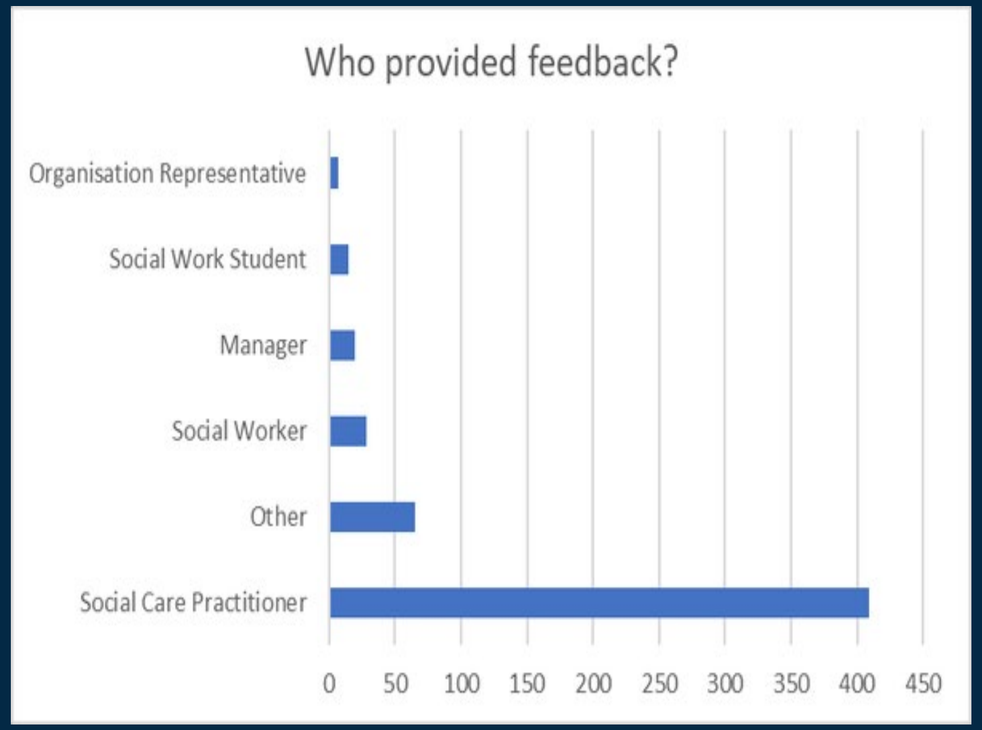
NISCC Learning Zone
Learn | Develop | Connect | Apply

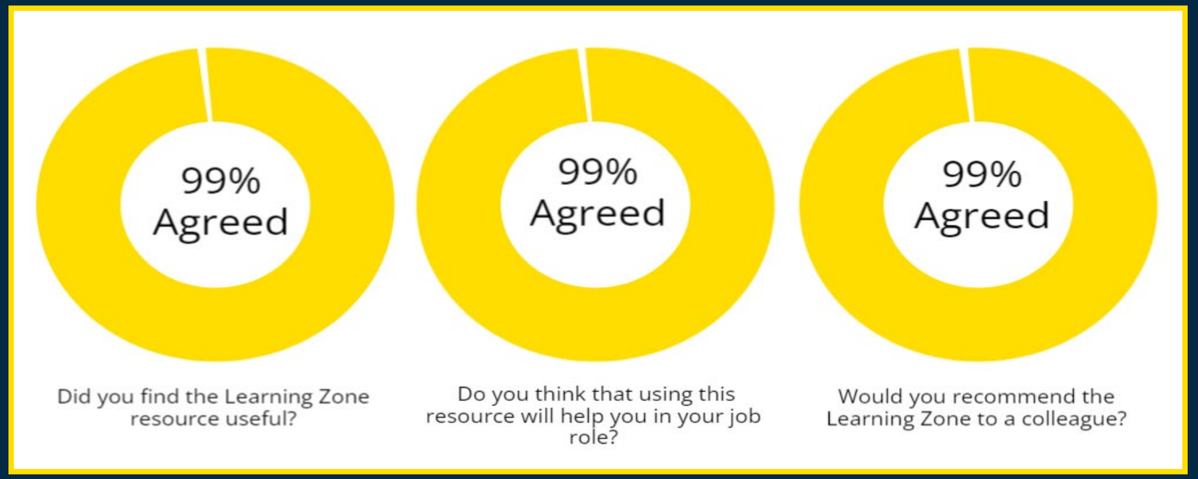
- A skilled, confident and professional workforce
- Better support for people, families and communities
- Stronger communities through learning and collaboration

learningzone.niscc.info

Northern Ireland Social Care Council

Survey Results – What learners say?

