



Corporate eLearning – the promise and the reality



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Definitions vary greatly and illustrate the key query, what is eLearning?

"e-Learning is the use of technology to enable people to learn anytime and anywhere. e-Learning can include training, the delivery of just-in-time information and guidance from experts."

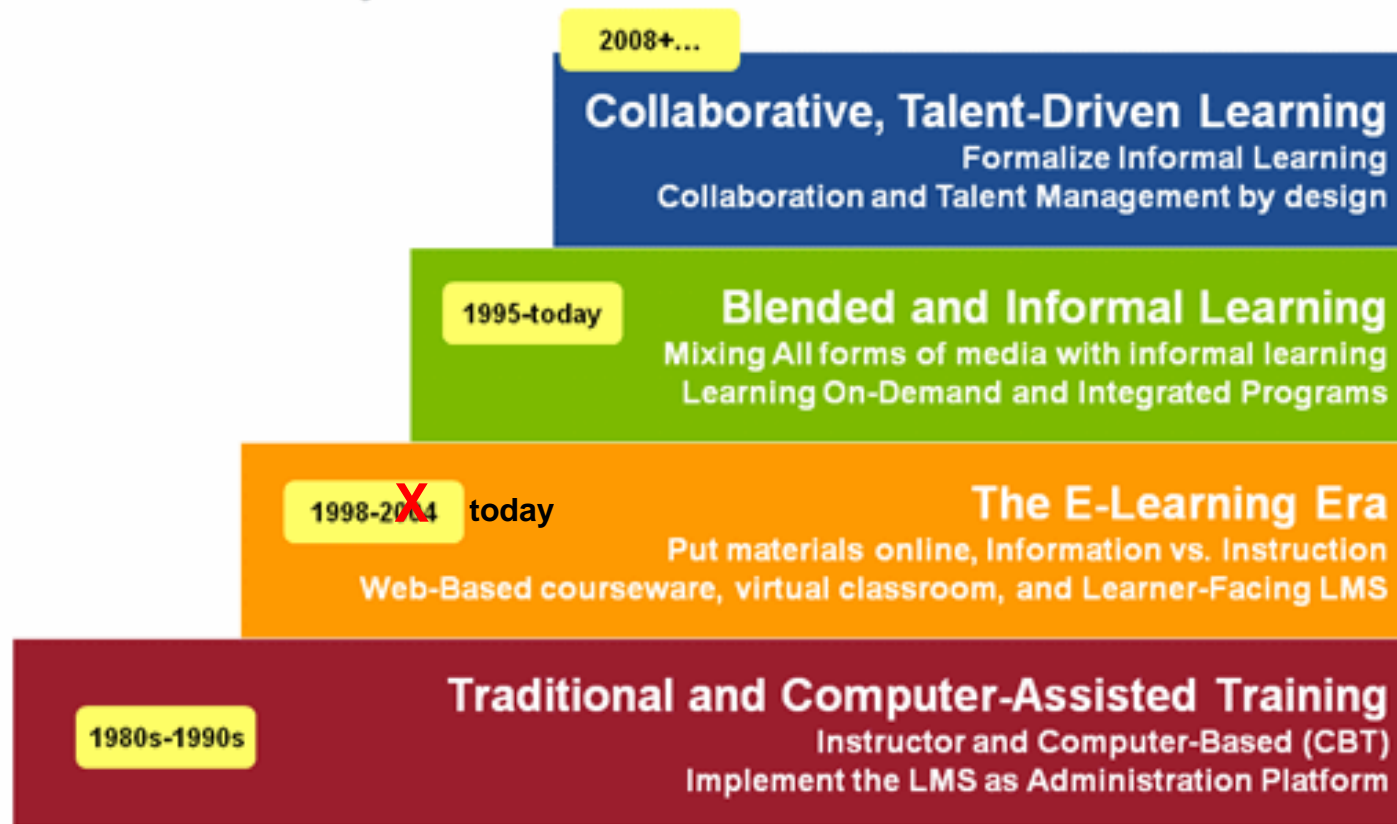
*"the use of internet technologies to deliver a broad array of solutions that enhance knowledge and performance." -
Marc Rosenberg*

