Something Nu is coming.

Contents

Staff hub overview

Over the past year, we've noticed that a large number of our staff are carrying smartphones and have ready access to the internet. They use sites like Facebook to keep in touch with friends and family, and, since many originate from outside the UK, rely heavily on email and social media to communicate with their loved ones.

In response to this increasingly online community, we've built a staff hub, which will be available to all staff via a secure login. Once they're signed in, they will be able to download their payslips, view the quality control audits associated with their workplace, watch training videos and take quizzes, unlock virtual badges, earn points and trade these for prizes within an online catalogue. Whilst the back end solution is complex, the user experience has been designed to be simple and easy to navigate.

At a glance

Click on the video below to see how it all works.

Key benefits

Employees
- Ready, immediate access to their payslips, company documents, and quality control audits from their work sites
- Online access to training videos and the ability to build their skills whenever they like, from wherever they are

Managers
- Ability to quickly see which staff have completed which training modules and therefore focus on the gaps
- Ability to reward staff through an online points system

Customers
- More motivated, better equipped staff
- Lower staff turnover and increased cleaning standards

Accessibility

Building an online staff hub was primarily driven by our desire to make training more accessible to staff. Of course, in providing an online solution, we were concerned that this would exclude staff without internet access.

To explore this further, we interviewed a sample of staff, from different ethnic backgrounds, age profiles and demographics to determine their access to the internet and the appetite to engage within an online hub.
The results of this showed that the majority of staff had access to the internet either via a smartphone or household computer, and that, if the hub offered value, there was interest in accessing this.

Goals

1. Establish consistency in the delivery of staff training

2. Provide staff with access to training materials wherever and whenever they like

3. Make learning fun

4. Reward staff as they progress

5. Ensure staff without online access can still access the necessary resources

6. Support online learning with on-site training

7. Provide staff the opportunity to earn certificates and make this special for them

Staff with internet access

The goal here is simple: to make the hub available on as many devices as is achievable to as many of our staff as is possible. At this stage the hub scales to fit mobile devices and is fully functional. Staff can watch training videos on their mobiles, via a 3G connection, whether on the bus, train or at home. They can download their payslip when on holiday, or view the latest quality audit report on their way to work. In time, we aim to make the design completely responsive so that the hub's design adapts to the size of the device's screen, providing an even richer user experience.

Staff without internet access

Of course, not all staff have access to the internet and we wanted to make sure that these staff would not lose out. Managers all carry iPads and will be visiting sites, allowing staff to access the portal on these devices. Additionally, we have built an iPad app for when no 3G connection or WiFi is available. Managers can then show staff a training video and carry out an assessment even when they find themselves in a basement or remote location. Later this training record will be updated to the hub and the relevant staff member will still earn points and unlock badges. When they have sufficient points, they will be informed and will be able to access the same gift cards and rewards available to those with online access.

E-Learning in context

We are firm believers in hands on, on-site training. We don't believe that online learning, can, in itself, deliver highly skilled and competent cleaning staff. However, we also believe that the training systems that are around today cannot respond quickly enough in order to ensure that staff receive adequate training beyond the point of induction. Staff turnover in the cleaning industry is relatively high and by the time contractors get around to equipping staff members beyond the mandatory units, staff have often moved on.

Hands on training

NuServe employ a team of Support Managers who work from around 6pm to 2am each day. This provides us with more regular access to those staff who work outside of office hours. Support managers are able to spend time with staff, identify training requirements and carry out hands training. Their regular contact with staff allows them to observe their progress and the effectiveness of the training being carried out.

In addition to training, when staff complete an online training course, managers are required to carry out an on site assessment before a certificate is awarded to the staff member.

Video supported training

Using an iPad app, we're able to show staff training videos whilst we are on site with them.

We've found this a great tool, not only for helping us to deliver more consistent training (important bits are not forgotten), but also because staff, who communicate in English as their second language, can quickly appropriate the training by watching on screen what the person is actually doing.

