



A construction company needs to reduce the time it takes to make sure all the contractors have completed a site induction and that everyone has a whitecard.



A small financial planning firm wants to make sure it is meeting compliance requirements for record keeping. At the same time it is implementing a customer relationship management system.



The human resources area of a large organisation needs to improve the way it monitors and measures its impact on organisational performance. The human resource area is responsible for all staff inductions.



An organisation where half the staff are field workers needs to reduce safety incidents. It has been found the problem is a lack of expertise in hazard assessment. The timeframe to do this is 3 months. The organisation cannot afford the lost time caused by face to face training.

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An organisation runs a large annual event with a lot of volunteers and casual staff. They are find that volunteers and casual staff are not reading the training material they given before they start.

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A hospitality business is extremely busy over the summer period and has to train and employ new casual staff each year. There are quality issues with these new employees' work that is leading to customer complaints and is affecting the brand of the business.

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A large healthcare organisation wants to make sure all of its staff have been trained in hand hygiene skills. Hand Hygiene Australia has free online resources but the organisation does not have any way to track and monitor who has completed the training.

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An organisation requires all staff to do extensive inductions before they arrive on site. Often this means highly paid consultants are spending days in induction training before they can start.

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A statewide organisation with offices all over Tasmania needs to change the internal computer systems. The system rollout needs to happen at all sites on the same day.

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An enterprise wants to improve the quality of production by increasing the skill level of their workforce. Large sections of their processes have been automated but the quality issues are happening because staff don't understand how the new processes work. The general literacy and numerical levels of the workforce are low.

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A small manufacturing firm needs to increase operational productivity. It is going to do this by implementing computer controlled machinery. Most of the staff are over 50 and don't have high level IT confidence.

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A small niche food manufacturer that wants to increase production is having trouble finding staff with the right skills.

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There are new legal requirements such as the new OH&S harmonisation laws that everyone in an organisation needs to be aware of.



An organisation has decided that it would like all staff to do equity and discrimination training every 2 years. It needs to track when people need the training. Half the workforce is not office based.



A software development company works in agile iterative way, but customers are often frustrated by the process.



A software development company wants its developers to work directly with customers to reduce communication problems in the business. The developers would prefer to just code and don't want to be customer service people as well.



A safety officer in a local council has realised that everyone is completing the Safe Work Methods Statements in different ways.

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A statewide customer service business has some offices that are extremely good at sales and customer satisfaction levels. It wants to share those practices with the rest of organisation and help the small offices achieve the same sales level



An organisation needs to cut costs by 10% in 3 months. Some managers have been able to achieve this easily. The organisation needs to capture and share the best methods quickly.



A work team has members that are under performing. It's been found the supervisors lack the skills to able to give feedback the under performing employees.



30% of an organisation's workforce plan to leave/ retire within 5 years. The organisation has great a system of policies but lacks procedures and doesn't really know what it's "star performer's" actually do differently.



Two teams of a business are merging; one is based in Hobart and the other Launceston. Each team has different

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cultures and processes.

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An enterprise has to outsource part of its operations because it cannot find the expertise at a reasonable cost in Tasmania. The enterprise needs to be able to train these remote employees in internal processes and minimise the risks of outsourcing.

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A business has decided that it needs to change its focus to be more competitive. A section of the business doesn't see why this change needs to happen.

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A retail business with 3 shops across the state and a lot of young casual staff are about to introduce a new product range that the sales staff have no previous exposure to in this business. In each shop there is only one computer which is used to process sales.

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A business wants to be seen as a progressive and innovative business to work for.

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The learning and development area has been told to reduce training costs by 20%.



An organisation with a remote worksite needs to reduce time away from the job for safety training. They are worried that the PowerPoint and quiz based online courses they have seen in past will not be effective.



A retail business is frustrated that a 1 day sales training course all staff went to has not increased their turnover. Its prepared to do training again if the learning can be transferred to the workplace.



A software developer with 30 staff has divided the team into six smaller teams. Half the staff are remote workers and a percentage of the employees work at home. Not all of the teams meet their deadlines regularly. The business wants to share the good practice of the successful teams.



An organisation needs to invest in Leadership Development but cannot afford a traditional face to face program.

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