Infopro Learning

MULTI-DEVICE HEALTH, SAFETY AND ENVIRONMENT TRAINING

SCIENTIFIC DRILLING INTERNATIONAL (ENERGY)

HEALTH, SAFETY AND **ENVIRONMENT TRAINING**

About the Customer

Since the inception of Scientific Drilling International (SDI), the company upholds the pioneering spirit, developing key technologies which have resulted in many firsts within the industry. In 1969, its foundation year, the company introduced **“The EYE”,** the oil and gas industry’s first commercial downhole, electronic steering tool, and the legacy continues till date. Today, SDI is a leading provider in the global wellbore navigation services market as well as the US directional services market. It is the only company to offer a complete navigation solution for the energy services sector that includes high accuracy gyro survey, MWD/LWD, MWD ranging and production logging.

The company serves a diverse range of customers in all energy sectors, besides participating in some of the most complex conventional and unconventional oil and gas projects in the world. SDI also has extensive experience in working on geothermal wells and drilling horizontal laterals in coal-bed methane reservoirs.

The Customer’s Needs & Challenges

SDI conducts a variety of Health, Safety and Environmental training to improve workplace safety for its employees. These training courses were delivered as instructor-led training in the form of PowerPoint presentations, and were made available through the company’s internal Moodle-based LMS. With growing organizational demands to achieve enhanced employee performance, SDI moved its training courses from the Moodle-based LMS to a new platform called Litmos. With a new LMS in place, SDI wanted to enhance the existing training content into a more engaging learning asset and host the courses on the newly implemented LMS in the form of SCORM or AICC compliant courses. Moreover, the learning and development team was interested in meeting the following needs:following objectives:

- The repurposed training should allow for higher knowledge retention and improved learner engagement.

SDI at a glance:

- Leading provider in the global wellbore navigation services market as well as the US directional services market.

- Only company to offer a complete navigation solution for the energy services sector that includes high accuracy gyro survey, MWD/LWD, MWD ranging and production logging.

- SDI has offices in the United States, and operations located in Canada, Europe, Asia Pacific and the Middle East, with its newest locations in Russia, China and Romania.

- Training courses should be compatible with mobile devices, thereby increasing learning.
- Training courses should improve the practical skills of learners through scenario engagements.
- Technical training should instill foundational competency in learners by refreshing theoretical knowledge.
- Technical training involving scientific concepts and on-the-job skills should be able to balance cognitive load on the learner.

InfoPro Learning, in consultation with SDI stakeholders, proposed the repurposing and development of existing training courses using HTML5. InfoPro suggested that the training courses should be designed as a comprehensive, cohesive unit with text, audio, graphics, animations, interactions, videos, knowledge checks, and assessments.

THE INFOPRO DIFFERENCE –
LEARNING FOR PERFORMANCE

THE INFOPRO SOLUTION:

InfoPro delivered a cross-platform, device-agnostic solution compatible with SDIs latest LCMS. Additionally, InfoPro developed HTML5-based SCORM complaint Web-Based Training (WBT) courses which enabled end-users to access the training courses using hand-held devices including tablets and iPads.

InfoPro repurposed several Health, Safety and Environmental training courses including, Radiation Awareness and Safety Procedures, Blood-borne Pathogens, Hydrogen Sulphide Awareness, and Workplace Injury Prevention into HTML5-based responsive mobile courses. These courses helped SDI maximize training results and improve Health, Safety and Environment compliance and awareness within the employees.

INSTRUCTIONAL STRATEGY

For better acceptance of the training courses, InfoPro applied the ARCS Model of Motivational Design by John Keller. The ARCS model focuses on all aspects of attention, relevance, confidence, and satisfaction. The learners were stimulated to pay attention and actively participate in the training, and to understand its relevance to their work environment. The courses were designed to allow learners to evaluate themselves through self-assessment questions.

Adult learning principles, or Knowles' theory of Andragogy, were also applied to the courses. In particular, attention was paid to the following:

- Reasons behind every learning objective was emphasized
- Learning activities were task-oriented instead of memorization-oriented
- Course content was instructionally treated for learners with different backgrounds
- Learners were encouraged to be self-directed and discovery-based learning was implemented

Technologies & Tools used:

- HTML5 and jscript

THE DESIGN APPROACH:

InfoPro used a responsive design approach for the courses to respond to the learner's behavior and environment based on screen size, platform, and orientation. Context-aware scaled images changed fluidly with the orientation and screen size.

Navigation was kept simple and intuitive. InfoPro made sure that it was very easy to access the content quickly. Bookmarking was made available so that the learners could always return to where they left off. An easily accessible main menu, optimized size of buttons or controls delivered a seamless experience to the learner.

Other user engagement elements included:

- Sliders
- Flash Cards
- Click to Reveal
- Tabs
- Roll-overs
- Self-check Questions
- MCQs
- Drag and Match

