SAP Litmos

Aussie Broadband

Aussie Broadband trains to meet the needs of a modern workforce with SAP Litmos

An Australian-owned and multi-award-winning telecommunications carrier, Aussie Broadband provides internet, mobile and other telephony services across Australia. Proudly invested in providing local jobs and services, Aussie Broadband has call centres based across regional areas to support their customers with all-Australian expertise and assistance.

As an organisation that prides itself on unbeatable customer service, training plays a crucial role at Aussie Broadband. Traditionally a small organisation, Aussie Broadband employs a diverse and talented workforce that shares the company's core values, especially 'Be Good to People' and 'No Bullsh*t'. Above all, they promote diversity and inclusion in the tech industry. Their staff are also geographically dispersed across Australia.

The L&D Team at Aussie Broadband knew that the training solution they chose needed to appeal to a multitude of ages, abilities and attitudes toward online training. It also needed to be consistent across their regional locations. The reason Aussie Broadband opted for the SAP Litmos LMS platform was because they wanted something fun, appealing and effective. They felt their people would get excited by the videos and that this would encourage staff to self-direct when it comes to learning.

This was the first time Aussie Broadband had considered rolling out core compliance training online. They didn't want to overlook any areas of the business, or to compromise on the quality of the training.

100 self-enrollments
per month

Privacy courses
comply with Australian Telecommunications Act
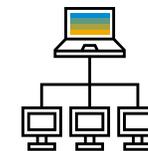
Adaptive compliance training suites

80% compliance
completion rates

Compliance training isn't just integral to Aussie Broadband's workplace obligations and safety – it's also critical because they operate under the Australian Telecommunications Act. SAP Litmos' online courses offered an extensive range of online compliance training courses, which Aussie Broadband could pair with their own policies. Using targeted learning paths, they can tailor the content to each individual employee's role. The option to implement adaptive online compliance training was also very appealing. Aussie Broadband really liked the design of the training suites, especially the graphic narrative style of the Australian foundation compliance training suite, The SAFE Files.

Another aspect of training that needed consideration was the Aussie Broadband staff working in call centre roles. Working from hot desks can pose a risk to health and safety, when used incorrectly. To minimise this risk, Aussie Broadband considers office ergonomics training part of their core compliance training. They regularly roll out SAP Litmos Office Ergonomics courses, to ensure staff know how to correctly adjust their workspaces for their specific needs after another employee has sat there. This training is also included in Aussie Broadband's onboarding process. Aussie Broadband 101 induction training uses timed releases via SAP Litmos to push out information as it becomes relevant to each new staff member's role. Whether staff are beginning their Aussie Broadband journey in customer service, sales or customer care, training can be tailored specifically to the individual.

With quick and simple trackable reporting functions, Aussie Broadband's compliance completion rates are sitting at 80 per cent. Tracking for 90 per cent completion rates, Aussie Broadband feels this is a fantastic achievement. With a plan to introduce timed-release quizzes at six-month intervals to reinforce staff knowledge, the future of learning at Aussie Broadband is bright.

"Basically, we wanted something fun, not-off putting, to **help engage our staff with regards to learning.** This was the driving factor behind picking this particular online system."

Claire Morrissey
Learning & Development Officer at Aussie Broadband Pty Ltd

Learn more at www.litmos.com

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