

Development of Moodle based Learning Management System (LMS) to provide competency based Training Courses on Aviation Safety Management - A Case Study on 3E's LMS Implementation Services

The Client is a Registered Training Organization (RTO) in Australia providing Training & Consulting Services on Aviation Safety. This case study explains how Team3E worked with the Client in transforming their offline and web conferencing based Training practices to a complete Online LMS Solution to achieve Consistency, Improved Quality and growth in the customer base.

Client

Company

A Registered Training Organization (RTO)

Industry

Training & Consulting, Aviation Safety

Desired Objectives

- *Consistent Course Delivery*
- *Reduce cost of operations*
- *Increase customer base*
- *Online Assignments & Assistance by Trainer*
- *Easier Assessments & Certification Process*

Achievements

- Improved Trainer-Trainee interactions
- Consistent Course-Delivery methods
- More customers with Online Enablement
- Happy Staff 😊

Challenges with Existing Training Processes

- *Limited to Offline Classes and Web conferencing tools for remote learners*
- *Paper-based Assessments*
- *Manual work involved in organizing the Offline Classes, scheduling Web conference for instructor-led sessions*

3E's Approach

- *Needs Analysis*
- *Feasibility Study & PoC*
- *Implementation & Deployment*

Executive Summary

The Client is a Registered Training Organization (RTO) in Australia providing Training & Consulting Services on Aviation Safety.

The Client provides range of Training & Consulting services on Aviation Safety. The Certification provided by the Client is equivalent to Diploma / Degree level qualification which entitles a professional status to the Trainee to apply for (or to be eligible for) Safety Management jobs. The Courses are offered as individual and packaged courses.

The Client had been providing the Training Services through a combination of Classroom and Web Conferencing sessions. The Assessments & Certifications process was mostly paper-based and manual. The Enrollment process, scheduling classroom and web conference sessions was handled by the Client's staff manually through email and spreadsheets. This also included a lot of administrative activities by the staff to ensure the Courses were run smoothly.

There had been a gradual increase in the demand for the Aviation Safety Management courses with the due course of the time, but the limitations owing to the manual processes proved roadblocks to cater to the increased demand, and they were losing the pie of their market share due to inadequate and legacy methods. The client had a compelling need to fill the gap between the demand and the supply. Engaging 3E team in, the Client successfully rolled over Learning Management System (LMS) to transform the way they deliver Training Courses, boost Customer (trainees) Acquisition and achieve overall Operational Effectiveness.

Business Challenges and Resolution

With the due course of the time, the Client realized that their Training delivery methods were inadequate though their courses had been competent. With course delivery being limited to Classroom and Web Conferencing (scheduled by staff), they were not able to acquire the trainees who wanted online delivery of the content. The Content Security had been a big consideration when the Client had attempted online delivery in the past.

After their research revealed that an LMS platform could address those challenges, the Client evaluated the LMS platforms available in the market. While the Client wanted to acquire more trainees to sign up for their Services through the implementation of LMS, Return on Investment was a major concern and they did not want to shell out big money for the purchase of Software Licenses and Subscriptions, and hence opted to go Open Source way for the reasons of cost of acquisition and maintenance. After developing a fair understanding of Moodle as a leading Open Source LMS platform, they engaged 3E on a short term assignment for a feasibility study on Moodle capabilities matching their desired requirements.

The feasibility study performed by 3E, supported with a quick prototype development, revealed that Moodle was the right LMS platform to go with. Then the rest is what they have now – A fully functional Moodle based LMS, encompassing the following features:

- ✓ Catalog of Courses
- ✓ Individual Courses and Packaged Courses
- ✓ Online Course Delivery, included with Instructor Led Training
- ✓ Assignments by Trainer
- ✓ Assessments & Certification (Equivalent to Diploma)
- ✓ Versioning and Updates to Courses

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