



BRIDGING GAPS, BUILDING LIVES

Implementing an early intervention web portal has given a boost to Bridge Learning's productivity and helped it to serve customers more efficiently.

While it may be difficult to identify learning disabilities because the symptoms vary according to the individual, being aware of developmental milestones can help parents to detect their child's special needs and get the right support as soon as possible.

The Bridge Early Intervention E-Portal (BEE) is one tool that parents can use to identify and manage their child's developmental needs. Developed by Bridge Learning with support from the Technology Innovation Programme (TIP), BEE offers early intervention resources for parents of children with mild to moderate learning difficulties.

DIY early intervention

Parents can complete a free Online Learning Assessment on the portal to identify their child's learning needs and receive customised, step-by-step intervention once every three weeks. They can also watch video demonstrations to get a better idea of how to carry out these activities for their children at home or view graphical reports of their child's learning progress.

"This portal was created for parents who may not have access to early intervention programmes because they might be too expensive," says Ms Arlene Lee, Executive Director of Bridge Learning, a centre that



runs early intervention programmes for children aged 7 months to 12 years old.

"For a small subscription fee, parents can use the portal to intervene in their child's weak learning capabilities at their own convenience."

The portal, which will be launched in January 2013, will help Bridge Learning to reduce the time needed to create individualised developmental plans from 7,000 to 2,500 hours annually. In addition, the portal will include video demonstrations which function as a training aid for the staff to carry out intervention activities.

"Technology has enabled us to put our programmes on an online platform so they are more accessible, and has also helped us make our processes more efficient, so that we can focus on providing quality service to our customers," says Ms Lee.

Looking ahead, Bridge Learning plans to automate part of its diagnostic assessment process to reduce the need for its staff to



type out performance reports.

Reaching out to more children

Bridge Learning has also started a Professional E-Portal for professionals working with children with learning difficulties. The portal offers a full suite of end-to-end services, from screening to planning, generation and execution of individualised intervention plans.

"We will target professionals such as therapists and educators who may not be trained in carrying out activities for effective intervention. They can access and use our

intellectual property to develop customised programmes," says Ms Lee.

She adds: "As a social enterprise, one of our aims is to reach out to more children and demystify learning disabilities. We believe that as we equip and empower educators and parents, it is the children who will benefit."

Technology is a catalyst for higher productivity and improvements in processes and services.

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