

## Case Study

Challenge 1: Implement an LMS. From scratch.

Challenge 2: Support furloughed staff during Covid19



### About Etex Building Performance

Etex Building Performance UK is a subsidiary of the Etex Group, a Belgian family-owned manufacturing business built through multiple acquisitions over a century. Etex Building Performance produce and sell plasterboard as a B2B business.

The UK employ 500 employees from factory workers and engineers, to a large national sales force, executive leadership team and a full complement of head office functions. It operates across five sites; Bristol Plant, Ferrybridge Plant, Gordano House (Bristol), Basildon Warehouse and Grangemouth Warehouse.

### Challenge 1: Implement an LMS. From scratch

From the start the challenge was getting started - from scratch. There was no pre-existing learning management system (LMS) being used to record learning. It was just spreadsheets on different drives.

The main drive to roll out an LMS was to be compliant with ISO OHSOS 18001 and to fill in the gaps

the central HR system could not provide. Adding to that, the LMS needed to link seamlessly between multiple platforms including the global learning management platform that hosted e-content and the local document control system, as well as hosting internal local content. This LMS needed to be created by a single full-time employee.

Additionally, Etex's manufacturing workforce has relatively low IT literacy, and working across multiple UK-based plants as well as working remotely made this a particularly challenging audience.

But 2020 brought with it an additional challenge. COVID-19 triggered a nationwide lockdown in the UK in March 2020, meaning that Etex had to temporarily close its plants and furlough the majority of employees which left employees feeling confused and in need of frequent communication with head office, making the LMS a vital source of information for furloughed employees.

## The Solution

Totara Learn was chosen as Etex Building Performance UK's first LMS. Chambury Learning Solutions were chosen as their Totara Partner because of their proven record of support that would be provided during the implementation and post deployment.

With just one full-time employee able to work on the implementation, support was key to make sure that all the spreadsheet data was manipulated and populated correctly, and that training was available. Within Totara, certifications, programmes and audiences were created, and the design and theme was executed in accordance with the company's brand guidelines.

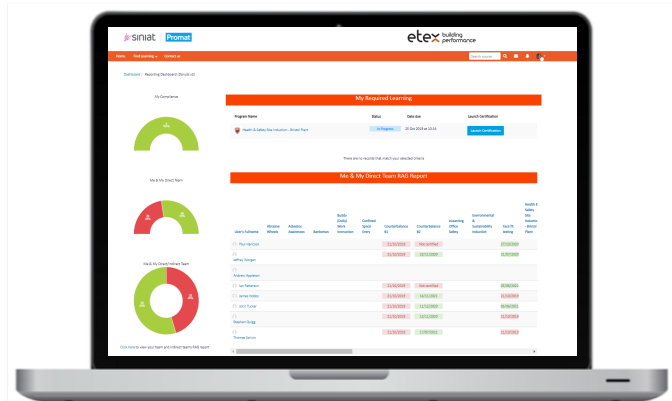


The LMS needed to be integrated with Office 365 to deliver single sign-on for ease of moving between the different global and internal platforms, which required close collaboration with the Europe-based Etex IT team to configure.

Where data existed on spreadsheets it was combined and manipulated to be uploaded as legacy course completions. Learning paths were created inside the LMS to align a new competency and

training matrix for each site, and audiences were created for different plants and positions to ensure that every employee had access to the right training from day one.

Once Totara was configured, and the data pre-loaded, the compliance reporting could start using both Chambury's custom RAG modules and RAG matrix reports alongside core Totara certification and program overview reports. Each manager was given their own dashboard, and for the first time in the company's history they were empowered to be able to manage the compliance training for their teams and departments. By engaging the employees in mandatory learning and providing a structure that they could follow, the company's learning culture began to grow.



Creating locally relevant content was a really important factor that has brought the site to life and engaged its learners, which involved working closely with Etex's subject matter experts (SMEs). Chambury Learning Solutions supported the delivery of some face-to-face sessions that helped the SMEs get started. LMS managers set out consistent structures for SMEs to follow to maximise user friendliness and familiarity, making use of images and videos to minimise text and create interactive, intuitive learning content.

Etex's LMS comprises videos, SCORM packages, seminar events, quizzes, checklists, assignments, certificates, file uploads, comment boxes and forums. They also use Active Presenter to create e-learning and videos for demonstrations and learning, which can easily be added to a course.