Toolbox talks are nothing new in the cleaning industry, however, being able to rely on media rich, portable content is an asset to our trainers.
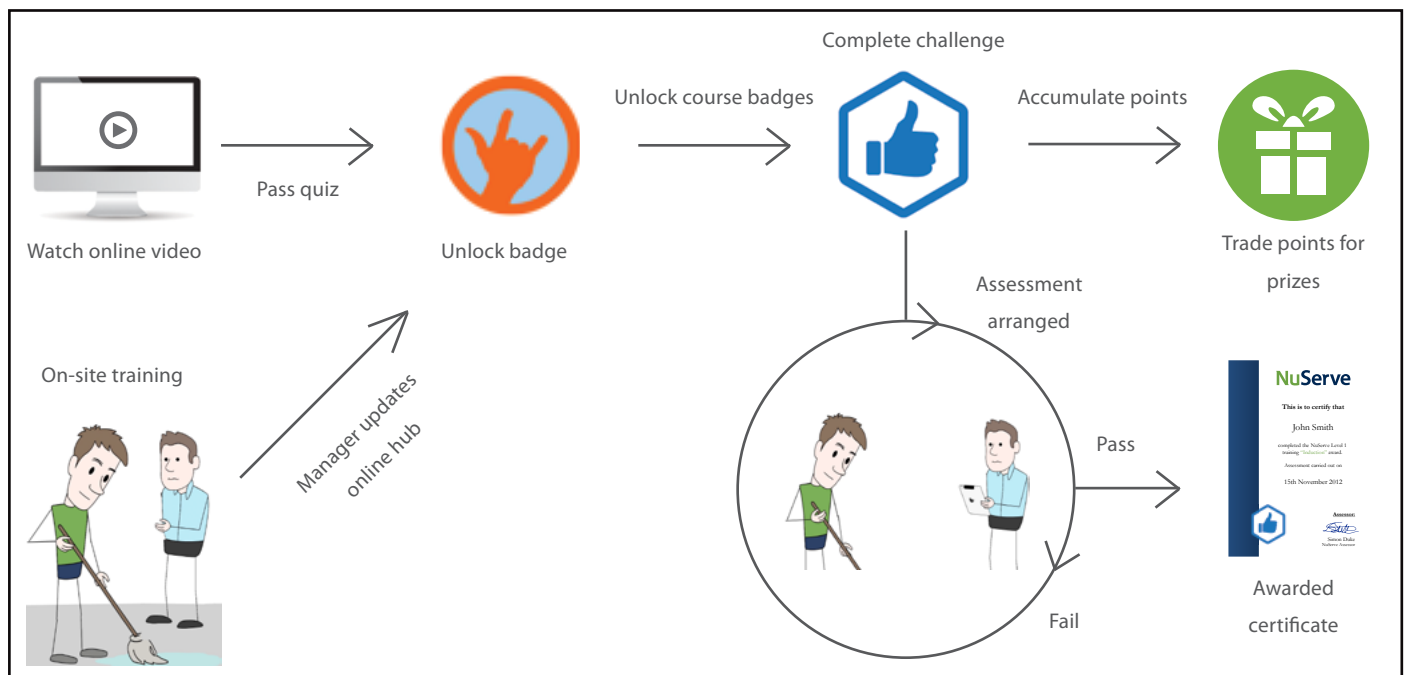
In this instance, seeing really is believing!

Online training (e-learning)

Ultimately, we're hoping that online learning will be big part of a wider blended learning program. Staff will be able to watch videos online prior to their first shift, and then, already familiar with the task, be guided by an experienced supervisor as they further develop these skills. Once this is achieved, an on-site assessment by a NuServe manager will be able to ratify skill acquisition and subsequently award staff with a course completion certificate.

Click on the video below to see a sample of training video footage.

