

Since the Introduction of the Learning Management System (LMS) Moodle to FBD Insurance the Company I work for, I have come to experience the benefits and the challenges of e-learning. The introduction of this method of learning was a significant change to the way training was traditionally delivered around the organisation. When I joined the training team all training was delivered by trainers travelling from one location to another and dealing with 1 or 2 people at a time to allow business to continue. On an annual basis staff came together in larger groups for a day of training. New staff were inducted in groups of 3 or 4 in locations around the country as the need arose. With an extensive network of Staff based around the country, there was always going to be huge challenges – the delivery of training without the need for staff to continuously travel to classrooms and the ability to assess understanding and retain assessment grades were only the tip of the ice berg. External factors were also starting to affect the way training was delivered with the introduction of the requirement for all staff in the Financial Sector to start Continuous Professional Development (CPD) training by the Financial Regulator.

The introduction of Moodle has successfully met some of the challenges already mentioned. New products and procedures can be rolled out to staff through e-learning modules. All modules contain assessments and training records are automatically updated on successful completion of each module. CPD modules are available to staff for completion when required and all records are readily available if required for inspection by the Central Bank.



We are coming to the 2nd year anniversary of the introduction of e-learning in December 2011. The system is part of everyday life. Employees are familiar with it. We have started to create our own content using applications such as Articulate and Oracle user Productivity Kit UPK. We are gaining experience. What's next? We need to engage students more, we need to look at other methods of delivery, and we need to adapt our content for all learning styles. The introduction of e-learning was a significant change in how training was delivered, however the time to expand and develop has arrived. Starting the Msc in Applied e-Learning feels like I'm moving from the paddling pool to the Ocean but at this stage I'm excited about the prospect of diving in, struggling, gasping for air and eventually learning to float.

