

## Hear how Comcare changed LMS providers and improved their completions by 242% in the first six months

### Keep reading to learn out how Comcare achieved:

- A centralised hub for internal & external learning
- Higher rates of engagement
- Reduced L&D overheads

### We wanted more.

Comcare was already using a learning management system to provide internal training to their employees. But they had two different methods of delivery for external training: Face-to-face and another offline LMS.

Problems arose on both fronts. They had insufficient resources to maximise their internal system and limited reach, capacity and approach externally. The offline LMS especially grated on employees, and neither fully served Comcare's mission as a government regulator of safe and healthy workplaces.

Employees "liked the product but wanted more, and wanted access to content," says Assistant Director Kellie Chamberlain. "We required a centralised platform for managing all of Comcare's capability development activities, to increase efficiencies and effectiveness, and to serve as a single, secure and complaint source for all capability development activities."

### This was important to enable a contemporary approach.

Comcare supports 400,000 individuals and over 200 organisations, both public and national.

"We needed the ability to reach both breadth and depth in and across a large and complex industry," Kellie explained. "And to deliver on our legislative objectives."

Through a traditional market tender process, Comcare came to Acorn.

### Acorn provides a centralised LMS with internal and external sub-instances.

The internal instance, ComLearn, and external, Comcare LMS, each offer a swathe of services to Comcare's learners including profile management, content hosting, program management, and integrations and plugins.

Those last items are something Kellie has found particularly helpful. Acorn can migrate data between their internal systems, including their human resource information systems (HRIS), LMS, intranet and other software, and external technologies such as Adobe Connect, payroll services and data warehouses.

### In six months, Comcare saw a 242% increase in completions.

Even during a period of global lockdowns and shutdowns, Comcare's learning and development didn't slow down.

"During COVID, Comcare was still able to provide capability development opportunities to our learners."

In fact, says Kellie, it actually sped up in their first six months on the platform: "Comcare saw a 242% increase in completions, despite a significant reduction to its available catalogue."

They also enjoyed the lowered cost of travel, including accommodation, travel time, and flights associated with face-to-face training.

### LMS projects are tricky by their nature—but I enjoy working with Pursuit Technology."

Kellie enjoyed the Acorn team's dedication to learning and evolving, noting our "empathy, partnership and a commitment for continuous improvement."

"The ability to easily share content and reporting, greater personalisation of the platform, and continuing the building of a learning ecosystem that meets our needs," are just some of the things Kellie is looked forward to in the future between Comcare and Acorn.

"If Acorn wasn't here tomorrow, I'd personally be sad."

### Kellie says to "thoroughly understand the problems you need to solve."

On advice she'd give to someone considering an LMS, Kellie said you need to know the ins and outs of your own organisation first.

"Have a really clear and shared understanding of your performance strategy first. If that's not an option, thoroughly understand the problems you need to solve—Pursuit Technology can then partner with you as IT detectives."

To see Acorn and Pursuit Technology on your case, [give us a call today](#).