Workflow

Watch online video

Pass quiz

Unlock badge

Unlock course badges

Complete challenge

Accumulate points

Trade points for prizes

On-site training

Manager updates online hub

Assessment arranged

Pass

Fail

Awarded certificate

Staff incentivisation

We think that when someone does something amazing, everyone should know about it, and that he or she should be rewarded. So when we designed our staff hub, we were sure to make this a core part of the system. Additionally, we believe that people learn best when they're having fun, and so, we centred progress around the completion of challenges and badges:
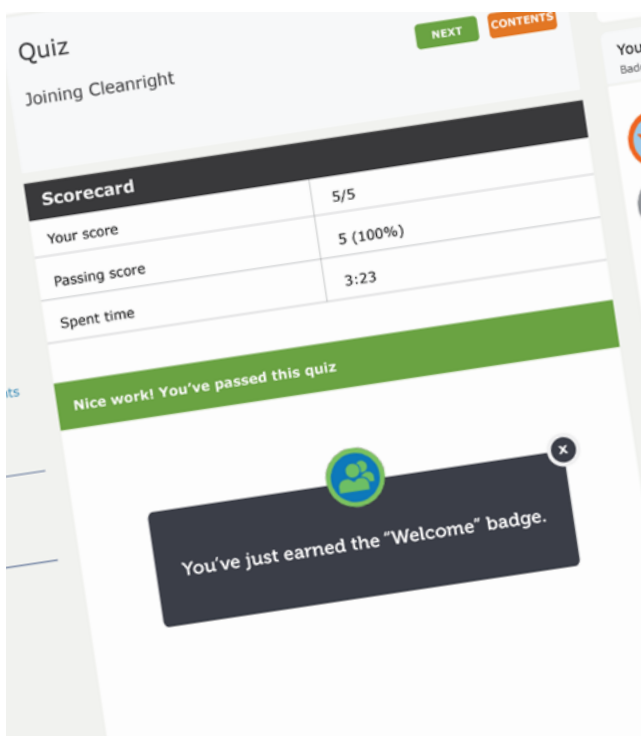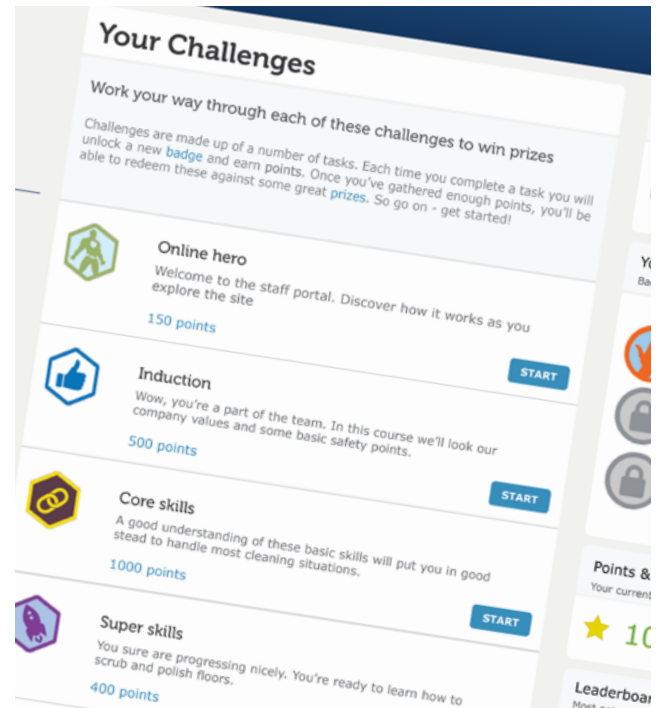
Challenges

When staff login to the hub they are presented with five challenges:

- Online hero
- Induction
- Core Skills
- Super Skills
- Specialist Skills

The first of these is all about orientating the user with the hub and includes tasks such as uploading a profile photo, sharing something on social media, confirming their profile details, downloading their payslip and viewing a quality control audit (Inspection report).

