



CHRYSAOR



Chrysaor Learning Management System Case Study

Electra Learning

electralearning.com

info@electralearning.com

Introduction

2020 has seen a complete shift on how training is delivered and accessed. There has been a slow and steady move towards online learning but since COVID-19, all training has moved to either online modules or virtual instructor led.

Most companies have a Learning Management System (LMS) that will host their online modules and track completion, but have they really positioned themselves to optimise the features of their LMS and keep up with the increasingly fast pace of technology change?

LMS Upgrades

At the start of the year we were working with Chrysaor on an upgrade to their existing TOTARA LMS. We worked together to understand the pain points and the key features that would help in these areas. The result was that the company are reaping the benefits for the L&D department as well as the learners.



Say NO to:

- Filling out forms
- Chasing people for training data
- Manually allocating people on training

Say YES to:

- Automated reminders and tracking for compliance training
- Automatic recertification
- Learning Plan progression
- Competency alignment



Benefits

Check out our website to learn more about our LMS and eLearning offerings at: www.electralearning.com



Streamlined whole L&D function by automating manual tasks.



Eliminate duplication. Training records, HR records, X Records, are all integrated.



Giving time back to the team to spend on more productive high-value activities.



Feedback is collated from delegates on training they carry out and recorded.



Managers can access their team's learning profile.

Research shows that employees are motivated to engage with learning if there is a clear learning pathway and it is supported by their managers.



Self-service classroom and online event booking system.

Benefits

Not just an LMS

Many organisations see an LMS as a means to access mandatory learning content. At Electra we are trying to change the perception of an LMS and help our clients optimise the benefits. The LinkedIn Learning report states “course completions are the most common way of measuring an engaged learner, as well as repeat visits, frequency of visits, or time spent learning”. 2020 Workplace Learning Report. This data is readily available by the advanced reporting and dashboards.

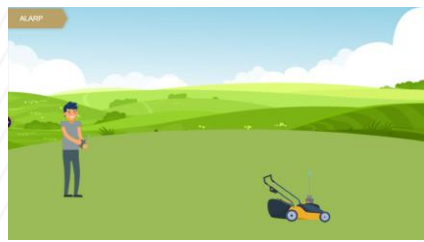


Benefits for HR: Visibility of skills and gaps across the whole organisation. Automated training management, bookings, opportunity to offer a range of engaging content aligned with the business strategy.

Benefits for Managers: Complete visibility over their team's skills and gaps. Assess employee progression. Automation saves the manager time as they don't have to remind individuals to complete training.



Benefits for Employees, Contractors & Suppliers: Autonomy over their own learning, continuous learning, a range of learning opportunities anytime anywhere. Easy to book and cancel sessions.



However, at Electra, we would argue that engaging and interactive content that can be accessed anytime anywhere is the key element to engaging learners and motivating them to learn for themselves as well as completing the mandatory training. That's where Chrysaor have got it right.

Statistics

Before	After
Manual Login	Single sign on
Create each session individually Only able to copy a session if it had the exact same location detail i.e. meeting room, which was rare	Create each session once and can copy and modify to suit
Each person needed an account which meant no visibility for others in the team	Hierarchy view to check status, make amends etc.
Manual invitation to be sent out for each session	Can build a link to join the session into the confirmation email
Schedules were manually created and circulated to show availability of sessions	Self service
Had to keep checking for availability	Can join the waitlist and be notified if a space becomes available
Hard to cancel which meant increased no-shows	Easy to cancel and place can be freed up or allocated from the waitlist
Manual separate register had to be kept	All incorporated into a single system where attendance is captured
No recognition for attending sessions	Logs attendance and can be used as evidence by the attendee
No badges	Can award badges when groups of session have been completed



The LMS booking system resulted in saving half an hour weekly on setting up new sessions



It also resulted in saving 15 minutes weekly when managing attendees / changes to bookings

Active users:

2825

Total course completions on the LMS:

33292

Total courses:

