

XPERTEAM's MOBITEACH Makes Live Training More Engaging

XPERTEAM

Best Advance in ILT Management and Delivery

March 2021



Company Background



xperteam
Digital Learning Experience

WE LEARN
WE DO
WE SHARE

Company-at-a-Glance	XPERTEAM
Headquarters	Levallois-Perret, France
Year Founded	1996
Revenue	€3.1 million
Employees	31
Global Scale	Western and Eastern Europe, Asia, Americas and Africa
Customers/Output, etc.	Customers include EDF, Dekra, Leroy Merlin/Adeo, Auchan International, Total, Renault-Nissan, Decathlon, PSA, Johnson & Johnson, LMG and Chem Sante.
Industry	Digital Learning
Website	www.xperteam.net ; www.mobiteach.fr/en

Value Proposition

MOBITEACH is a new type of live training solution, promoting the quality of the learning experience, may it be face-to-face or distance, all that in a single solution.

Using MOBITEACH as a standalone solution, the trainer can easily deliver blended learning and reverse-classrooms programs. Used within a learning platform, it brings a real blend capability and a global traceability of all learning actions.

The trainers will easily move away from top-down pedagogies by leveraging a range of activities (post-it, collaborative workshops), diversified resources (any type of quiz, portfolio of resources, eLearning modules, etc.) and engaging interactions.

Boosting the face-to-face training, it also brings a brand new quality of experience at a distance or in a mix event. Everyone has experienced virtual classrooms as an obvious “spare tire” for training during containment, but the best practices are not necessarily there. The actual practice is quickly fastidious and the animation remains too constrained by the traditional solutions commonly used.

While the digital learning industry is perfecting the service of the autonomous learner, there is an emerging movement in training that goes toward more human support to learners). Remote or face-to-face live training, tutoring, facilitation and coaching could be the new “permaculture” of modern skills. People are going to learn how to activate all the support logics to make our skills grow more surely. But while the face-to-face training is having a hard time seducing in this pandemic period, it is not only necessary but urgent to reinvent the sequel.

With a solution like MOBITEACH, Dekra was able to achieve a true continuity of service, transferring all of its two-days training sessions remotely and internationally ;

- *“Simply put, MOBITEACH allowed me to get ahead of my competitors. My certification training business (automotive technical control) requires two full days of training and yet, my learners don't see the time pass! My trainers are proud and don't feel tired. Also, the MOBITEACH solution made it possible to create a real emulation on pedagogy within the L&D department. With this new type of solution, Dekra can come back face-to-face at any time, with the same facilitation skills and the same educational heritage. Here is the distance and the presence reconciled!” — Hermenegildo Mendes-Marques, Training Manager at Dekra France.*

Product or Program Innovation

MOBITEACH is a solution for the animation of training courses both for face-to-face and distance learning: the same tool and the same pedagogical resources can be used in both modalities.

The access to the tool and its use by the participants and the animators are user-friendly: MOBITEACH is a SaaS solution in HTML5 (browser-based application), installations of either thick client or mobile app is no longer required. Even for the animator, the access to the tool is done via a browser.

For participants, access to a MOBITEACH training session is simple: it can be done by indicating only an email address without requisition of password (however, the instructor can define a more secure access mode if he wishes).

With MOBITEACH, content creation by trainers is simple: in a few clicks the activities are set up with the trainer's resources, quizzes can be created quickly with the possibility of adding videos and images easily. The activities created are then easily modifiable and reusable from one training session to another.

MOBITEACH facilitates distance training sessions animation: the solution integrates a videoconferencing and a screen-sharing tool, subgroups, etc., to avoid having to use several tools simultaneously.

MOBITEACH also facilitates administrative and logistics management of the training sessions by offering functionalities for the planning of the sessions, the registration of participants and the management of attendance sheets (sign-in sheets integrated to the tool can be signed online and exported in pdf).

Training sessions and participant learning analysis become simple with the detailed reports of the results and activities carried out by the learners.

Each trainer/facilitator has his or her own MOBITEACH room where he or she can define personal preferences concerning; for example, the access mode of the participants to a session (free access, access with PIN code or password), the default use of functionalities such as the chat or the briefcase with documents, the anonymization of activity results, etc.

MOBITEACH can be deployed on a customer-dedicated server with a personalized URL.