*"Web-based training (WBT), also known as elearning and on-line learning, is training that resides on a server or host computer that is connected to the World Wide Web" -
Allison Rossett*

Corporate learning

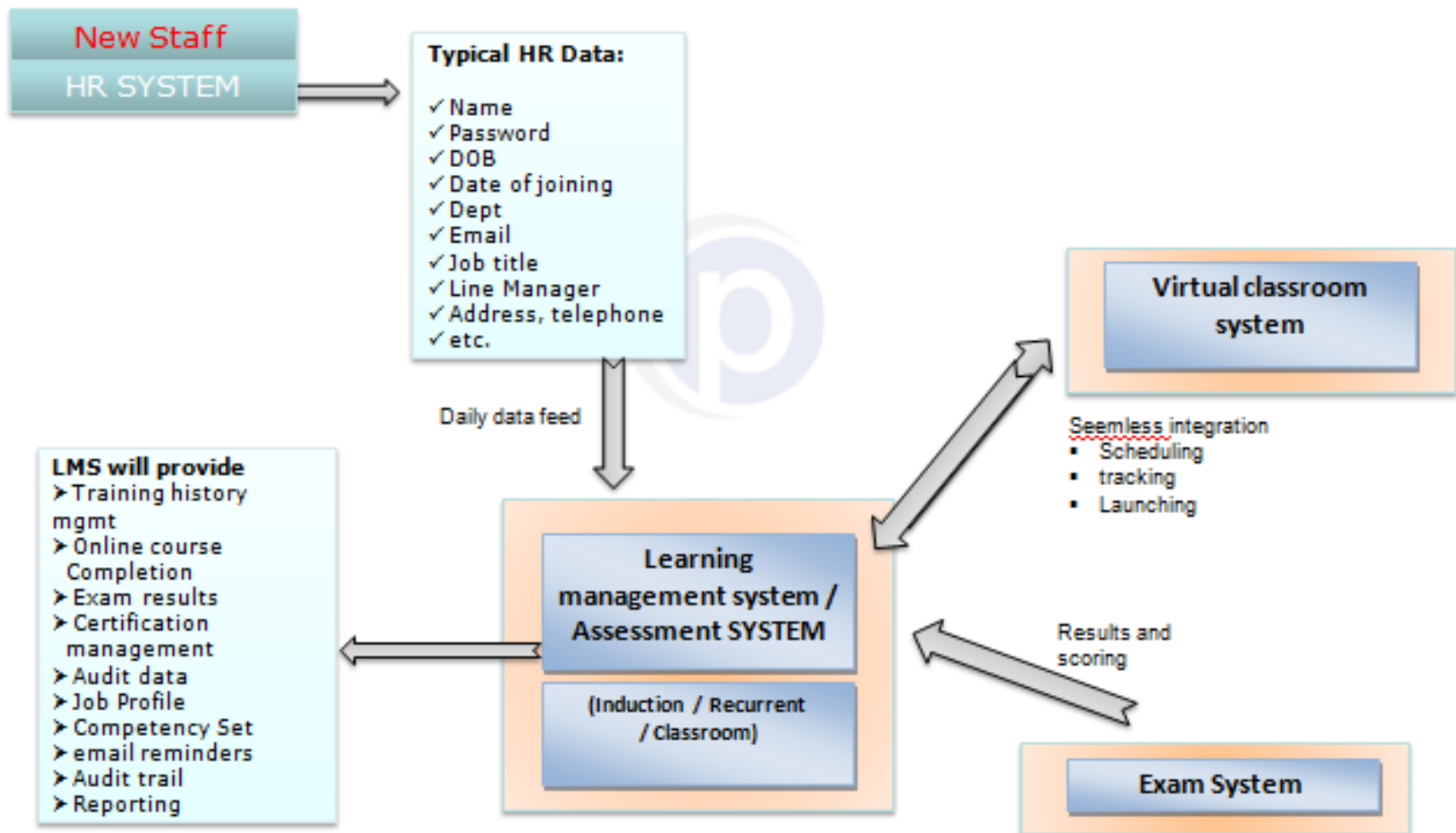
Modern Corporate Training

Where are we today?



