

CASE STUDY

Implementing an e-learning training platform at ISS

A Virtual College Case Study





“ Fantastic course, loved every minute. ”

The background

ISS is one of the largest facility services providers in the world supplying organisations of all types, shapes and sizes with every facility solution they might require including catering, cleaning, transport, landscaping and security.

Formed in 1901 in Copenhagen, Denmark, as a small security company with 20 night watchmen, ISS has grown to become an international organisation with a presence in over 50 countries. ISS employs over 535,000 people worldwide and 45,000 staff in the UK alone.

Sue Twist, Health and Safety Manager at ISS, said: “ISS is a very large company with individuals contracted to projects across the world. I work on the contract we have with Citigroup who provide a broad range of financial products and services to consumers, corporations, governments and institutions.

“Training needs at ISS are very varied. In my job role, I am particularly interested in making sure that all my staff have completed health and safety training and have the necessary electrical qualifications.”

In April 2013, ISS selected Virtual College’s Construction Services e-Academy to provide health and safety, 17th Edition and Inspection and Testing training to those working on the Citigroup contract.

The solution

Online training was the perfect solution for ISS as it allowed their staff to complete training around their work commitments without having to leave the site.

Sue said: “We came across Virtual College when carrying out an Internet search. We were impressed with their partnership with the NICEIC and trusted that the online courses would be fit for purpose.

“We met with Virtual College in February 2013 in order to discuss the Learning Management System and training options in more detail. The membership packages meant we could roll out e-learning for up to 5000 members of staff for a fixed cost. We could then offer additional face to face training as and when required.”

ISS had never implemented an e-learning training platform before and were therefore grateful of the support from Virtual College.

Sue continued: “When our account manager came to see us, she instinctively picked up on our needs almost immediately. She helped us to put realistic timescales in place so we all knew what we were working towards.”

The challenge

As a large organisation with a diverse workforce working on multiple contracts across the world, ISS has a number of training challenges.

Sue commented: “The level of training within the ISS team working on the Citigroup contract was very varied. Individuals came with different experiences from working on different projects.

“When the NICEIC announced their electrical audits, we wanted to ensure that all our electricians were up to date with Inspection and Testing and 17th Edition training,

following the introduction of amendment one in July 2011. A number of our employees qualified many years ago and were reluctant to go back to college to update their qualifications.

“We also wanted to train employees in health and safety and customer service to ensure that everyone had the same level of knowledge.

Furthermore, being a customer focussed organisation, ISS did not want to lose individuals from site to attend classroom based training.



The results

The introduction of e-learning has brought the different Citigroup sites together through implementing a common training platform.

ISS have been pleased with the roll out of e-learning and have agreed on a staged 12 month roll out where they introduce a new course every six months.

Sue said: "As a service provider, we have in the past found it very difficult to send staff away for traditional classroom training. Using the flexibility of e-learning, we are able to allow staff to complete courses during quiet times without impacting on our service.

Early feedback from staff has been very positive about the content of the course and they have found it informative and easy to navigate through.

"Between 1st April 2013 and 1st June 2013, our 167 members of staff had passed 170 courses. This would not have been possible with face to face training as we would have had to stagger training courses to ensure that there was always cover.

"All our staff on the Citigroup contract now have access to Manual Handling and Fire Safety e-learning courses and we still need to roll out Health & Safety in the Workplace, Risk Assessment, Working at Height, Customer Care, Personal Safety for Lone Workers and An Overview of COSHH."

“ Using the flexibility of e-learning, our staff can complete courses during quiet times without impacting on our service. ”

What next?

ISS are committed to fully integrating e-learning into the culture of the team on the Citigroup project.

Sue commented: "We want e-learning to be the first port of call when it comes to training and we will therefore encourage staff to complete their training through rewards and incentives.

"Once we have rolled out a basic level of training across all employees on this project, ISS will look to implement more specific training such as IT courses, asbestos training and legionnaires awareness."

We are planning to run competitions and hand out certificates in person to all those who complete their courses.



Phone
01943 605976



Email
info@virtual-college.co.uk



Web
www.virtual-college.co.uk

About Virtual College

With over 2 million online learners, Virtual College is one of the leading providers of e-learning in the UK. For over twenty years, we have provided online courses to individuals and companies across the world, breaking down the boundaries of traditional learning to deliver cost reducing, time efficient training. Unlike many other e-learning providers, our training extends to actual programme and qualification creation and delivery - resulting in a unique blended solution. The knowledge, experience and feedback that this delivery provides helps ensure that we strive to continually improve our solutions.

Virtual College Ltd

Marsel House, Stephenson's Way
Ilkley, West Yorkshire
LS29 8DD, England