Managing staff competency in every area from a single source

Scottish Water — Always serving Scotland

eCom Scotland

Setting the Scene

Scottish Water is the public body responsible for water supplies and waste water across Scotland. It has thousands of staff in a wide range of disciplines working at many geographically diverse locations. Scottish Water provide continuous on-site training and assessment for their staff to ensure the efficient operation of all sites, and to comply with statutory regulations.

The Challenge

Scottish Water is required by law to demonstrate the competency of its workforce.

The Water Industry Commission for Scotland can request reports at any time on compliance with current rules and legislation. Scottish Water identified the need for a solution which could track learning, allowing the easy and swift extraction of data into report format.

eCom Scotland began working with Scottish Water in 2008. In conjunction with their Business Analysis team it was identified that there was a need for a competency based system for tracking social, informal and formal training/learning.

> "The system allows Scottish Water to keep on top of our team training and competence levels. It's very user friendly, and as a manager I can quickly check which team member is competent to work at a particular site, and actually demonstrate this."
>
> *Paul Campbell, Organisational Development Lead*

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Scottish Water — Trusted to serve Scotland

Home > Training Management

Training Management

Add eLearning Training

Course ID

Course Description

Course Category Description   Health and Safety

Search

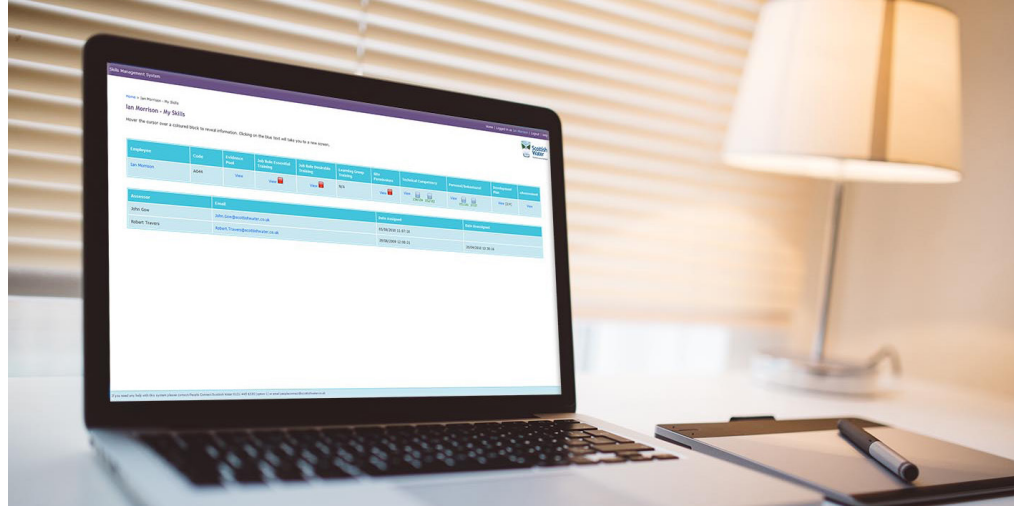| Course Id	Course Description	Course Category	Repeat Unit	Repeat Basis
SWOL419-1	Asbestos Awareness	Health and Safety	0	Weeks
SWOL421-1	Working at Heights	Health and Safety	0	Weeks
SWOL422-1	Stress Awareness for Employees	Health and Safety	0	Weeks
SWS115	Health & Safety Conference	Health and Safety	0	
SWS120	Edinburgh Trams Safety Training	Health and Safety	0	
SWS125	Jason Anker Session	Health and Safety	0	
SWS237	Save a Life	Health and Safety	0	
SWS239	IOSH for Senior Executives	Health and Safety	0	
SWS240	Behavioural Based Safety - Session 1	Health and Safety	0	
SWS240a	Behavioural Based Safety - Session 2	Health and Safety	0	
SWS240b	Behavioural Based Safety - Session 2	Health and Safety	0	
SWS241	AED with life support (Defibrillator Training)	Health and Safety	1	Years

The Solution

eCom used eNetEnterprise®, its competency solution, to meet Scottish Water's requirement. It allows for detailed reporting on employee training and competency, applicable against specific job roles.

In particular, eNetEnterprise® provides Scottish Water with:

• a comprehensive reporting function providing 27 different report types,

• direct daily synching with their HR system,

• a platform for the uploading of evidence statements/documents to support the learning journey,

• assessor/manager review recording along with personal development plans and 360 degree feedback,

• an integrated self-service LMS, with personalised dashboards relating to job role, relevant learning opportunities and full search of catalogue.

• administration system that allows management of users, groups, job roles mappings to competency framework, essential and desirable training requirements.

Benefits

Collating of the data to present to the Commission is now much easier. With the information available in the system in real-time, Scottish Water can be confident that they can provide timely accurate data.

The system is used during reviews to gauge the level and extent of learning and identify further training needs. Training managers can produce customised reports and track learning on a number of different levels.

All new employees now have a clearly defined learning and development path, allowing easy identification of the next training step. With training needs being broken down into essential, desirable and technical components both the employee and the manager can quickly and easily identify where the individual is on their learning path.

As training requirements are uploaded against job titles, it is now easy for Scottish Water to identify what training an individual requires to work on a particular site and identify further training requirements.

This ensures that they are continuously complying with legislation.

Working together

Having worked in partnership with Scottish Water for 9 years, eCom has gained an in-depth understanding of their business issues and the resulting requirements for their systems.

We continue to develop and customise Scottish Water's eNetEnterprise system in line with changing business needs. Assessment and learning delivery functionality was added to the system in 2011.

With a growing number of system users, eCom are committed to ongoing development work with Scottish Water to identify system improvements.

If you would like to find out how eCom solutions can help your business please contact 01383 630032.

Customised Learning
Technology Solutions

eCom Scotland