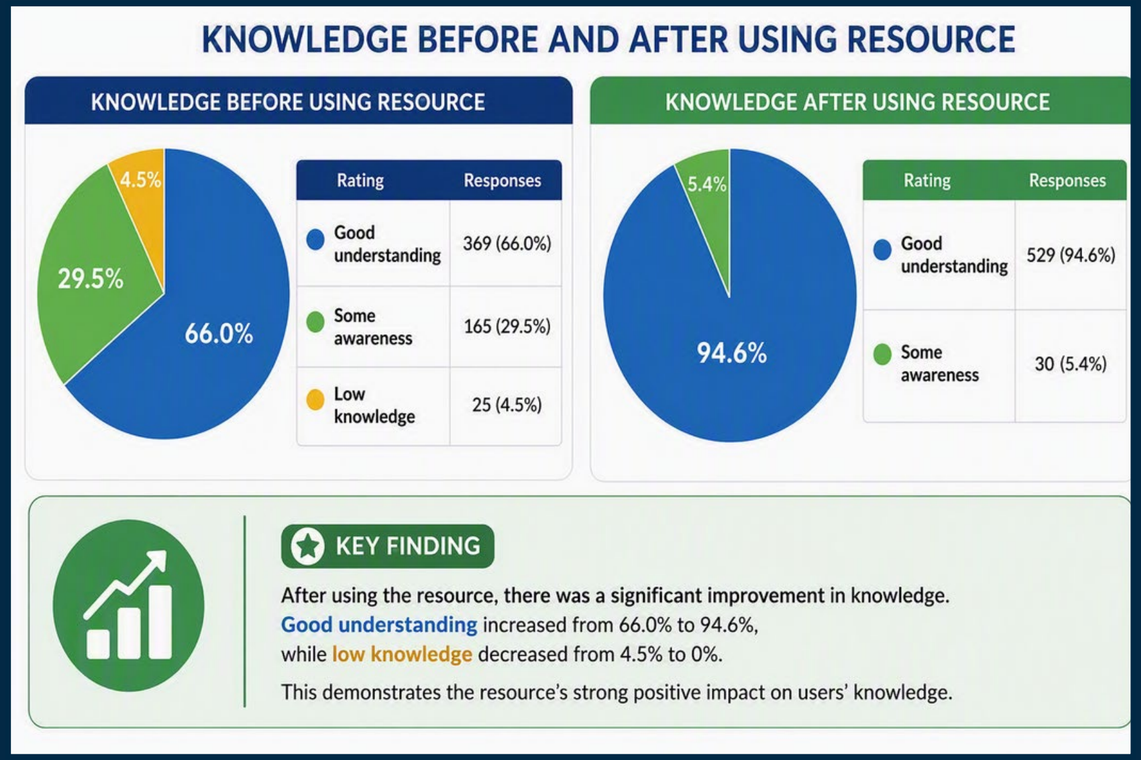


