



Online learning from technical experts

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The challenge: Increasing the levels of technical awareness across its vehicle repair department and measuring learning effectiveness.

The solution: academy. Online technical awareness programme from the experts at Thatcham Research

Accelerating the pace of change

“New developments can be a challenge”

The development of modern vehicle technology is fast paced. The widespread introduction of assisted driving features, such as ADAS, and more electric and hybrid vehicles on the road are impacting the processes required when these more advanced vehicles are repaired. This is a trend that is likely to increase as vehicle manufacturers move ever closer towards fully autonomous motoring.

For organisations in the vehicle repair industry, keeping employees up-to-date with new developments can be a challenge, especially when it's not always practical (or cost-effective) to send large numbers of employees away on training courses. Where in-depth subject knowledge or accreditations are an essential part of a role, then face-to-face training remains the best option. For those who need a broad level of technical awareness across a range of relevant topics, there is another solution.



Nick Sweetman, Head of Vehicle Repair for UK and Ireland.

Managing change

Enterprise, one of the largest transport solution providers in the world, has over 7,200 locations worldwide and over 5,000 employees in the UK and Ireland alone. For the last six months, Enterprise has been using Thatcham Research's online training resource, ecademy, to help keep 100 employees engaged with their learning.

Enterprise Rent-A-Car works with Thatcham Research to ensure employees receive training at a time suitable to them. Nick Sweetman, Head of Vehicle Repair for UK and Ireland, explains:

Getting good information out to our employees quickly and at a time that suits their workload is key.

Online technical LMS

ecademy provides organisations with a technical awareness programme designed as a long-term solution to broadening the skills and knowledge of the participating employees. The technical content within ecademy enables Enterprise to ensure team understanding across many roles, including qualified vehicle damage assessors, field vehicle repairers and employees working in its maintenance approval support function,

The main advantage for Enterprise is that employees learn from one technical module per month and there is no need to take them out of the business, says Nick.

Learning from the technical modules, in subjects such as ADAS or hybrid and electric vehicles, can also be supplemented with information from the Thatcham Research technical bulletins and new vehicle model insight papers (1st sights) also included within ecademy.

Employees can complete modules at a time to suit their work load, allowing a certain degree of flexibility. The technical content keeps them up-to-date with the changes in technology and the methods associated with the required repairs, continues Nick.



Measuring learning effectiveness

Within ecademy, team leaders can track employee progress through the managers' dashboard.

"Before using ecademy, it was harder to measure whether employees had taken in and understood new method content and information," adds Nick. "ecademy clearly shows that employees have read and understood the content provided. Furthermore, the knowledge tests highlight areas for development and improvement."

The feedback we've received from employees has been very positive. ecademy is a resource that they can continually return to for reference and it keeps them well informed of developments within the industry.



A technical online learning management system specifically designed for the automotive repair industry, brought to you by Thatcham Research.

For more information on ecademy visit: thatcham.org or call 01635 293174.

For more information on Enterprise Rent-A-Car visit enterprise.co.uk

Enterprise would definitely recommend Thatcham Research's ecademy training solution to other work providers.