

Case Study

RONIN SOUTH AFRICA

Close Protection & Emergency Care Training



Ronin South Africa provides highly specialised training in the fields of close protection, emergency care and self-reliance. The training courses provided, due to their multi-disciplinary nature, are highly relevant to a host of security applications in both the terrestrial and maritime environments.

While training is facilitated in both South Africa and Sweden, the course work is recognised in Australia, France, the United Kingdom as well as the USA. Staying relevant in a rapidly changing world at a consistently high level means continually improving content including its delivery.

Challenge:






Specific to the emergency care course, Ronin observed three key problem areas that it had to resolve in order to elevate the qualitative training output:

1 With over 80% of learners originating from outside of South Africa's borders, Ronin required a reliable and homologous platform to present pre-study material prior to learners arriving in South Africa for their residential phase of training. One of the platform's requirements was to mitigate language, prior learning and experience barriers.

2 Self-study comprised roughly 48 hours of content consumption. Regrettably learners were not diligent and Ronin found that initially less than 28% completed their pre-study course work on time. This in turn left the remainder of the learners having to complete their coursework during the introductory week rather than actively participating in the classroom in this time, which resulted in a knowledge gap for the latter learners.

3 Ronin struggled to monitor progress of pre-study learning knowledge, hence facilitators were unable to address specific shortcomings with each learner timeously.

RONIN Quick Facts

-  Established 1995
-  Specialised courses: close protection, emergency care diploma, self reliance & emergency care RPL
-  Qualifications offered: Close Protection Officers and Prehospital Care Providers
-  Training in Cape Town, South Africa & Helsingborg, Sweden
-  Accredited with PSIRA (SA), SASSETA (SA), SA Police, Professional Firearm Trainers Council (SA), HWSETA (SA), South African Department of Health, Security Institute (Australia), Industry Qualifications (UK) as well as QualSafe Awards (UK)

Solution:

Skypiom Knowledge Management System (KMS)

eLearning + instructor led training on a single, easy to use platform.



1. Prerequisite coursework

Completion rate tripled to 76%



2. Reduced training time

Time spent on training reduced by 11%



3. Enhanced quality of training

Learner performance increased by 14%

1

Learners are enrolled into prerequisite coursework 90 days prior to the residential phase. Since the Knowledge Management System can be accessed from any device, learners from across the world consume their content before arriving in either South Africa or Sweden. The KMS displays the learners' progress by means of a dashboard and sends adequate reminders should the course not be completed timeously. This approach has almost tripled the completion rate to 76%.

2

Combined with the previous problem, the prerequisite coursework ensures a level learner playing field when it comes to phraseology, prior learning and experience barriers. The prerequisite coursework conveys industry standard terms, rules and regulations as well as a detailed course overview to name a few touchpoints. With this approach learners commence the course on par and can challenge one another, which is an important dynamic of Ronin's training environment. In addition, learners enter the classroom with a better understanding of the material than before, allowing for an elevated qualitative engagement.

The driving of the prerequisite coursework has allowed Ronin to reduce classroom tuition by 11% - while not quite insignificant, the qualitative engagement too has been meaningfully elevated with this approach. Lastly, it has been noted that tutor support outside of the classroom environment has been reduced by 40%!

3

Through detailed reporting, the Knowledge Management System highlights not only learner competencies but also areas requiring additional preparation and guidance in granular detail. As a result, facilitators are cognisant of areas in which learners may need to place additional impetus and learners could be enrolled into specific courses that are aimed at addressing the gaps, consumable at the learners' pace. The quality of the classroom sessions has also increased due to the collective escalation in knowledge, which furthermore enhances the positive peer environment. This approach too has increased overall learner performance by 14%.

Summary:

The Knowledge Management System has played a key role within Ronin's training environment and has extended their value proposition to an already extensive and unique training offering. The KMS has enabled Ronin to deliver to its learners (read:its clients) more efficiently and effectively than before. The data obtained from the KMS has allowed Ronin to drive a positive learning shift while at the same time creating efficiency for the organisation.

The new visibility into learner behaviour has reduced tuition time by 11% and tutor support

outside of the classroom environment by a further 40%. In conjunction with the increased prerequisite coursework completion level of 76%, the net result of increased learner performance, by a solid 14%, has enabled Ronin to deliver even better qualified Close Protection Officers and Intermediate Life Support Emergency Care Practitioners.

"We don't expect learner trust - we earn it", says Melina Irvine-Smith, Ronin's training manager. "Using Skypiom's KMS has empowered us to become more relevant in our training interaction since the system has given us granular insights into the learners as well as their competencies."