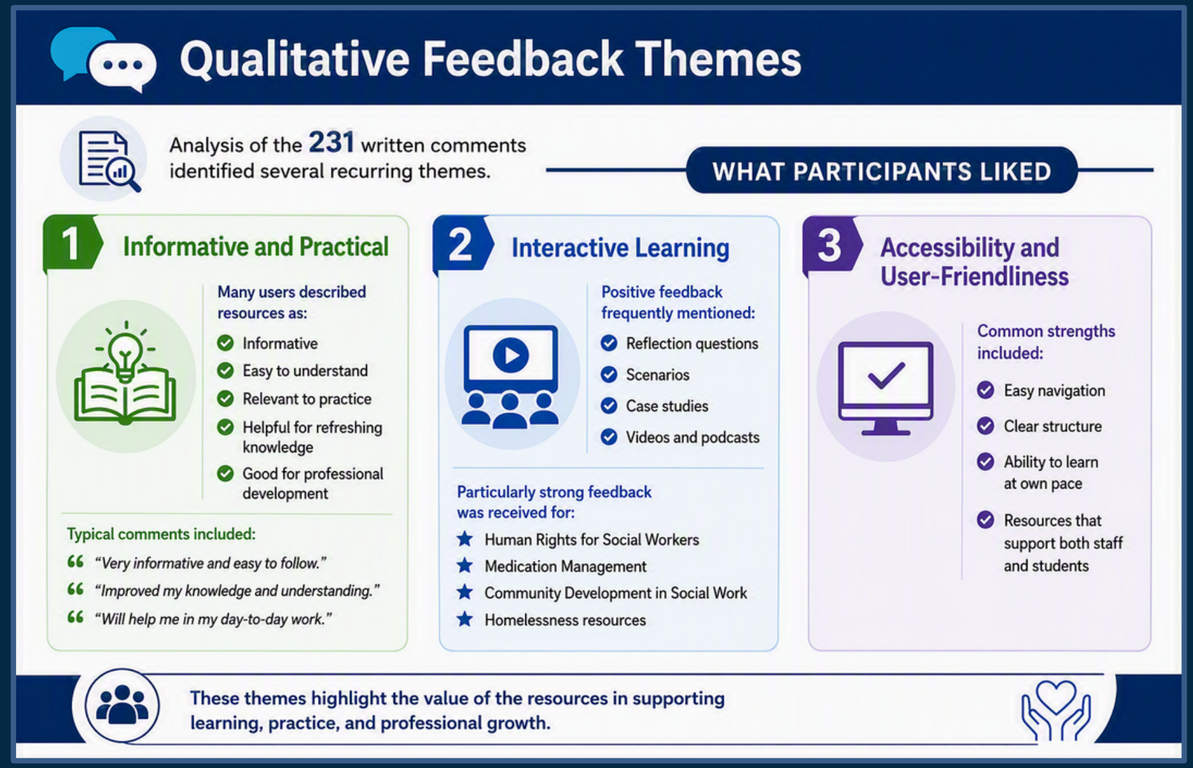




Survey Results – What learners say?

