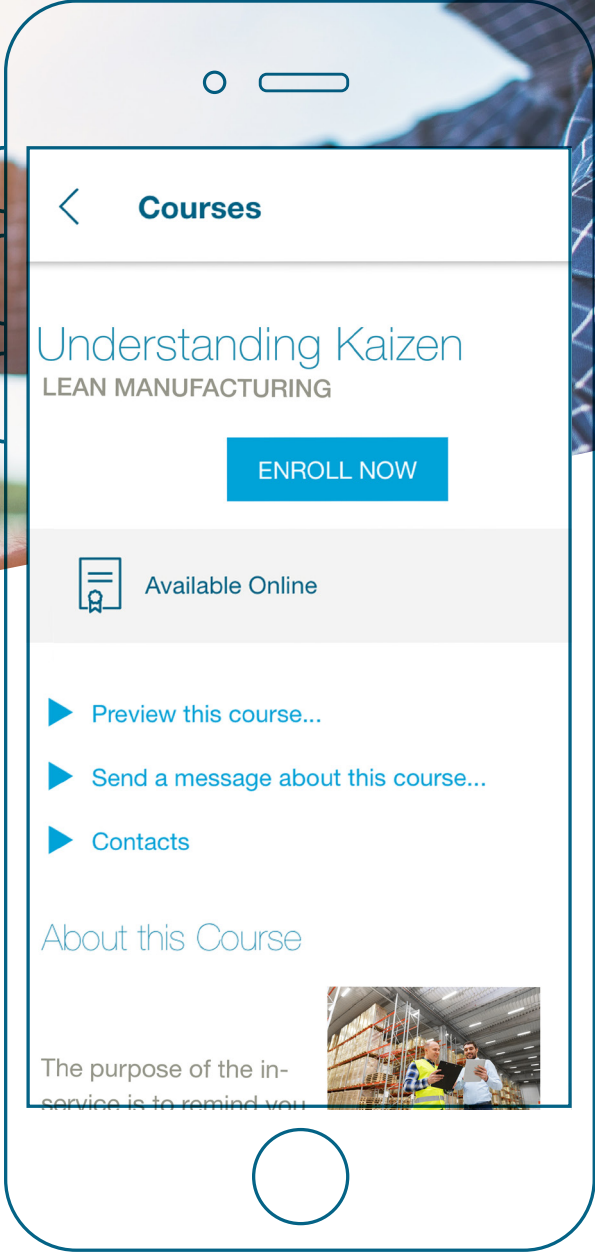


CASE STUDY

Comprehensive training and compliance solution streamlines operations.

HIGHLY-REGULATED OPERATIONS ENTERPRISE





Profile

A Canadian business that was experiencing issues with training and compliance approached iTacit for a solution to rollout across their workforce of almost 5500 employees.

With multiple locations and roles, their team was a diverse mix of hourly and salaried labour. Working within a highly regulated industry, many roles had specific training requirements and different levels of compliance reporting.

» 5500 EMPLOYEES

» HOURLY & SALARIED



Challenges

The biggest issue facing the company was compliance. Their industry had always called for strict compliance, but complicating things further were additional changes driven by concerns over workplace harassment, confidentiality and other HR issues.

As a result, regulatory bodies were issuing new protocols and guidelines, which called for new training and requirements.

Sensitivity, harassment prevention, client relations and various safety-oriented training was now necessary.

Also, there was a further need for increased health and safety training which included client safety, location safety and personal safety, each with specific protocols and training.

In order to achieve their goals, the company needed a better means of communication, training and compliance throughout their organization.

The company had a further need for increased health and safety training which included client safety, location safety and personal safety, each with specific protocols and training.



WHAT WAS NEEDED?

One of the primary requirements for a company-wide solution was a complete, all-in-one package.





Solution

The company selected iTacit as their training and compliance solution and also deployed the platform's communication module across their workforce.

KNOWLEDGE PROGRAM WITH COMMUNICATION

Using iTacit, the team was able to arrange training that was differentiated by role, using a common set of course material. Specific 'packages' of training were assigned to meet each role's requirements.

Training managers quickly appreciated the time saving aspects of iTacit. They could schedule and assign in bulk, effectively getting to 'set it and forget it'.