53

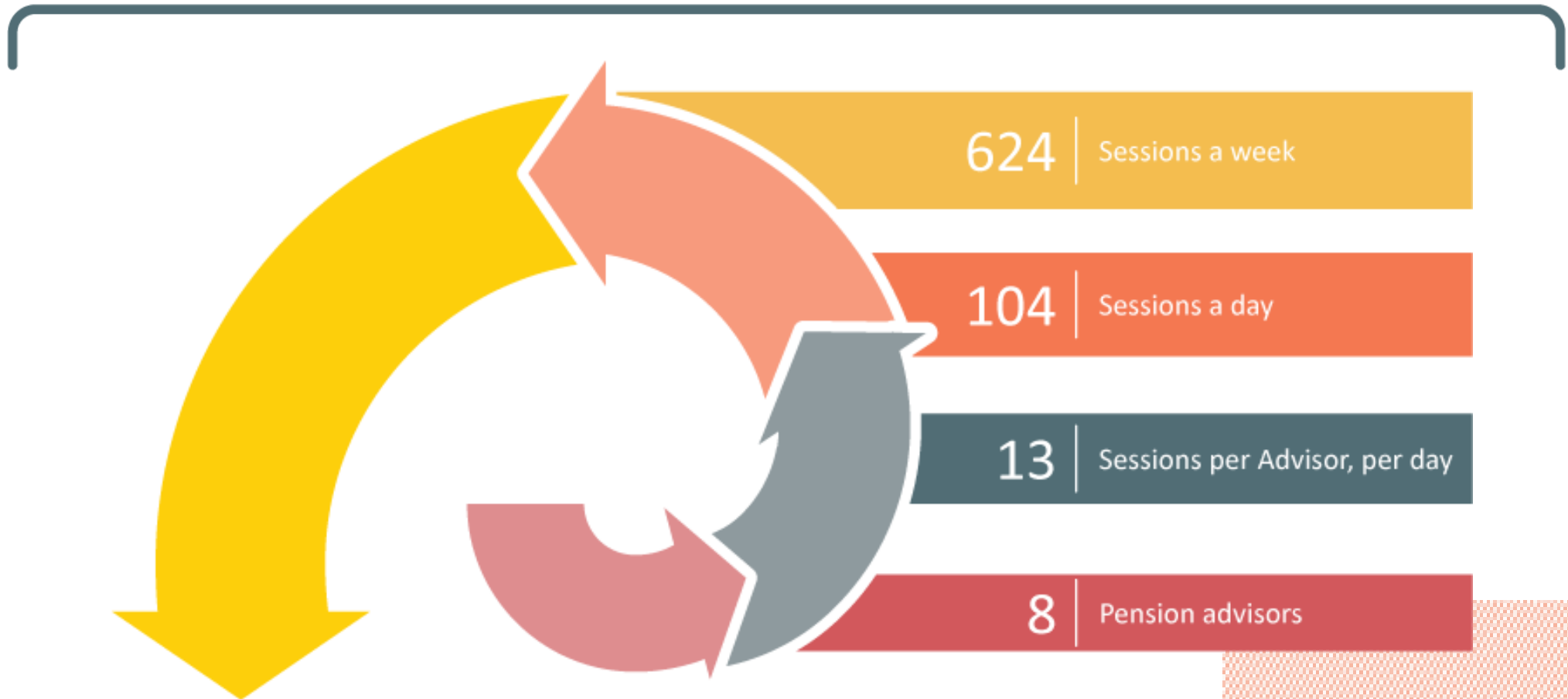
“It’s easier for end users to cancel a session, resulting in less no-shows”



Real-Life Scenario

Chrysaor have recently made good use of their new booking system on the LMS to arrange a total of 624 individual 1 to 1 sessions with Pension Advisors for their employees. The sessions are all taking place online via Microsoft Teams and users have been able to use the self-service booking system on the LMS to sign-up to a time slot that best suits them, receiving automated email confirmation and joining instructions seamlessly. Here are the figures:

All Booked and Managed Using Totara LMS





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