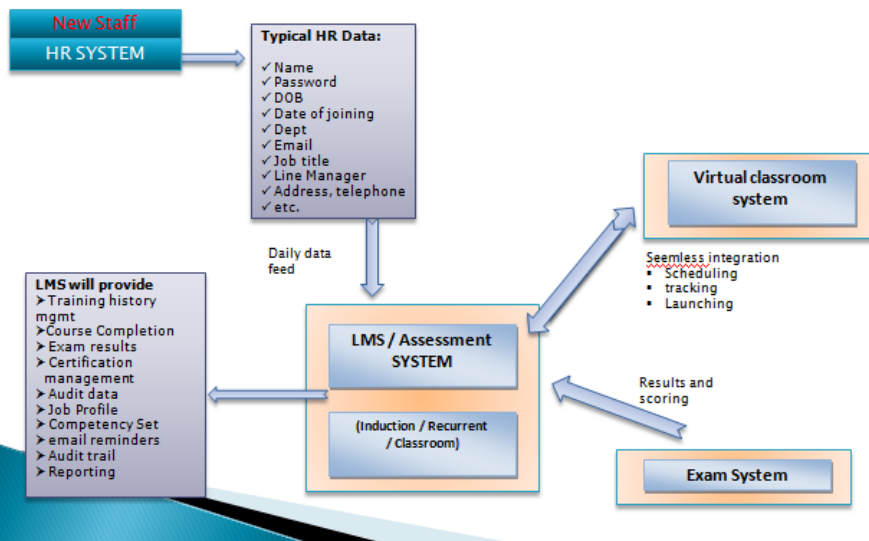
Source : Bersin and associates

Learning & Training Solution



Business goals

Learning & Training Solution



- ❖ Greater opportunities for people development
 - ❖ Talent and skills mgmt and development
 - ❖ Lower total cost of training
 - ❖ Compliance and regulatory mgmt and audits
-
- ✓ JIT access to required learning when and where it is needed
 - ✓ Learning can be delivered and managed on a self-paced basis,
 - ✓ More aligned to individual needs
 - ✓ Online learning can be more easily updated, more easily distributed and provides a more consistent message

Enterprise learning

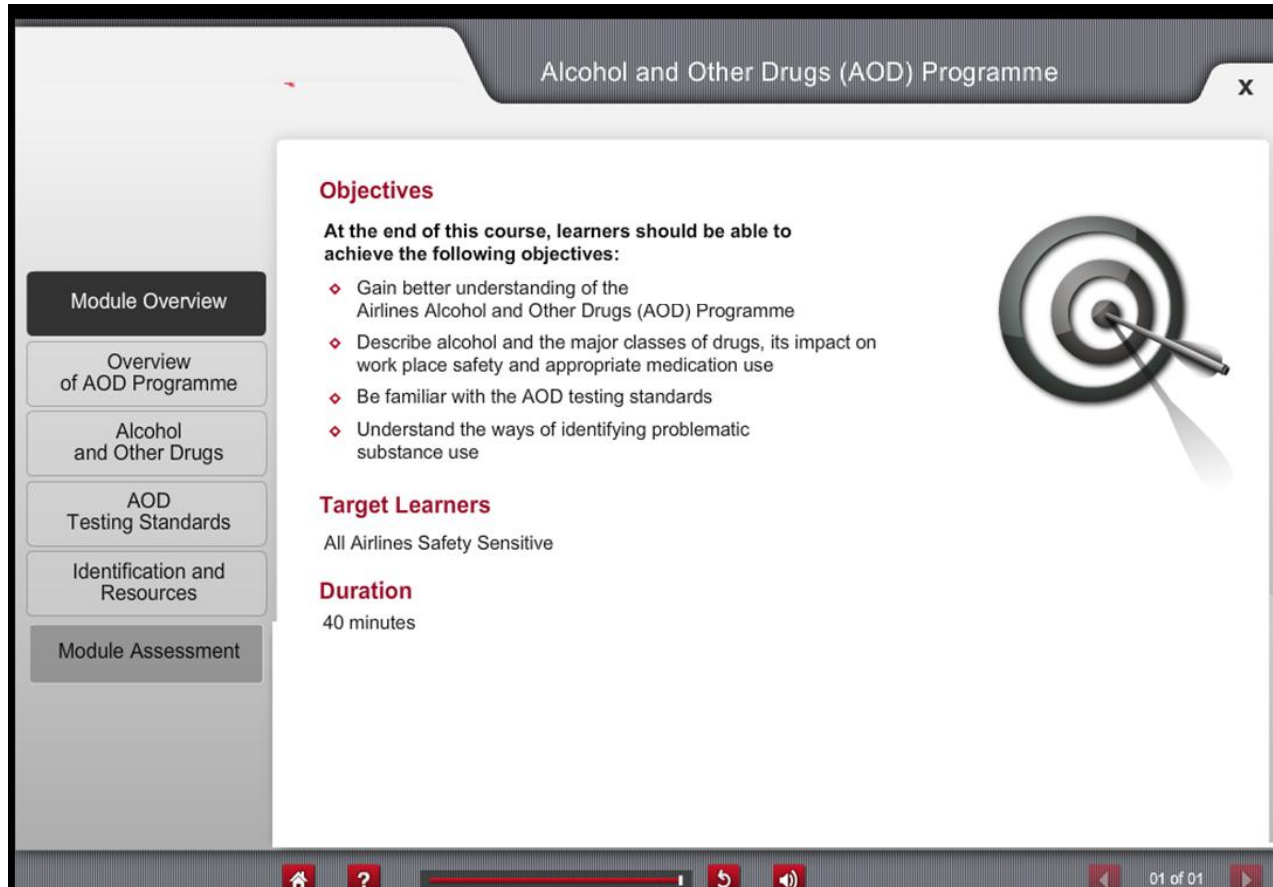
(organised learning)