Shortly after deployment, digital training largely replaced non practice based training, eliminating the need for in-person sessions. Savings were immediate in both time and money and front-line workers now had access to digital training material on shared devices on the floor.

The new approach allowed front-line workers to self-direct all training schedules from available session times and courses. Further to that, all training is now managed and tracked within each employee's user profile on iTacit. Each employee can view their progress and managers can monitor and engage if necessary.



SOLUTION CONTINUED

COMPLIANCE TRACKING

The company's requirements called for two levels of compliance and process control tracking. They wanted the mandatory compliance training which is directed from a corporate perspective to meet policies and requirements from the regulatory bodies.

At a business level they wanted additional guidelines and controls that were location dependent such as staffing levels, health and safety, operational procedures, etc. The compliance content included policies, certification, checklists, training and links to the external regulatory bodies.

Through iTacit's offering, communication and training teams are able to create content and manage targeting for that content. Managers have the ability to control the assignment of the content and set compliance requisites and the toolsets and tracking are configured at coordinator, manager and employee levels, allowing a holistic view of assignments and completion at each view.



QUICK TIP:

Automatic messages are set to communicate due dates and managers can also send additional reminders directly to staff from compliance tracking tools.





Training

What training tools are included?

The all-in-one tool for training and compliance, iTacit includes the following:

+ Learning Management System (LMS)

A full featured LMS, iTacit supports courses using SCORM 1.2, SCORM 2004, AICC, PowerPoint, Html, Articulate Storyline, Captivate, Audio, Video & PDF.

+ Automated Learning Paths

Set-up learning paths for specific user groups (roles, job positions, department, groups) with automatic enrollment to facilitate onboarding, annual mandatory training and other recurring training.

+ Team and Compliance Tracking

See which employees are compliant and up-to-date, or those with past due training. Managers can also enroll team members and send an automated or manual training reminder message.

+ Canned and Ad Hoc Reporting

Gain insight into all training and compliance information by training course, training program, role, job position, and department.

The screenshot displays the iTacit user interface. At the top, the iTacit logo and tagline "BUILD YOUR BEST WORKFORCE" are visible. The user's name "SHERYL SOCON" is shown in the top right corner. The interface is divided into two main sections: "Assigned" and "Completed". The "Assigned" section is currently active and shows a list of training courses. The list includes:

- Advanced Manufacturing Process Analysis** (COURSE) - 5 days past due
- Supply Chain Operations** (COURSE) - Due by June 29, 2019
- Certification Part One - Manufacturing (3 days)** (COURSE) - Due by June 29, 2019
- Hazard Assessment** (COURSE) - Due by June 29, 2019 (Occupational Health and Safety, 65)
- Critical Incident Stress Management** (COURSE) - Due by June 29, 2019
- Forklift Operator - Train The Trainer** (COURSE) - Enrollment Requested

The left sidebar contains navigation options: Notice Board, Messages, My Activities (5), My Team, Library, and Analytics. The bottom of the sidebar shows the iTacit logo, "powered by iTacit", and a "Log Out" button.



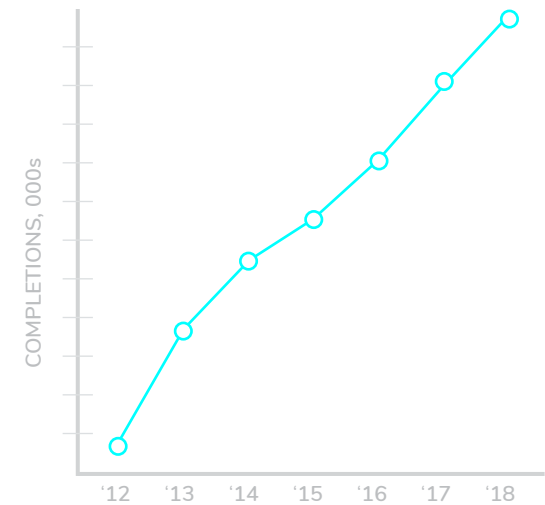
Results

The company's compliance completions improved over four times within the first full implementation year.

Completions grew from 9,100 in the initial implementation year and increased each year. In 2018, compliance completions reached a record-breaking 115,000 completions.



From 9,100 completions in 2012 to 115,000 in 2018.



Over 155 course titles available within the training library.

**/ Engage your workforce
with a proven employee
experience platform:**

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