

## Business Critical e-learning

When Thales wanted to transfer existing in-house training content into the ComplyWise system – and ensure it was integrated with the ComplyWise training database, ‘no problem’ was the answer, explains Jermaine Royes, ComplyWise Project Manager.

Thales asked whether we could take some of their existing training materials, make them compatible with the graphic interface, and ensure they integrated properly with the auditing and management tools that make the ComplyWise system so popular.

They also needed a system to evaluate and report training quiz response trends to help them determine any shortfalls in competency.

ComplyWise provided each subject specialist at Thales with a template to help them convert their content into the required e-learning format. However, the everyday business demands made it challenging for some of the specialists to do so within the established timeframes. To accelerate the process, ComplyWise expert e-learning editor Susan Hawkings was tasked to work alongside those



Jermaine Royes, Project Manager

**“We can often have the first e-learning course design completed after only one meeting”**

specialists who needed assistance.

Susan’s understanding of e-learning and how to successfully migrate instructor-led content to the required e-learning format was a key element to the project’s success.

Thanks to this, we were able to complete development of the new e-learning courses much faster, on schedule and within budget.

“We aim to make e-learning design as easy and efficient as possible,” says Susan. “If the course content is already in a



Susan Hawkings, Course Editor

PowerPoint presentation, we can often have the first e-learning course design completed after only one meeting with the client.”

With regard to reporting on training quiz response trends, the solution was the ComplyWise Quiz Manager with the Quiz Question Analysis add-on. These components easily slotted into the core ComplyWise software framework and provided an automated means of recording detailed data whenever a staff member completed a training quiz.

The reports generated based on this data helps Thales to monitor competency levels across all training courses, on an individual, department, location or company level.

# THALES

## Leading the Way – Leeds University Trains 1,700 Staff in One Day



When the largest university in the UK launched an e-learning programme to train its staff in health & safety, it thought it might be a struggle to get all of them interested. It turned out that any worries on this front were unfounded – thanks to ComplyWise.

When Leeds University launched its ‘Revitalisation’ programme, aiming to raise the water mark in health and safety standards in the public sector, it knew e-learning would be the key. Choosing the ComplyWise system enabled it to train 1,700 staff in one day in fire safety awareness – and 7,057 people have now utilised the internet/intranet based system.

With a strong diversity of staff, from academics to administrators, a key

concern was getting everybody’s buy-in and maintaining their interest. However any concerns evaporated when the ComplyWise e-learning programme was initiated. On the first day alone, 1,700 staff undertook the training (from a total of 8,000 employees). Within a week, 3,000 members of staff had been trained.

**So, other than speed of implementation, why was this project so successful?**

“The ComplyWise system allowed us to carefully coordinate the roll out of the training and monitor the take up,” explains Tony Youens, health & safety training manager, Leeds University. “The support from ComplyWise was fantastic and the courses themselves have proven to be very popular.”

Over the last six months ComplyWise has

also been contracted to launch e-learning in eighteen universities including the London School of Economics, York University and the Institute of Education.



ComplyWise Account Manager, Stuart Alexander and Neil Ridsdale, MD, presenting at the University Health & Safety conference.

# Easing the Way at Elsevier



UK Elsevier is the world's leading publisher of science and health information, serving more than 30 million scientists, students, and health

professionals worldwide. With 1,200 staff in eight offices across the UK, health and safety training could be a logistical nightmare. Not so, thanks to ComplyWise.

Elsevier has been using ComplyWise's HealthWise Training and Risk Assessment tool across its UK offices for three years now. Last year it rolled out the ComplyWise fire training solution too. All in all, these tools have been rolled out across eight locations, training and assessing 1,200 individuals throughout Elsevier's UK business. They have eased the load so much, that Elsevier is now looking to roll them out in its office in the Netherlands too.

Mike Hartshorne, European facilities director for Elsevier, says: "ComplyWise's solution was the most suitable, ready-to-use package available. It did everything I needed and was simple to tailor to meet any extra requirements. It seemed a good, cost-effective solution, so we decided to implement it for our UK sites.

## "The ComplyWise system allows us to keep our compliance records up to date"

"The package offers a two-fold programme – the actual training programme and a risk assessment tool," continues Mike. "By loading it onto your server you can make it accessible to everyone via your intranet, even tailoring the associated guidance messages as different departments and staff members are emailed about their requirements."

Mike adds: "It was straight forward to install and easy to use. So much so that we went on to add the fire training module last year. This allows us to upload the fire drawings for all our sites so when people are going to a new site for the first time, they can familiarise themselves with the fire procedures before they go. It is a great way of inducting new members of staff.

"It's not just about cost and ease of use though. The ComplyWise system gives our business the ability to keep our compliance records up to date and in one place. We can use it to pull off monthly reports and ensure that we are always one step ahead of any compliance issues," Mike concludes.

## From lawyers to creatives

From lawyers to creatives, accountants to HR, IT to PR and all points in between, Time Warner's health & safety executive has the attention of all its people and, thanks to the roll out of ComplyWise e-learning solutions, is holding it.