The MOBITEACH Action Training consists of four short, live distance-learning sessions with intersessional times where trainees use MOBITEACH to create their own training sessions. The action training proposed adapts to the client's needs and the specific context in which the tool is used. The support goes beyond the simple use of the tool by

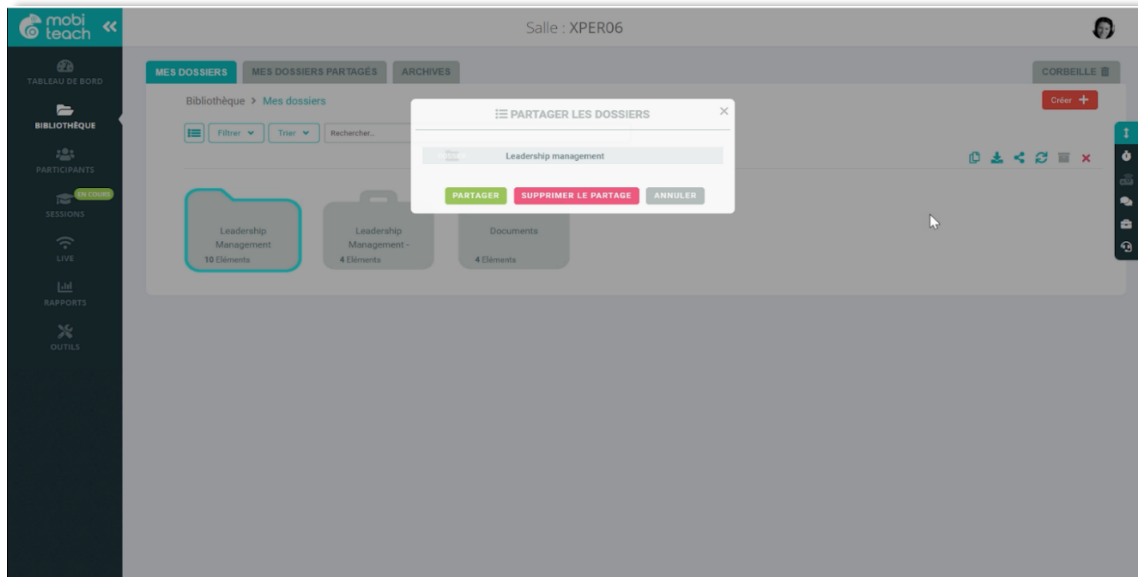
providing personalized pedagogical engineering advice to meet the client's needs as closely as possible. XPERTEAM's CSM team is remotely supporting and training worldwide organizations such as Renault, Nissan, PSA, Auchan and Decathlon in the Americas, Asia, Eastern Europe, etc.

Unique Differentiators

MOBITEACH facilitates the consistent deployment of training programs, ensuring that all trainers deliver the up-to-date training. This is also great to work collaboratively and to generate a new level of culture of excellence in the training department.

The activity library enables effective factoring of content by internal or external pools of trainers. The principle of public/private folders allows sharing and personalizing specific resources while keeping others safe from any modification. Pedagogical consistency and individual best practices can, therefore, coexist.

Figure 1: Sharing Activities and Sessions from the Library



Source: XPERTEAM

When connecting to MOBITEACH, the trainer gets an overview of his assets and programmed actions. A detailed dashboard offers an overview of the trainer's room activity: scheduled training sessions, connected participants and last resources created. Live activity monitoring is made simple thanks to the detailed dashboard when, for example, a quiz is answered or an eLearning module is used.

Figure 2: Detailed Dashboard of the Facilitator's Room



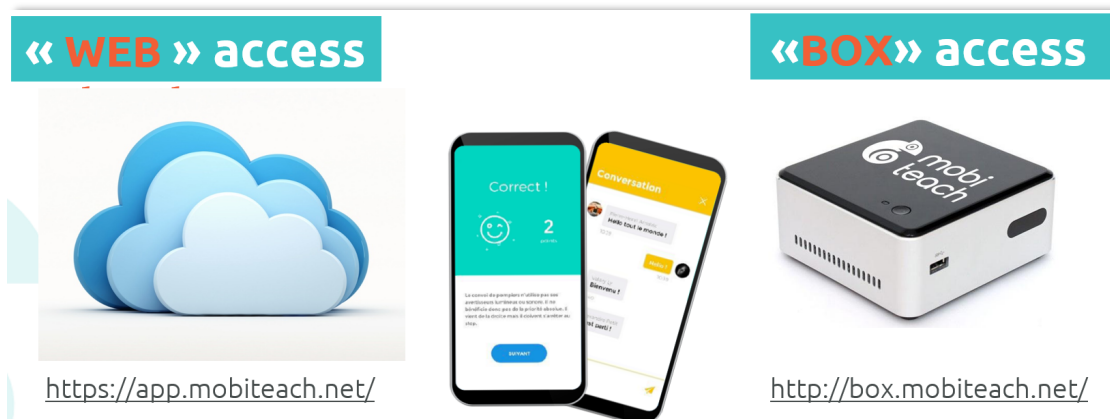
Source: XPERTEAM

No installation is required. The facilitator and participants simply connect with a smartphone, tablet, or computer, and a browser. MOBITEACH automatically adapts to the size of your screens so that information has always an optimized presentation.

