UniSuper

Background

UniSuper is an Australian superannuation fund based in Melbourne that provides superannuation services to employees of Australia's higher education and research sector.

With the help of Learning and Performance company Obvious Choice, UniSuper started work on an xAPI data model, specifically aimed at gathering xAPI statements that would allow them to measure training effectiveness, participation rates, success rates, responses, completion dates and time. UniSuper also used their xAPI data model to assess employee confidence across a number of risk areas.

Challenge

UniSuper came to Learning Pool as it began its journey to build its business resilience capability. Up until 2018, their compliance learning initiatives tended to be viewed as more of a 'checkbox' activity rather than an engaging learning program that produces meaningful data.

Before investing in large scale risk capability initiatives, their digital learning team set about establishing an organisational knowledge and confidence baseline in the following areas:

1. Business Community
2. Crisis Management
3. IT Disaster Recovery
4. Emergency Department
5. LMS-free Learning

Solution

UniSuper's subject matter experts came together to help automate course delivery over a 10-week period, providing coverage against the proficiencies targeted by UniSuper, as well as to reflect and address known behavioural and non-compliance issues.

Building an xAPI data model, UniSuper then went on to gather xAPI data on training effectiveness, participation rates, success rates, responses, completion statistics and employee confidence, across a number of operational risks including:
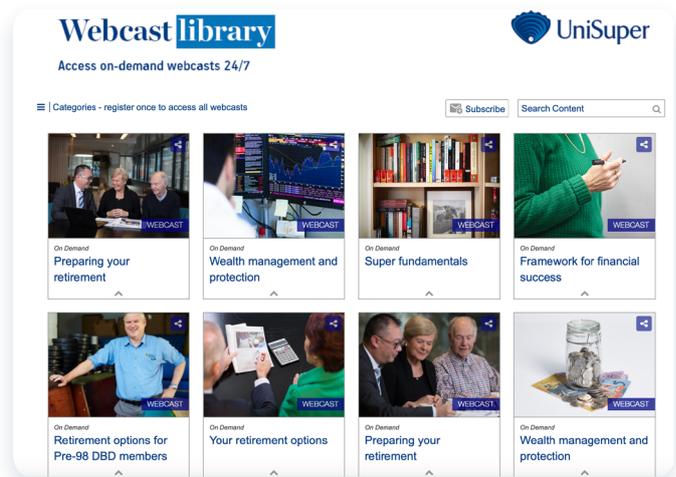
Detecting an email scam

Knowing what to do in an emergency evacuation

Detecting a malware threat

An interactive scenario then correlated confidence with explicit knowledge. Before and after the 10-week period the confidence of participants was self-assessed in order to assess the program's efficiency in addressing key psychological dimensions.

Results

Working closely with subject matter experts, UniSuper were able to design and deliver an adaptive microlearning program on Business Resilience where participants were required to complete a set of multiple choice questions, short text flections and self-rate confidence score before and after each module.

Digital postcards were used to drive engagement with this subscription-based learning campaign and weekly xAPI data was provided and then used to provide more efficient delivery of the program in the future.

Following the project, self-rated confidence scores in the challenges presented increased from **24% to a total of 92%**.