Imagine being the health & safety executive for one of the world's leading media companies, faced with engaging the diverse range of people employed there and maintaining the health and safety record.

Chloe Arbuckle doesn't have to imagine. She is that person, and thanks to the adoption of ComplyWise's DSE package, she has had no problems at all capturing and maintaining the attention of staff and the records she needs.

"I first heard about the ComplyWise system via some H&S colleagues who work in the city. 'If it can get the attention of bankers and traders, it can

get the attention of our diverse range of people!' I thought," explains Chloe.

It did. Chloe first implemented it across Time Warner's London offices, training 550 staff and 150 contractors. Four years later and the system has been rolled out across all the major Time Warner divisions in London.

"It is delivered online via our intranet, so staff can do the training and take the risk assessment at a time which suits their schedule," says Chloe. "They can run through it as quickly or as slowly as they need to and the results are automatically captured and updated in our reporting system.

"It is so less disruptive to them than alternative training and it frees up so much of my time, making report writing so much quicker and more effective. It's been great!" Chloe concludes.

## Time Warner

## Connectivity

An article by Ken Barltrop, Head of IT, ComplyWise.

It is extraordinary how client expectations have evolved and how the product has become increasingly sophisticated over the years to meet those expectations.

One example is how trainee details are captured – in the early days client requirements did not extend to 3rd party connectivity and the focus was to provide the system with an easily customised logon via free-form data entry and drop-down menus.

The first data feed request was from a London bank that wanted us to connect to their LDAP directory at a time when very few organisations had adequately populated LDAP directories to make this practical. Then clients required connectivity to their HR databases. The next demand was for single sign-on, so we added an Active Directory connection, and then a variation where single sign-on was delivered through connection to a non-LDAP data source.

Later came the need for encrypted data flows via secured sites with logon details passed from client single sign-on arrangements.

(The Lightweight Directory Access Protocol is an internet protocol that email and other programs use to look up information from a server.)

On the way we also developed the

capability of accepting logons from Learning Management Systems, which are not usually associated with the specialised handling of risk assessment issues. All these options were incorporated into the product as standard, while still catering for clients preferring to upload a staff list periodically, rather than support a live connection.

The outcome is that clients are often agreeably surprised by the sophistication that lies behind the crafted simplicity of the training content. We now include within the standard product a very wide range of switchable options to cater for the plethora of organisational arrangements encountered.



Ken Barltrop, Head of IT

# The BSC & ComplyWise

## Q&A with Nina Wrightson

**Nina Wrightson, Chairman of the Trustees of the British Safety Council (BSC) and ComplyWise Ltd, is passionate about health and safety. Having undertaken a wide range of roles, including regulator, President of the Institution of Occupational Safety and Health and Chair of the Royal Society for the Prevention of Accidents National Health and Safety Committee, Nina has been championing health and safety as a basic human right for her entire working life. Indeed, in recognition of this, she was awarded the OBE in 2005 for services to health and safety.**

**In this Q&A Nina shares her vision of a world full of young people who have all shared the BSC's basic safety training, a vision which she believes the acquisition of ComplyWise brings closer to realisation...**



### **Q. Why did the British Safety Council acquire ComplyWise?**

**A.** There is a clear synergy between the two organisations. We both have an objective to reach out to as many people as possible and to provide the crucial training that will help to keep these people safe at work. Pairing the two companies, I believe, gives both parties something they didn't have too.

ComplyWise has a great name in the market and highly developed products but has arrived at a point in its growth where access to greater resources, such as sales and marketing support, will allow the company to establish itself as the clear market leader, to invest in the next generation of e-learning tools and to establish its international footprint.

From the BSC's perspective, the acquisition brings e-learning straight into its portfolio whilst adding considerable support to its existing services. ComplyWise doesn't simply provide training over the internet, the company has sophisticated management and auditing programs that can be used to benefit the BSC's existing customers.

### **Q. How does your Chairmanship of the British Safety Council interlink with your Chairmanship of ComplyWise?**

**A.** I have agreed to become Chairman of ComplyWise because I am excited by what the company does and the prospects for development. I currently serve as Chairman for the BSC and believe that the council should be moving into digital/internet training solutions.

The BSC is already one of the world's leading training and auditing organisations and to offer e-learning is simply a natural progression.

My association with both companies will ensure they move forward together. Although ComplyWise will be branded as a BSC company, it will continue to operate as a limited company, wholly owned by the BSC.

### **Q. ComplyWise is a very commercially focussed organisation. How does that fit in with the British Safety Council, which is highly regarded as an international charity?**

**A.** The organisations are not so different. Although the BSC is a charity, it is an entirely self funded and highly ambitious charity. This means it has to be very commercially focussed. ComplyWise, because of its low overhead and focused business model, is highly profitable. Striving to extend its international footprint, it shares the BSC's ambition. Indeed, ComplyWise will make an excellent contribution to the BSC's charitable reserves. Together we can make the world a safer place.

### **Q. What are the BSC's and now ComplyWise's, charitable objectives?**

**A.** The general charitable objective is to increase health and safety awareness amongst the working community worldwide.

