



ROBERT WAGGOT ARRIVA BUSINESS APPLICATIONS TEAM LEAD AT ARRIVA GROUP

Robert is a highly experienced IT Training Consultant with nearly two decades worth of experience. Within this timeframe, he has worked mainly within Water, Gas and Electric Utility companies, and this has been a mixture of permanent and contract roles. Working for a public transportation company and managing Business Applications, is his first time outside the Utility sector, and training background.



ARRIVA

Arriva is a multinational public transport company, Arriva UK Trains operates multiple rail services.

'Businesses need to be open minded when it comes to finding new ways to encourage collaboration.'

When did you join the company?

I've been at Arriva for just over six years now, having joined from Electricity Northwest in summer 2017.

What is your role within Arriva Group?

I'm a Business Applications Team Leader based in Arriva Group's London office. My day-to-day job involves managing a small team of Support Analysts. As a team, we provide end user support if there are any technical/general enquiries, and ensure the systems are operational and fit for purpose.

How did you start at Arriva Group?

I first joined Arriva Group as an ERP (Enterprise Resource Planning) Training Consultant. I was responsible for developing a suite of new training materials and making sure Arriva colleagues were able to benefit from our newly acquired Totara Learning Management System (LMS). Over the course of the two-year project, there was a huge uptick in the number of colleagues accessing the training hosted on the LMS, and it became my full-time job to manage this process as it grew and developed.

Tell us about your career before you joined Arriva Group?

I've always been interested in the power of technology, which is why I chose to study Computer Science at Leeds Met. After graduating, I did a small stint in a Call Centre. As chance would have it, they were in the process of transitioning an old, outdated CRM (Customer Relationship Management) system to a more modern solution. I was given the opportunity to get involved and really enjoyed the experience. I quickly realised there was a chance to carve out a career for myself in this space. I've not looked back since and worked in systems training roles for a variety of utilities companies before joining Arriva.

What challenges have you faced in the industry?

One of Arriva's greatest strengths is that we operate in a number of diverse public transport markets across Mainland Europe. While this is a positive, for someone in my role it can cause challenges in terms of encouraging the various businesses



that make up Arriva to take a consistent approach to their IT applications. Ultimately, I was able to win the debate internally and convince my colleagues of the benefits that a more collaborative approach to our LMS and training could bring, and I'm pleased to say we're now seeing the rewards of that collaborative approach – with various fragmented legacy systems having now been decommissioned.

What kind of challenges did you face in the early days?

In the early days, and once the product was open to the wider business outside of the ERP Project, the initial challenge was managing workload for the ERP Project and enquiries regarding the usage of the Learning platform. I was the SME for the application and thus, had to be a salesman, system configurator, customer point of contact, troubleshooter/support and integration expert. This simply was managed by performing extra hours when necessary, and on quiet days taken it back.

During the years, when the business realized the system could be an enterprise service, and more individuals contributed to the progression of the system, workload was evenly distributed.

What do you have planned for the year ahead?

In a role like this, it's always important to identify opportunities to innovate and introduce new features and functionality. The team and I will be working closely with

our compliance colleagues, making sure the systems and resources we develop continue to deliver the best outcomes for our people and the wider business.

What are your views on collaborative working?

Collaborative working is a crucial part of a successful business. Personally, I find that this is always easier in an office environment, but I know that everybody is different! The Post Covid era and the introduction of the Working from Home practice, which feels like second nature now, means businesses need to be open minded when it comes to finding new ways to encourage collaboration.

How does Arriva Group focus on Training and Compliance?

Arriva have their own dedicated Compliance team that always strive to ensure the learning content is interesting and interactive, and most importantly update with the regularities we must follow in today's industry.

Describe the award-winning Compliance project that you've been leading at Arriva Group. What were the key challenges that the business was facing in this area, how did you overcome them and what have been the major successes?

