



Host International delivers training to a distributed workforce with LMS365

Challenge

A new learning platform to meet fast-changing needs

At the end of January 2021 there were over 178,000 refugees and asylum seekers in Malaysia alone, the vast majority of whom were dependent on the work of NGOs and charities to help them survive and build lives for themselves. It's a picture recreated in many countries of the world and in particular the Asia Pacific region.

Host International is a global organisation based in Australia with a unique approach to addressing the needs of disadvantaged people by fostering humanity, hope and dignity in every aspect of their work directly with those in need. This, in turn means Host International needs to ensure all 100+ staff and volunteers in their teams - spread across the globe - are trained and supported to deliver services that matter. For example, during COVID, team members needed to be updated with local health and safety protocols, which could vary significantly from country to country.



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Ted Thomson, Head of Operations

Solution

Ted Thomson, Host International's Head of Operations, explains how he set about creating a learning resource to meet their fastchanging needs:

LL *We researched extensively but had two main parameters for a learning management solution; one – it needed to be cloud-based so it could be used anywhere and be consistent, and two - it had to leverage our extensive resources in SharePoint.*

It became apparent LMS365 would meet the base criteria for selection, but other benefits have surpassed expectations during the implementation and in-use phases, as Ted points out:

LL *LMS365's installation process and training for administrators couldn't have been more straightforward. Thirty minutes to install, and we had people creating courses in just a few clicks!*

The constantly changing nature of Host International's work means training content is being continually updated and includes their own and off-the-shelf content from providers such as Go1.

Results

Host International's operations are on the front line of humanitarian aid, putting them under pressure to adapt and change in real-time to meet the needs of disadvantaged people in very challenging conditions. The LMS365 solution they have adopted is helping that process run smoothly because it's so easy to deliver training interventions on any device anywhere providing there is an internet connection. As Ted Thomson explains:

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Host International has had teams operating in Thailand, Indonesia, New Zealand, Australia, Afghanistan, and Malaysia. Of course, no two locations have the same conditions, but the LMS365 platform works perfectly in each.

 ***We use LMS365 for onboarding staff, which is, of course, the critical first step to getting them up and running in every location.***



Learners can access training on any device, anywhere



Creating content can be done quickly



Easy to deliver training across locations

Future

Ted is looking at using LMS365 more in Microsoft Teams and incorporating more open-source content. But there are some fundamental aspects to LMS365 which make a difference:

LL *There's always a trade-off between out-of-the-box products and bespoke solutions, but for us, everything we need is there in LMS365. It doesn't depend on IT to support us, but the support we get from Evergreen Digital has been excellent.*

As the world experiences more challenging climate and geopolitical changes, organisations such as Host International will be at the forefront of responses for aid. Maintaining and building their global capabilities is easier with LMS365 at the centre of their learning and personal development strategy.

About

Host International is an NGO based in Sydney, Australia that engages approximately 100+ staff as well as numerous volunteers. They operate globally to bring humanity, hope and dignity to refugees, asylum seekers and displaced people, adopting a unique framework that focuses on individual wellbeing, community inclusion and systemic change.

Quick facts HOST INTERNATIONAL

Industry: Non-profit
HQ: Canberra, Australia
Established: 2016
Web: www.hostint.org

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