- Induction / onboarding
- Compliance/regulatory/statutory
- Training for basic duties
- Professional certification programs
- Product knowledge training
- Corporate procedures, processes, new system and tools
- Leadership training for some



Where is eLearning been used?

Compliance programs



The screenshot displays an eLearning interface for the 'Alcohol and Other Drugs (AOD) Programme'. On the left, a vertical sidebar contains a 'Module Overview' section with five buttons: 'Overview of AOD Programme', 'Alcohol and Other Drugs', 'AOD Testing Standards', 'Identification and Resources', and 'Module Assessment'. The main content area on the right is titled 'Alcohol and Other Drugs (AOD) Programme' and includes a close button 'x'. It features three sections: 'Objectives' with a list of four goals, 'Target Learners' identifying 'All Airlines Safety Sensitive' individuals, and 'Duration' set at '40 minutes'. An illustration of a target with an arrow in the bullseye is positioned to the right of the objectives. At the bottom, a control bar shows navigation icons (home, help, back, forward, volume), a progress bar, and a page indicator '01 of 01'.

Alcohol and Other Drugs (AOD) Programme x

Objectives

At the end of this course, learners should be able to achieve the following objectives:

- ♦ Gain better understanding of the Airlines Alcohol and Other Drugs (AOD) Programme
- ♦ Describe alcohol and the major classes of drugs, its impact on work place safety and appropriate medication use
- ♦ Be familiar with the AOD testing standards
- ♦ Understand the ways of identifying problematic substance use

Target Learners

All Airlines Safety Sensitive

Duration

40 minutes

01 of 01

Structure learning programs

Enterprise Knowledge Platform by NetDimensions - Google Chrome
https://ilearn.cathaypacific.com/servlet/ekp?TX=DISPLAYTABLEARNINGS&INSREVIEW=N&TRNID=EKP003242988

Learning Space

Main Reference Resources Discussion Forum Learning Group Learning History

Basic guidelines and objectives

Welcome to the Engineering department program for new mechanics and engineers. This program is an introduction to the Engineering department. You will find a list of online resources and modules that you will be expected to go through. Also included is briefing sessions that you will be expected to attend.

Please click on the individual modules to see the guidelines and the information that you will be expected to go through, you can touchbase with your peers in this session through the learning group and discussion forum features.

This program is evaluated, both online and with discussions with your line manager or mentor, you will be expected to display a good overall knowledge of operations.

Active and Completed Modules

You are currently enrolled in, or have already completed, the modules listed below.

