



Case Study

Telecommunications

Scalable immersive solutions for
accredited training

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The Challenge

Workers in the Australian telecommunications industry are exposed to potentially dangerous situations daily. To ensure their on-job safety, technicians are required to undertake annual safety training recertification.

Traditionally this training involves the workforce being taken offsite, to a training centre, to complete a theory revision, assessment and practical skills refresher on a full size power pole and a simulated low voltage environment.

The Australian telecommunication workforce is large and dispersed, attending a training venue with suitable facilities for face-to-face assessment is often challenging, time-consuming and costly, with the direct and indirect cost to business being significant.

As an RTO, JB Hunter runs hundreds of face-to-face sessions annually across Australia. With a large volume of sessions across multiple locations, it is critical to be able to maintain consistency of experience for learners and importantly, assessments. JB Hunter identified a need for an innovative solution that could:

- Increase learner retention and motivation
- Increase training return on investment (ROI)
- Reduce training costs and time away from business
- Improve learner access to training

The vision was to implement a completely digital solution, enabling learners to complete training flexibly where and when they want, while maximizing learning transfer and engagement through testing knowledge and skill in immersive highly realistic scenarios. Additionally, due to the COVID-19 health crisis, there was a need to minimise risk caused by face to face interactions whilst still ensuring that customers could maintain their training compliance requirements.

Traditionally this training has involved the workforce being taken offsite to a training centre to complete theory revision, assessment and practical skills refresher tasks on a full-size power pole and a simulated low voltage environment with a qualified assessor.





The Solution

To address the challenges JBHXR developed and deployed an end-to-end online and virtual reality (VR) digital training solution, bringing highly immersive real world safety training to the Australian telecommunications market.

JBHXR's Digital Accredited Service Provider (ASP) training and assessments were adopted by Australia's largest Telecommunications provider to help maintain accreditation of their technical field staff across the country.

The first phase of the rollout saw 285 kits, including head mounted displays, CPR manikins and self-contained charging cases, distributed to key locations across Australia including rural and regional areas. Deploying the kits to multiple locations across the country has allowed the organisation's staff to undertake assessments in VR more conveniently and safely than face to face.

To ensure a successful roll out JBHXR collaborated with business stakeholders to develop clear messaging, highlighting the benefits of the new digital solution for all parties. Resources to support the implementation and deployment of the workforce were developed and made readily available. Finally, access to the learning and assessment content was then provided to the learners.

The ASP digital training modules and VR assessments included: Cardio Pulmonary Resuscitation, Pole Top Rescue, Low Voltage Rescue, First Aid in an Electrical Service Environment

Each module assessed the learner's ability to apply their knowledge in an immersive 3D environment, with real world feedback and consequences. Assessment results were captured in real time and uploaded to a cloud-based platform, then reported to an LMS to update student records. Key features and functionality of the solution include the ability to manage content, review assessments, headset management, user management, and data capture and reporting.

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The Results

The business impact of the immersive learning solutions has been groundbreaking for this user. Since implementation, Australia's largest telecommunications industry employer has achieved a more than 50% reduction in the direct time required to complete ASP training. A fully digital solution using VR also provided a reduction in indirect travel and time and costs normally associated with employees travelling to and from training venues.

The return on investment for the purchase of the hardware was generally achieved within the first few users, and with regionally based workers this was achieved on the first use of the headset!

JBHXR's digital solution also ensured that during 2020 with Covid restricting group training activities they were able to maintain business critical staff training compliance safely and efficiently.

Learners were able to access immersive learning solutions from the comfort of their office, designated location or a worker's home, enabling the reduction of face-to-face interactions previously given in many training and assessment situations.

JBHXR digital technology immersive learning solutions enable all learner interactions to be tracked, measured and reported to the Cloud Platform thereby providing customers with rich learning insight and data while reducing administration time.

Having seen the benefits of using VR to deliver training and invested significantly in hardware, the customer has begun more broadly consider how they can use VR digital learning within the organisation.

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ISOLATION POINT**

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