The MOBITEACH Box (used for face-to-face training) creates its own secure network, and synchronizes with the cloud to load the content previously prepared online through the MOBITEACH interface; the trainer is then freed from any potential Internet network contingencies. Training with MOBITEACH can now happen everywhere.

The Box generates its own Wi-Fi, high-speed and long-range network from 25 up to 128 participants. Customers appreciate the ability to monitor internet access and navigation through the BOX, so that the learner attention is kept focused on the training.

Figure 3: The MOBITEACH Box

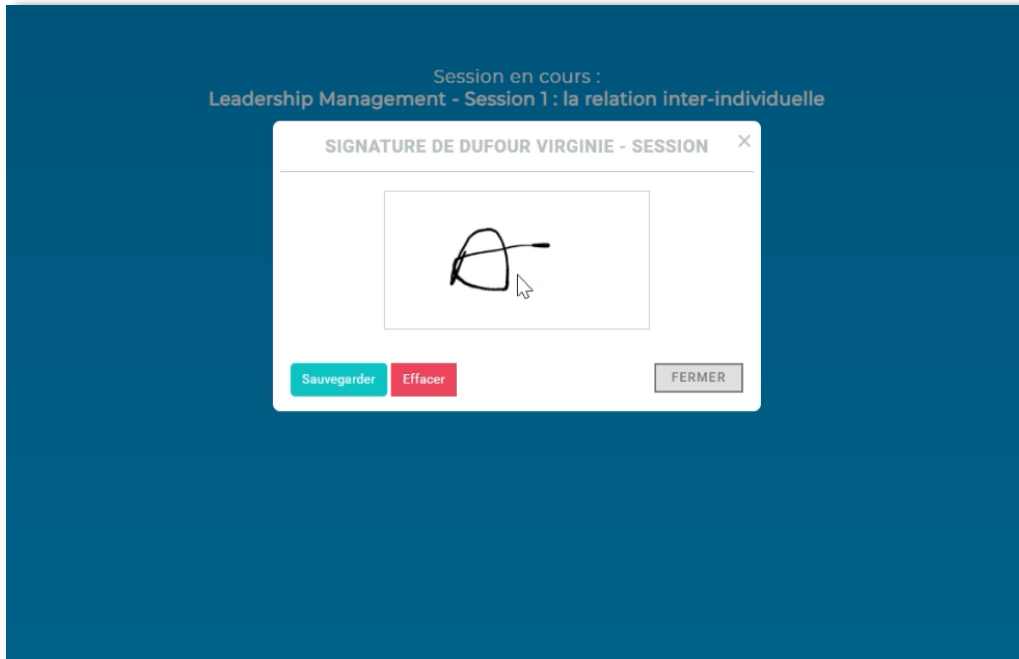


Source: XPERTEAM

Facilitators can generate electronic vouchers associated with their training sessions, easily ensuring that all participants are registered. This is more than useful to accelerate attendance data processing.

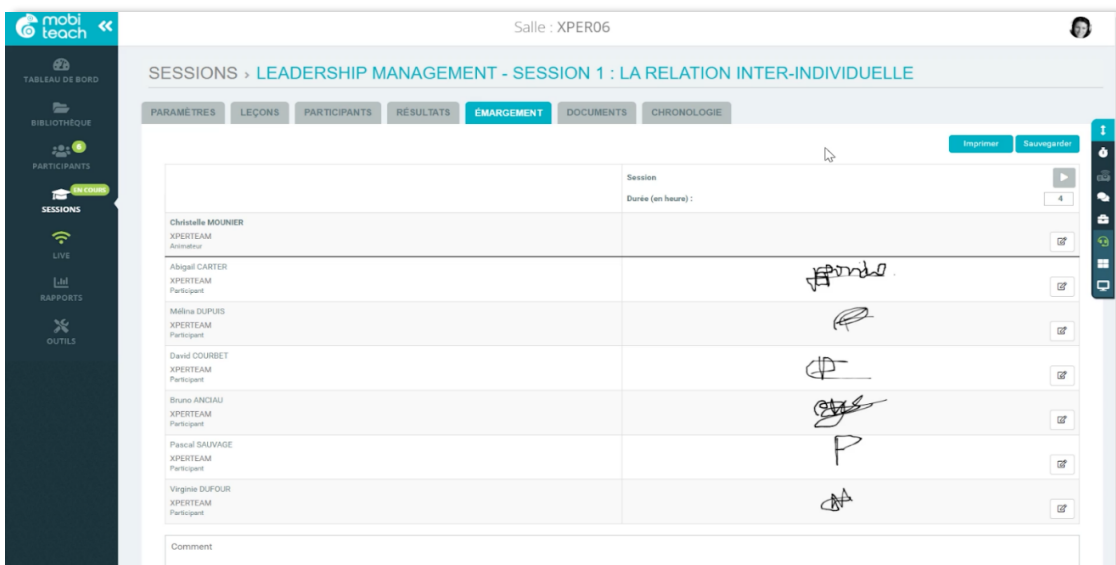
The integrated sign-in sheets offers a solution to attendance sheets management issues in distance learning sessions.

