

Case Study: CV Services Group eLearning



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Client Situation

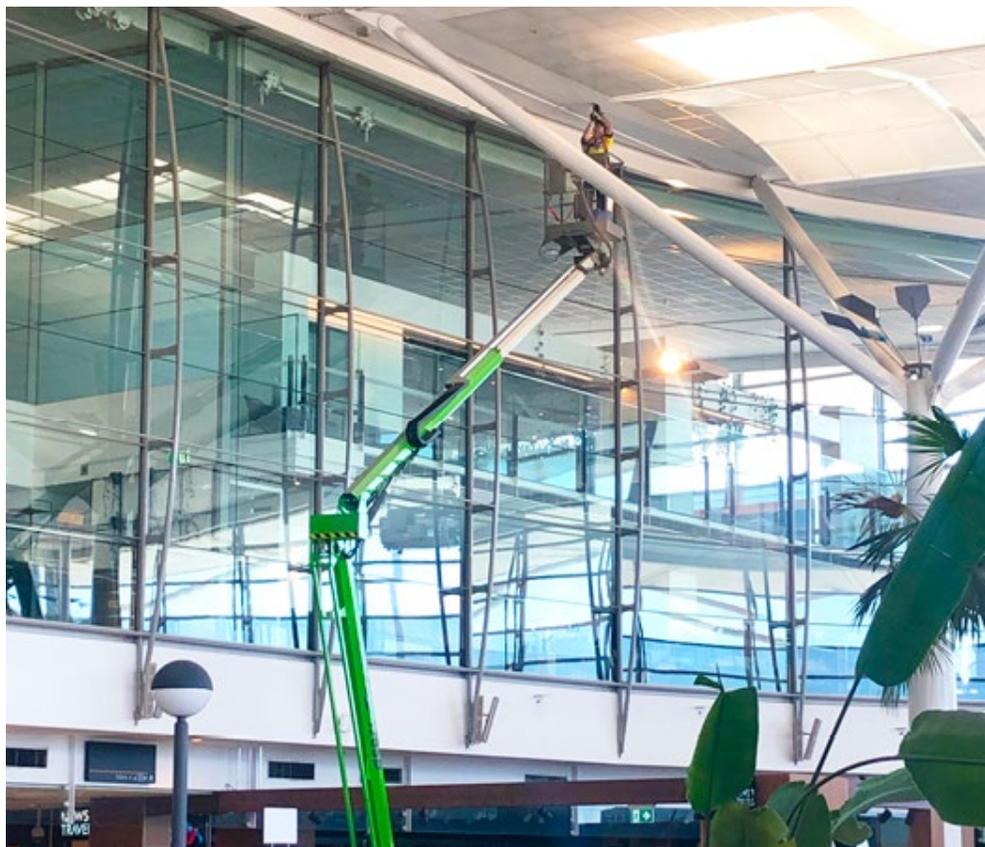
CV Services Group (CV) is a diversified trade services firm dedicated to technical services and visual solutions. The team provides a broad range of complementary offerings across four businesses: electrical construction; infrastructure services; asset services; and media and signage. Customers include government, large corporate clients, a host of residential and commercial builders, and a broad range of infrastructure projects.

With more than six hundred team members in seven Australian locations, CV needed to improve its safety inductions. The goal was to produce quality instruction easily and provide efficient delivery. Damstra eLearning would enable one portal for creating, delivering, and managing consistent safety instruction to team members in all CV business units.

Challenges

Prior to implementing Damstra's eLearning platform, CV was facing the following training challenges:

- **Classroom Model**
The need to replace face-to-face classroom instruction with a shorter, standardised video eLearning solution.
- **Expense Management**
The need to eliminate training delivery cost inefficiencies in coordinating staff availability, trainers, and venues.
- **Content Flexibility**
The need to edit content and effectively prepare the workforce prior to their first day.



Damstra Solution

Damstra's eLearning platform offers intelligent, connected, on-demand learning. eLearning Modules include:

Inspired Learning Management

- Upload existing training materials and automatically convert into interactive modules, or create and edit content
- Automate scheduling of training based on rules, learning paths, learning success
- Learn anywhere on the go with mobile access
- Intuitive, real-time dashboard

Training Needs Analysis

- Create learning path for team members
- Plan future workforce and skills requirements
- Promote skills development

eLearning Course Development

- Use expert team of instructional and media designers to build best practice eLearning modules with engaging content

- Identify learning and development trends and how to incorporate blended and micro-learning
- Utilise prepared content from the Damstra Learning Marketplace

360 Degree Virtual Reality Courses

- Engage with 360-degree video on a smartphone
- Experience more engagement, especially in compliance training
- Retain deeper learning experience

Damstra's Learning Management Platform helped CV:

- Consolidate and leverage safety induction training into a 30-minute online video and quiz
- Ensure all new team members are trained in safety protocols prior to their first day.
- Eliminate recurring training delivery expenses.
- Customise content specific to each business unit with easy editing functionality.
- Reinforce core values of safety, integrity, teamwork, accountability, and work/life balance.

Outcomes

Since implementing eLearning, CV replaced inefficient and costly classroom with online video content, reduced training delivery expenses, and improved content editing time and quality.

“Damstra eLearning is easy to use. From building and delivering content to scheduling lessons, it is simple to operate and easy to train others to use. It is a really accessible platform that gives us the power and centralised control to manage all training content from one system.”

—Grace Barker, Corporate Communications Coordinator

ABOUT DAMSTRA TECHNOLOGY

Damstra's eLearning solution is a module in Damstra Technology's Enterprise Protection Platform (EPP). This comprehensive platform helps maximise performance, safety, and profitability by orchestrating disparate processes and technologies.



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