![Learning at Work - A Benchmark Company]

Labour Hire Case Study

Kelly Services

> "excellent product, quality service and a focus on flexibility and innovation"
>
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Client Profile

Kelly Services is an international recruitment and labour-hire company and a listed Fortune 500 company. They deliver staffing solutions that includes temporary and full time placement, outsourcing and consulting across more than 37 countries and territories through their 11 specialist divisions, including an Industrial Division. Kelly Services are in every major city in all states of Australia and have been a client of Learning at Work since 2010

Scope of Work

The Industrial division of the company were having problems with the level of competency and compliance of their WHS and site induction programs. The company's induction program featured client assessments and records all stored on a server with the results of the competency assessments emailed. However, company insurers, identified the need for Kelly Services to better administer candidate records in one system and the use of a more efficient reporting system.

Issues & Challenges

Kelly Services' insurance company identified the lack of a learning platform as a concern for efficient recording and reporting for their WHS and site induction program. In addition, Kelly Services wanted to simplify the candidate on-boarding process to reduce administration time in assigning the appropriate WHS and site induction program to each candidate. The company also wanted to minimise the risk of the person turning up to the work placement not being the same individual taking the assessment/training.

Solution from Learning at Work

Kelly Services was the impetus for Learning at Work to create our first ever Learning Management System. We especially developed a system to deliver a solution to the issues experienced with their WHS induction and site program.

A system highlight included improving their candidate on-boarding process by enabling candidates to self-register to the LMS using a unique PIN. This enabled the system to assign the candidate the appropriate induction program significantly reducing administration time.

The concern for imposters taking the test was solved through our In-Person component of the Self-Registration app. Kelly Services setup a number of kiosks in each office where the candidate would be placed and required to register in person. This was the only way the company could verify it was the actual candidate taking the WHS and site induction programs.

Learning at Work is continuing to work with Kelly Services through rolling out an LMS across all their divisions.