



Case Study

The Department of Health Victoria



A speedy response to the COVID-19 pandemic

The Customer

- With the rise of the coronavirus pandemic in Australia in March 2020, the Department had a sudden, urgent need to upscale their learning management system (LMS) to accelerate the transfer of knowledge to a COVID-19 task force.
- The speedy nature of the national emergency created many significant challenges, which included recruiting new staff, implementing various new systems, the rapid development of new learning content, training an influx of newly recruited staff members, and the ongoing challenge of developing processes for combatting an unknown and quickly evolving virus that was threatening the health of Victoria.

The Challenges

- The major challenge facing the implementation of new training content was the scale of which COVID-19 was evolving throughout Victoria in 2020.
- This then led to the up-scaling of the Department's COVID-19 response group, who also had to pivot away from face-to-face training to consuming their mandatory compliance training and other important information via a largely online environment.

The Solutions

- The Department's solution was to work with their existing LMS vendor imc to develop an additional platform (referred to as the "COVID19LMS").
- The LMS was set up and ready to use in several days to assist with the rapid response to COVID-19. It was set up to accommodate a rapidly expanding workforce in need of individualised training through a role-based learning pathway.

The Advantages

- The successful delivery of COVID19LMS enabled the Department staff to access and complete their compliance training, in rapid response to the unfolding pandemic.
- After on-boarding the initial COVID-19 response team onto the system in March 2020, the Department has continued using the LMS for compliance training and it continues to provide a critical service for the department to this very day!

About The Department of Health Victoria



The Department of Health (DH) plays a critical role in the health system of the state of Victoria in Australia and is responsible for meeting the health needs of Victorian locals.

Part of these health needs included DH leading the Victorian Government's response to the coronavirus (COVID-19) pandemic which became highly critical when the COVID-19 crisis crossed Victorian borders in March 2020.

Suddenly there was an urgent need to build a critical new COVID-19 task force up from the ground up in record time!



The team at imc were friendly, super responsive and allowed assisted us to deliver critical training for new starters who were often being seconded or transitioning from other areas to support the Victorian Government Response.

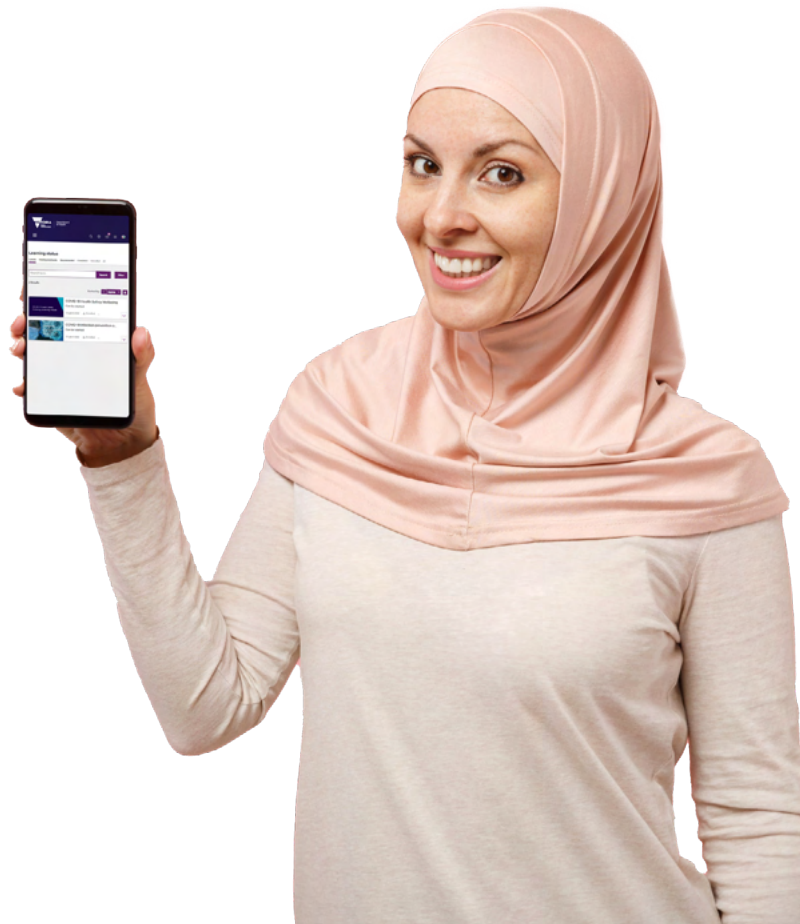
Manager, People and Culture,
Department of Health

A rapid-fire training solution to an evolving pandemic

The COVID19 LMS was ready to roll out with in a matter of days for the response team, and we ensured that we could meet their need for a training system that was available to them in evolving times.

