

Empowering Learning Across a Nation

How Girl Guides NSW, ACT & NT unified training and saved 96 hours of monthly admin time with TopClass

OVERVIEW

Girl Guides NSW, ACT & NT is a not-for-profit organisation that empowers girls and young women to grow in confidence, leadership, and community engagement. Supported by a strong network of volunteer leaders and adult members, it delivers programs that build life skills and inspire positive change across generations.

Girl Guides NSW, ACT & NT is one of six Girl Guides Organisations in Australia, and Girl Guides Australia provides Governance and support to all six states. Girl Guides NSW, ACT & NT took on the project of the LMS upgrade for all state organisations nationally to ensure accessible, inclusive, and community-focused learning opportunities for all adult members and volunteers.

PROBLEM

Girl Guides faced challenges delivering and managing online training across its state-based structure. Each state organisation operated independently, with limited visibility over learner progress and no central system for compliance or reporting. Training materials were manually shared and updated, creating duplication and inconsistencies between states. The organisation also relied on outdated technology that lacked mobile flexibility and required ongoing administrative support for password resets and user access. As a result, delivering a consistent and engaging training experience nationwide was difficult.

AT A GLANCE



INDUSTRY

Civic/Social Organisation

SOLUTIONS

TopClass

MEMBER SIZE

5,000+

WEBSITE

girlguides-nswactnt.org.au

PARTNER

integr8tiv

“ Our old system was very dated ... one of the big wow factors of TopClass was its ability to create bite-sized education pieces, and the fact that it was on mobile — you can watch it on any device. ”

- National Learning Coordinator of Girl Guides NSW, ACT & NT

THE IMPACT



96

**Hours of Monthly
Administrative
Time Saved**



80%

**Praised
Accessibility and
Mobile Experience**



90%

**Satisfied With Their
Learning Platform
Experience**

SOLUTION

By implementing TopClass, Girl Guides NSW, ACT & NT centralised training nationally while using partitions to give each state organisation its own branded space, reporting, and administrative control. A key advantage was the ability for each state organisation to connect its own iMIS system to a single, shared TopClass platform. This allowed states to share and reuse training content while maintaining their independent AMS systems. The approach reduced administrative effort and duplication without compromising state autonomy or ownership of training content. Volunteers can complete training on any device using mobile-friendly, bite-sized content, podcasts, and interactive materials, while digital badges and completion celebrations reinforce Girl Guides' long-standing culture of recognition and achievement.

- ✓ **Centralised national learning platform** that unites all state organisations under one system while allowing each to manage its own content, reporting and learners.
- ✓ **Support for diverse content creation**, including the ability to incorporate external training (e.g., food safety certificates) and upload evidence directly into the system.
- ✓ **Improved visibility and autonomy for each state**, with separate partitions enabling independent reporting and management.

“*TopClass has removed barriers and provided more accessible ways of learning for our adult members. The badges are a hit, and from the administrative side, the state organisations are pleased to have control of their own content and data. Overall a huge win for all stakeholders.*”

- National Learning Coordinator of Girl Guides NSW, ACT & NT