Here are some of our specific charitable initiatives:

We are paying for every 14-19 year old in full-time education in the UK to gain the new Entry Level Award in Workplace Hazard Awareness before they embark on work experience or their first job. We have ring fenced budget to make this objective sustainable in the long term and with strong governmental support are confident it will be. In the first year, 25,000 young people have achieved the qualification, which is supported by free learning materials developed by IOSH and the HSE.

A young person is seriously injured in a UK workplace every 40 minutes and 66 under-19s have been killed at work in the last ten years. Whilst we are proud to have one of the best safety records in the world, we do not think these figures are acceptable. We want to help put a stop to any workplace injuries or deaths.

We are always looking for new ways to extend our reach. We are offering every BSC member company 100 free Level 1

examinations this year – an offer we've made for the past two years. We will not stop looking for new ways until every new employee has the opportunity to receive our basic level of training, wherever they live in the world.

We aim to make 2012 the safest Games ever. We have donated £2million to the 2012 Olympics and Paralympics Games and are offering to make training support and qualifications (to Level 1 in Health and Safety) available to every worker in the build-up to the Games.

We are providing free Level 1 qualifications in health and safety to those not in education, employment or training (NEET) helping them to get back into the workplace. Partnering with other charities and NGOs including Crisis, Salvation Army and the prison service, we are always looking for new ways to give people a chance.

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## **“The BSC is already one of the world's leading training and auditing organisations”**

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We are committed to extending our presence and reputation internationally, for example, we have just started a project whereby Gap Year students are provided with free training to enable them to deliver basic health and safety training to children in some of the poorest and remote areas in the world.

We also fund research. Having recently completed a study into behavioural safety and how to make health and safety practices more effective in the workplace, we are keen to progress with other research programmes.

All of these initiatives are funded from charitable reserves. ComplyWise is now a very important contributor.

**Q. What changes are likely to occur at ComplyWise as a result of the BSC's ownership?**

**A.** In the early stages, the changes will be subtle – ComplyWise has its own strong identity and plans for development that will be supported by the BSC. The BSC has already, as part of its due diligence, ensured that ComplyWise's training courses are commensurate with its own high standards and apart from a tweak here and there, ComplyWise's packages matched the BSC's expectations from the outset.

As mentioned, an early project will be to get ComplyWise to apply its management and auditing software to the BSC's products so BSC clients will be able to track who has been on what course. The next stage of development will be to introduce ComplyWise to the BSC's existing membership and subscriber base of over 10,000 – and of course, to introduce the BSC to ComplyWise's customers.

ComplyWise has an enviable product and a fabulous reputation for customer service. This profile fits in with the BSC's outlook – so it will definitely be maintained.

Sometime in the not too distant future, I'm sure ComplyWise can put its abilities behind the BSC's commitment to charitable endeavours – offering Entry Level and Level 1 training over the internet springs to mind and developing this on an international basis is an exciting prospect.

**“The BSC has a huge international presence, operating in more than 50 countries”**

**Q. ComplyWise tends, at this time, to operate internationally through UK based companies with overseas operations. Can that be expanded upon and does content really transfer internationally?**

**A.** Yes, most definitely. The BSC has a huge international presence, operating in more than 50 countries with ambitions to operate worldwide. ComplyWise will now be part of that profile.

ComplyWise's content is linked to best practice, it merely needs to be translated to work internationally, and tailored to reflect different legislative approaches in some countries. The company can already provide working examples of its products in Europe and South Africa and the BSC sees huge potential for ComplyWise from its existing international client base.

We tend to forget in this country that we set the global standard when it comes to health and safety. The UK is seen as a beacon in health and safety terms – hence the popularity of the BSC overseas. I'm sure ComplyWise can take the international market by storm.

**Q. Finally, do you see any risks to the BSC in entering this market?**

**A.** Far from it. In fact, the only risk would be to not embrace the technology that enables the delivery of training to as many people as possible; not to be involved in what is set to be the biggest growth area for training in general.

As we all know, the technology of today moves at such a fast pace – to not be involved would be to risk being left behind.

# Health & Safety E-Learning And Risk Assessment


ComplyWise is the leading provider of health & safety e-learning solutions within the UK

Products are designed to:







- Deliver 'awareness' training in accordance with legislation and legal guidelines
- Be easy to complete and simple to understand
- Accommodate changes/amendments in law and guidelines
- Operate over a client's network using minimal IT resources
- Include client contacts and organisation-specific procedures
- Provide a full audit trail

## Products




### HealthWise

-  DSE Training & Risk Assessment
-  Driver Safety
-  Fire Safety
-  Health & Safety Induction
-  Home Worker Training & Assessment
-  Health & Safety for Managers
-  Manual Handling
-  Personal Safety
-  Stress Management

### WorkWise

-  Data Protection
-  Disability Awareness
-  E-Mail And Internet Abuse
-  Ethical Practice
-  Money Laundering Prevention
-  Security Awareness

### Management Systems

-  Audit+ Records Management
-  Scheduling Engine
-  Quiz Manager

Try our products on [www.complywise.co.uk](http://www.complywise.co.uk)

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