The training content itself, due to the speed of the initial implementation, was largely repurposed from existing compliance content.

It also involved the ongoing development of specific compliance training module and new COVID-19 related content as knowledge around the virus itself created the need for new processes to be developed.



The system is easy to access and use.

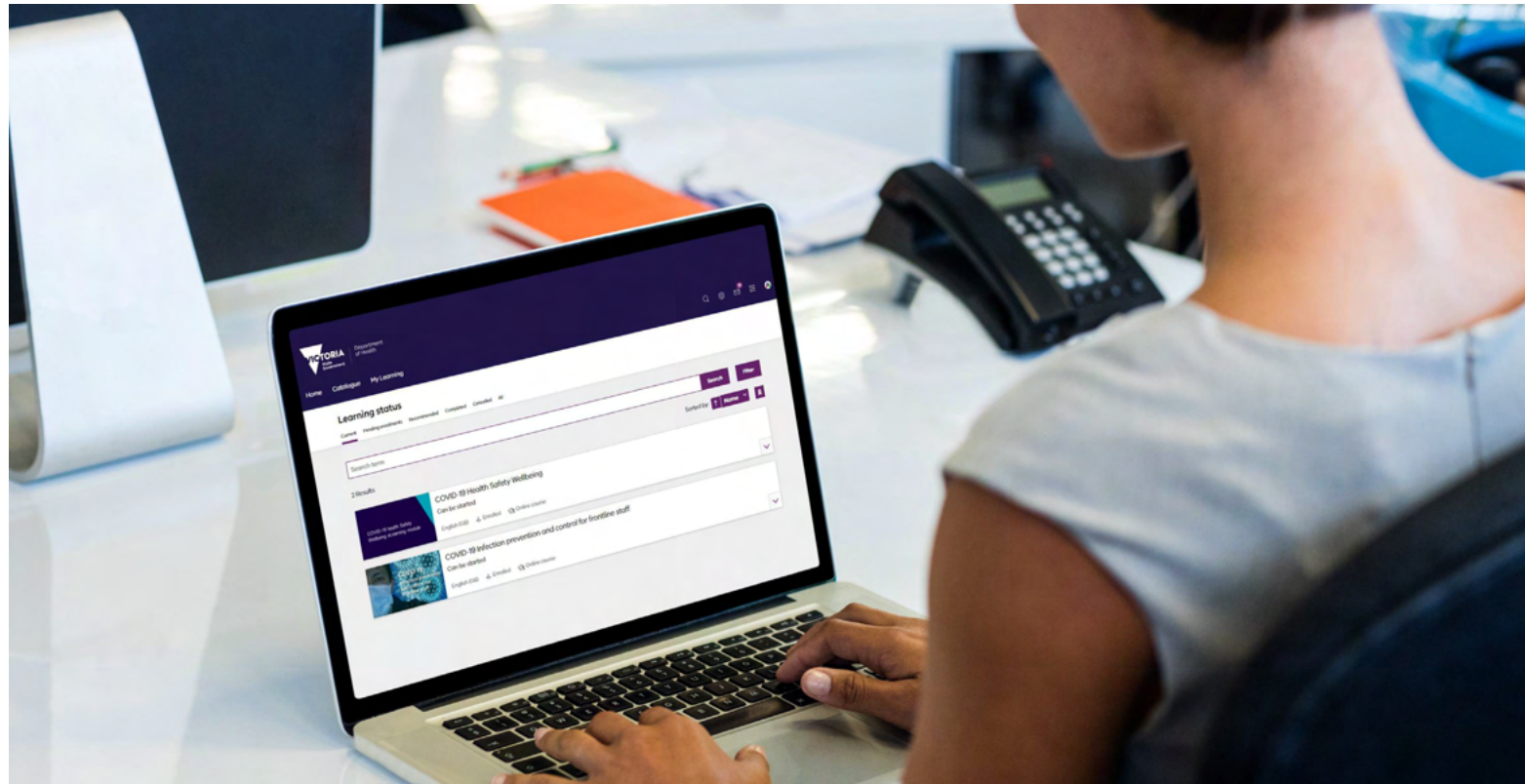
Senior Project Officer
Department of Health

Individualised learning that is easy-to-use

We delivered compliance training and role-based learning paths to an individualised 'due date' time frame. This was calculated from the date the user was onboarded onto the system.

Training reminders were effectively communicated to the users and their line managers straight to their email addresses at pre-determined intervals.

This encouraged users to complete their training modules if they had not yet done so.