Figure 4: Attendance Sheet Sign-in – Participant Interface



Source: XPERTEAM

Figure 5: Attendance Sheet — Facilitator Interface



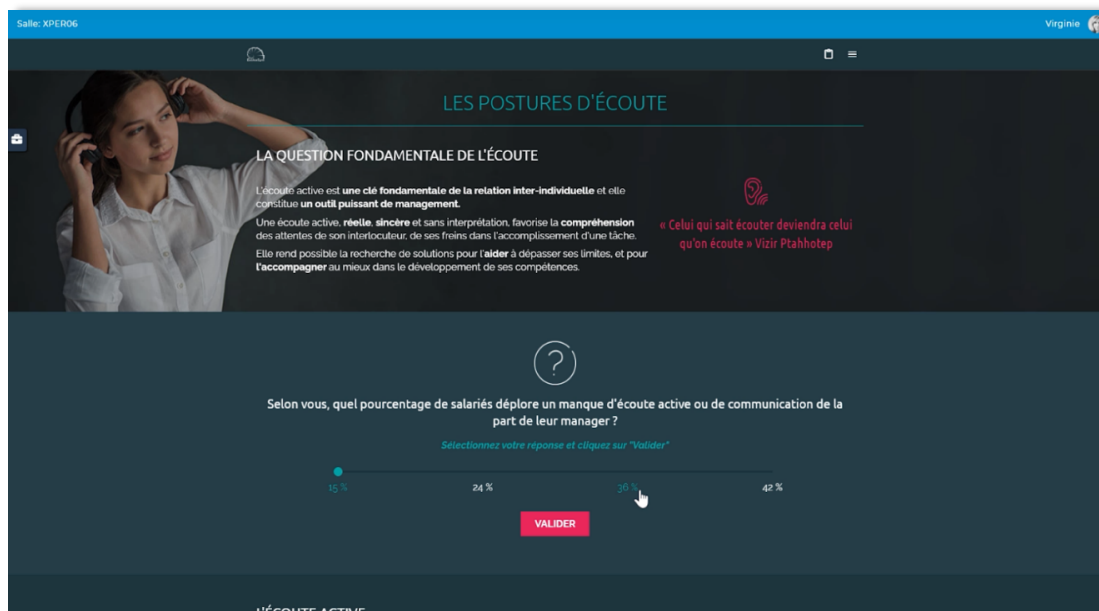
Source: XPERTEAM

Facilitators can configure access to their training classes in many ways: direct access with a QR code, public access, restricted access for previously registered participants and finally secure access requiring a PIN or password.

MOBITEACH is one of the rare solutions opened to Learning Technology Integration Standards. Learner's progress can be stored and reported on an LRS server via xAPI.

Besides, questionnaire results can be synchronized with Quiz Manager or Moodle LMS and XPERTEAM xLMS. XPERTEAM is the historical partner of Elucidat, which runs perfectly with MOBITEACH and is proposed as a bundle.

