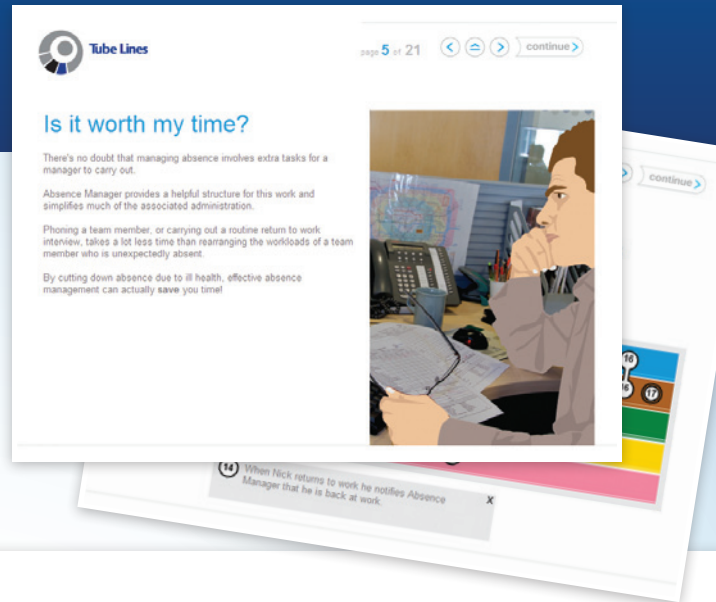




How e-learning, created in Seminar Author, helped Tube Lines improve staff welfare and reduce absenteeism



Tube Lines, a subsidiary of Transport for London (TfL), is responsible for maintenance and upgrade work on the Jubilee line, Northern line and Piccadilly line, ensuring that the requirements of TfL and the needs of passengers are met. The company has an uncompromising approach to health, safety and the environment, is responsive to changing needs and priorities, and develops the skills, abilities and confidence of its staff.

The desire to pay more attention to staff welfare and reduce absence due to sickness led Tube Lines to bring the management of employee absence in-house, instead of outsourcing it. This required a culture change across the company, as well as training for the managers who would be using a new online reporting system.

The training department went for a blended learning approach – an e-learning course introducing the rationale and absence management process, followed by classroom training. Additional resources such as User Guides and Management Guides were linked to the e-learning. The face-to-face training covers more practical aspects, enhances the managers' knowledge of the system and its benefits, and helps improve their communication skills.

Tube Lines asked Acteon to write the e-learning in Seminar Author, as the Tube Lines trainers did not have time to create it in-house. Acteon suggested a scenario-based approach to take the managers through the process, with simulated telephone calls and questions to highlight the need to respect privacy and keep the personnel records secure. For an authentic feel, photographs taken in Tube Lines' offices were used as backdrops for the pictures used in the course.

Training Manager Anand Patel is delighted with the result:

"We had to train 400 managers in a very short time, and e-learning was the obvious choice. But for some of our managers this was a new approach, so I wasn't sure how it would go down. The feedback we've had has been very positive – people have gone out of their way to tell me how much they like the course, that they think it is a forward step for the company and a good way of sharing and passing on information. In fact, it has already generated requests for courses on other topics."

"Acteon was very supportive during the development; they understood our objectives and came up with suggested solutions; they

worked really well with us to make sure that we met our deadlines despite the demands of the project.”

More than 70% of the managers had completed the training within a month of its launch, and Tube Lines managers were well prepared when the new system went live. And Anand is a fan of the Seminar Knowledge Centre Learning Management System, also provided by Acteon, which he uses to deliver the e-learning across the company. He particularly likes the reporting function which makes it easy to access detailed progress and scoring information and generate statistics. He explains:

“I can see straight away how many people have taken the training, and identify individuals who may need more help in the face-to-face session. I use the e-mail facility and the automatic reminders to encourage people to complete the training on time.”

Following the first monthly reporting cycle there has already been a significant drop in absence rates. Anand sums up:

“We’ve been really pleased with the initial results and it was unexpected that we would get such an enthusiastic response! I hope we’ll be doing much more e-learning in future. We would like all 2,500 staff to be able to access our training online. There is huge potential for us going forward.”