

What were your objectives when you decided to launch this tool?

The main company objectives when we launched this tool were to:

- Streamline our on-boarding process
- Provide a central location for company policy and procedure
- Assist staff in tracking their own Professional Development
- Provide a variety of in-house learning environments to further engage staff
- Assist us in the process of undertaking industry accreditation

How has this been a benefit to your business?

There have been a number of significant advantages to having the online training platform. Many of our employees come from interstate. Once we have employed an individual, we provide them access to all the required paperwork and pre-employment reading. By having these documents within learning modules, we are able to track their progress through the documents and ensure they understand the key points. When the module is complete, we know that they have completed all of the required pre-employment paperwork and reading, saving considerable time when they arrive on-site.

Several years ago our company underwent industry accreditation. This was quite a laborious task to achieve, all staff was required to be across policy and procedure, relevant to their employment. Using the online training platform, we were able to upload all of the required documents. Documents were targeted to employees and management were able to track individual employee's progress through these documents, ensuring targets were met on time.

A key point of difference for our company is our in-house professional development pathways. Some years ago we developed a process to help new employees improve their skills in areas relevant to our clinic. Short learning modules developed different clinical skills. Every fortnight, new employees get together with a mentor, spend one hour undertaking hands-on training, and are then required to complete the online module to consolidate the skills learnt. Managers can then track who has undertaken what skills training, and who is capable of treating a client with that particular presentation.

What feedback have you received from the business since implementing this tool?

The feedback has been very positive. New employees like the idea that they can track their pre-employment paperwork and have some idea of the company structure, objectives, vision and mission prior to entering the workplace. Less experienced employees feel that they are brought up to speed on the required clinical skills faster, and have opportunities to review their learning as they choose. Meanwhile, more experienced employees have clearer pathways to follow, helping them navigate through the vast quantity of professional development opportunities and achieve their desired goal faster.

Did you already have a process in place for training before World Manager®?

Prior to using the Online Training tool, pre-employment forms would be mailed or emailed to the new employee. Forms would often get left to the last minute to be completed, delaying start times and causing frustration for administrative staff.

While we have always had an extensive in-house training program, it was difficult to accurately track individual employee participation in these activities. The tool has made it easier for us to devise, implement and track training.

How useful has the collected information been?

The collected information from the online training tool has been critical to a number of facets of our business. It has significantly improved the accreditation process for us, by giving us the confidence that staff have met the minimum requirements for this. Policy and procedure that requires review can be targeted to appropriate employees and tracked by management. From an employment perspective, we now know when 100% of pre-employment paperwork has been completed and submitted, and can adjust employment commencement accordingly.

By tracking all professional development undertaken by an employee, individual employees and managers are able to track who has met the minimum requirements for registration. The online training tool also assists us in tracking the progress of individual employees towards their own professional goals.

The treatment quality that clients receive has also improved. When we get a new cohort of clients (such as Pre-Employment Screening for a specific company), we are able to track who has reviewed the screening process for that company, and direct individual clients to those employees who have completed the upskilling. Likewise, clients with specific presentations are now directed towards those employees that have completed upskilling in that area.

Any advice or comments you would like to provide to other users of World Manager® about this tool?

In-house training programs are often considered too time-consuming and expensive. We have found, that an indirect advantage of using this tool has been improvement in confidence and clinical decision-making, as well as some healthy rivalry between staff, helping to push the value of professional development within the business. The end result is better client care, better client outcomes and more word-of-mouth referrals— a win-win for the employee and the company, not to mention the client.