Figure 6: SCORM eLearning Module Integrated in MOBITEACH — Participant Interface

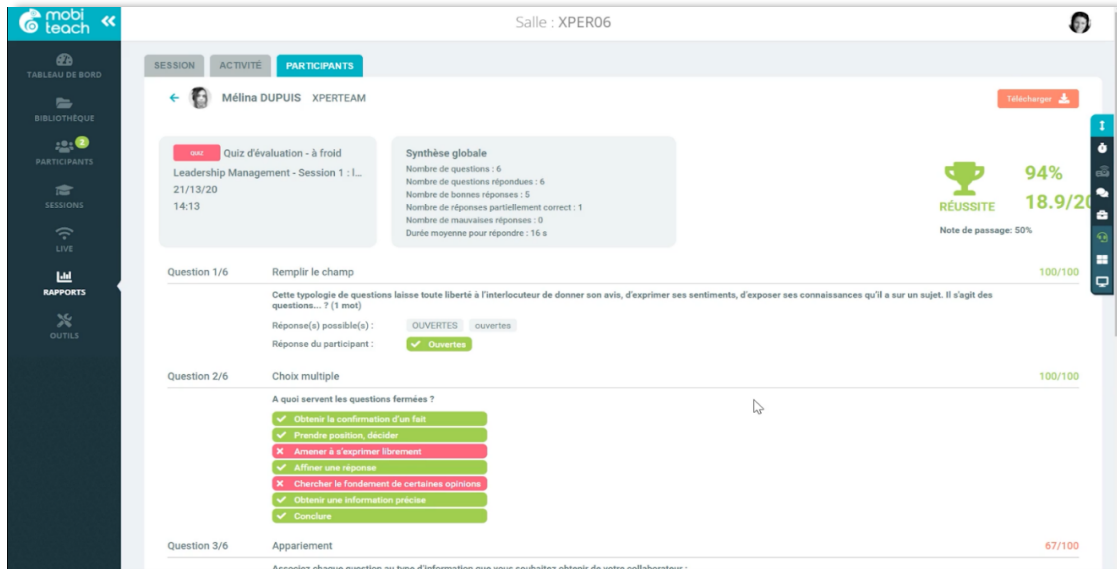


Source: XPERTEAM

MOBITEACH provides global and detailed reports of the training sessions and learner's results.

MOBITEACH is SCORM and xAPI compatible. An LTI connection is provided for score reporting and tracking on an LMS platform. XPERTEAM also provides data analytics services with Power BI.

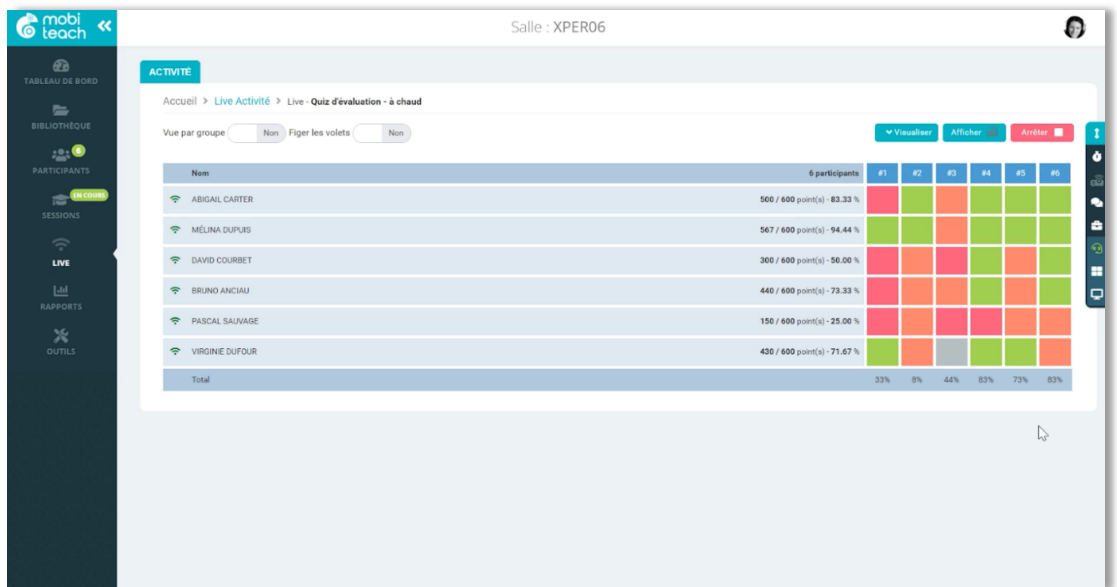
Figure 7: Details of a Quiz Taken by a Learner



Source: XPERTEAM

Trainers visualize participant results in real-time. Instant feedback on the different levels of understanding helps them resolve learning difficulties identified during a session. They may also share consolidated results to further engage their class, while avoiding any individual finger-pointing. The quiz or open questions activity can also be manually corrected by the trainer, giving the trainer the opportunity to provide insight.

Figure 8: Monitoring of Quiz During a MOBITEACH Live Session — Facilitator Interface



Source: XPERTEAM

MOBITEACH provides a wide range of activities to effectively animate groups of learners in real-time: Quiz, Poll, Word Cloud, Post-it and Whiteboard. The questionnaires can be gamified, with or without feedback, conducted by the learners or the trainer.

