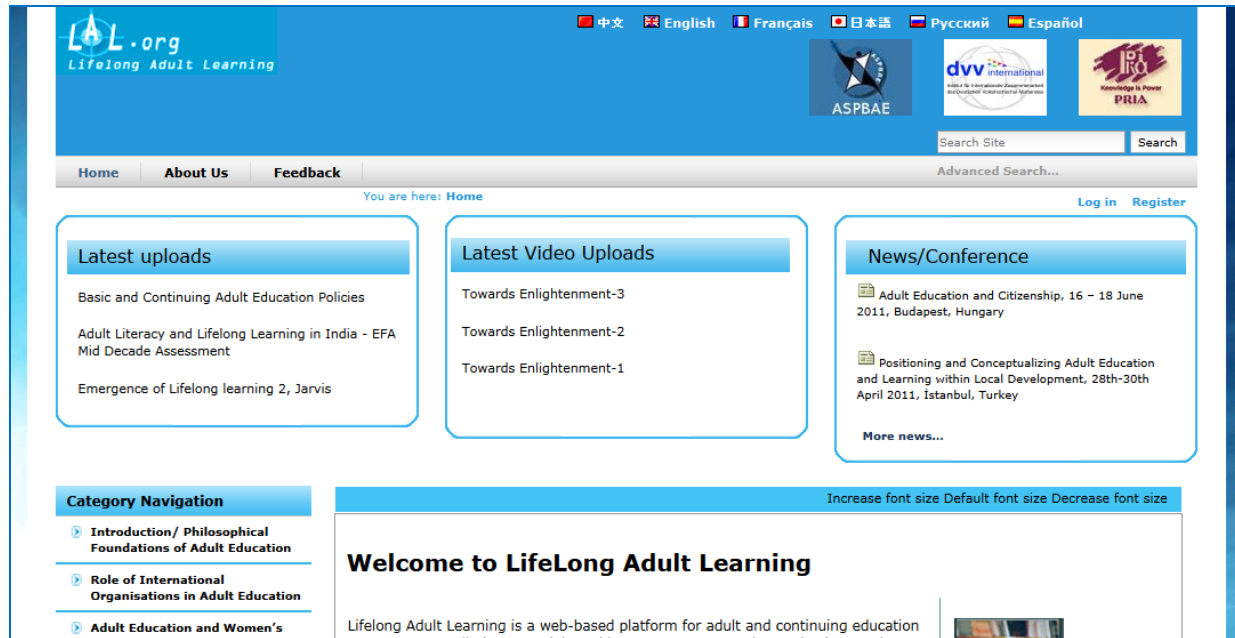**Customer experiences: PRIA Education: Adult lifelong learning**

URL: www.lifelongadultlearning.org

Technology used: Plone, PHP, HTML and Ajax

Client profile

- Society for Participatory Research in Asia (PRIA) is an international centre for learning and promotion of participation and democratic governance.
- PRIA has embarked on a set of key initiatives focusing on participatory research, citizen-centric development, capacity building, knowledge building and policy advocacy.
- With a combination of training, research and consultancy, it has grounded its work with conceptual rigor and understanding of social reality to command the strategic direction of interventions.

Problem statement

Having been actively involved in the field of adult education, PRIA has envisaged an adult learning platform based on the observed need for:

- Creating an enabling, knowledge-sharing platform for those engaged in adult education including CSOs, policy makers, social workers, NGOs and academicians.
- Collating the extensive material related to adult education, methodologies, learning and knowledge.

- Creating a virtual resource centre/library of reports, proceedings, guidelines, policies formulated by government, private sector and institutions.

Approach

Saurabh proposed adult learning platform aimed at:

- Providing a platform for CSOs to learn and share their experiences, learning, training material and other useful resources.
- Enabling organizations to conceptualize and implement adult education program successfully without the need for reinventing methodologies.
- Enabling easy access to policy documents related to adult education and learning while undertaking advocacy efforts.

Solution

A web portal based on Plone open source framework with following functionalities:

- User and subscription management.
- User specific personalized home page on logging in.
- Content contribution (submission), storage and retrieval.
- Content review and approval (for moderator/PRIA representative).
- Online course, training and upcoming events catalog.
- Online registration for courses, trainings, upcoming events etc.
- Portal wide search and advanced search.
- Multimedia knowledge centre with download as well as streaming option for audio/video files.
- Monthly newsletter – read online as well as eMail subscription.

Key business benefits delivered

- Provided a comprehensive platform for knowledge and information sharing across various verticals.
- Provided a platform for collating extensive study material related to adult education, learning methodologies, reports, proceedings, guidelines, policies formulated by government, private sector and institutions.
- Provided a platform for various stakeholders to learn and share their experiences, learning, training material and other useful resources.
- Enabled various stakeholders to conceptualize and implement adult education programs using the available resources on portal without the need for reinventing methodologies through easy access to policy documents.