CASE STUDY

JOHN HOLLAND

JOHN HOLLAND PTY LTD.

Streamlining Health and Safety Education with the Personalized Approach of Area9 Rhapsode™

John Holland is one of Australia's leading building, infrastructure, rail and transport companies, founded in 1949, with a vast workforce and extensive experience in diverse construction projects. John Holland is owned by China Communications Construction Company (CCCC), one of the largest construction companies in the world.

Challenges:

- The traditional face-to-face classroom training approach consumed time and resources from the Health, Safety, and Environment (HSE) teams, making training for large and small groups difficult due to employees starting work on projects at different times. Training smaller groups also created an extra workload for HSE teams.
- Measuring and validating the resulting competency from training was also challenging and often unreliable.

Solution:

- John Holland investigated Area9's work in this area, particularly with large organisations, and has seen that the adaptive learning approach can not only reduce time to competency but also improve proficiency and confidence.
- The decision to switch to **Rhapsode™** for personalized training, specifically focusing on critical health and safety procedural courses, resulted in significant time savings, elimination of knowledge gaps, and improved risk management in health and safety.
- By utilizing **Rhapsode™**, John Holland obtained detailed data across individuals, worksites, subcontractors, and the organization, showcasing the elimination of knowledge gaps and highlighting the positive impact on managing critical safety risks.

Outcomes:

- Over 14,000 learners through the courses.
- Over 28,000 learning courses completed.
- 100% proficiency across all learners.
- Reduction in training time compared to standard delivery – in 2020, on average 40%.
- E.g., the median value for time to proficiency for 2200 Learners in one group was 23 minutes when 580 learners in another group only spent 13 minutes.
- Overall time saving compared to the previous course of over 14,000 hours.
- Improvement in safety performance.
- Reporting and data that allows insight into these proficiencies and outcomes but also provides a strong platform for improvements.
- Engagement: Personalised learning for each employee and subcontractor.

area9 LYCEUM

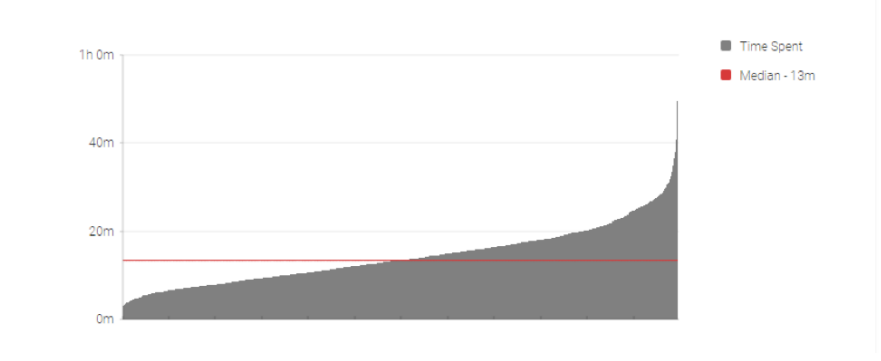
JOHN HOLLAND

"The Rhapsode software helped identify thousands of gaps in learners' understanding of core content. The key to the success of this innovative platform is the elimination of these gaps, allowing each person to reach 100% proficiency on the content. This is a very significant outcome compared to the standard compliance 'tick and flick' e-learning."

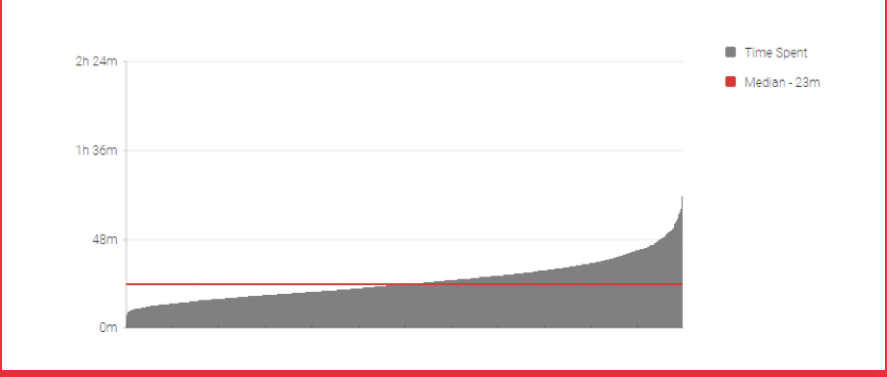
Martin Smith

Group General Manager Health, Sustainability and Climate, John Holland

Time to proficiency:



"GMR everyone" with 1377 learners.



"Plant and equipment" with 2200 learners.

JOHN
HOLLAND