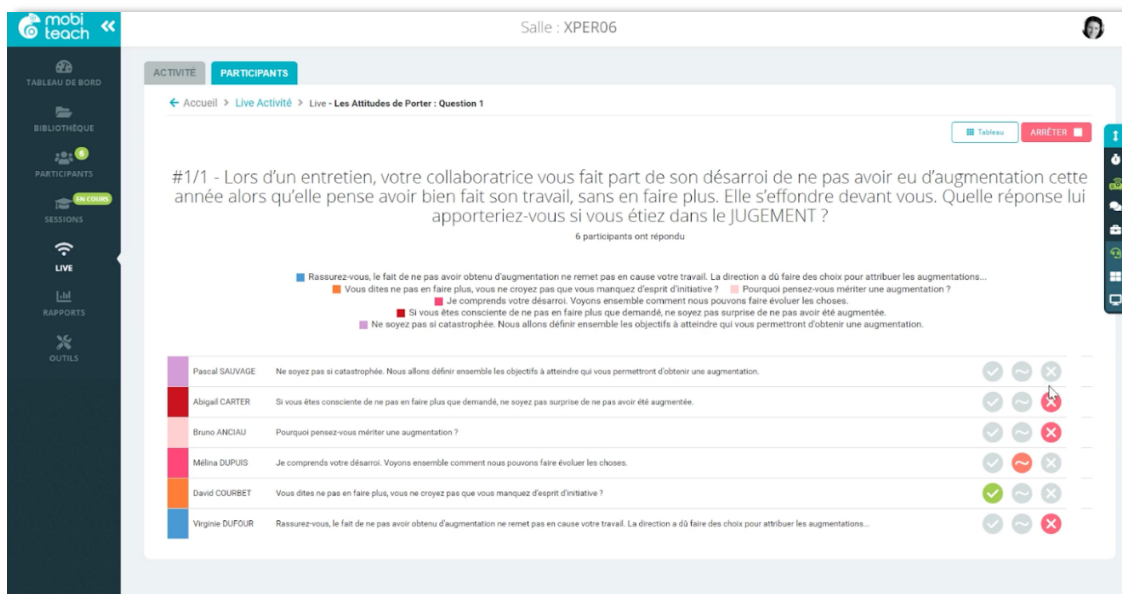
MOBITEACH offers a wide variety of activities to foster learner engagement and collaborative work (e.g., post-it activity, eLearning activity, quiz with game mode, trainers podium). MOBITEACH activity library continues to grow with new developments in progress.

