

helmsman
e-Learning

**The latest, most significant
breakthrough in training.....**

Low-cost,

high-impact,

e-learning courses

INFORMATION PACK



Visit us at www.helmsmanservices.co.uk

Updated 1st June 2018

Why should I look into e-learning?

With the constant pressure on margins and everyone seemingly being 'busy', every business needs to be looking at its overheads. Training, particularly on health and safety subjects, is often one of those areas that is way down the list of priorities but it is not something that can be ignored because:-

- ✓ The risk of prosecution is always there, if training is not properly addressed
- ✓ Proof of competency by training, is a constant requirement of customers
- ✓ There is a vast 'compensation culture' which demands it
- ✓ It is often needed to get on Approved Supplier lists or for PQQs and accreditations

With e-Learning you can cut down your outlay but increase your training!

Will It Save Us Money?

The average cost of a trainer delivering a half day classroom course is around £250 for 10 people and the wages of each person attending are probably around £30 each. With additional expenses such as travel, refreshments, room hire etc this can mean that the overall cost can come out to as much as £100 per person.

And even more important can be the cost and inconvenience of down-time.

e-Learning can save you up to 80% of these costs

Why now?

In our research prior to launching our range of e-learning courses, we found that many industries already take full advantage of this form of learning. Finance, insurance, social care and education have embraced it massively in the last few years - but many sectors haven't.

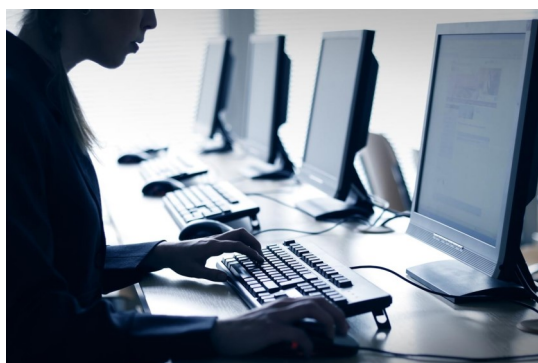
The pressure on margins is intense in every sector and probably the most important factor when considering training costs is the loss of productivity. e-Learning can certainly reduce this by a vast percentage.

With the constant threat of someone suing due to having had even the slightest of accidents or illnesses and the mass of 'ambulance-chasers' who will take up claims on a no-win-no-fee basis, every business has to ensure that it protects itself. However, organising classroom training is expensive and time-consuming - and so is often put on the back boiler.

From what we have found, there has not been a dedicated provider with such an in-depth knowledge of health and safety training who offers such a comprehensive range of subjects that are required by law, or good practice. There are many providers that offer a small range of subjects but few 'one-stop-shops'.

If the reason for not taking up e-learning is because there is a perception that there is less control over this form of learning, or even that the pricing hasn't been attractive enough.....

All this has changed!!



Is e-learning more effective? Yes!
Is e-learning easily managed? Yes?
Will e-learning save us money? Yes - lots!

Is it More Effective?

Classroom courses are often said to be something where a learner comes away with only 10% of the knowledge given out in the course - which is a pretty poor return on capital invested!

Because e-learning learners have to answer interim and final questions, we find that there is a great deal more attention given to the content and levels of learning are far greater. There is also a visible record of how the person has performed on those questions, so that there is evidence of the depth of knowledge that the he or she actually has.

Most courses take around 30-45 minutes and so the learner is only away from their job for a very short period and courses can be undertaken when the moment is convenient, as people can pop in and out of a session at any time.

Additionally, our courses are informative, interesting and relevant.

And the short time spent on an e-learning course can cut the downtime by a huge amount.

'Selling' it to staff

One area that is often forgotten is that, if you haven't used e-Learning previously, your employees will have to make a change. And we all know how change is viewed by many people!

You will need to 'sell' the new way of training to staff with a very positive message and give them help to start the process.

For those who are 'busy' (isn't that the majority of us now?!) or may be off-site, attending a training course is probably something that most could do without, so publicising the fact that they can spend 40 minutes, rather than half a day on a course, is already a winner.

Whilst office-based people are normally familiar with attending classroom training, e-Learning is a means of doing their training where it is most convenient for them and at a pace that they find acceptable, being able to pop in and pop out as time allows and not having their work pile up, whilst they are out of the office.