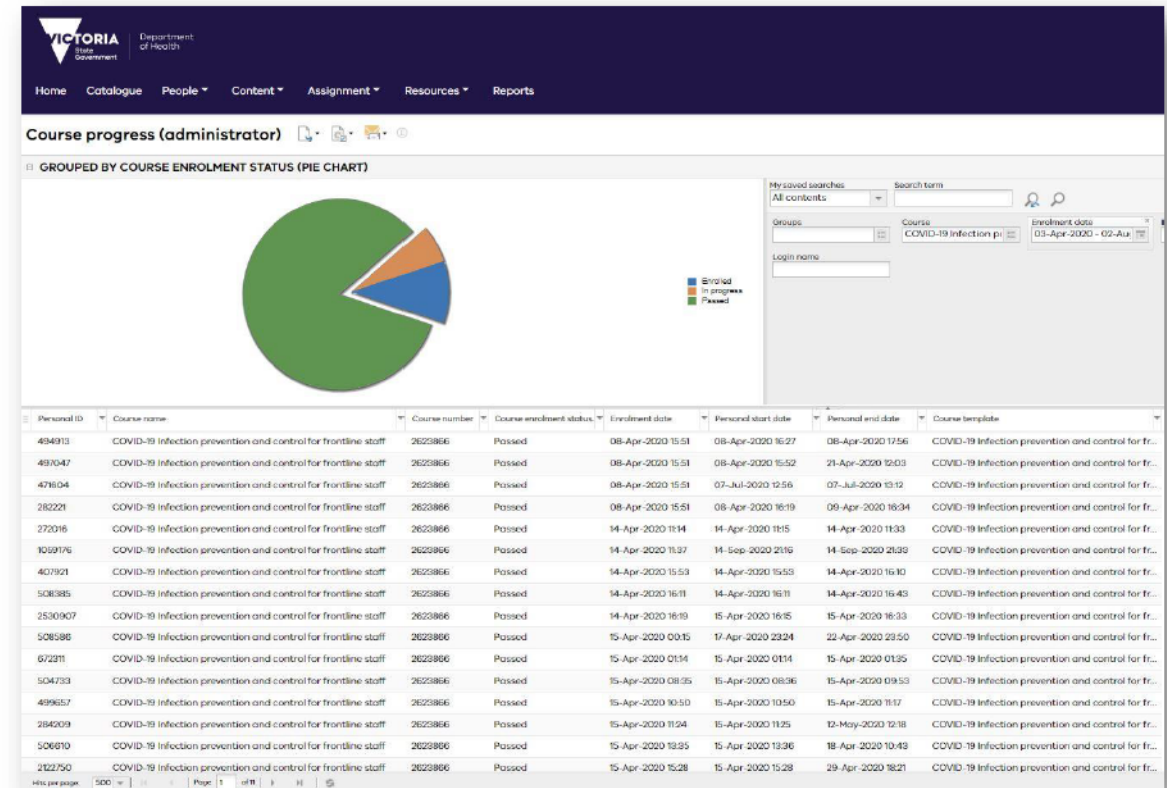
A visual learner dashboard that achieved great results

Once the users were enrolled onto the learning management system (LMS), they had a clear view of their outstanding training activities through an easy-to-navigate learner dashboard.

The dashboard also had a front-and-centre display of impending, and important due dates for training that users needed to keep on top of.

From a reporting perspective, LMS administrators and line managers had access to a series of reports which tracked the completion of training and if any training was overdue, that would require follow-up action.

The visual dashboard has been a success, resulting in over 92% completion of critical response team inductions, 96% of infection control training and over 97% completion of health and safety wellbeing training.



An Award Winning Entry

imc and the Department of Health Victoria were recognised as a Gold winner in the 2021 LearnX awards.

The international award program honors innovative and creative projects in the fields of learning and design every year.


The LMS upscaling project won the Gold award in the category Best pandemic response : Compliance Training.



“We are honoured to receive an outstanding recognition of our project with the Department of Health Victoria. It clearly shows our commitment to deliver a swift support to our client in an unprecedented time.

Christian Wachter
CEO of imc

Rewrite the way we learn



About imc

imc has been working with organisations across the private and public sectors for over 25 years to redefine the way that learning is designed and implemented through a combination of technology systems and tools, content and strategy.

More than 1300 commercial enterprises, government organisations and educational institutes with over 5 million users around the world rely on imc's holistic and bespoke solutions.

We are located at 12 offices around the world with 300 employees to serve your complex requirements. imc focuses on supporting organisations where learning is key to the business performance and viability, beyond a feel-good measure and a nice-to-have.

Contact us now

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