

Recipe 18: Compliance training

The situation

The organisation is a large utility with a mobile workforce which rarely visits an office. The organisation needs to prove that they are compliant with health and safety procedures on an ongoing basis. Compliance with this requirement is open to external scrutiny, so non-compliance risks damage to the organisation's reputation and the possibility of fines.

The organisation feels that neither classroom training nor e-learning are practical options, given the geographic spread of the workforce and patchy access to PCs.

The strategy

The organisation has adopted a simple structured instruction strategy, applied using an innovative combination of learning media.

The blend

Elements	Methods	Media
Processes and procedures	Recorded audio, including scenarios designed to make employees think about how they would handle particular situations and to provide important information Self-study materials to capture answers and provide further information	Audio CD Workbooks (employees are asked to bring these with them to the subsequent meeting with their manager for review)
Motivation	Management briefings, used to provide high-level information and check understanding	Face-to-face sessions

Elements	Methods	Media
Testing for compliance	Individual assessment	A telephone-based assessment with a set of randomly-selected questions. Employees call in from any telephone, key in their unique identification and complete the proof of learning. Results are stored in a web-based database

The rationale

It is important that the company can prove compliance and that it can renew employee accreditation, quickly and efficiently. The combination of audio CD and workbook provides a simple way to provide engaging self-study learning. The telephone-based assessment provides an innovative, automated way to check and record understanding, without the need for computers. Importantly, the management sessions provide support and a channel for issues and concerns to be resolved.