

Customer success story



Waste
Recycling
Group

Kallidus combats waste and **drives** efficiency and e-learning adoption



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Kallidus LMS creates efficiencies in delivery of cost effective e-learning across the UK

Waste Recycling Group is a national waste management company who provide a range of cost and environmentally effective processing, recycling, disposal and energy recovery services for local authority and private commercial customers. The company has 161 sites across the UK and over 1,100 employees. These dispersed locations coupled with a mandate to increase the awareness of critical Health and Safety issues amongst staff, encouraged the Group to begin using e-learning as a solution over two years ago.

Derek Chatting, Group Training Manager for Waste Recycling Group, explains 'Initially I began increasing awareness of Health and Safety as a key issue for staff by hosting streamed video briefings every month, which could be attended remotely. Whilst these worked, I was aware that e-learning could be accessed more regularly and at a time to suit staff's own working schedules.' He continues, 'I began exploring rapid authoring technologies that would enable us to create our own e-learning content and still involve the subject matter experts.'

e-learning authoring

Using a handpicked selection of authoring tools, the Group began creating their own e-learning Health and Safety courses. The content was delivered via CD-ROMs which the training department produced themselves. However, this was a labour intensive process and also one that was impossible to keep track of in terms of accesses, completion rates and results.

Reports were created using spreadsheets and records held on a training database attached to their central payroll system.

The challenge

Over time it became obvious that the training database could not support the numerous training accreditations awarded by Waste Recycling Group across their 350 different job titles. Explains Chatting, 'I had a clear vision of where I wanted to take our learning function and having a high end delivery platform for our e-learning was a big part of that vision, so I began discussing the idea of a Learning Management System internally. It was important to get the buy-in from our senior management and they have been fantastically supportive.' After going through the procurement process, Kallidus LMS from e2train was chosen as their learning platform.

Continues Chatting, 'Kallidus is an enterprise wide LMS with the broad range of functionality that we needed. For it to support a variety of e-learning types including self-authored and generic content was important, as well as facilitating classroom training. We also have a large number of internal accreditations, so to have the functionality to manage these within the LMS is great. And ultimately Kallidus is cost effective, which is critical at a time when training budgets are decreasing.'



Kallidus has played a huge role in us realising our vision at Waste Recycling Group. It's the perfect mix of the technical i.e the LMS, and the functional i.e. the content, working together to create a successful learning solution.

- *Derek Chatting, Group Training Manager, Waste Recycling Group*



Implementation

Integrating the LMS into the Group's training operations was not an overnight process, but with strong support from the e2train team throughout the implementation process, the Group successfully migrated all of their user data into the system and set up access across all 161 of their sites. Kallidus LMS is now used to book all training within the organisation and they have successfully linked training plans for their 350 job roles to their own skills and competencies matrix. This means that all individual training plans now include the required training for staff to effectively fulfil their job role and responsibilities.

The largest fundamental challenge faced by the Group in integrating the LMS and e-learning has been the nature of their business and the working environment. Much of their work is manual and is physically demanding - far removed from sitting at a desk all day. Many learners do not regularly use PCs and are often more task-oriented than role-oriented. However, with unequivocal support from senior management, and using the need to increase awareness of Health and Safety as a driver, they now have up to 1,000 members of staff refreshing their Health and Safety training every 6 - 8 weeks. This 'keeps it burning' as a key issue for staff and has also brought about very positive feedback, even from those who at first resisted the idea of e-learning.

A clear vision for the future

Chatting's vision for moving learning forward within Waste Recycling Group is now being realised, but there is no time to rest on his laurels. Demand is increasing all the time and from all corners of the organisation with training requirements that can be met by e-learning.

From new courses on weigh bridges, to training modules for certain types of truck, the requests keep coming. This demonstrates the high levels of adoption that Waste Recycling Group has secured for their learning solution. The Health and Safety modules are now utilised so frequently that the cost of authoring these courses now stands at just 52 pence per learner!

'e-learning will never fully replace classroom training within Waste Recycling Group but it is now a vital part of the learning mix' comments Chatting. 'And in tougher economic times such as these, it has taken the pressure off our training budget whilst still enabling us to provide the learning and development that is needed across our organisation.'

Next steps

Kallidus LMS now also forms an important part of meeting new regulatory compliance requirements and under new regulations, managers need to take external online assessments. To prepare them for this, Chatting and his team will set up practice knowledge assessments delivered via the LMS. They will also continue to utilise the accreditations module to ensure these assessments remain up to date and that other qualifications and licenses do not expire.

Concludes Chatting, 'Overall I'm delighted with what we've achieved, especially on a tight budget. The e-learning we're authoring has progressed from glorified PowerPoints to "real" courses now and Kallidus has played a huge role in us realising our learning vision. It's the perfect mix of the technical i.e. the LMS, and the functional, i.e. the learning content, working together to create a successful learning solution.'



About e2train

e2train is an award-winning supplier of learning and performance technologies. The company's vision is to empower individuals and organisations to learn effectively and improve performance by being a trusted provider of innovative, technology-based solutions and services. Its Kallidus software is used throughout the world to create, deliver and manage organisational learning and performance management operations.



For a demonstration or just more information about Kallidus, call **01285 883900**, email: sales@e2train.com or go to www.e2train.com

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