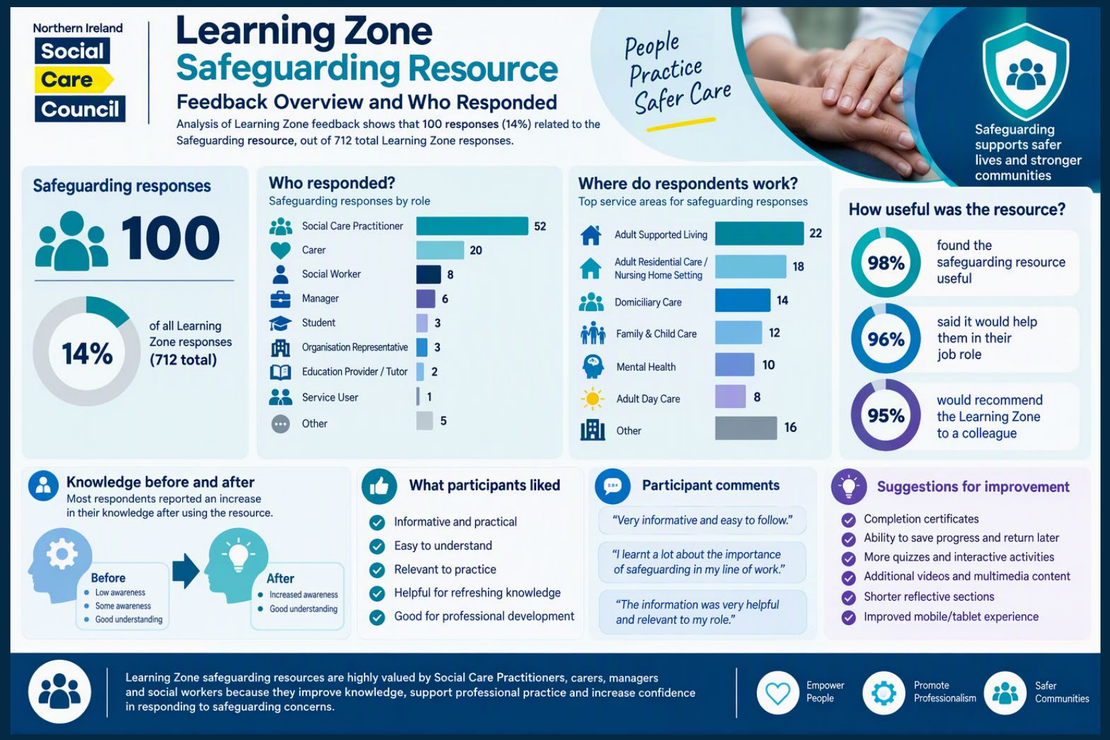
Northern Ireland Social Care Council

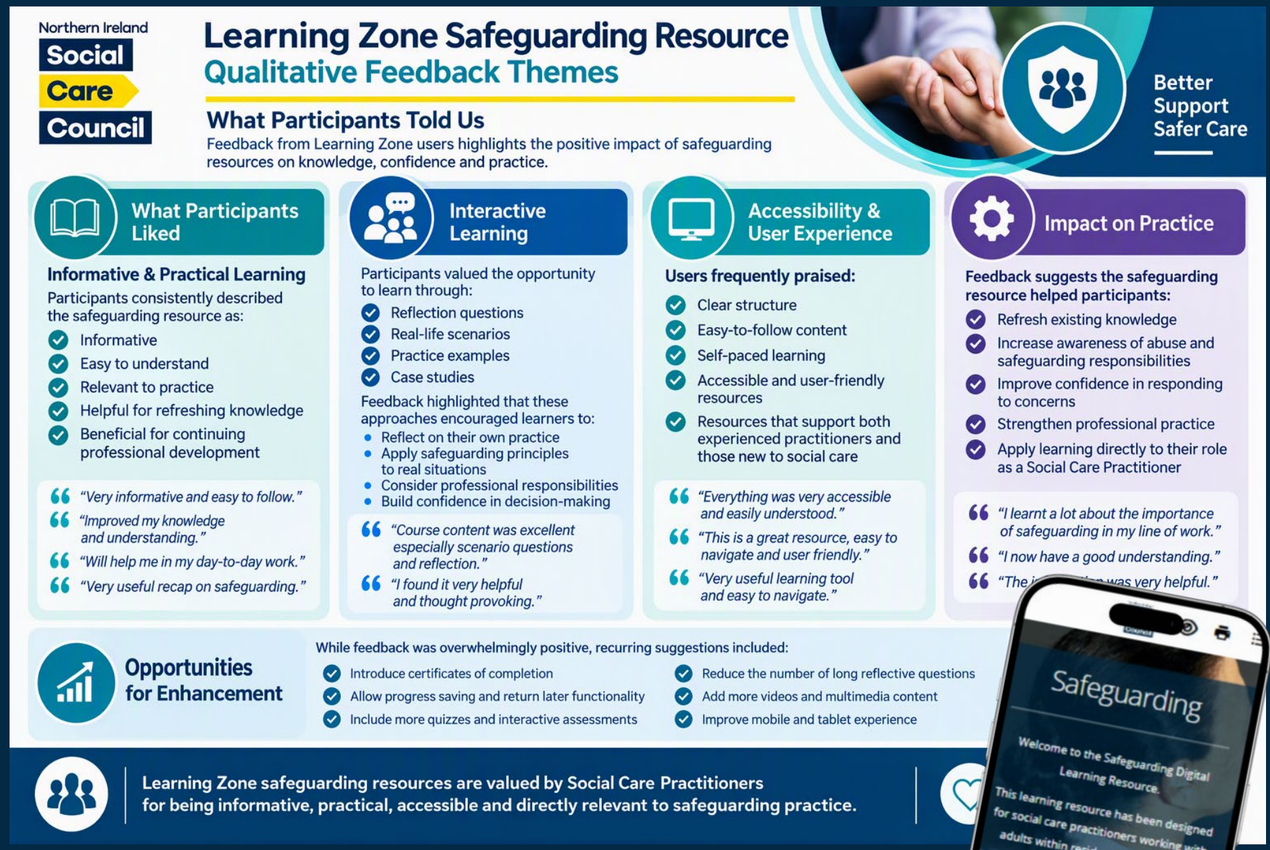


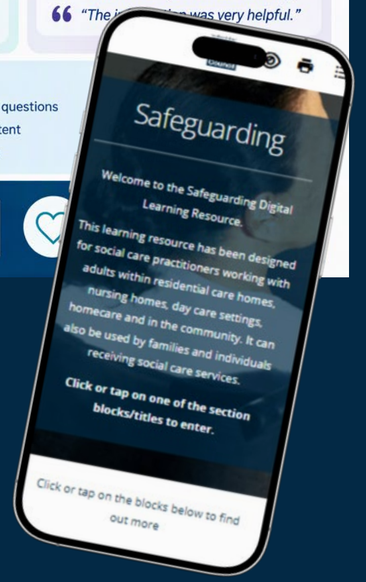


Learning Zone is helping to normalise continuous professional learning across the workforce.

Adult Safeguarding – New project