Beyond this the challenges are structured around training courses. Each challenge represents a course, and each course is made up of several modules (badges).
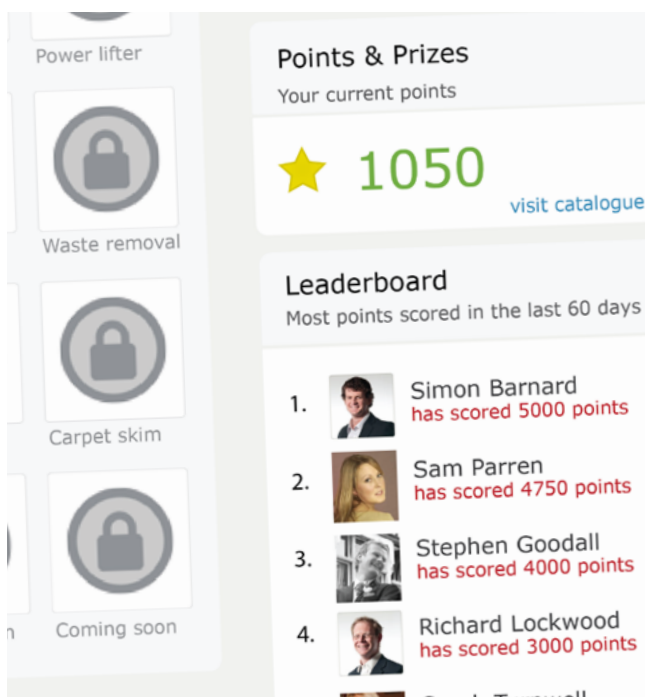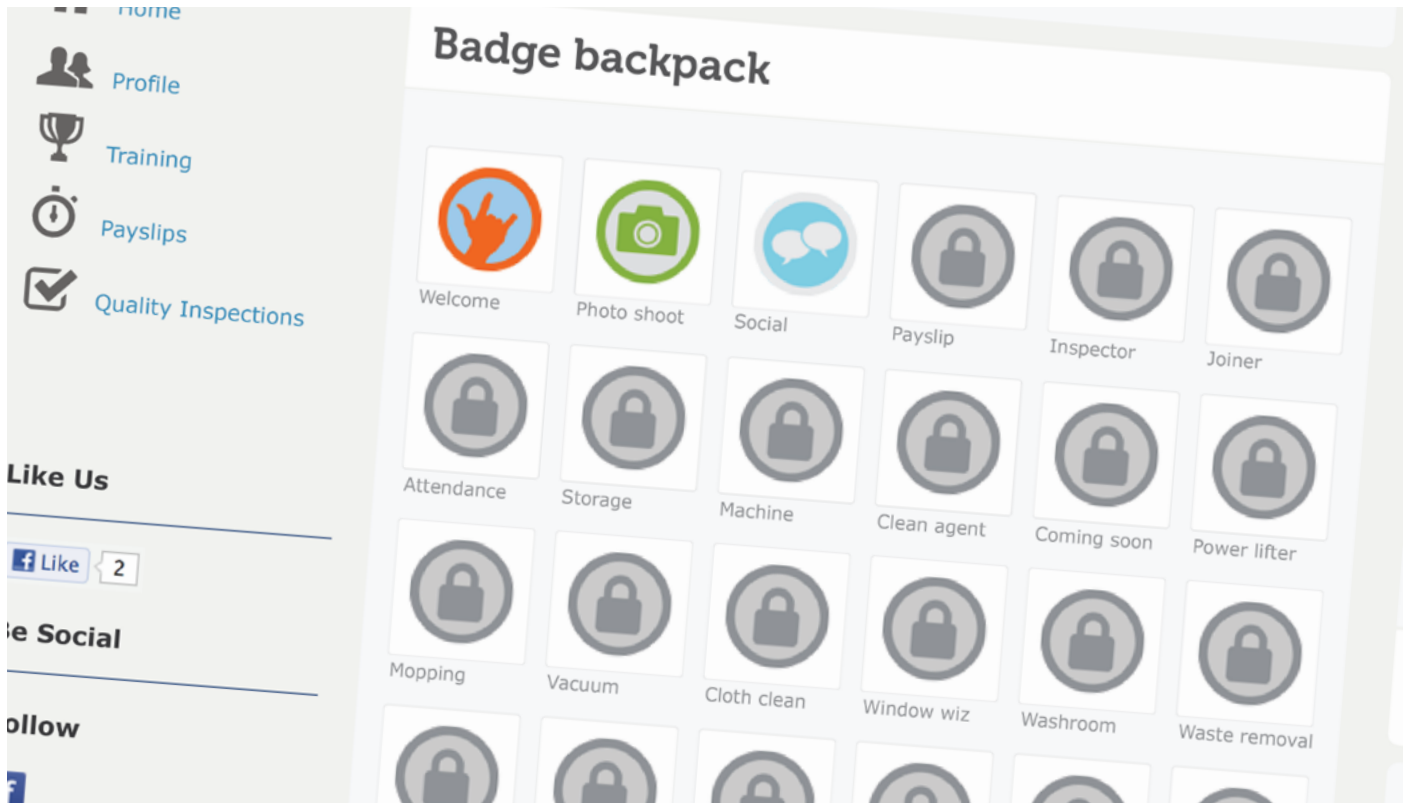

