

Breaking Barriers with E-Learning:

How E-Learning Revolutionised Onboarding
and Nurtured Staff Potential



Introduction

In a rapidly changing world, where the pandemic has transformed traditional working and learning landscapes, innovative solutions have emerged to meet evolving needs. SweetTree Home Care Services, a leading provider of care services, faced a significant challenge during the pandemic - how to efficiently onboard new staff members, particularly support workers, while maintaining high standards and compliance with the Care Quality Commission (CQC) regulations.

Adapting to the New Normal

SweetTree Home Care Services had a robust four-day pre-employment onboarding induction in place before the pandemic. However, transitioning to virtual training via Zoom posed challenges for both trainers and new hires.

Support workers were in high demand, with a constant influx of new employees required to meet the needs of their clients.

To address these challenges, SweetTree Home Care Services recognized the need for a blended learning approach that allowed employees to acquire essential skills and knowledge before and after their training sessions. The solution? Leveraging Learning Pool's extensive off-the-shelf (OTS) content library.



Utilising Off-The-Shelf Content



SweetTree carefully selected subjects for onboarding and identified relevant courses from Learning Pool's OTS packages. These courses became the cornerstone of their new onboarding process.

Some of the standout courses that made a significant impact are manual handling and basic life support, these courses are centred around topics which are extremely important within the care sector and provides support workers with foundational knowledge of the equipment, procedures, and skills needed to fulfil their duties, thus reducing the need for extensive practical training.

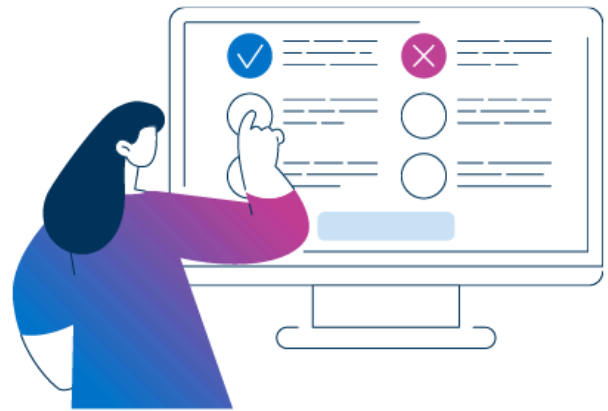
Employees now engage in e-learning before attending a one-day practical assessment. This shift has streamlined the onboarding process, allowing new hires to learn at their own pace and ensuring they arrive for practical assessments well-prepared.

Reducing Training Time and Expanding Capacity

The transition to e-learning significantly cut down training time. Previously, SweetTree Home Care Services conducted four-day onboarding sessions every two weeks, resulting in the onboarding of only about 12 new employees per month. With e-learning, they now run these sessions weekly, effectively doubling their onboarding capacity. This shift accommodates potential employees' schedules, particularly those with familial responsibilities.

In Addition

The integration of Learning Pool's LMS into their processes allowed SweetTree to track employees' progress, allowing them to ensure that all required training is completed within specific timelines and that employees are accessing training which is tailored to their role. The introduction of e-learning also triggered a culture of continued learning among employees. The Learning Pool platform allows SweetTree to offer additional training modules to employees, encouraging them to upskill in various areas, improving overall service quality and employee satisfaction.



Conclusion

The journey taken by SweetTree Home Care Services illustrates the power of leveraging e-learning content to streamline onboarding, improve compliance, and create a culture of continuous learning. By embracing technology and adapting their processes, SweetTree has not only met the challenges of the pandemic but also positioned themselves for a more efficient and effective future in employee training and development. Looking forward, SweetTree plans to expand their use of Learning Pool's content library. They are exploring ways to incorporate it into leadership progression and other areas of their business.