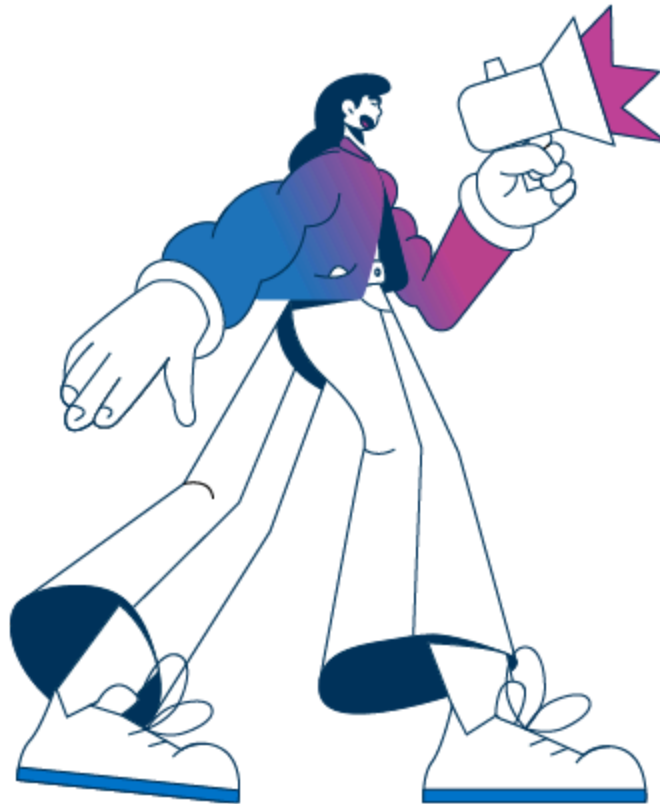


# Revolutionising Workforce Empowerment: A Compass Group E-Learning Triumph

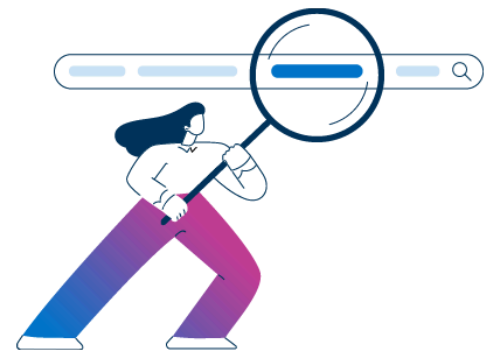


## Introduction

Compass Group is a world-leading hospitality company, with approximately 45,000 permanent employees. Compass Group has embraced digital learning to streamline onboarding, ensure compliance, and promote upskilling. In this case study, we will explore how the company has leveraged e-learning to enhance its learning and development programs and bolster many aspects of their business..

## E-Learning as a Growth Catalyst

Compass Group's e-learning journey began with an open-source learning management system (LMS), before becoming a Learning Pool customer three to four years ago. This shift marked a significant milestone in their digital learning strategy. Over the years, the company has witnessed substantial growth, with an all-time high of 325,000 courses completed via the LMS in a single year and the company has continuously explored innovative ways to use e-learning content, resulting in a substantial increase in user engagement with the LMS.



## Creating Customised Learning Pathways

Compass Group's success lies in its ability to tailor our off-the-shelf content to meet specific organisational needs. Rather than offering standalone courses, the company has adopted a holistic approach. They have developed 52 career pathways, each designed to cater to different job roles within the business. These pathways integrate various e-learning lessons, workshops, and on-the-job skills, creating a comprehensive, blended learning experience that spans 12 months.

Additionally, Compass Group has introduced skills awards, allowing employees to pursue shorter, self-led learning journeys. These awards cover a range of topics, such as leadership and cleaning skills, and are divided into foundation, intermediate, and advanced levels.

## Choosing Learning Pool: The Total Package



Compass Group's decision to partner with Learning Pool was driven by the comprehensive Off-the-Shelf package we offer. They were particularly impressed by the adaptability and responsiveness of Learning Pool's off-the-shelf content and its compatibility with mobile devices, thanks to the Adapt authoring tool, which sealed the deal for Compass Group.

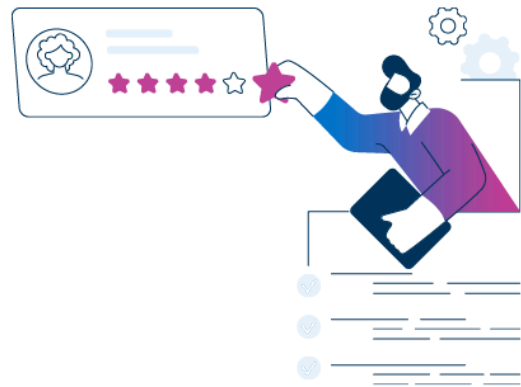
## Blended Learning, Customization and User Satisfaction

Compass Group's commitment to blended learning is evident in their approach to combining off-the-shelf content with face-to-face workshops and practical on-the-job skills assessments. The company ensures that e-learning content aligns seamlessly with in-person training, avoiding contradictions or redundancies. They also encourage trainers to actively participate in customising the content to fit the workshop's objectives.

User satisfaction is paramount to Compass Groups e-learning strategy, regularly collecting feedback from learners through a ten-question survey after each e-learning course. While it is challenging to measure the return on investment (ROI) for learning initiatives, they pay close attention to Net Promoter Scores (NPS) to gauge user sentiment.

## Impact on Employee Onboarding and Retention

One of Compass Group's remarkable achievements has been the reduction in voluntary labour turnover. By implementing an automated, six-month check-in process for new employees, they ensure that managers engage with their team members regularly. This process has contributed to lowering the voluntary labour turnover rate from 30% during the pandemic to 24.4%, demonstrating the profound impact of e-learning on employee engagement and retention.



## Recommendation for the Industry

Compass Group's success story serves as a compelling example of how e-learning can revolutionise onboarding, compliance training, and upskilling within the hospitality industry. Their dedication to creating customised learning pathways and continuously seeking user feedback showcases their commitment to delivering impactful learning experiences. The company's emphasis on blended learning further positions them as a leader in the field.

In conclusion, Compass Group's digital learning journey, powered by Learning Pool's Off-the-Shelf content, is a testament to the transformative potential of e-learning when integrated thoughtfully into an organisation's learning and development strategy. Compass Group's commitment to enhancing employee skills, and reducing turnover rates through e-learning offers valuable insights for other companies in the industry looking to harness the power of digital learning.