Module Name	Date	Venue	Type	Status	
ENG vision and mission	06 Nov 2012 11:09 HKT		Online	ACCESSED	Start the module
Corporate vision and mission	05 Oct 2012 12:23 HKT		Online	ACCESSED	Start the module
Alcohol and Other Drugs (AOD) Programme	08 Nov 2012 18:49 HKT		Online	ACCESSED	Start the module

Finished

This item will be moved to "Records/Transcript" if you click "Finished"

Formal assessments

Learning Space

Fatigue and FRMS (CSD-FOP-FATIGUE)

[Main](#)[Reference Resources](#)[Learning Group](#)[Learning History](#)

(11 Oct 2012)

Welcome to the assessment for fatigue and FRMS for pilots.

Powerpoint presentations covering the fatigue and FRMS material are available on the FOP team site on IntraCX. Once you have downloaded and studied these material please complete this assessment. As a reminder you will need to be logged in via **iConnect** or from a GalaCXy computer to be able to access those powerpoint presentations.

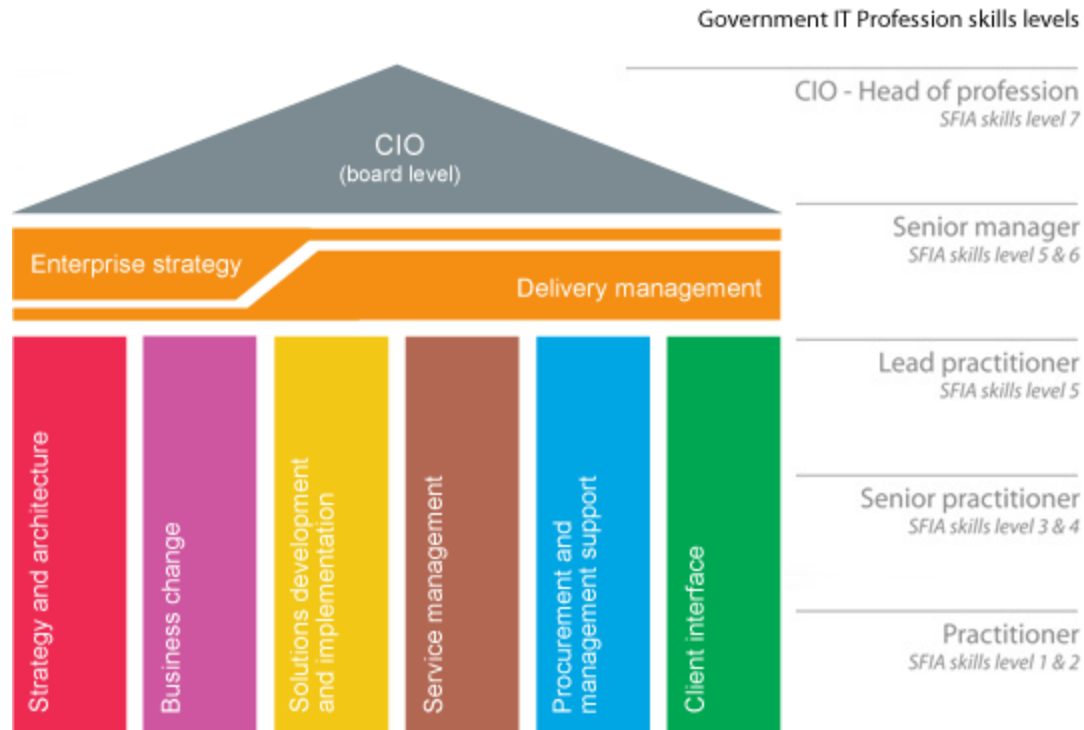
This assessment has 15 randomly selected questions, you are expected to pass the assessment with a score $\geq 80\%$.

You can retake this assessment until you achieve the passing mark. Please note that if you decide to reopen the assessment and try again, only your last attempt will be counted.



Module Name	Date	Venue	Learning Medium	
Fatigue and FRMS (CSD-FOP-FATIGUE)	10 Oct 2012 11:14 HKT		Online	Start the module

Competency frameworks and management



- Linking learning and development, competencies & performance management.