Figure 9: Post-It Activity — Facilitator Interface

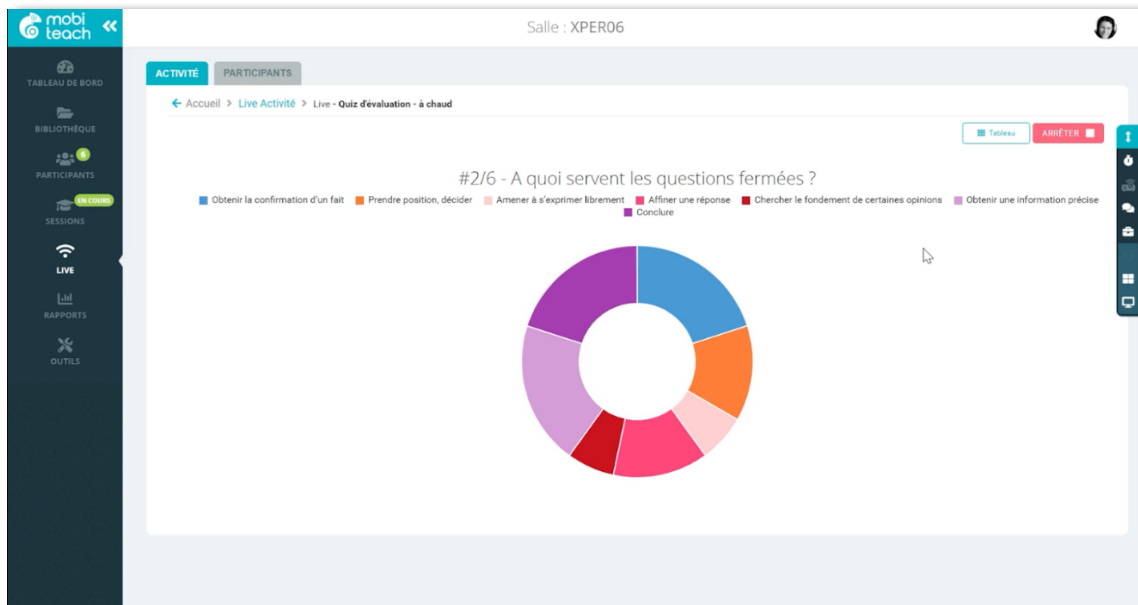


Source: XPERTEAM

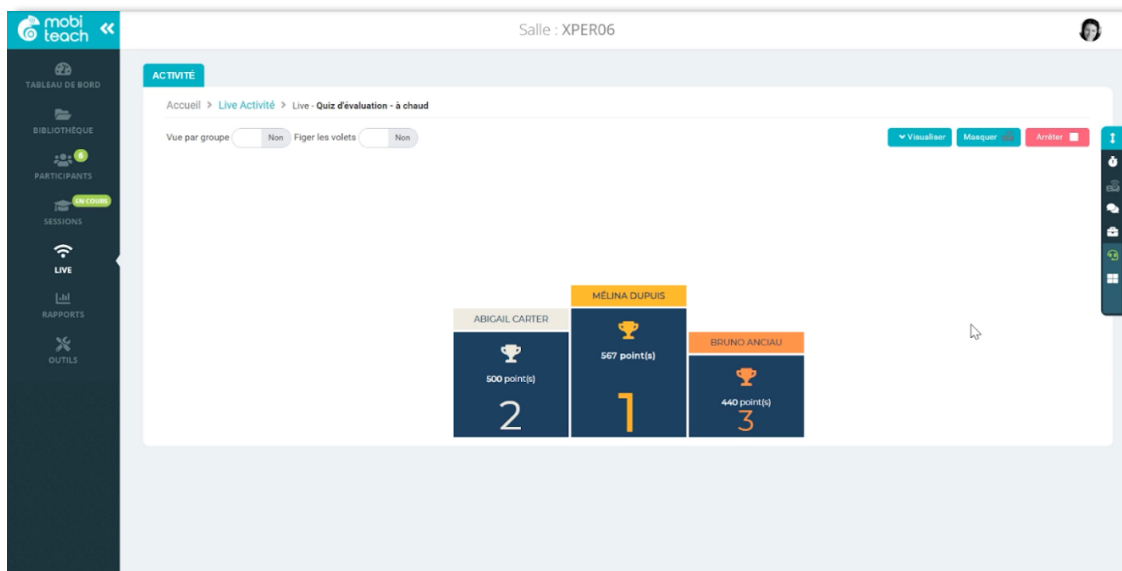
Figure 10: Visualization and Corrections of Answers — Facilitator Interface



Source: XPERTEAM

Figure 11: Detailed Answers to a Question – Facilitator Interface


Source: XPERTEAM

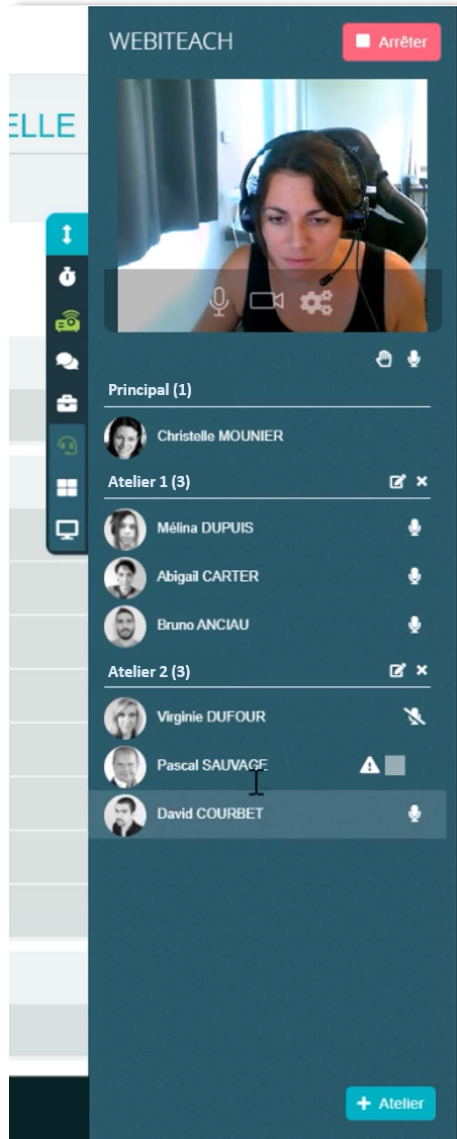
Figure 12: Results to the Quiz — Podium Presentation


Source: XPERTEAM

In addition to all the training features, MOBITEACH has also all the functionalities of the best virtual classrooms, including breakup rooms possibility, shared screen, etc. In these subgroup workshops, learners can collaborate on a shared document, answer a quiz, etc., and get the visit of the trainer.

This combination of face-to-face and distance-training animation is unique on the market.

