GRC
solutions

How an engineering company found success with customised training.

COMPANY

Our client is a leading provider of engineering and infrastructure management services to customers operating in market sectors including Minerals & Metals, Oil & Gas, Power, Road & Rail Infrastructure, Telecommunications and Water. Listed on the Australian Securities Exchange, it employs over 20,000 people in Australia, New Zealand and the Asia Pacific region.

Our client is focused on the safety of its employees and the sustainability of the communities it operates in.

Our client required a system that incorporated the following:

- The training needed to be tailored to the different job descriptions and levels of staff within the organisation. If the training was not targeted it would lose its relevance.
- The currency of the training must be maintained to ensure legal compliance.
- The program must educate staff members.
- The courses needed to be delivered on dual training platforms to cater to the different businesses in the group.

CHALLENGE

All organisations must have a compliance training program to ensure staff are protected and to minimise risk across the organisation. The comprehensive and ever-changing nature of legal obligations means that the training program must be complete, legally sound and up-to-date.

Our client is concerned about the safety and wellbeing of its staff. It required a system that could deliver a consistent message on important compliance topics to a diverse demographic of people and businesses in its group.

The three key areas the organisation sought to address were:

- Workplace Health and Safety
- Diversity & Equality
- Anti-Bribery & Corruption

Our client illustrates its commitment to core values and the communities it operates in by actively maintaining its own Standards of Business Conduct policy. An online course based on this policy was also incorporated in the program.
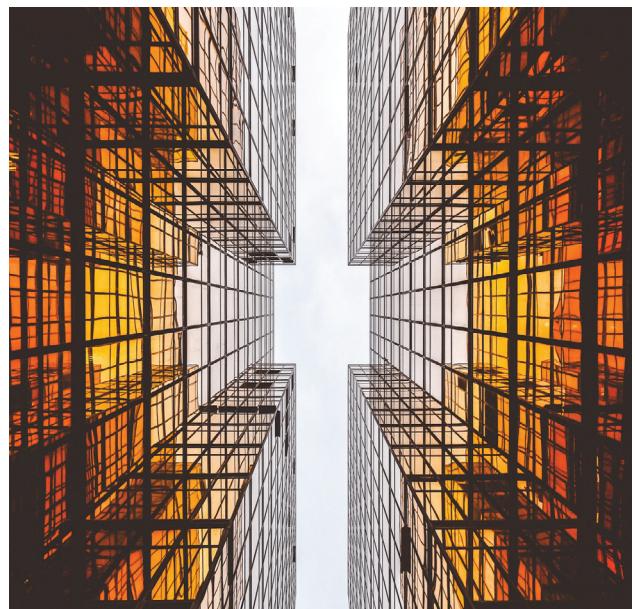
SOLUTION

Our client selected both Salt Web and deployment of SCORM content on their internal Learning Management System to address its legal and compliance training requirements.

As a cloud-based system, Salt Web was easy for all employees to access. The system was also compatible with the existing IT systems and presented no technical issues.

Our client also have staff on the road and in remote areas. Salt Web provided the ideal solution for these staff to undertake training anywhere in a 24/7 environment.

Using the Salt Web modular structure, our client was able to build courses and curricula appropriate for different job roles in the organisation. This resulted in training that was more relevant for employees and reduces the amount of training each staff member was required to complete. Our client has defined different curricula for managers and employees. It also assigns the learning based on the specific job description of each employee.

Due to the numbers of staff to be trained, GRC Solutions was able to apply a scalable and flexible pricing approach to this engagement from the initial narrow scope through to the much broader program envisaged as the project progressed.

Our client engaged dedicated resources to ensure a successful and seamless implementation of the Salt with a view to minimising any impact on the business through effective change management.

ENSURING SUCCESS

Our client's compliance program has the strong backing of senior management. This ensured staff were serious about the undertaking, which led to a cultural shift towards continuous compliance.

GRC Solutions worked very closely with internal lead legal personnel to streamline and tailor the content to best suit the needs of the organisation and its employees.

By rolling out a rigorous communication plan (including automated manager escalation notifications if employees have yet to complete the training), our client has ensured that staff are given time and support to meet their training obligations.

The mandatory deployment of the Standards of Business Conduct allowed for some familiarity with content and promoted engagement with the training solutions. The client then adopted a phased release of the specialised courses, such that staff with broader training needs are continuously exposed to training and can incorporate compliance concepts in their daily routine.

Salt courses are updated to reflect changes in legislation. As the Diversity & Equality course was part of the initial phase, those candidates are already falling due for a retake and benefitting from cosmetic and media-based updates to ensure a fresh training experience.

OUTCOMES ACHIEVED

Our client has adopted the initial stance of deploying off-the-shelf content to staff in the pilot phase to a controlled audience in order to gauge feedback then pursue content tailoring for ongoing content development. It implemented the Diversity & Equality training in their corporate offices in the initial phase and report meeting their targets for completion within the first X weeks.

Adding new users, assigning training and generating reports is extremely easy to do within Salt Web. The result is that our client spends very little time administering the system.

Employees were notified from HR regarding the training to be undertaken, the completion timeframe and the importance of it to the organisation. Division managers were automatically emailed scheduled progress reports and notifications from the Salt system.

To date our client has achieved completion rates across all four courses of XX% with a pass mark of 80%.

Contact us