Arriva's award-winning compliance journey

"I would recommend Hubken for their partnership approach, know-how, and focus on value for Arriva. Their understanding of our needs has augmented our own skills to help drive adoption and rollout."

Lee Mulvaney, Head of Enterprise Services, Arriva

totara
Best compliance experience
2023

arriva
a DB company
by Hubken group

Although initially brought in to focus on SAP training, Arriva quickly realised that its chosen **Totara Learn platform hosted by Hubken** had the potential to enhance a number of L&D areas – especially compliance training.

Not only were the existing means of delivering L&D fragmented and varied, but the manual processes of organising, delivering, and monitoring them across multiple countries and in multiple languages was very time consuming and costly.

Why Totara Learn?

Program feature
Makes compliance training a fully automated process across the entire organisation

Personalised learning
Aligns all training to the right individual automatically with no need for manual intervention

Notifications
Automatically sends compliance deadlines and status reminders to learners and managers

Multilingual capability
Ensures that all users, regardless of location or language, have access to the same training

The Challenge

New starters at Arriva are issued with a set of four compliance courses which must be completed within a **four-week window and have a required pass rate of 80%**. Refresher training is also delivered to all employees every year.

A further challenge involved ensuring these mandatory compliance courses could be seamlessly delivered to **Arriva's 39,000+ employees, spread across 12 countries in Europe and speaking multiple languages**.

The Results

Won the Totara 2023 Best Compliance Experience award

Compliance training completion rate increased to 99%

Thousands of hours saved in administration tasks

142 courses made available to all end users

Courses delivered in 14 different languages

28,480 course completions in the past year

59,409 compliance module completions

User increase from 250 to over 24,000

Why Hubken?

Open & honest approach

Extensive e-learning knowledge

Unparalleled levels of support

Your perfect platform for learning...

Your perfect partner for learning success

From managing compliance, onboarding and continuous employee training, through to social learning and advanced reporting and analytics, **Hubken has the Totara or Moodle LMS platform to ensure you achieve your learning objectives.**

Learning platforms are only as good as **the people who support them**. **For over 20 years**, our team of LMS experts has consistently delivered excellent service along with everything you need to create, manage and track training with a tailored LMS solution.

With over a million users and a **98% customer retention rate**, there's a reason we've been a leading LMS provider since 2004.

L&D made easy:

Blended learning ✓
Multilingual support ✓
Tailored training paths ✓
Easy-to-use user interface ✓
Real-time automated reporting ✓
Link L&D to team and business goals ✓
Seamlessly automate all essential learning ✓
Automated reminders for mandatory training ✓
Pre-configured and bespoke reporting templates ✓
Efficient admin experience to easily configure permissions ✓
Upload or easily build your own courses with authoring tools ✓

Our clients include:

THE SALVATION ARMY | unicef UNITED KINGDOM | NHS England | IFRC | PARKINSON'S UK | UNIVERSITY OF CAMBRIDGE | YMCA awards | LGBT YOUTH SCOTLAND | GARDEN CENTRE THE ASSOCIATION

At Hubken, we have the people and the platform you need to help your business learn, grow and succeed – today and for the future.

No matter where you are in your LMS journey, Hubken is dedicated to building lasting relationships with people like you to help transform your e-learning projects. Explore how big an impact Hubken can make for your team and learners by scanning the QR code.

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