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**Rural Financial
Counselling Services**
delivers engaging training
with LMS365

Challenge

Supporting farmers and small business owners in rural New South Wales

In the current climate, farming and small business ownership continue to be a challenging road for many, so the role of Rural Financial Counselling Services New South Wales (RFCS NSW) is an important one. Over two decades, RFCS NSW has helped over 8,000 farmers and, since 2021, 300 small business owners.

The RFCS NSW team of 50 is spread across 800,000 square kilometers of New South Wales – ranging from the whitecapped Snowy Mountains in the south to the dry 40-degree heat of Tibooburra in the northwest. Delivering consistent, easily accessible, and engaging training for their team is the responsibility of Emma Smithson, RFCS NSW HR Manager.



The ability to deliver training via Teams was a game-changer for us because our Counsellors and broader team are widely spread and often working from mobile devices. It has also proved to be great value for money, which is a big plus for a charity such as ours.

Emma Smithson, HR Manager

Solution

In 2021, Emma Smithson and the Executive Leadership team of RFCS NSW identified updating staff learning and development processes as a key focus area:

“ We were looking to adopt a more professional approach to learning and development right from inducting new staff members through to delivering ongoing training and development opportunities for existing staff members.

RFCS NSW assessed three possible LMS solutions but found that their essential requirements of a 'budget and user-friendly system with quick installation' were addressed with LMS365. As an organization that uses Microsoft 365 and, more specifically, Microsoft Teams, the decision to engage LMS365 was a logical one. Emma Smithson concluded:

“ The ability to deliver training via Teams was a gamechanger for us because our Counsellors and broader team are widely spread and often working from mobile devices. It has also proved to be great value for money, which is a big plus for a charity such as ours.

Results

The installation process took a matter of hours, and Emma Smithson and her team were able to start creating training plans and catalogues in a few days. She explained:

LL *Installation was super-easy, and the support we got from LMS365 was exceptional. It was a positive experience all round.*

Half of the courses RFCS NSW uses are homegrown, and the other half come from Go1 as off-the-shelf content. In addition, reporting has made it possible for the board and line managers to have snapshot reports on team members' development training and the status of any compliance training requirements.

-  **Quick installation and implementation**
-  **Training is now delivered to the team in a few days**
-  **Better overview of learner progress**

Future

LMS365 gives RFCS NSW the ability to scale quickly, which Emma Smithson sees as a bonus:

LL *We are quite event-driven – floods, bushfires and even mice plagues inevitably create more demand for our services. So, we can create training content for our teams quickly and easily in LMS365 and have it in their hands in a few days.*

About

RFCS NSW is a registered charity providing financial counselling services to farming and small businesses in Australia's most populous state. For the past 30 years, its 50+ team has operated throughout the state to support customers in delivering produce for the state, the country and beyond.

Quick facts RURAL FINANCIAL COUNSELLING SERVICES

Industry: Financial Services

HQ (global): New South Wales, Australia

Established: 1990

Web: www.rfcsnsw.com.au

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