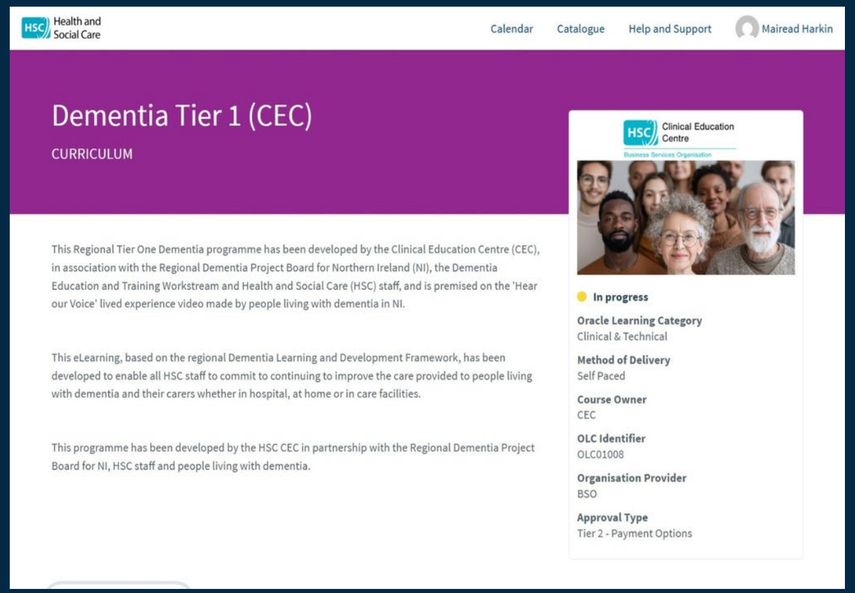


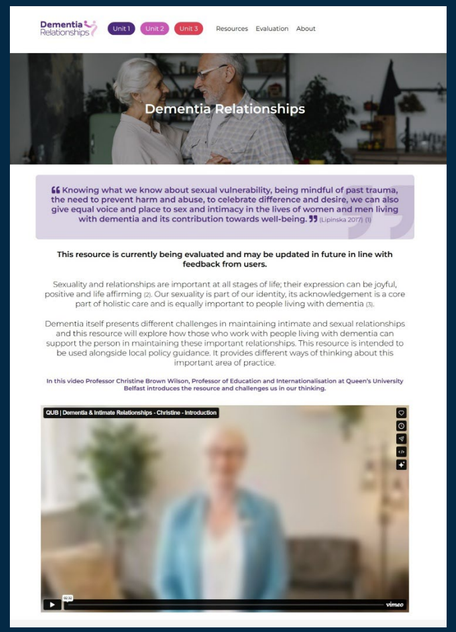


- Discovery workshop on 1st October 2026
- Establishing a content reference group – New Year
- Call going out shortly to ask for representatives to join a content reference group

