

## TEMPLATE FOR THE GOOD PRACTICE

### What is a good practice?

A good practice is not only a practice that is good, but a practice that has been proven to work well and produce good results, and is therefore recommended as a model. It is a successful experience, which has been tested and validated, in the broad sense, which has been repeated and deserves to be shared so that a greater number of people can adopt it.

Please follow the instructions included to fill in the template. You can replace the guiding questions for each element with your description.

Mandatory fields are defined by \*

| Element                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title*</b>                   | <i>Skillwill's Proprietary LMS: A Digital Ecosystem for Learner-Centred and Data-Informed Vocational Education</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Name of the VET Provider</b> | <i>Skillwill</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Thematic domain</b>          | <p>What is the thematic domain covered by this good practice? More than one domain can be indicated</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Innovation</li> <li><input checked="" type="checkbox"/> <u>Digital</u></li> <li><input type="checkbox"/> Green</li> <li><input type="checkbox"/> Inclusion</li> <li><input type="checkbox"/> Entrepreneurial</li> <li><input type="checkbox"/> Career guidance</li> <li><input type="checkbox"/> Lifelong learning</li> <li><input type="checkbox"/> Creating partnerships/skills ecosystems</li> </ul>                                                                                                                                                                                                                                                                                                                         |
| <b>Introduction*</b>            | <p><b><i>What is the context (initial situation) and challenge being addressed? Provide a short description of the problem/challenge being addressed and specify the period during which the practice has been carried out.</i></b></p> <p><i>Skillwill developed its proprietary Learning Management System (LMS) in response to the need for a more integrated, transparent and learner-centred approach to vocational education. As the institution expanded its programmes and student community, it became increasingly important to manage learning materials, schedules, assignments, assessment, feedback, academic progress, communication and learner-support services within one coordinated digital environment.</i></p> <p><i>Introduced in 2024 and continuously developed since then, the LMS brings together the main elements of the educational journey on a single platform.</i></p> |

Students can access structured course materials and lecture recordings, submit assignments, receive feedback, monitor their progress, arrange individual consultations and use career-support services. Teachers can manage assessment and follow class performance, while academic and administrative teams can monitor attendance, progression, course completion and other institutional indicators through dedicated dashboards.

The practice is now embedded in Skillwill's daily academic and administrative operations. It aims to ensure consistent educational delivery, improve access to timely information and personalised support, strengthen transparency, and enable institutional decisions to be informed by structured and up-to-date data.

## Stakeholders and Partners

**Who are the beneficiaries or the target group of the good practice? Who are the users of the good practice? Who are the institutions, partners, implementing agencies, and donors involved in the good practice, and what is the nature of their involvement?**

The primary beneficiaries of the practice are Skillwill students enrolled in vocational and short-term training programmes. They use the LMS to access learning materials, lecture recordings, schedules, assignments, assessments, feedback, individual consultations, career guidance and information about their academic progress.

The platform is also used by teachers, academic staff and administrative teams. Teachers manage assignments, assessment and feedback, while programme managers and administrative staff monitor attendance, student progress, course completion and other institutional indicators through dedicated dashboards. Career-support staff use the system to provide guidance, vacancy information, résumé support and individual consultations.

The LMS was designed and developed internally by Skillwill and is integrated into the institution's daily educational and administrative processes. No external implementing agency or donor was involved in its development. Skillwill's employer network contributes indirectly by creating career and employment opportunities for students, including vacancies for which high-performing learners may be prioritised.

## Impact\*

**What has been the impact (positive or negative) of this good practice on the beneficiaries? Has there been social impact? Has the CoVE impact environmentally, financially, and/or economically the region where it is based (and if applicable, become more resilient), and if yes how? What evidence does show this impact?**

The LMS has improved the accessibility, transparency and continuity of the learning process by bringing academic information, learning resources and learner-support services together in one digital environment. Students can access structured course materials and lecture recordings, follow schedules and deadlines, submit assignments, receive feedback, monitor their academic progress and arrange individual consultations. This gives learners greater

control over their educational journey and supports more independent and responsible learning.

The practice has also strengthened the institution's ability to provide timely and personalised support. Automated reminders help students keep track of upcoming lectures, assignments and assessments, while information on attendance, completed credits, academic performance and engagement enables academic and administrative staff to identify learners who may require additional guidance or intervention.

For teachers and staff, the LMS has reduced the fragmentation of academic and administrative information. Dedicated dashboards provide structured, up-to-date data on programmes, students, teachers, attendance, assignment completion, assessment and feedback. This supports more consistent programme management, quality monitoring and data-informed institutional decision-making.

The platform also contributes to learners' transition to employment by integrating career-development activities, personalised vacancy information, résumé support, mock interviews and individual consultations with Career Care staff. High-performing students can also be connected with opportunities offered through Skillwill's employer network.

The social impact of the practice lies primarily in making learning, academic support and career services more accessible within a single system, including for students participating in flexible and online learning. Evidence of its institutional impact includes its continuous use in Skillwill's daily operations, the range of academic and administrative processes managed through the platform, and the structured data it generates on learner participation, progression, feedback and course completion.

No separate environmental or regional economic impact assessment has yet been conducted for the LMS. Future evaluation could measure its specific contribution to learner retention, completion, satisfaction, employability and administrative efficiency.

## **Innovation and Success Factors \***

***In what way has the good practice contributed to innovation? What are the conditions (institutional, economic, social, and environmental) that need to be in place for the good practice to be successfully replicated (in a similar context)?***

The practice is innovative because it integrates the full vocational learning journey into one institution-wide digital environment rather than using separate tools for teaching, assessment, communication, administration and career support. Skillwill's proprietary LMS combines structured learning materials, lecture recordings, assignments, assessment and feedback, progress monitoring, individual consultations, career services, student surveys and administrative analytics. It also includes an AI tutor that responds to course-related questions and generates practice quizzes.

