



Online training

Computer-managed learning: Insight

The problem:

The Commonwealth Bank, with the Auckland Savings Bank in New Zealand, needed a system to manage training for a widely dispersed workforce: 32,000 staff would need training delivered on PCs at 1600 branches in Australia and 400 in New Zealand.

The solution:

Research Plus created, in its entirety, **Insight**, the Banks' CMI (Computer Managed Instruction) training system which delivers, controls, validates and forms the backbone of the enterprise wide training delivery and management system. It delivers "whole of life" training to all employees at all sites on demand.

The software allows the user to log in, view the curriculum, courses and learning activities and select any of these. It launches all the CBT training package from CD Rom and provides access to anyone of the 400 mini activities in those courses. It keeps track of scores and assesses prior learning. It lists sources of learning materials in other formats.

Research Plus prefers to establish a partnership relationship with its clients and empower them, where appropriate, to take over some or all of the role of managing and updating their systems. For this reason, **Inmanage** was developed as part of the Insight project. Inmanage allows the curriculum and heirarchy of tasks to be manipulated, providing greater flexibility to adapt to changing training requirements.

The system is currently being upgraded to run as an NT native application which will interact with the Bank's Intranet, as well as provide realtime access to an internal data store of approximately 700M records when complete. It is the largest single, integrated CBT system in the world, and is currently undergoing modification to be marketed as a range of commercial "off the shelf" products.

For more information about this project please call us on
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