Initially, I was approached by the Compliance team as they needed an LMS system to host their GDPR eLearning

modules. This was triggered by our parent company informing us we must use our own systems to deploy the compliance modules. This instruction coincided shortly after the introduction of the Totara LMS application due to the ERP project. The learning had to be deployed to approx. 8,000 users, this really was the first point the system was truly tested, and it succeeded with flying colors.

One of the key objectives to the deployment of the Compliance eLearning modules was to ensure the completion rate was above 95 per cent, in which we have achieved 99 per cent. This was achieved by utilizing the key features of the Learning Management system, i.e., a function that specifies a timeframe for completion, and at the appropriate period if the user hasn't completed their task, an automated Completion reminder was sent. There are seven reminders sent in total, but emphasis must be placed on the fact that these reminders were only sent to users that hadn't completed their learning objective.

Secondly, the completion data, was exported out of the LMS application into a visual dashboard, which displayed per business area, all the non-completes, this was achievable through an automated integration. These dashboards were monitored by 'Compliance Champions', and of course if the reminders hadn't registered with the users, a physical human would.

After this point the continued success was a simple one really, the individuals involved were the subject matter experts, this and understanding the technologies, business and audience allowed us to win the Totara Awards.

GRACE LAWRENCE HUBKEN CLIENT RELATIONS AND MARKETING DIRECTOR AT HUBKEN GROUP

Grace's passion is for helping businesses grow and develop. After working in the Middle East, she returned to the UK to work in sales for Hubken Group. She quickly proved her worth, becoming Sales Director and a shareholder in 2020, with operational responsibility for the Sales and Marketing.



HUBKEN GROUP

Hubken Group has been implementing dynamic learning, compliance, performance, and people management solutions since 2004.

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When did you first start working with Hubken?

Grace started with Hubken Group nine years ago. Joining as an administrator, Grace rapidly rose through the ranks, leading the Client Relations team before becoming a company director three years ago. She now leads the Client Relations and Marketing strategies for the business.

How long has your company been in business?

Hubken Group is one of the top UK award-winning e-learning providers and has been implementing dynamic solutions since 2004.

Tell us about Hubken.

Since 2004, Hubken has had a clear mission – to make e-learning accessible to all. We provide our clients with robust and versatile e-learning platforms alongside the support and expertise to realise the full potential of their learning and development projects. As Totara and Moodle experts, we create premium e-learning platforms that transform organisational e-learning and training programmes. Working together, we help our clients make learning easy and engaging, creating opportunities for teams and businesses to grow.

Which sectors do you work in?

Hubken has over 20 years of experience developing online learning solutions. We are trusted by many of the UK's biggest brands and work with some of the UK's leading companies and charities to build exciting learning solutions. With our vast experience across many different sectors, Hubken is best placed to fully utilise Totara's excellent customisable functionality.

And although we work across all sectors, we specialise in:

- Public Sector – you can find us on G-Cloud.
- NHS and Healthcare.
- Charities and other non-profit organisations.
- Education and training.
- Retail.
- And of course, Logistics and Transportation – our client Arriva Trains recently won 'Best Compliance Experience' Totara award.

What is your USP?

We really try to redefine what people expect from a learning platform and their e-learning partner. We believe in a collaborative working relationship and put honesty and transparency at the core of what we do. Our SaaS e-learning platforms are so robust that we have every use case covered. We understand that the learning needs of organisations change and develop. So whether it's employee onboarding, compliance training, or customer and partner training, we have our clients covered. Arriva Group is a great example, as they came to Hubken with a particular internal training need for around 750 people and now they are using the same system to train tens of thousands of employees, including for their mandatory Europe-wide compliance training programme.

What types of products and services do you offer?

At Hubken we provide a range of learning management systems to make e-learning accessible to all. Whether it's Totara or Moodle LMS based, all our e-learning systems deliver the power and flexibility inherent in open-source technologies to help our clients fully transform the way they develop their employees, partners and customers online.

