

Case Study: Tetra Tech Coffey

eLearning



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Client Situation

Tetra Tech Coffey is part of Tetra Tech, a leading provider of consulting and engineering services worldwide. The publicly traded firm specialises in geotechnical, testing, environmental, digital, and geospatial, engineering and design, occupational hygiene, and project management services. Across Australia and New Zealand, operations include over 650 employees. Tetra Tech employs 21,000 employees worldwide.

From single projects to large-scale programs, Tetra Tech Coffey team members work in complicated and highly regulated environments. With thirty offices in Australian and New Zealand, the firm needed to upgrade and standardise its online inductions. The goal was to edit instructional content easily and to navigate training status and results more easily than the current legacy learning management system. Damstra eLearning would enable one portal for creating, delivering, and managing consistent, updated induction instruction to team members in all business units.

Challenges

Prior to implementing eLearning, Tetra Tech Coffey was facing the following training challenges:

- **Legacy System**
The need to replace an outdated learning management system with a user-friendly interface.
- **Content Flexibility**
The need to edit content and effectively prepare new employees, contractors and other organisational stakeholders for company inductions.



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 eLearning platform helped Tetra Tech Coffey:

- Ensure all new team members and contractors are trained in current workplace protocols.
- Update induction content with easy editing functionality.
- Improve quality of induction videos.
- Streamlined administrative workflow with dashboards and user-friendly reports.

Outcomes

Since implementing Damstra's eLearning platform, Tetra Tech Coffey reduced content editing time and improved the quality of instruction.

"eLearning is user friendly and has an attractive layout. You can set up automated email prompts and mandatory lessons that makes our induction very efficient and easy to run. Whenever I have had enquiries and required Damstra Learning to assist me with putting together our new induction video, I have found them very customer serviced focused, and they always responded in a prompt and professional manner. They also provided admin training so that I could use the self-serve features and make amendments myself if needed."

—Sandra Hedin, HR Officer

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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