New systems training

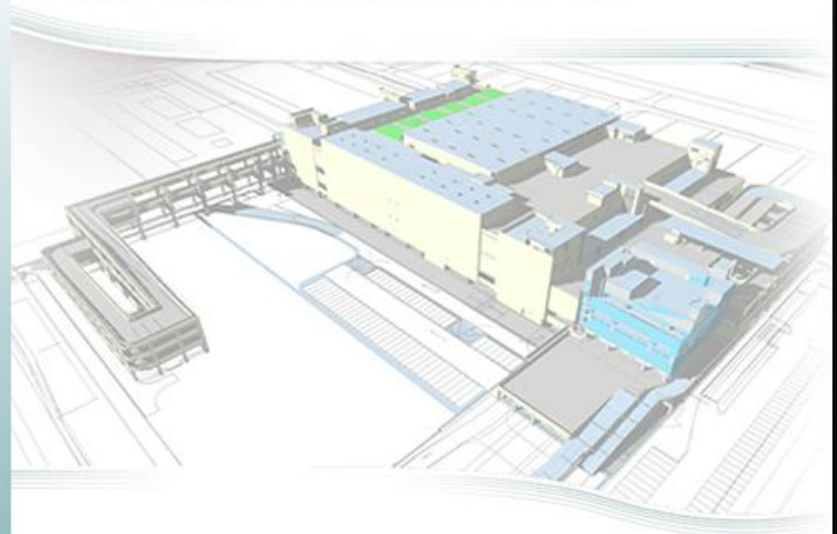
The WOS Agent Portal is a secured Portal. To access the Portal, you must register and request for a User ID and Password through the **Registration** function on the WOS Home page.

You would need to enter your company's and administrator's details online and submit the form to CPSL. The WOS system would then issue a registration reference number. Once your request is approved, a registration acknowledgement will be sent to the registered email account. You can then log into the WOS Agent Portal.

As you will see in the following pages, the Registration Request and Login task is easy to follow.

- Login
- Registration Request**
- Shipment Tracking
- SID

WAREHOUSE OPERATING SYSTEM

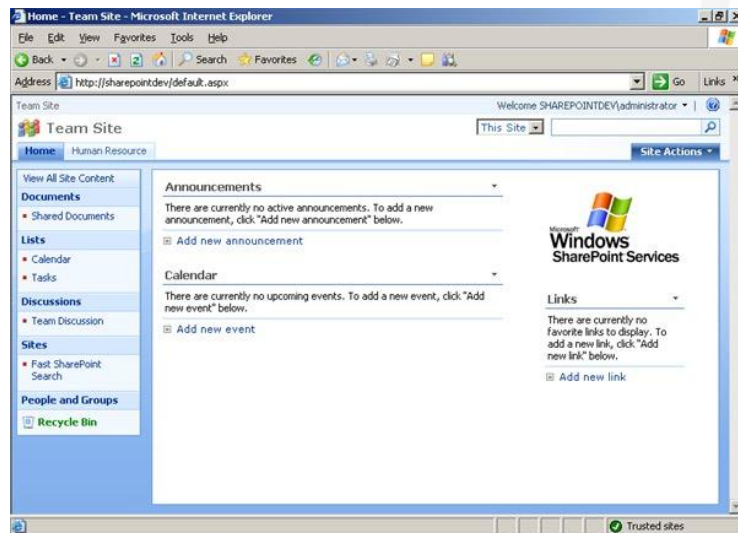


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'Learning' portals

- ~~One stop online portal to find all your learning needs~~
- ~~Driven by Learning management systems implementation and training and development (PNL, training depts)~~

Reality is that staff don't go to LMS, training portal for their learning and development or their knowledge needs



Team sites/collaborative spaces

Intranets

And they are increasingly mobile





Presents big challenges

- Alignment of systems and tools
 - For instance search. What is the strategy for enabling people to find what they want, when they want it.
 - Web2.0, Enterprise 2.0 tools, corporate intranets, online learning
- Holistic enterprise content strategy
- The concept of a Learning Portal is dying if not already dead
 - Team or CoP sites are prevalent, need to link and integrate needed learning to where staff need it
- IT departments are not moving quickly enough and teams groups are finding their own solutions and work around, exacerbating the problems

