NEMI LEARNING / Q2 AUTHORED SNAPSHOT

Show the value. Keep the evidence visible.

A benefits review for a fictional learning-operations improvement programme.

£7k

Gross monthly spend reduction

Target £8k / two distinct lines

240h

Released capacity / month

Not cash savings

+8pp

Course completion change

68% → 76%; target 80%

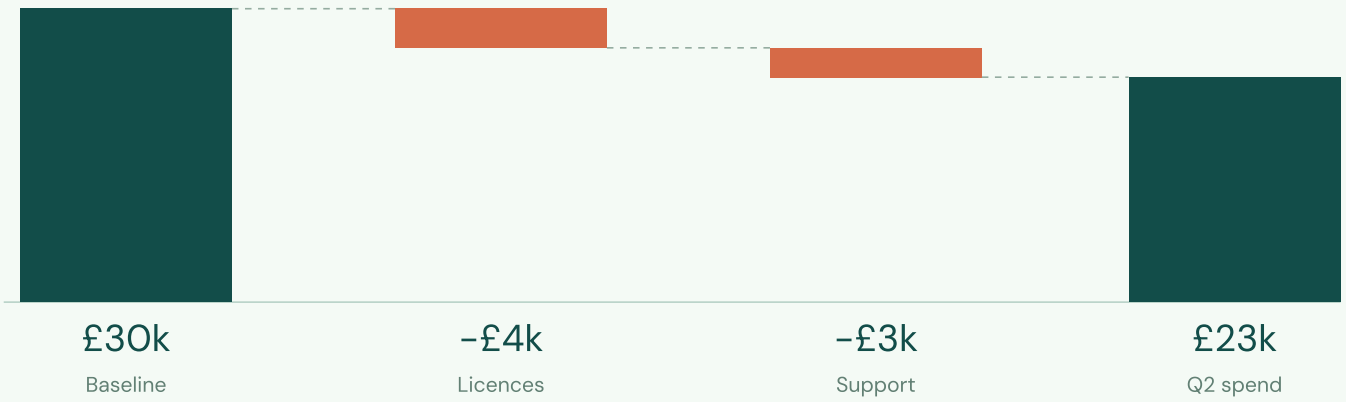
Three kinds of value. Three different tests.

The Q2 fixture shows lower recurring spend, less administration time per case and a higher completion rate. These are separate measures. None establishes causality or an audited outcome.

All numbers are authored examples, including those labelled observed in the app. Monthly run-rate snapshots are not quarterly totals. Open the benefits tracker ↗

01 / FOLLOW THE UNITS

Reconcile the change before claiming it.



Cash / gross run-rate reduction

£18k licences + £12k external support = £30k baseline. Q2 is £14k + £9k = £23k. The £7k difference is gross, before transition costs and any displaced spend.

Capacity / time available for other work

(18 - 12) minutes per case × 2,400 cases ÷ 60 = 240 hours per month. A 50% redeployment scenario allocates 120 of those hours; it does not realise cash.

The graphic is an arithmetic bridge, not a time series. Quarter-end monthly snapshots must not be summed as quarterly or cumulative savings.

02 / BENEFIT REGISTER

Keep the baseline beside the result.

BENEFIT / ACCOUNTABLE ROLE	BASELINE → Q2 / TARGET	DEFINITION AND NEXT VALIDATION
B01 / Platform licence spend **Finance lead**	18000 → 14000 £/month Target 13500 £/month	Monthly licence charges for the same defined tool set; gross reduction before transition costs. Check cancelled licences and any replacement charges.
B02 / External support spend **Service lead**	12000 → 9000 £/month Target 8500 £/month	Monthly external support charges; a distinct spend line from licences. Confirm no cost has shifted into another supplier or team.
B03 / Tutor administration time **Learning operations**	18 → 12 min/case Target 10 min/case	Mean handling minutes per case. Monthly volume converts time per case into released capacity. Observe representative work and agree how released time will be used.

All values and evidence references are constructed fixtures. Completion denominators: baseline 340/500; Q2 456/600. Satisfaction lacks a baseline and sample size, so no improvement or representativeness claim is made.

02 / BENEFIT REGISTER / CONTINUED

Unknown is a useful finding.

BENEFIT / ACCOUNTABLE ROLE	BASELINE → Q2 / TARGET	DEFINITION AND NEXT VALIDATION
B04 / First response time **Learner support**	24 → 16 hours Target 12 hours	Mean hours from eligible learner request to first substantive response. Inspect long-tail waits as well as the mean.
B05 / Course completion **Learning quality**	68 → 76 % Target 80 %	Completed / eligible learners in each snapshot cohort; baseline 340 / 500. Compare cohort mix and eligibility before attributing the change.
B06 / Learner satisfaction **Learner experience**	Not supplied → 4.4 /5 Target 4.5 /5	Mean rating on a five-point scale. Baseline and sample size are not supplied. Establish a comparable baseline, response count and collection method.

All values and evidence references are constructed fixtures. Completion denominators: baseline 340/500; Q2 456/600. Satisfaction lacks a baseline and sample size, so no improvement or representativeness claim is made.

03 / TURN A PROMISING SIGNAL INTO A DEFENSIBLE CLAIM

Validate, then decide what to scale.

01

Reconcile the spend

Finance checks cancellations, replacement costs, equivalent scope and the period of any real saving. Keep one-off costs outside the gross run-rate comparison until explicitly reconciled.

02

Use the time deliberately

Operations tests whether released capacity is available in usable blocks, then assigns it to a concrete activity. Do not convert every hour into a cash saving.

03

Test the learner story

Review cohort mix, definitions and distribution. Establish the missing satisfaction baseline and response count before describing an improvement.

Decision requested

Agree the evidence checks and responsible roles for the next review. Q3 has no observations in this fixture; the tracker shows it as unavailable rather than carrying Q2 forward or treating it as zero.

Targets are intentions; snapshots are authored observations; redeployment is a scenario. Keep these three states distinct in every adaptation.