



Bridgewater Learning



e-Learning Made Easy



Case Study: Gold Fields Exploration Geologist Training

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Introduction

Gold Fields Exploration has projects throughout the world in such diverse locations as Australia, Kyrgyzstan, Peru and Ghana.

The supervising geologists at these locations have a critical role to play in managing the exploration drilling and sampling efforts and in ensuring the accuracy and reliability of results. They are on the front line of the whole operation and face a number of unique challenges.



The Need



Gold Fields had developed a comprehensive drilling and sampling manual which was distributed to their geologists. The challenge to management was in measuring whether the information was being absorbed and applied.

Additionally, the Safety, Health, Environment and Community (SHEC) department needed to ensure that staff were aware of the various policies and procedures they needed to follow.

The company approached us to provide a way of reaching the staff in remote locations and reporting to management on the success of the programme. Our work is ongoing.

Bridgewater's Solution

Analysis and Design

The entire development project has been conducted via phone and email between South Africa, Australia, the USA and Brazil. The main parties only met recently for the first time, a year after the project commenced.

For the drilling manual training Bridgewater understood that simply converting the manual to e-Learning would be a costly and low value-adding exercise. Instead we focused on using e-Learning for three purposes:

- To reinforce the learning provided by the document through the use of interactive scenarios and/or summarized modules at the end of each chapter of the manual
- To use these modules to also cover softer managerial challenges not covered by the technical manual
- To provide a means of tracking progress and testing knowledge

For the SHEC material, the solution has been a little simpler. In this case we've put the entire policy or procedure into e-Learning, provided a test of knowledge and fed these results back to management.

Design and Development

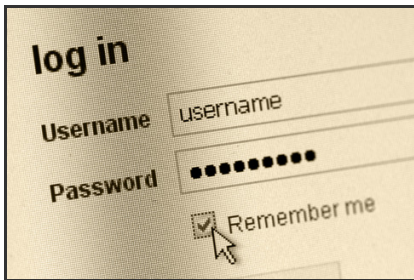
We have used rapid prototyping and development techniques to deliver modules one at a time. This has enabled Gold Fields to release some of the training without having to wait for all the modules to be finished. It also provides them with a tangible product that has assisted in their understanding of the process and enabled them to play a valuable role in the development of later modules.

An added benefit of early deployment has been that the lessons could be demonstrated to managers to get their support.

The lessons are initially rolled out to managers across the globe. They complete the material just as a learner might which helps them provide improved support to their learners on the ground.



Delivery



Delivery of the courses is happening entirely via the web with the manual being delivered in PDF form via the company intranet. Students are sent automated emails when they are registered in the learning management system, when they have any material assigned to them and if they neglect to make any progress for a number of days.

Bridgewater sends weekly progress reports to Gold Fields on learner progress.

Conclusion

Four modules have been completed with another one due for completion soon. There are a further two modules slated for development and a number of assessments. Initial feedback from both managers and learners has been extremely positive.

Comments from the Client:

“Easy to use, and looks great.” – Exploration Project Manager (Australasia)

“It is an excellent initiative and I would encourage each and everyone to take the test as one may learn things he did not know before (I learned a lot...) The presentation is excellent, the system set-up is comprehensive and user-friendly. I really enjoyed these courses” – Senior Manager (West Africa)