Classroom Half-day H&S Awareness Course		e-learning H&S Awareness Course	
Trainer (10 participants)	£25 per person	Course cost (max)	£25 per person
Wages 5 hours @ £9 per hour	£45 per person	Wages 45 mins @ £9 per hour	£7 per person
Travel, refreshments, room costs etc	£10 per person	Travel, refreshments, room costs etc	none
Total per person cost	£80 per person	Total cost per person	£32 per person

TOTAL SAVING USING E-LEARNING = £48 PER PERSON OR 60%

Depending upon the amount of courses purchased, this can go up to 80%

And this doesn't include the massive reduction in down-time!

How Does e-Learning Work?

There are many e-learning courses around but many are a boring 'read the words on the screen and/or listen to the voice-over' type of design. There is no lasting impact using this very basic technology.

Helmsman's e-Learning courses use professional actors to guide people through the content in an easily understandable way. In addition, there is a 'Sub-title' facility that can be read and can also be translated into different languages.

Course structure

The courses are all structured in the same way:-

- One section dealing with a particular aspect of the subject and this is often split into relevant sub-sections
- One question after each section and sub-section
- Further sections and questions
- A final test of 20 questions

This ensures that the learner has assimilated knowledge throughout the course and is then able to pass a measured test at the end.

Timing

Most courses take between 30 and 45 minutes to complete but there is no need for someone to go through the whole session in one go. You can log in and out as many times as you want, going back to wherever you want. This means that, if someone is called away, there is no problem if they get back to it in !

Whilst it is possible to speed through the sections, very few people do this and of those, most don't pass the Test! However, there are ways of making sure that a person does take their time and learn, as the time that they spend is recorded and can be checked but the pass-mark can also be set at whatever rate is required.

But can it be manipulated?

The sections or sub-sections can be rewound before the questions are attempted in case someone has not picked up on, or understood a point. The interim questions help learning but it is only the final test that determines the score and the questions are chosen at random from a large pool, so a person who has done the course, won't be able to tell someone else the answers!

Unlike some providers' systems, once you answer a question, that is it - it's right or wrong and so you can judge the actual amount of knowledge that a learner has. None of this 3 attempts at a multiple choice question with 3 answers!

The benefit, over a classroom course, of having these questions is that whilst someone can sit in a room and basically learn nothing (and you will probably never know that they have managed to achieve this!) with e-learning, they have to show that they have the knowledge when they answer the questions. So both they and you, will know whether they have learnt successfully, or not.

Security

There has been, since the advent of on-line learning, a discussion about whether anything can be done to ensure that the person doing the course is the person who should be doing it.

Short of having a web-cam on throughout the session and someone monitoring it remotely, or someone standing over the shoulder of the learner, there is no way of guaranteeing that the identity of the person doing the course, is the correct one.

In reality, we have never come across a query over this as, in the main, people are honest and are also wanting to learn more.

"Using e-Learning has enabled us to cut down the amount of lost production time that would have been spent when people have to attend a training course in a classroom environment. This has allowed us to bring projects in on time and increase margins."

Can we easily monitor what is happening with our learners?

If you wish to have total control, we will set you up with your own branded account and highly sophisticated Learning Management System (LMS).

The LMS enables you to assign courses, monitor the progress of your learners and check results. You can also produce reports, print certificates and archive data.

Reports can be manipulated to provide information on such things as the pass and failure rates on courses, time spent, how far someone has progressed and what subjects have been started, abandoned or completed. You can see the usage by individual, department, team or for the whole of the company, or by course title.

You can easily upload your staff list and then assign what courses are required by which employees. If they have an e-mail address, the system will automatically send them instructions and reminders.

The LMS gives you the ability to know what is happening at any time, in real time and it also gives you a comprehensive audit trail.

Additionally, once someone successfully completes their course, you have control over how the Certificate is printed and so, if you wish, the person managing the e-learning can ensure that all certificates are printed and recorded by them first, so that training can be properly evidenced.

Alternatively, we can do the assigning of courses for you, for which we make a small charge of £1 per course. This means that all you need to do is let us have the names of people and what subjects they need to do and we will assign the courses to them and, whenever you wish, we can report to you on the progress of your e-learning.

The disadvantage of this is that you will not be able to access the LMS to check up on all of the things that you could, if you had your own system. However, for smaller organisations who only wish to order a couple of dozen courses, it is probably worth us doing it for you.



SCORM stands for “Shareable Content Object Reference Model” and it is a set of technical standards for e-learning software products.

It is the de facto industry standard for e-learning inter-operability. Specifically, SCORM governs how online learning content and Learning Management Systems communicate with each other.

Our courses adhere to both SCORM 1.2 and 2004 standards so you should be able to use them in any existing LMS that you have, if it is also SCORM compliant.