Badges

Badges form the building blocks of challenges. Each time a user completes a particular task for the first time they unlock a new badge.

For example, when users start the induction challenge, they are required to watch a training video which covers chemical competence. Once they have watched the video and completed the quiz successfully, an on screen popup appears notifying them that they have unlocked a new badge.

Badges (cont.)

Users can see the badges available to them within their badge back-pack. These initially appear as locked, greyed out icons, and when the badge is unlocked, this lights up in colour to reveal the new "unlocked" badge.

Points

Beyond challenges and badges, we wanted to create a system that provided users with the ability to accumulate credit which could later be traded against real world rewards.

Each time a user completes a task online, we reward them with points. Users can see in the points widget, how many points they have accumulated.

Points are awarded when users watch a training video, complete a quiz, download their payslips, update their profiles, view a cleaning inspection report or share something on social media.
Additionally, points are also awarded for offline activity. This may include a customer compliment or simply when a manager wants to recognise that someone has done something special.

Prizes

Once staff have accumulated sufficient points they can redeem these against prizes within the hub's catalogue section. Prizes include iTunes vouchers, Tesco Gift cards and Starbucks credit.

Certificates

Certificates form the final part of our staff incentivisation and reward program. We don't feel confident awarding certificates purely on the back of online learning. Once a staff member completes a whole course, we therefore arrange for a physical assessment to be carried out on site. Once this is complete, if we're happy with their performance, we award staff with a certificate and load this onto the staff hub so that they can download or share this online.
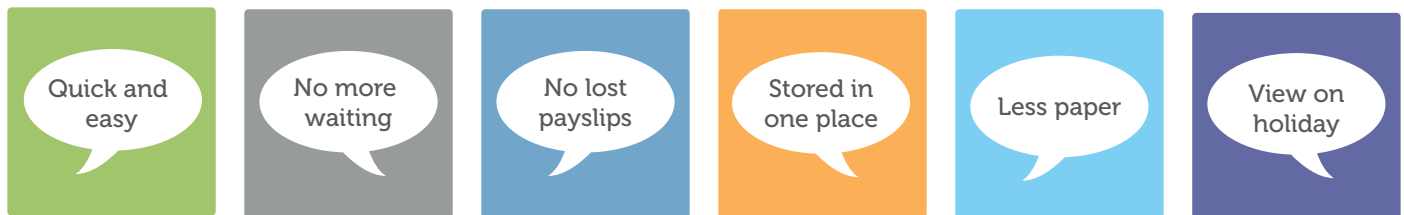
Additional benefits

Reporting

Since the hub's training section has been built using a robust tried and tested Learning Management system, we now have a large number of reports available to us. For instance, we can tell which staff have logged the most hours watching videos, whether staff have watched each video from start to finish, and crucially, which staff, at a particular site, have completed which training modules.

