CASE

area9 LYCEUM

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INFRASERV GMBH & CO. HÖCHST KG

Based in Frankfurt am Main, Infraserv Höchst is an experienced partner in developing research and manufacturing sites, offering sustainable, intelligent, and efficient solutions for the chemical and pharmaceutical industries. As the operator of Höchst Industrial Park, the company's portfolio encompasses energy supply, waste management, network operations, site services, occupational health and safety, environmental protection, and facility management. Infraserv GmbH & Co. Höchst KG employs approximately 2,100 people and 200 apprentices.
In terms of occupational safety, annual mandatory safety briefings are centralized for half of the workforce to ensure early hazard detection and risk mitigation. Previously, these annual mandatory compliance trainings were primarily delivered via 250 traditional classroom trainings and linear e-learning courses—offering the exact same content and duration to all participants regardless of prior knowledge.

Challenges:

- The demands of daily operations are evolving rapidly, driven by new technologies, increasingly complex processes, and rising expectations surrounding quality, speed, and legal compliance. To continue meeting these stringent requirements, Infraserv Höchst required a modern, future-proof training concept designed to provide efficient, targeted, and legally compliant support.

Solution:

- In a pilot project involving 94 employees, the annual occupational safety training in the Facilities Services division was transformed from a 2.5-hour classroom session into a blended learning framework. The Framework: 3 adaptive e-learning modules covering theoretical knowledge + 1 hour of in-person classroom training for practical application.
- Real-time adaptivity within the modules delivers a highly personalized experience tailored to each learner.
- Increased motivation as learners actively engage with occupational safety, building directly upon their existing knowledge to streamline the learning process.
- Lehrende spüren höheres Level an bewusster Kompetenz der Lernenden in Präsenzphase
- Instructors observe a significantly higher level of conscious competence among learners during the practical, in-person sessions. Instructors leverage data analytics to target specific weak points and set focal areas for the practical sessions.
- "Freed-up" instructional time allows for more intensive guidance during practical exercises and reflection, directly boosting employee skills.

Results of the Pilot Project:

- Achievement of 98% conscious competence across the board.
- Individual learning analytics verify skill proficiency, providing an audit-ready proof of training effectiveness.
- 78% of learners mastered the content faster than in traditional classroom-only formats.
- Content curation times were slashed by up to 70% using AI-driven authoring tools (Area9 Mindflow Rapid).

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FROM STANDARD COMPLIANCE TO OCCUPATIONAL SAFETY SKILLS — ADAPTIVE, EFFECTIVE, VERIFIABLE

Infraserv utilizes the adaptive learning platform Area9 Rhapsode™ to systematically close knowledge gaps through metacognition and personalized learning pathways. The Result: Enhanced conscious competence, elimination of knowledge gaps, and reduced training times.

ACHIEVING 98% CONSCIOUS COMPETENCE

AUDIT-READY PROOF OF EFFECTIVENESS

MORE PRODUCTIVE TIME ON THE JOB

FASTER TRAINING CONTENT CREATION

KEY RESULTS AT A GLANCE:

- **Closing Competence Gaps:** Regardless of their initial skill baseline, all learners successfully reached 98% conscious competence in the targeted objective skills.
- **Audit Compliance:** Individualized analytics clearly document proficiency, ensuring a legally robust and audit-proof verification of training success.
- **Time Savings:** 78% of learners completed their training modules in less time compared to legacy classroom sessions.
- **Next-Level Content Curation:** Content development times were reduced by up to 70% utilizing Area9 Mindflow Rapid.

The piloted blended learning model successfully convinced stakeholders across all hierarchical levels, prompting an immediate first-year rollout to 1,200 employees for the annual safety briefing.