

Absorbie 2025 **winner**

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absorb

&

Scottish
autism
WHERE AUTISTIC PEOPLE
ARE VALUED

Customer story



Industry

Nonprofit

Use case

Employee onboarding, employee upskilling, compliance training, frontline training

Solution

[Absorb LMS](#), [Absorb Create](#),
[Absorb Engage](#)

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Challenge

- Need to create engaging individual-led courses.
- Limited personalization capabilities.
- Recruitment and retention challenges.

Solution

- Absorb-powered learning platform with advanced features.
- Absorb Create for bespoke course development.
- Access controls to ensure confidentiality and trust.

Results

- Improved staff satisfaction with learning culture.
- Reduced staff turnover – employees feel valued and supported.
- Reduced cost through the elimination of repetitive and manual tasks.
- Strengthened leadership role in the care sector.

Summary

For Scottish Autism, providing individual-led training that accounts for the lived experience of autistic people isn't just a smart idea — it's essential for understanding and empowering the people it supports. When traditional training couldn't provide the flexibility, customization, and scalability needed, the non-profit organization turned to Absorb and several of its advanced features to create an innovative platform that gives supported people a voice in how they learn and makes learning more meaningful.



Rebecca Goodsir

Senior Practice & Learning Advisor

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Scottish Autism launches an innovative learning platform to incorporate the lived experience of supported people

[Scottish Autism](#), based in Alloa, U.K., is committed to empowering autistic people across Scotland to lead happy, healthy, and fulfilling lives.

Established in 1968 by parents seeking better support for their autistic children, the organization has become the largest provider of autism-specific services in the country. For over half a century, Scottish Autism has had a mission to ensure autistic individuals lead meaningful lives as valued members of the community.

The organization provides the autism community with a range of tailored services such as education, vocational opportunities, supported living, outreach, respite, and specialist transition support. In addition to this, Scottish Autism supports the wider community through resources like their advice line, local one stop shops and external training team called Elevate. Its New Struan School has been a leader in the delivery of specialist education for autistic children and young people for more than 35 years.

The organization uses evidence-based practice and community input to deliver the best possible services for autistic people. Through its values of compassion, collaboration, and participation, Scottish Autism aims to foster understanding and empowerment for the people it supports.

“Within Scottish Autism, we strive to be autism specialists,” says Rebecca Goodsir, Senior Practice & Learning Advisor at the organization. “By harnessing the knowledge and lived experience perspective of our supported people, we are better able to achieve our strategic goal of advancing autism practice.”



Going **beyond the limits** of traditional training

Delivering personalized, engaging training that reflects the lived experience of its community requires more than traditional training can fully address. Importantly, traditional methods lack the ability for supported people to shape learning in meaningful ways through co-production.

The organization sought to take its training to a higher level through a ground-breaking **digital learning initiative** it dubbed “Participation and voice: learning that reflects what matters.”

The goal was to create an authentically collaborative and person-led approach to learning, where the voices of supported people actively lead and shape the learning experiences of their staff team, Goodsir notes.

“At the heart of this initiative is a genuine recognition of the value of lived experience. We wanted to ensure supported people were seen as experts in their own lives, and we used the principles of co-production to ensure their insights drive every step of the process.

From deciding **what their team learns, to how they learn it, to understanding why it matters** — supported people are at the centre.”

She adds that the initiative isn’t just about training, but about **partnership, empowerment, and fostering a culture** of neuro-affirming practice through participation and voice.

Like many charities, the organization struggled with staff engagement and retention. Training inefficiencies and limited access to personalized resources only made things more challenging, highlighting the need for a **scalable, flexible learning platform** — one that could empower person-led learning and **nurture a culture of continuous development**.

The company sought a learning management solution and ultimately selected Absorb for its **robust custom eLearning capabilities, efficient access controls, and ability to support authentic participation in course creation**.



Giving supported individuals a **voice in how they learn**

In 2024, Scottish Autism implemented Absorb LMS to meet its goal of co-creating meaningful, personalized learning experiences by delivering and managing learning experiences across the organization. In addition, the organization has deployed a wide range of advanced features, including Absorb Create and Absorb Engage, as well as its rich access controls and scalable personalization capabilities.

The organization uses Create to design bespoke courses, customized to reflect each learner's preferences in style, pace, and content — ensuring training is consistently impactful and relevant.

“The principles of **co-production** were embedded from the very beginning, ensuring that the journey toward developing content — even before accessing the Create tool — was truly personalized,” Goodsir says. “Every step was shaped by the individual’s preferences, from how they were invited to take part, to how consent was obtained for images, storyboarding, and all other elements of course design.”

“This was incredibly important to the success of the initiative.”

To ensure a culture of **trust, confidentiality, and privacy**, granular access controls in Absorb ensure that content is only shared with each person’s staff team.

“Absorb provided us with the ability to **tailor access to the resource** so that each course could be shared exclusively with the supported person’s own team,” Goodsir says.

“This reinforced the **personal nature of the learning**, while ensuring it was delivered with careful consideration for **data protection and confidentiality**.”

Absorb Engage is leveraged to foster **participation and interaction**, further supporting the organization’s efforts to foster empowerment and provide autistic learners with a voice in their education.

The learning platform’s substantial flexibility is key to helping Scottish Autism tailor learning journeys and is vital to the organization’s plans to expand access for supported individuals.

Goodsir professes: “**The combination of person-led design, thoughtful use of technology, and a commitment to inclusion and respect for experience made this initiative not only innovative — but impactful.**”



Building a culture of learning, promoting value, and support

The initiative has hit its mark with exceptional success. As intended, the program supports individual-led course creation, fostering inclusion, trust, and neuro-affirming learning.

Staff satisfaction around the organization's revitalized culture of learning is nearly universal — particularly outstanding for the sector. But the impact isn't merely seen in survey results; personalized, co-produced training has achieved a notable reduction in turnover, with staff feeling more valued and better supported.

“A recent colleague survey revealed that a phenomenal 96% of our staff view our organization as one that fosters a culture of continuous learning,” Goodsir says. “This is a remarkable figure within the social care sector and is a testament to the success of our ability to adapt, innovate, and deliver truly personalized learning experiences.”

She adds that the shift in staff turnover validates the impact of the organization's approach, has enhanced professional development, and strengthened commitment and connection among colleagues. In addition to empowering learners and supporting staff, the new platform has **reduced costs** by minimizing the need for repeated induction sessions and by **eliminating the need for manual tracking**. This allows resources to be redirected to activities that will result in greater impact on the organization's vital mission.

Scottish Autism has a strong history of building local, national, and international partnerships to share knowledge, and the new learning program has elevated its role as a sector leader and champion of neuro-affirming practices.

The initiative has illustrated just how powerful such inclusive, person-led learning can be for the community and organizations alike — all while laying the foundation for future learning initiatives. Following its success, the organization plans to develop a platform for its supported people to ensure they have access to the same learning that staff currently complete or can learn what they want – with a focus on their individual needs.





“This initiative has further strengthened our identity as sector leaders, autism specialists, and proud allies of the autistic community,” Goodsir says with pride. “We are an organization rooted in the principle that autistic voices must be heard, and this initiative creates space for authentic participation, recognition, and leadership within learning experiences.

“Thanks to Absorb and our approach, we can not only enhance the quality of support but reinforce our long-standing reputation for excellence and inclusion.”

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**Empowering learners to enrich their
lives, workplaces and communities.**

Schedule demo