HubkenCore is our fully managed cloud hosting package that comes with unlimited support, customised branding, and a comprehensive training video library that our customers can access at any time to reacquaint their teams on how to carry out a variety of administration tasks. We also provide full implementation, configuration and integration of our systems to any number of our clients' existing HR technologies.

We can also provide bespoke course development, additional training and things like Single Sign-on (SSO).

When a client comes to you with a particular problem, what's your process for coming up with a solution, and how closely do you work with clients throughout the projects?

While every client is unique, we tend to think of client onboarding as an opportunity to ensure that they have a clear roadmap for the work that lies ahead. Our processes ensure everyone is on the same page when it comes to key project details and milestones, providing an opportunity to outline a communication plan and answer any final questions that they may have.

The start of the project, in particular, is a great opportunity to learn more about our clients, how they operate, and to clearly understand what success means to them.

We take the time to review project goals, milestones, and processes. We walk through the roles of everyone involved with the project and talk about expectations for each person. We want to be entirely transparent here so that everyone fully understands what is expected by both parties so there is no miscommunication further down the road.

It's really important that we talk about desired outcomes and what success means to both of us for this project and how we can work together to achieve it. The early days of the project are to define the milestones and how they align with our plans for success.

Before the system is ready to go live, we ensure that we have a comprehensive training session with the new admin leads so that they are fully comfortable with how it works and any additional configuration that they will want to do once it goes live. These training sessions are all recorded so that they always have access to review them if needed.

The goal is to be able to hand over the system for them to be able to comfortably manage in a BAU context.

Our clients also know that we are always available to help them with any queries that they may have or advise on how best to solve a particular e-learning challenge that they are facing. We have a 96 per cent customer retention rate so we're very confident in the services we provide both pre and post.

How did you come to work with Arriva and support their compliance project?

We were originally approached by Arriva when the organisation was looking to implement a Moodle e-learning platform to help support a small e-learning focused team with an internal ERP-training programme. When discussing Arriva's requirements, it became clear that a Totara LMS would be a much better fit and would enable them to start smart and begin to scale. It was Robert Waggot and his team who recognised the flexibility of Totara Learn and how it could revitalise Arriva's compliance training across all their European operations.

Robert saw that there was a real need

within Arriva to deliver a wide range of virtual training and information courses throughout the entire organisation, from compliance and onboarding through to health and safety programmes or distributing rapidly changing customer travel updates.

Not only were the means of delivering L&D fragmented and varied across the organisation, the manual processes of organising, delivering and monitoring them were very time-consuming and costly. We worked closely with him to help demonstrate how Totara could really revolutionise how training throughout Arriva Trains was carried out.

Today, the platform is training tens of thousands of users across Europe in multiple languages and has recently won the Totara Best Compliance Experience global award. We're really proud to have played a part in Robert's success.

How can you help other rail operators with their L&D challenges?

Our intuitive, comprehensive and fully hosted competence and learning management software solutions allow rail operators (and suppliers to this industry) to effectively and efficiently, plan, manage, record and monitor the competence of all staff within their organisation.

With the benefit of our online Learning and Training management platform, not only can operators provide a personalised and very much automated learning experience, but the system also records assessment progress, measures against competencies held and expiry dates for groups and individuals, which is perfect for auditing purposes.

We can also automatically produce and store certificates of competence along with a wide variety of powerful reports to enable better planning. In short, we can help to:

- Easily maintain and prove compliance with training requirements.
- Efficiently deliver remote or classroom-based training.
- Instantly assess skills and sync results with integrated systems.
- Increase efficiency by eliminating data entry between systems.
- Decrease risk by eliminating lost or inaccurate data.
- Decrease IT burden by eliminating multiple training systems.
- Always have updated qualification records ready for an audit.
- Deliver remote training that can be completed on a mobile device anytime.
- Measure instructor-led training and evaluation from a mobile device out of connectivity and sync results in connectivity.
- Distribute training documents and courses to mechanics wherever needed.
- Perform evaluations on the job and immediately update for tracking and reporting. 