



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



CHALLENGE STATEMENT #03

1. Challenge Owner Index and Pseudonym

#03 – Isle Oasis in the City

2. Challenge Statement

We are a luxury hotel property in the Marina Bay District seeking a dynamic learning solution to aid in the cross training of staff so as to develop a deeper talent resource pool for cross deployment during critical periods in the hotel operations.

3. About the Challenge Owner Organisation

We are a 5-star luxury hotel property in a classic heritage building in the Marina Bay District.

4. Define the Challenge

Aborted training due to lack of manpower (not all participants can be available to go to the group training) is a perennial problem for the hotel.

Hotels do not over employ, hence they generally are always in need of staff. Training in Technical Areas (Culinary, Front Office Property Management systems, Fire Drills and Firefighting, Security and Fire Prevention etc.) has to consider:

- All would be group training as this involves Team participation as each person will be a part of the team to produce the desired results
- Technical Training is important to the safety and security of the hotel
- Confirmation that the Participant has completed the training
- Follow up on whether the skills have been learned and are being used

Hotel groups also have the expertise "stationed" at specific venues (including overseas), making the logistic and scheduling arrangements for training and coaching often more expensive, time-consuming and restrictive. Taking into consideration, pandemic situations like the current COVID 19 pandemic, large group training is undesirable but training and coaching is still essential.

Evaluation of training often does not capture the actual application on-site, which is the preferred way to demonstrate and convince trainees that the training is important and relevant.

The key challenge is to develop an ecosystem, together with a learning management and delivery platform that provides versatility to meet the challenges of modern training and learning. The challenges to be addressed cover the following areas:



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



Effectiveness of content and content delivery to suit learning needs

- Leveraging multimedia, delivered in bite-sized learning units
- Leverage on social learning and customer feedback and analytics
- Providing avenues for real-time (synchronous) training virtually, while ensuring interactivity between trainees and trainers are not compromised
- Learning support (e.g., communication and feedback from trainers) to ensure optimal learning
- Maximizing learning reach through Mobile delivery mode/design
- On-Board Metrics to determine Learning effectiveness

Efficiency of the digital platform

- Reducing time and effort to create and deliver training content
- Reducing time and effort to manage learners and courses
- Simplifying sharing and re-using of content across courses and, potentially, hotels

Effective evaluation of learning

- Evaluating application of learning in a real-world setting
- Provision of feedback to support learning and assessment

Cross — Disciplinary Training

- During Critical Operations it is sometimes needed to provide staffing to areas in which they have not been trained.
- There is a need for a solution to provide rapid effective training to enable the hotel to deploy staff where needed
- The Hotel also need the metric to measure the effectiveness of this training
- Develop skills in new areas providing the hotel deeper talent pool as required
- Use an automated system to assist in the coursework selection for cross training

5. Requirements

Platform requirements that would be desirable are:

- Cloud-based hosting
- Role-based access/permissions
- Able to create organizational hierarchies and groups to allow for different access controls and preferences/setup
- (As far as possible) required features are seamlessly integrated within the system, not requiring separate purchasing and licensing etc.
- Mobile learning friendly (not merely responsive design)
- Content tagging for sharing/re-using of learning resources



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



- Real-time lesson/event delivery/broadcasting, with recording and sharing/downloading feature
- Push notification feature to keep trainees alerted to important information
- Easy to use authoring platform to encourage ease of creation of learning content. AI-driven real time synchronicity with customer flow dynamics.

6. Targeted Learners / Users

Targeted users will be total population of the hotel, using the solution to provide CET support to the employees, management and perhaps other stakeholders in business with the hotel. Other stakeholder to embrace their work and quality of work with the hotels high standards.

7. Measures of Success

The proposed solution should be one that allows the organization to implement an ecosystem that encourages staff to take and successfully complete training either fully online or via blended learning (primarily online). The platform must meet the requirements spelt out in the section on the requirements of the solution above. In addition, the solution will also be evaluated according to the following criteria:

Platform features and overall usability

- Demonstration/Sampling of digital content used in the platform
- Mobile learning design elements i.e., how the features embody the spirit of mobile learning
- Overall ease of use
- Administrators
- Course managers / Instructors / Trainers
- Trainees / Learners
- Recording and broadcasting of live lessons and events
- Content sharing / re-using
- Learning support within the system e.g., learning tools

Evaluation and assessment features

- Ability to evaluate application of learning in a real-world setting
- Tools for feedback
- Suitability of the reporting tools within the platform
- Wide Range of metrics on the single platform

Solutionist's support

- Ability of the solution provider to provide requisite training for administrators and course developers
- Familiarity with sound pedagogy to support the implementation of the platform in alignment with the desired learning ecosystem



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



- Ability of the solution provider to provide support for the development of instructional design and content creation, where necessary or required

8. Deliverables

The expected deliverables are as follows:

- Set up of the cloud-hosted platform with organization structure/hierarchy that will be provided by the organization
- Provision of training for administrators and course managers
- Consultancy with the Solution Partner on best practices and innovations in using the platform and its features to achieve the best outcomes
- Setup and deliver at least one live lesson/event via the platform
- Evaluation of user outcomes (grades and user satisfaction) reflecting the effectiveness of the training and coaching using the platform
- Development and delivery of cross training ability within the platform for the delivery of training effectively for critical deployment

9. Vision

The motivation behind this Challenge is to find a digital platform that will allow the organization to transform its learning paradigm in this digital age.

Learning in the workplace requires flexible, nimble and relevant learning content to be made available to staff, when they need them, as they need them.

We need to leverage digital technologies to enhance the learning impact of learning and embrace a holistic view of learning without discriminating face-to-face from online and other modes of learning. The digital platform, therefore, has to embody this spirit and vision; it should be an enabler and not merely a convenience or repository.

By focusing on creating quality content that focuses clearly on learning needs, and helping staff see the value and impact that the learning units or lessons bring, an organization will be able to cultivate a stronger belief in the efficacy of learning and training.

The ease of use of the platform, together with its ability to aggregate and curate different content, will enable the organization, in time, to build a library of useful and reusable content, which staff can conveniently and readily reference to learn the skills that will make them more productive and effective at work.

As learning is a personal journey for many, it is also important to be able to interact with other learners as well as trainers, so that learners become more engaged in the training and recognize the positive outcomes that training can bring.

An important element in this challenge is also to look at the how we can change the nature and attitude toward assessment.



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



Assessment must not only be able to evaluate learning at the level of understanding, it must also be seen to be directly relevant to work performance and job responsibilities and how the delivery of content can improve for a more effective learning experience.