SITE: ABC COMPANY	Manual handling	Chemical competence	Machine safe use & care	Storage of equipment
John Smith	�████	�████	�████	
Jane Smith	�████		�████	
Harry Potter	�████	�████		�████
Sally Turner	�████	�████		�████

Online access to payslips and company documents

Quick and easy	No more waiting	No lost payslips	Stored in one place	Less paper	View on holiday

Right from the start we felt that for the hub to be successful, it would need to offer real value to our cleaning staff. We also wanted to find a way to keep bringing them back to the site, at least once per month. Payslips are perfect for this. Rather than staff having to rely on the post, they can now view their payslips on the hub. They're also all stored in one place so staff can view payslips going back 12 months. Whilst we'll obviously cater for those without online access, we will be encouraging online delivery of payslips as a replacement to paper and post.
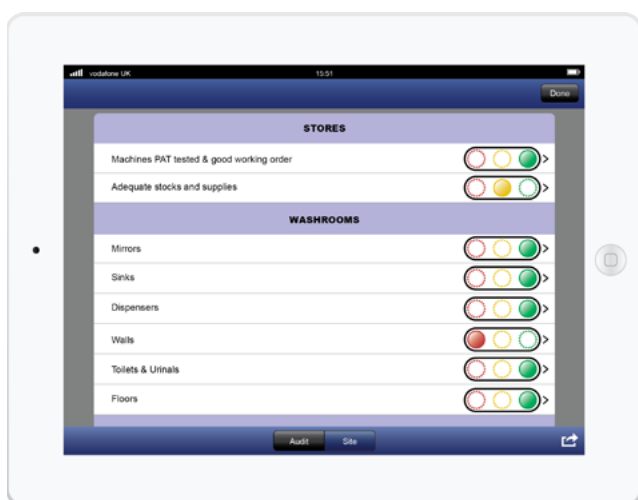
Cleaning inspection reports

Since our cleaning inspections are all carried out using an iPad application and are therefore immediately digital, we've programmed the hub to receive these inspection files and to post them to cleaning inspection section of the hub.

Staff will only see the cleaning inspections that relate to the sites at which they work. This gives staff a chance to see how they are doing by reviewing the latest inspection report. These will be made available to staff within 24 hours of the audit being carried out.

Technology

Video production

The first part of this project started with the production of our training videos. The process involved writing scripts, drawing up storyboards, determining shot lists and then actually filming the videos on site. We dug deep into the BICSc course material during this phase and then added our own modern spin and splash of colour. Videos are all set to background music to add pace and interest, and each video includes a quick recap section at the end. Filming was carried out after hours and on weekends, so as not to disrupt client business, and required many late nights and long weekends.

Training Dashboard

1	2	3
Watch videos	Complete challenges	Earn prizes

Before we award any certificates however, you'll need your manager to assess your skills on site. Click here to find out more about how this works.

My Courses	My Certificates
Cleaning skills	You do not have any certificates yet
1. Induction	
2. Core skills	

Learning management system

We took some time in selecting the most appropriate learning management system (LMS) for our project. We needed it to provide robust reporting functionality, handle video and quiz assessments, be highly customisable, scalable and well supported.
We also needed a partner who would be prepared to work alongside a gamification specialist to integrate the two systems. As far as we're aware, this project is a worldwide first, and therefore required careful planning and collaborative working.

Gamification engine

Gamification is defined as the use of game mechanics and game design techniques in non-game contexts. We selected a San Francisco based partner to help us deliver this part of the project. Their code provides the framework on which badges and points are awarded and the catalogue through which points are ultimately traded for prizes.

Again, this was a non-standard application and required careful and collaborative working in order to implement single sign on (the LMS, Game platform and Staff portal) and appropriate system layout and styling.

Website

The challenge, in building the website, was for it to successfully blend together the Learning Management system, gamification engine, video content and document management into a seamless and pleasing user experience.
The design of the site itself was done in-house, and the development carried out by the Learning Management system developers.