Figure 13: WEBITEACH



Source: XPERTEAM

Measurable Result

Figure 14: EDF Logo



Source: XPERTEAM 2021

EDF Reinvents and Secures its Training Practices with MOBITEACH

Digitalization makes possible the securitization of acquisition of theoretical and practical knowledge for 50,000 service contractors operating in nuclear power plants. And this, based on a continuous improvement approach adopted by 15 Certified Training Centers as a pool of 400 trainers.

Thanks to MOBITEACH:

- Participants stay more engaged. The use of gamified activities (quizzes, videos, post-it,...) favors attention and information retention, especially that nuclear is a very sensitive and complex subject matter that requires long training sessions (3 to 5 days).
- Trainers focus on competence, not logistics. Freed from the many aspects of logistical and administrative preparation of their training, which is itself packaged in a more interactive way, they can refocus on their participants and their role of trainer-as-a-coach.

EDF is able to secure training quality management, from theory to practice.

Digital transformation has made possible to: cover the blind spot of face-to-face training. Where previously, training quality controls were fastidious with frequent physical onsite visits, now, thanks to MOBITEACH it is possible to see in real-time if a content has been successfully used or understood (or not).

Thanks to real-time Learning Big Data, the contents are continuously improved, instead of intermittent feedback depending on the trainer's sense of involvement.

Reduce the risk of biased assessments and secure the issuing of nuclear authorizations; Ironically, the assessment failure rate increased right after digitalization — actually marking the end of uncertainties related to paper assessment. Therefore, the positive

outcome of it was that now, the tens of thousands of professionals qualified to intervene on nuclear power plants are much better selected than before.

For several years now, EDF has initiated and maintained a set of training content named "Common Nuclear Knowledge." It is aimed at training personnel from external service contractors, and covers all of the fundamentals required to operate safely in a nuclear power plant. EDF relies on a network of 15 certified training centers to provide these trainings.

Audience

Annually, 400 trainers deliver face-to-face training sessions to over 50 000 participants. Sessions are composed of an average of ten participants who, after following the training, are evaluated with a theoretical quiz and a practical role-playing situation to certify them and authorize them to work in a power plant.

Challenge

For EDF, it is key that the digital solution shall support both the practical as well as the theoretical aspects. If the main challenge remains to secure the assessment process and the issuance of authorizations — the idea is also to make face-to-face training more interactive, leveraging the use of tablets among participants.

Project Details

Each instructor has his own virtual classroom in which he can find his session planning, the list of attendees, and the educational activities to be delivered.

Trainees easily identify themselves from a tablet through a nominative QR code.

Instructors facilitate their sessions and can control progress in real-time through:

- Theoretical assessments of knowledge
- Practical assessment of know-how

Theoretical assessments are run using:

- Formative evaluation throughout training
- Summative validation at the end of the training

Practical assessment of know-how is implemented in the form of live observations reproducing real work situations in the field. It is combined with the results of theoretical assessment to deliver a training certificate.

MOBITEACH makes it possible to collect every single interaction from any participant, in particular, answers to questions. By aggregation, EDF can rely upon a huge set of Learning

Analytics data. It empowers them to rapidly identify and take corrective actions on their training content, before sharing it with the 400 trainers to improve effectiveness.

The MOBITEACH platform supports the full training and evaluation process:

- Planning sessions
- Sharing educational repositories (training documents, quizzes, videos, etc.)
- Updating learning materials and notifying trainers
- Displaying detailed results
- Creating certificates and communicating with the monitoring authorities
- Managing exam retakes
- Consolidating and analyzing results in Power BI

Up to date, each year, it's around 50,000 trainees, more than 6,000 sessions, 400 trainers and 1.3 million hours of training that are delivered collaboratively and continuously improved.

About Brandon Hall Group

With more than 10,000 clients globally and 27 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

Some ways we can help...



MEMBERSHIP PACKAGE

Includes research library access, events, advisory support, a client success plan and more.



ADVISORY OFFERINGS

Custom Research Projects, including surveys and focus groups interviews. Organization Needs Assessment for Transformation, Technology Selection and Strategy.



EXCELLENCE AWARDS

Global recognition showcasing leading programs and practices with a library of case studies.



PROFESSIONAL DEVELOPMENT

Virtual and on-site certification programs, workshops and webinars supplemented with research-driven assessments and tools.



ORGANIZATIONAL EXCELLENCE CERTIFICATION PROGRAM

recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.



SMARTCHOICE® PREFERRED PROVIDER PROGRAM

uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's quarter of a century's experience in evaluating and selecting the best solution providers for leading organizations around the world.



HCMA PROFESSIONAL CERTIFICATIONS

are comprehensive educational programs that center around a multiphase knowledge test.