



TenStep Supplemental Paper

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Safety e-Learning

Safety professionals face many challenges. These include:

- Ensuring that training materials are delivered with quality and consistency.
- Updating and adjusting the safety training content to ensure it is accurate and not outdated.
- Assigning frequent safety training programs to all associates by specific job function.
- Tracking and documenting the training from a central site.
- Reducing overall training costs.

A way for safety professionals to meet these challenges is to create high-quality, web-based safety training (WBST). Subject matter experts can partner with IT experts to create valuable curricula that meet these five challenges. WBST can bring existing safety, health and environmental training programs to life with the reliability and speed of the Internet.

The Human Resource department of an organization often has its hands full overseeing and managing training records for a diverse and dispersed group of employees. There are issues with regard to the compliance requirements of different organizations, inconsistencies in training (which can be hard to track), and diverse backgrounds of trainees.

In many large organizations with multiple locations, there are numerous processes and pieces of equipment that require people to have safety training. WBST can provide training professionals the ability to deliver safety, health and environmental training with quality, flexibility and consistency. It can also facilitate tracking and maintaining accurate records.

Just like in the classroom, there can be poor training on the Web. A single, excellent course built on sound principles of instructional design, however, can achieve more widespread benefit through interactive electronic delivery than through single, live deliveries.

The following are some key WBST concepts to consider when designing, writing and delivering training, and when choosing a WBST partner.

- **Tracking** - A WBST program can be a training administrator's dream. Precise tracking records can be kept on all training activities, including who has trained, how much time they spent training, what topics they've trained on, results of learning activities and what their test scores are. Safety managers can monitor thousands of employees from their desktops and generate organization-wide reports from one resource.



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- **Accessibility** - WBST means that training is available wherever Internet-connected computers are available. The accessibility of WBST is a major factor when a safety professional decides to enhance the safety-training program and incorporate e-learning.
- **Effectiveness** - The effectiveness of the WBST can be assessed through a Retention Index. For instance, if a given trainee's post-test score was 90% and six months later his/her retention test score was 80%, the Retention Index would be negative 10%. This would indicate that only 10% was lost during the half year from the end of training to the retention assessment. Retention levels can be used to determine and justify the frequency of training or identify areas of the initial training that need to be enhanced to achieve desirable retention levels.
- **Flexibility** - Good WBST web sites provide flexibility for both employees and safety professionals. While employees can take the online training at their convenience, the trainers can structure, design and redesign the courses at any time.
- **Development and deployment** - A company must be able to see the benefit of technology and have the desire to train effectively. The beauty of WBST is that it is an innovative delivery vehicle that can easily reproduce existing safety training content. WBST can guarantee that each trainee will receive the same quality training as everyone else, resulting in a high level of standardization. By developing one Web site at a time, the model benefits all locations and departments. A point to be considered is how practical this is to growing organizations that are adding locations or departments. Each new location simply needs access to the site, and then training can begin. Thus, development and deployment can be enhanced through WBST.

Summary

A web-based safety training program should be carefully evaluated in terms of organizational goals, safety and risk management objectives, training goals and technology direction. This may be the most efficient and effective way to deliver a majority of the training, lower costs and reduce time while maintaining effective instruction.