We felt that the site needed to contain as little text as possible and be driven predominately by images, icons and a simple user interface. This, we felt,would make it accessible to greater number of people, many of whom speak English as a second language.
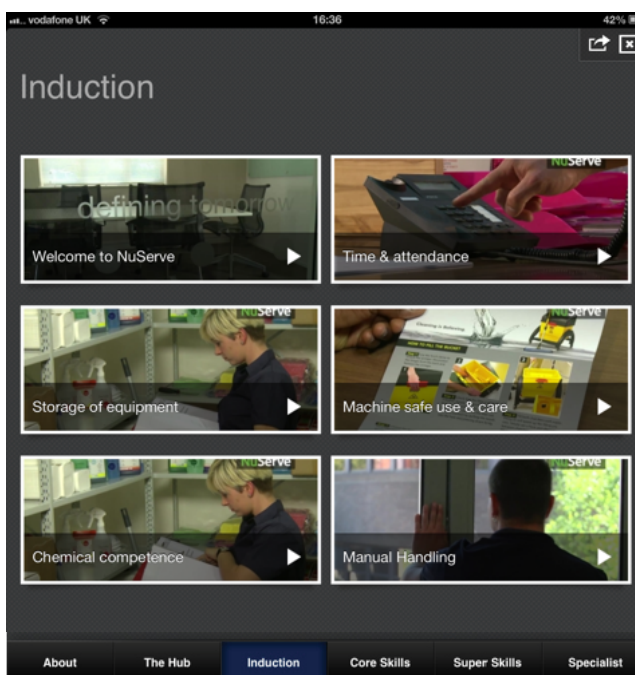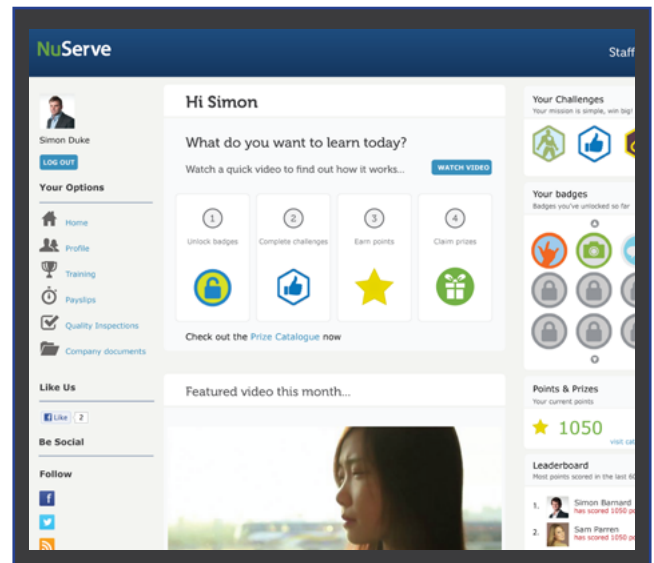
iPad application

We felt that we couldn't simply rely on staff to engage in online learning but that rather, we would need managers to get out to site to showcase the content and encourage participation. Since the site is cloud based, managers can show staff the live site where an internet connection is available (manager's iPads are all 3G enabled). We needed, however, to be able to show staff these training videos, even when we were in the basement of a building with weak or no signal. We also felt that it was neccessary to protect the content we had created and as such, needed to give managers a local copy of the videos, whilst still retaining the ability to wipe the device or disable access.
For this, we teamed up with Seattle based developer to create an internal app which will be made available to all our managers and area supervisors.

Summary

We're not aware of any other company within FM, world-wide, that has developed a staff hub of this nature; that combines online training with the ability to deliver payslips, cleaning inspections and company documents online.

It's easy to stand aside and point out fault; there is little doubt our hub is not perfect. We're aware that we need to work on delivering this content in other languages, and on finding ways to open access to the hub, even where staff aren't yet online. In time we hope to shorten each training video and to build in more functionality. Despite where we see the system can further improve, we're also delighted with how it has turned out. We believe however that progress is made by those bold enough to do something different and we're confident that we've done just that. .

We believe that the world is becoming increasingly connected and that online access and activity will soon be a common thread that joins us all. Within FM, we already see the role of the office changing, and a workforce that is more mobile than ever before. FM providers must respond to this by connecting online with their customers and employees, and by providing staff with a platform on which they can develop their skills, at a time and place that suits them.

Video overview

Click on the video below for an overview of how this project came about and how it all fits together.

Your turn

And now it's your turn. The hub is just about finished, but we're still ironing out the final design and functionality. If you can look past this, we'd love to invite you to check it out for yourself. Although we're unable to provide open access, we'll happily create a test account and give you 48h access. Please email Simon Duke on sduke@nuserve.co.uk when you are ready to access the hub and login details will be provided.