THE INFOPRO DIFFERENCE –
LEARNING FOR PERFORMANCE

LEARNING **OUTCOMES**

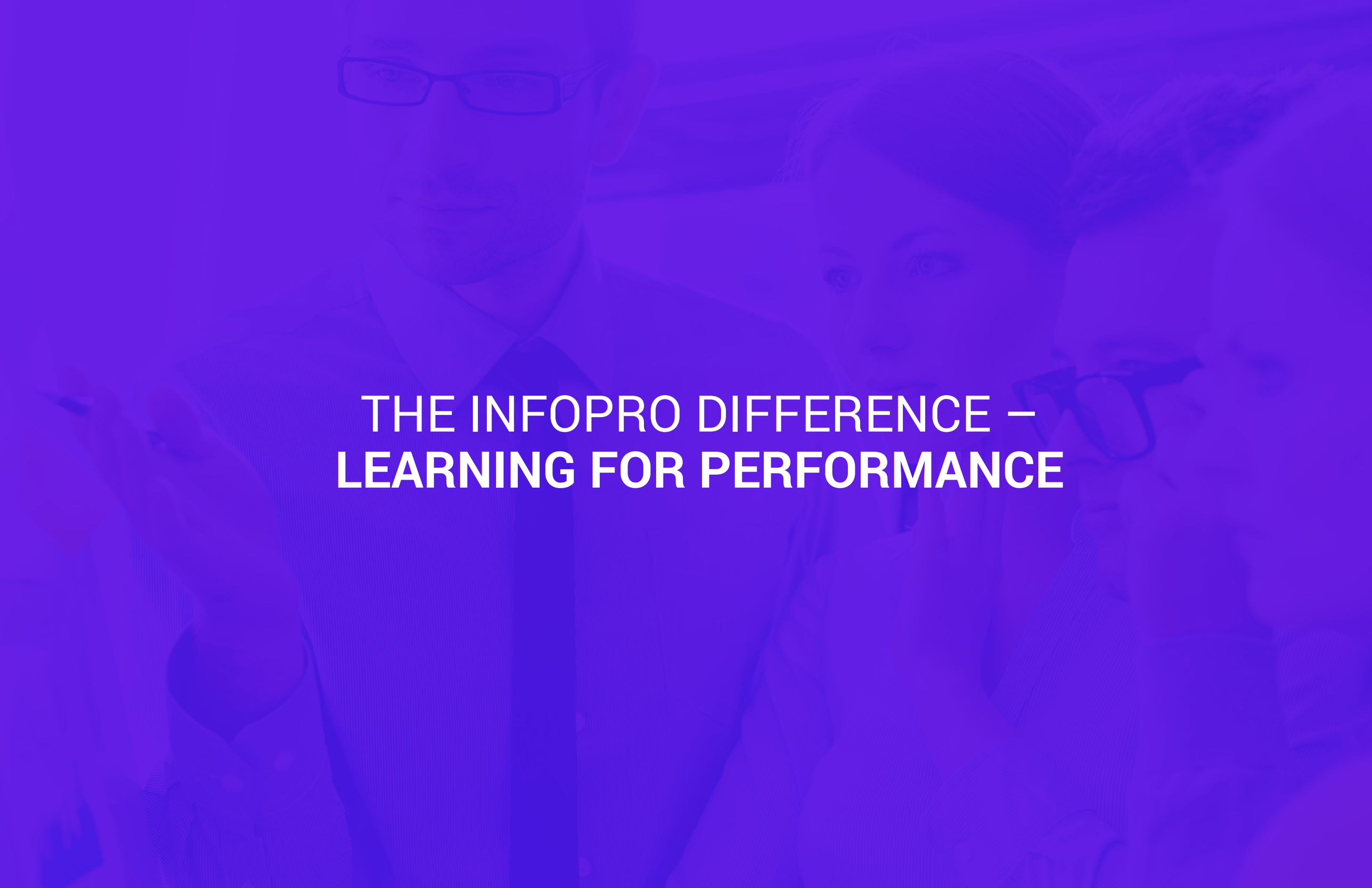
- InfoPro received the highest ratings in all the parameters of the customer satisfaction survey form.

- SDI was highly satisfied and awarded the contract to InfoPro for 40 additional training courses to be repurposed.

The training was well received by the learners. SDI reported high course completion rates within a few months of the training rollout.

The WBT helped attain the following learning outcomes:

- Engaging and interactive content modules enabled learners to drive home the key points.
- Employees gained confidence leading to organizational performance enhancement.
- The participants understood the relevance of training to their work environment and were stimulated to actively participate in the training.
- SDI reported higher compliance adherence scores within months of rolling out the compliance training courses.
- Increased awareness of hazardous materials led to reduced non-compliance in hazmat handling.
- SDI also realized higher employee satisfaction through self-paced learning by tracking performances for their certification needs.



THE INFOPRO DIFFERENCE – LEARNING FOR PERFORMANCE

AWARDS & **RECOGNITIONS**

- 2014 & 2013
TrainingIndustry.com Top 20 Content Development Companies List

- 2014 & 2013
TrainingIndustry.com Top 20 Training Outsourcing Companies List

- 2013
CLO Learning In Practice Silver Award

- 2012
Brandon Hall Gold Excellence Award for Content Development

-2012
Brandon Hall Gold Excellence Award for Best Advance in Social Learning Technology

INFOPRO LEARNING – THE RIGHT CHOICE

InfoPro Learning helps organizations rapidly transform talent by focusing on Learning for Performance.

A global, award-winning learning and training solutions company for almost 20 years, InfoPro provides performance improvement strategies, blended learning solutions and managed training programs. At InfoPro, performance innovation, cutting-edge technology and a talented team are combined to deliver successful workforce solutions and business outcomes. InfoPro Learning is obsessed with helping customers build training capacity, advance their practices and respond effectively to changing learner needs.

For more information about InfoPro Learning, Inc., visit: www.infoprolearning.com, call (609) 606-9984 or email us at info@infoprolearning.com

Performance Improvement Consulting

Learning Framework

Learning & Development

Learning Platforms

Training Delivery & Management

InfoPro started its engagement with the development of one pilot training. Later, InfoPro was awarded the contract for 40 courses based on the success of the pilot training. SDI specifically mentioned that they liked InfoPro's ability to communicate with the team to get the project done effectively & efficiently including our prompt communication.