We will be happy to help you with any technical questions, should they arise.



The Institute of Occupational Safety & Health is the largest health and safety membership organisation in the world and it is held in high regard for its professional training. Many of our courses are recognised by IOSH and the certificates bear their branding. This adds weight to any course as it will be recognised as being really high-quality training.

Our course titles

Please note:-

We are regularly adding new titles and will keep you informed of these

You purchase 'credits' and can use them for any of these

Social Care & NHS

Accident Reporting
Anaphylaxis & Allergies
Anti-Bribery
Anti-Money Laundering
Asbestos Awareness
Assessing Mental Capacity
Asthma Awareness
Bomb Threats and Suspicious Packages
Bullying & Harassment at Work
Bullying and Harassment for Managers
Consumer Rights for Service Providers
COSHH
Cyber Security
Deprivation of Liberty (DoLS)
Diabetes Awareness
Display Screen Equipment (DSE)
Driver Awareness
Drug & Alcohol Awareness
Electrical Safety
Environmental Awareness
Epilepsy Awareness
Equality & Diversity
Eye Protection
Fire Awareness (Care)
Fire Warden (Care)
First Aid Appointed Person
First Aid Requirements & RIDDOR
Food Allergy Awareness
Food Safety & Hygiene (Level 1)
Food Safety & Hygiene (Level 2)
GDPR Essentials (Data Protection)
GDPR for Management
Health & Safety Basics & Essentials
Health & Safety for Managers
Infection Prevention & Control
Ladder Safety
Legionella Awareness
Lone Worker in the Workplace
Lone Worker Out of the Workplace
Manual Handling
Mental Health Awareness
Mental Health Awareness for Managers
New & Expectant Mothers at Work
Personal Protective Equipment (PPE)
Risk Assessment
Safeguarding Vulnerable Adults
Safeguarding Children
Sexual Harassment Awareness
Slips, Trips & Falls
Stress Awareness
Unconscious Bias
Unconscious Bias for Managers
Working at Height

Retail

Accident Reporting
Anti-Bribery
Anti-Money Laundering
Bomb Threats and Suspicious Packages
Bullying & Harassment at Work
Bullying and Harassment for Managers
Consumer Rights for Digital Businesses
Consumer Rights for Goods Retailers
COSHH
Cyber Security
Display Screen Equipment (DSE)
Driver Awareness
Drug & Alcohol Awareness
Electrical Safety
Equality & Diversity
Fire Awareness
Fire Marshal & Warden
First Aid Appointed Person
First Aid Requirements & RIDDOR
Food Allergy Awareness
Food Safety & Hygiene (Level 1)
Food Safety & Hygiene (Level 2)
GDPR Essentials (Data Protection)
GDPR for Management
Health & Safety Basics & Essentials
Health & Safety for Managers
Infection Prevention & Control
Ladder Safety
Legionella Awareness
Lone Worker in the Workplace
Lone Worker Out of the Workplace
Manual Handling
Mental Health Awareness
Mental Health Awareness for Managers
New & Expectant Mothers at Work
Personal Protective Equipment (PPE)
Risk Assessment
Sexual Harassment Awareness
Slips, Trips & Falls
Stress Awareness
Unconscious Bias
Unconscious Bias for Managers
Working at Height

Education

Accident Reporting
Anaphylaxis & Allergies
Anti-Bribery
Anti-Money Laundering
Asbestos Awareness
Asthma Awareness
Bomb Threats and Suspicious Packages
Bullying & Harassment at Work
Bullying and Harassment for Managers
COSHH
Cyber Security
Diabetes Awareness
Display Screen Equipment (DSE)
Driver Awareness
Drug & Alcohol Awareness
Electrical Safety
Environmental Awareness
Epilepsy Awareness
Equality & Diversity
Fire Awareness (Education)
Fire Marshal & Warden
First Aid Appointed Person
First Aid Requirements & RIDDOR
Food Allergy Awareness
Food Safety & Hygiene (Level 1)
Food Safety & Hygiene (Level 2)
GDPR Essentials (Data Protection)
GDPR for Management
Health & Safety Basics & Essentials
Health & Safety for Managers
Infection Prevention & Control
Legionella Awareness
Lone Worker in the Workplace
Lone Worker Out of the Workplace
Manual Handling
Mental Health Awareness
Mental Health Awareness for Managers
New & Expectant Mothers at Work
Recruitment in Education
Risk Assessment
Safeguarding Children
School Trips - Managers
School Trips - Organisers and Supporters
Sexual Harassment Awareness
Slips, Trips & Falls
Stress Awareness
Unconscious Bias
Unconscious Bias for Managers

