



Case Study

World's Best Convention Centre embraces Moodle technology to adopt a blended training approach

Brisbane Convention & Exhibition Centre (BCEC), named World's Best Convention Centre 2016 – 2018 is recipient of 180 industry awards including 74 for its catering. The Centre hosts more than 1100 events each year, welcoming over 800,000 delegates to a variety of conferences, meetings, gala functions, concerts and exhibitions. The BCEC team comprises 718 staff including 451 full time equivalent staff.

Challenge

BCEC wanted to embrace technology and move to a blended training approach, focusing on our inductions and compliance training. The aim was to increase our training effectiveness, ensure access was easy for all staff and assist with increased compliance requirements for events. BCEC also wanted to create an online environment where staff are able to empower themselves by taking control over their own learning path, engaging with a range of professional and personal development micro-learning programs.

Action

The Moodle system was initially implemented by BCEC's IT Department, and is hosted on-premise. However, BCEC required an expert in Moodle Learning Management Systems to further develop how it was being used across the organisation. As a result, My Learning Space (MLS) provided an in-depth consultation and training across to the key stakeholders. To ensure Moodle was being used effectively across the organisation, My Learning Space provided support to all BCEC staff on how to best utilise the learning management system.





Results

The overall outcome of this project has been positive for BCEC. All new staff now complete units of the orientation program online via Moodle, as part of a blended training approach. This blended approach now extends to several of the operational teams' new staff training programs. All staff will undertake mandatory annual compliance refresher training via Moodle, ensuring compliance with legislation and aligning with industry best practice.

With Moodle, it is easier for facilitators to share resources, communicate, collaborate and assess staff. Moreover, there has been significant savings through automated activity and course completion, tracking and reporting.

"We have been on an exciting journey over the last few years, taking advantage of and embracing the latest online learning technologies, most suitable for our business. Moodle is great because it's flexible and user friendly. The team at My Learning Space have been supportive through this process and have assisted us in achieving a successful outcome."

Demi Pressler-McHugh | Learning & Development Coordinator

About My Learning Space

My Learning Space is a leading workplace learning company that helps improve staff performance and business outcomes through innovative learning, training and development programs. We provide educational and technical services for learning management system software such as Moodle and Totara – including managed hosting, consultancy, training, support, content, customisation, integration and branding.

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