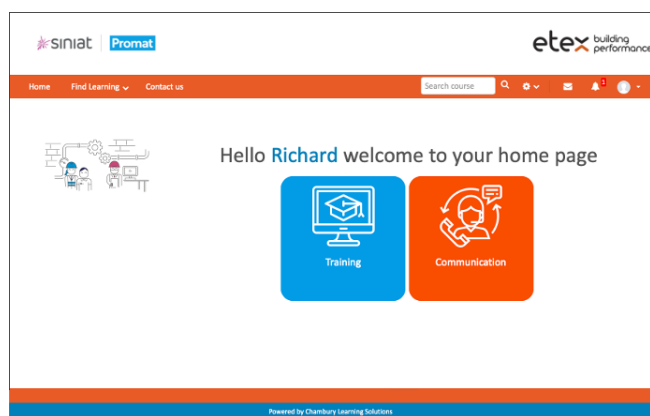
Alongside courses, certifications and programs, the finance team at Head Office actively use the 'Record of Learning – Other Evidence' area for their CIMA certificates and evidence for their professional registration, demonstrating that all learning and development can be held in one place.

The plant managers can see the plants overall compliance with graphical pie charts. Providing access to RAG reports [for certifications and program] allows managers and plant managers accountable for their own learning, their teams learning, and their plants overall EHS compliance.

## Challenge 2; Support furloughed staff during Covid19

On top of the standard usage, the LMS was also needed to support the Etex team throughout the COVID-19 lockdown. Etex rebranded their Totara-based 'Learning Hub' as the 'Learning & Communication Hub', owing to its expanded purpose.

Without access to their usual work sites, employees could no longer log into the LMS using their Microsoft Office 365 integration, so all user logins were reset to manual for remote access from personal computers, tablets and smartphones. This provided a much-needed lifeline for furloughed staff members who still needed to access training, support from their manager and internal news and updates.



The LMS was drastically changed and updated in just a few days with the help of the Chambury Learning Solutions team, with key buttons to new communication areas

The site homepage dashboards were redesigned to include just two simple buttons. The first directed staff to the training homepage, and the second to the new communication homepage with several sub-sections. The new communication subpage

features news, CEO updates and a 'Feel Good' area featuring stories from staff members, exercise and sleep advice and links to quizzes and puzzles to help keep teams together. There is also a chat box and forum to allow employees to stay connected, and a manager guidance section for managers to understand the furlough process and access statistics about their team members.

*The Totara system has been so easy to use which has enabled the business to create a local platform with relevant local content relatively quickly. In just 2 years we have gone from zero to something people are engaged with. It's got the Global Etex Group's attention too and I already have other countries interested in re-creating what we have done here.*

*I couldn't have achieved this without Chambury, who have been a true business partner that I could lean on. I really trust them, and we have a great relationship.*

*Talent and Development Manager*

## The Results

Etex's LMS has been invaluable for both standard learning and throughout the UK's COVID-19 lockdown.

During lockdown, adapting Totara Learn to be used as a communication channel on top of a learning channel has allowed staff to remain connected with one another and their employer, giving them direct access to vital information and updates at a difficult time.

## Some interesting info & stats

In this period, the site saw a lot of activity with employees actively logging in during furlough for communication and to complete their online learning. There was an incredible average 284% increase in activity using Totara during the 2020 lockdown. The statistics below demonstrate the activity during 2020 (to date) noting that Etex employs less than 500 persons in their UK division.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Number Logins	1273	817	629	903	656	866	1447	758	608	607	323
No. Course Completions	891	461	409	1608	1676	550	1301	735	844	1108	479

As part of the normal usage, plant managers can see their plants' overall compliance with graphical pie charts. Access to RAG reports also helps managers remain accountable for their team's learning and their plant's overall EHS compliance.

## About Chambury Learning Solutions

Chambury Learning Solutions works with organisations that are looking at how technology can assist them to develop their learning, organisational development and staff performance systems.

They work with you to ensure that the system fits the local need. Their extensive experience spans public and private businesses with a specific focus on Healthcare.

Chambury Learning Solutions prides itself on high levels of customer service providing an individual service tailored to each client's needs, all at a cost effective price to meet your local budget.

