



“They have helped us overcome some of the challenges that come with having such a diverse organisation by providing a suite of solutions that could be accessed by all”

Karen Hewitt, HSE Manager (Behavioural Change)
Interserve Group Ltd

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Health, Safety and Environment (HSE) Culture Change



Challenge

To take Interserve's HSE Culture to the next level and become the safest company in their industry.

Solution

Launch the I-Care Programme using an interactive e-learning module based on Interserve's 7 Good Safety Leadership Habits.

The results

Almost 100% take up of the online module with an average 5-star rating.

Interserve Group Limited is one of the world's foremost support services and construction companies. They offer advice, design, construction, equipment, facilities management and frontline public services , and are headquartered in the UK.

They have consolidated revenues of £2.9bn, a workforce of circa 68,000 people worldwide, and their innovative and sustainable outcomes position them as an industry leader. Overall, everything they do is shaped by their core values and they are recognised as a great place to work.

Challenges

Interserve required a flexible e-learning solution for their programme I-Care. This programme is a major component in their company-wide approach to a HSE culture change, and is aiming to take Interserve's HSE Culture to the next level and become the safest company in their industry.

The foundation of the I-Care programme is the 7 Good Safety Leadership Habits, which are the result of analyses of past incidents at Interserve. The programme consists of interactive workshops, which encourage workers to adopt the seven habits and embed them in their daily work activities.

The programme was to be launched by top-down cascaded, company-wide communication campaigns, and as an aide, they required an e-learning module.

With the diversity of skills, capabilities and languages across the business, they recognised that the module would have to reflect this diversity and complexity and reach a multi-cultural and multilingual workforce, in a tone that would appeal to all job roles. It would also have to be developed within a limited timeframe. Presented with challenges such as these, they were compelled to search for an e-learning provider.

Solution

Interserve and Virtual College worked in partnership to create a company-wide interactive e-learning module, alongside an offline video and quiz that engaged colleagues at all levels of the organisation.

Virtual College always aim to put the learner at the heart of their projects and this project was no exception. They acknowledged the diverse roles and languages spoken within Interserve and created content that would engage all learners. They understood the module needed to significantly impact and change the way that health and safety was seen in the business and so aimed to humanise the training.

The e-learning module was based on Interserve's 7 Good Safety Leadership Habits and included the creation of

engaging and relatable characters to represent each habit. These characters are now being used by Interserve in communications and other training material such as "Tool Box Talks" for offline training. The module was also translated into six different languages using Virtual College's translation services making the training widely accessible across the organisation.

Results

Since the launch in April 2019, Interserve have received an almost 100% take up of the online e-learning module, which has also seen an average 5-star rating across all completions. Interserve may look to build on this success with Virtual College in the future.

The e-learning solution has been well received by Interserve and has been a positive start to their HSE culture change. Karen Hewitt gives further advice to organisations looking to implement e-learning solutions with Virtual College.

"If you're looking for a company that really takes time to understand your needs and gets to the heart of what your learners are looking for, then Virtual College are a great place to start"

For more information on the bespoke training solutions provided by Virtual College please get in touch.

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About Virtual College

Virtual College create inspiring learning so that people, organisations and communities succeed and flourish. They do this by putting the learner first and sparking their enthusiasm for learning. They believe the most effective way to deliver great results is to make learning meaningful and engaging.



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