

Putting employee safety first with the Achieve platform



A national delivery company had a problem. They'd just been awarded a contract to deliver a range of heavy sporting goods, such as table-tennis tables and gym equipment, to a large retail chain.

But their delivery staff had to complete manual handling training before the contract could go ahead. As the staff spent most of their working life out on the road, the training had to be delivered on a smartphone as well as fit into their busy schedules. Having never rolled out elearning before, the national delivery company contacted Backsafe to run the training.

While Backsafe are the manual handling experts, they needed Mobile Training Technologies (MTT) to help bring the content to life digitally. Because the learners had to complete the training off their own backs, the content needed to engage their interest.



The solution

MTT used a customised version of our Achieve platform to solve this problem. It was a great fit because Achieve lets you build short, focused bursts of 'microlearning' activities.

Microlearning is a form of bite-size training that lets learners study in short stints whenever they can find the time. These activities can be made up of both interactive and information-based content such as videos, PDFs, quiz games, web activities and memory boosters to aid recall.

These activities are then drip-fed to learners in stages so that they aren't overloaded with too much information at once. To further boost engagement, learners earn progress and activity badges along the way.

Once we added the customised elements, Backsafe simply rolled out the training using our automatic enrollment process. Job done!



The result

The results were impressive with the training program having a high completion rate. And that's because we delivered training that works for the learners – bite-size pieces of interesting content they could watch wherever they happened to be that day!



Jane Stewart

Director, Sustain Ability International

"Working with David and his team has been invaluable in developing my knowledge and skills in the area of digital training. As a subject matter expert, I was clear on my online training objectives but David was able to bring our content to life and make it applicable to workplace settings. David's broad experience in Learning and Development has helped us create digital training tools for our clients that are comprehensive, practical and engaging in their workflow activity. I would highly recommend David for his ability to bring a subject matter to life and his very keen attention to detail. David's patience is also worth noting as he always takes the time to explain a technical issue to me without any judgement about my growing technical understanding. I look forward to developing new projects and continuing our successful working relationship in the future."

