



Bridgewater Learning



e-Learning Made Easy



Case Study: Trafalgar Property Services

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Introduction

Trafalgar is a specialist property management and financial services company, focused on sectional title and home owners' association management, residential letting, property financial services and commercial property management.

Trafalgar takes advantage of Bridgewater's outsourced e-learning services to up-skill their staff across a broad range of subjects, allowing their staff to learn critical new skills without ever leaving the office.



The Need



Trafalgar has a strong focus on employee training. The company conducts regular group training sessions and have dedicated training rooms in their Cape Town and Durban offices. They saw the benefits e-Learning could provide in terms of allowing staff to train on their own time and measuring the progress and success of the learning.

They needed a way to launch e-Learning without having to take on new IT systems, source courses or become adept at skills outside their main line of business. They called on Bridgewater to reduce the time to delivery and manage all aspects of e-Learning for them.

Bridgewater's Solution

We set up our service in the Cape Town and Durban offices to enable staff there to complete courses locally in the training rooms or at their desks if they preferred. Some of the training was also made available online on the net for staff to complete from home or other offices. We then gave the company access to our full range of pre-screened e-Learning courses.

They had the flexibility to choose who should do which courses while only paying for the courses that were actually planned and done (rather than renting access to the whole database of courses as is most often the case in paying for e-Learning material).

Their initial need was mainly for PC training though this quickly broadened to include communication, sales and finance training.

Bridgewater reported to them on a weekly basis, informing HR of such aspects as:

- Who had made progress on their training that week and with whom they should follow up.
- Who had attempted tests for courses, how many times they tried and what scores they received
- Who had passed courses

Apart from learning flexibility, staff also benefitted from extended access to the training material, allowing them to revise any of it at a later date.

Conclusion

Trafalgar has been a client of Bridgewater's for almost 2 years during which time we've successfully delivered over 300 training interventions.

Comments from the Client:

"The study material was really in-depth and has most definitely enlightened me more on the course subject. When I look at any financial statements now I can proudly say that I understand what is going on." – Staff member commenting on the course, "The Financial Statements"

"Amazing that you can sit at your desk and get through the course in comfort and at your convenience" – Staff Member

"Thanks for an interesting informative course, it was well presented and well taught, which made grasping the information easy. This is certainly a faster more convenient medium of training." – Staff Member commenting on the course, "Microsoft PowerPoint for beginners"

"Respond within 24 hours, if not less than that, always friendly and efficient" – Staff member commenting on the Bridgewater service.