Manufacturing & Warehousing

Abrasive Wheels
Accident Reporting
Anti-Bribery
Anti-Money Laundering
Asbestos Awareness
Bomb Threats and Suspicious Packages
Bullying & Harassment at Work
Bullying and Harassment for Managers
Confined Spaces (use as refresher only)
COSHH
Cyber Security
Display Screen Equipment (DSE)
Driver Awareness
Drug & Alcohol Awareness
Electrical Safety
Environmental Awareness
Equality & Diversity
Eye Protection
Fire Awareness
Fire Marshal & Warden
First Aid Appointed Person
First Aid Requirements & RIDDOR
Food Allergy Awareness
Food Safety & Hygiene (Level 1)
Food Safety & Hygiene (Level 2)
GDPR Essentials (Data Protection)
GDPR for Management
Hand Arm Vibration (HAVS)
Health & Safety Basics & Essentials
Health & Safety for Managers
Infection Prevention & Control
Ladder Safety
Legionella Awareness
LOLER (Lifting Operations & Equipment)
Lone Worker in the Workplace
Lone Worker Out of the Workplace
Manual Handling
Mental Health Awareness
Mental Health Awareness for Managers
New & Expectant Mothers at Work
Noise Awareness
Personal Protective Equipment (PPE)
PUWER (Work Equipment Regs)
Risk Assessment
Sexual Harassment Awareness
Slips, Trips & Falls
Stress Awareness
Unconscious Bias
Unconscious Bias for Managers
Workshop Safety
Working at Height

Some Frequently Asked Questions

How does assigning courses work?

You purchase as many credits as you wish (one credit is one course) and we open up an account for you. You can then top up the number of credits you have available to match your needs. Some Clients will purchase larger blocks that will last the whole year as this is more economical. Others will buy in small amounts.

We don't tie you to purchasing set courses. Once a credit is purchased, it is then totally up to you which title you want to use - you have access to all of them.

Courses will be allocated to your people either by e-mail or hard copy, using log-in details that the system will have generated for you. You can then, if you have your own account, monitor progress via the LMS.

Once you buy credits, there is no fixed expiry date on them and so it is OK to buy larger amounts than you might need today, as the cost per session will come down and you will be bound to use them up, in time.

What I.T. infrastructure do I need?

Obviously you will need a PC, Mac, laptop with a broadband connection, or an internet capable tablet. It is also possible to do a course on a smartphone but the screen is a bit small.

Your account is accessed through the internet via whatever browser you care to use, although obviously, you must have an internet connection.

If you don't have a good broadband speed (or none at all) , you can buy a Wi-Fi 'dongle' that is plugged into your hardware that will access the internet and the cost of this is from £10 per month.

Originally, there was an objection about people not being IT savvy. These days most people use a smartphone and working through a course is far simpler than using one of these!

How many people can use the system at one time?

As many as can sit at a computer screen with an internet connection of some sort. But a certificate is issued to the person logged on, not everyone who is looking at the screen!

How many credits do I have to buy ?

You can buy any number (it has to be a minimum of 5 sessions) but there is a sliding scale of cost (see below). These credits can be used for any of the course titles that we have (and these are being added to frequently).

How much do the credits cost?

The sliding scale for purchases (which are for each order, not in aggregate over a period of time) is:-

5 - 25 =	£25 per credit
26 - 50 =	£23 per credit
51 - 100 =	£20 per credit
101 - 250 =	£17 per credit
251 - 500 =	£14 per credit
501+ =	£10 per credit

If you wish us to administer the assignment of the courses, there is an administration charge of £1 per credit.

All sums are net of VAT

Foreign Speakers

It is possible to have any of the courses' sub-titles translated into a foreign language (there are already several Polish ones) and uploaded instead of the English version.

The costs of this will depend upon whether you will have the translation done, or we will and also the length of the course. I

f you are interested in doing this with any particular title, we can give you a quote for the work.



helmsman e-Learning

Dugard House

Peartree Road

Colchester

Essex CO3 0UL

Tel: 01206 363710

Fax: 01206 366002

E-mail: info@helmsmanservices.co.uk

Website: www.helmsmanservices.co.uk

Helmsman Services Ltd - registered office as above, company number 3916938.

Incorporated in England & Wales - 31st January 2000

Helmsman Services have been offering training management services for 20 years.