Supporting people with dementia



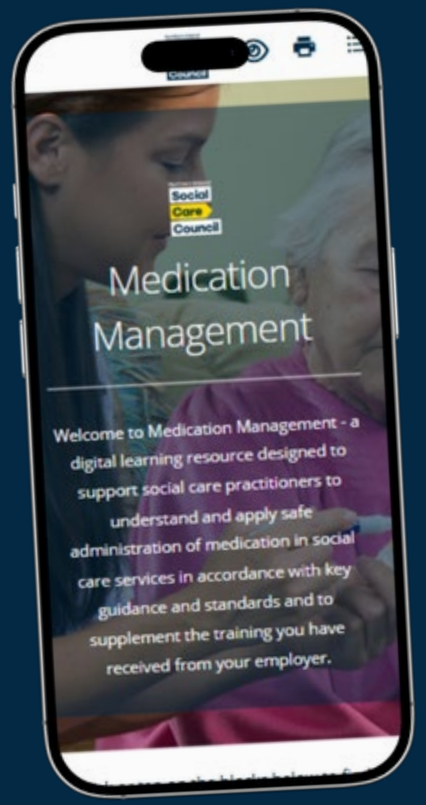


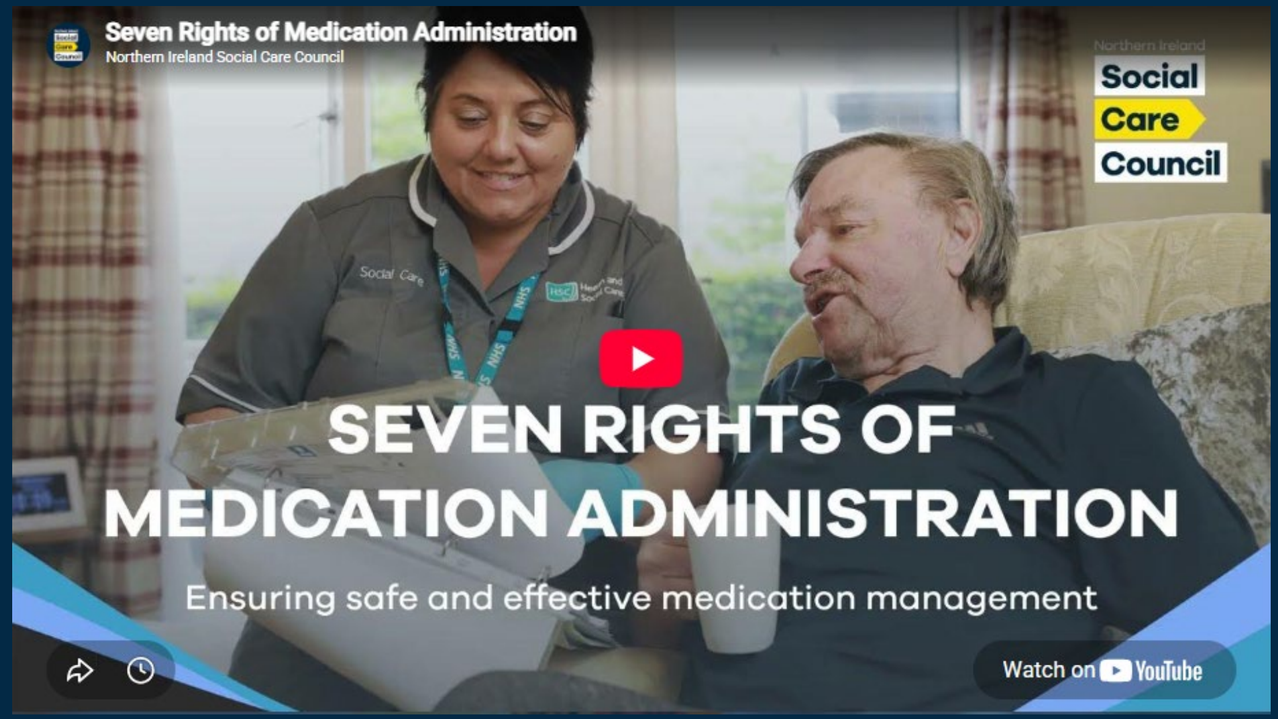




New page on LZ to promote and provide access to HSC NI Dementia Tier 1
Working to develop new Tier 2 resource

Medication Management





New Seven Rights of Medication Administration video

Domestic abuse and gender-based violence



- New resource in development
- Go Live on 25 November – 16 Days of Activism Campaign



Partnership Approach



W: https://learningzone.niscc.info



Questions/Contacts



E: learningzone@niscc.hscni.net

E: Mairead.harkin@niscc.hscni.net

W: https://learningzone.niscc.info