*The platform was developed internally and is embedded in Skillwill's daily academic and administrative operations. This allows the system to evolve in response to the actual needs of students, teachers and staff, while supporting consistent delivery, early identification of learners requiring additional support and data-informed institutional decision-making. According to Skillwill's institutional experience, it is currently the only Georgian vocational college using a comprehensive, institution-wide LMS of this kind.*

*Successful replication would require strong institutional leadership, sustainable investment in development and maintenance, reliable digital infrastructure, appropriate data-protection and information-security arrangements, and a technical team capable of adapting the platform to institutional needs. Teachers and administrative staff would need training and ongoing support, while students would require access to suitable devices, internet connectivity and clear guidance on using the system. Equally important are the integration of the LMS into existing academic and quality-assurance processes, continuous collection of user feedback and gradual implementation that allows the platform to be tested, improved and adapted to the local VET context.*

#### **Constraints\***

##### ***What are the challenges encountered in applying the good practice? How have they been addressed?***

*The main challenges have been ensuring consistent use of the LMS by students, teachers and administrative staff, maintaining accurate and up-to-date information across the platform, and continuously adapting the system to the evolving needs of a growing vocational institution. Differences in users' digital confidence, access to reliable internet and familiarity with online learning tools can also affect the effective use of the platform.*

*These challenges have been addressed by integrating the LMS directly into Skillwill's daily academic and administrative processes and by designing dedicated functions for each user group. Automated notifications, structured learning materials, clear dashboards and centralised access to schedules, assignments, feedback and student records help users navigate the system more easily and reduce fragmented communication.*

*Because the LMS was developed internally, Skillwill can improve and adapt its functions based on operational experience and user needs. Regular student feedback collected through NPS surveys supports continuous improvement, while the administrative dashboard helps identify incomplete data, monitor participation and analyse institutional performance. Ongoing technical maintenance, staff support, user guidance, data protection and information security remain essential requirements for the sustainable operation of the practice.*

#### **Lessons learned\***

##### ***What are the key messages and lessons learned from the good practice experience?***

*The main lesson is that an LMS creates the greatest value when it is embedded in the institution's everyday academic and administrative processes, rather than used only as a repository for learning materials. Integrating schedules, assignments, assessment, feedback, consultations, career support and institutional data within one platform has helped create a more consistent and transparent experience for students, teachers and staff.*

*Skillwill's experience also shows that technology must remain responsive to users' actual needs. Continuous development, regular student feedback and close cooperation between academic, administrative and technical teams are essential for keeping the platform relevant and usable. Reliable data, clear responsibilities and ongoing guidance for users are equally important, as the quality of institutional analysis depends on the completeness and accuracy of the information entered into the system.*

*A further lesson is that digitalisation should support, rather than replace, personalised interaction. Features such as individual consultations, structured teacher feedback and career guidance demonstrate that an effective digital learning environment can combine efficiency and data-informed management with learner-centred support.*

#### **Replicability and/or up-scaling**

***What are the possibilities of extending the good practice more widely? What are the conditions that should be met/respected to ensure that the good practice is replicated, but adapted to the new context?***

***The aim is to go further than the section "Innovations / critical success factors" in specifying the requirements for replication of the practice on a larger scale (national, regional, international).***

*The practice has strong potential for wider application because the LMS is designed as an institution-wide system that connects teaching, assessment, learner support, career guidance and administration. Its current use across Skillwill's vocational and short-term programmes, serving more than 2,000 active students, demonstrates its capacity to support different programmes, user groups and delivery formats within one institutional framework.*

*At national level, the model could be adapted by other VET providers through a modular approach, allowing institutions to introduce functions gradually according to their priorities—for example, beginning with learning materials and assessment, and later adding progress monitoring, career support and management analytics. Replication should be preceded by an assessment of each institution's academic processes, digital capacity, staff competencies and learner needs. The system should not simply be copied; workflows, terminology, programme structures, assessment methods and reporting functions would need to be adapted to the relevant institutional and regulatory context.*

*For regional or international up-scaling, additional requirements would include multilingual interfaces, compliance with applicable data-protection and information-security standards, compatibility with national qualification and*

*quality-assurance systems, and the ability to integrate with other digital tools where necessary. A clear governance and financing model would also be required to define responsibility for ownership, technical maintenance, software development, user support and long-term sustainability.*

*A phased implementation would be essential: needs analysis, platform configuration, piloting with a limited number of programmes, user training, feedback collection and gradual expansion. Common indicators—such as participation, attendance, assignment completion, learner satisfaction, retention and administrative efficiency—should be agreed from the beginning so that results can be assessed across institutions. Wider replication would therefore require not only access to technology, but also institutional commitment, process redesign, staff engagement and continuous improvement based on evidence and user feedback.*

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**Contact details**

***What is the address of the people or the project to contact if more information on the good practice are needed?***

*Sophio Bujiashvili, Projects Manager, Skillwill – s.bujiashvili@Skillwill.edu.ge*

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**URL of the practice**

*Can the good practice be found on the Internet?*

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**Related resources that have been developed**

***What training manuals, guidelines, technical fact sheets, posters, pictures, video and audio documents, and/or Web sites have been created and developed as a result of identifying the good practice? How can them be accessed?***

*A visual presentation of the Skillwill LMS has been developed, including screenshots and descriptions of the student dashboard, course and assessment functions, career-support services, calendar, feedback mechanisms and administrative analytics. The presentation is attached to this Good Practice submission as Annex 1 – Skillwill LMS Portal Overview. Additional demonstrations can be provided upon request.*

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