

BUSINESSES

Teach the first week once for every new hire.

Put your experienced people's explanations, worked examples and reference material into a staff academy. New hires can prepare independently, then spend time with their manager practising decisions they will make on the job.

PROFESSIONAL PLAN AT A GLANCE

200 GB
file storage

Unlimited
courses

1,000
monthly active learners

5 published academies • 5 administrator seats • Free Creator Launchpad workshops

Make onboarding repeatable

Start with one role. Identify what an experienced colleague explains to every new hire and turn that explanation into a short learning sequence.

ACADEMY FEATURE	HOW YOU CAN USE IT
Role-specific courses	Group lessons by role so a new adviser can find the procedures relevant to their first week.
Media & downloads	Place an expert's walkthrough beside a checklist staff can consult before handling a case.
Learner access	Enrol employees in the courses selected for their role or team.
Scenario assessments	Give a realistic case and ask for a decision and its rationale before the coaching session.
Discussions & Q&A	New starters can compare their reasoning and ask the instructor to explain a difficult handover.
Progress reporting	Check course progress before a manager check-in and use the meeting to practise one decision.

Keep training current

When a procedure changes, update its lesson and practice case for the next intake. Teams can return to the same academy for a refresher.

What the plan includes

Academy capacity	5 published academies, 5 administrator seats and up to 1,000 unique monthly active learners.
Courses & storage	Unlimited courses and 200 GB of file storage.
Reporting & support	Enhanced progress reporting and priority support.
Learning paths	Multi-course certification learning paths and academy-branded course certificates.

Professional is a starting point for a growing workforce. Discuss Institutional if you need a larger academy portfolio or company-specific reporting and support.



LEARNER VIEW

My Learning

Employees can return to a procedure after induction and find the same practice case their manager uses in coaching.

Desktop & Tablet	Open lessons and assessments in a browser.
PWA	Install the web app for access from the home screen.
Mobile App	Revisit supported text, audio and resources offline. Hosted video generally needs an internet connection.

The first customer handover

A support lead turns her explanation of repeat complaints into a short course. Each new adviser studies a sample case before handling a handover with a supervisor.

Independent preparation

A remote hire watches the lead explain a previous case, reads the handover checklist and writes a sample case note.

Coached practice

The supervisor asks the adviser to hand the case over aloud. Together they check whether the next adviser knows exactly what to do.

A CASE NOTE WORTH DISCUSSING

New adviser	“I wrote that the customer called again. What else does the next adviser need?”
Colleague	“I’d add what we tried on the first call.”
Support lead	“Include the result and the action you promised, so the customer won’t have to tell the story again.”

The next intake uses the same training. Managers can spend their time observing a handover and giving individual feedback.

See how it fits your programme

Bring one role and the procedure your team explains most often.

Request a demo →

View regional pricing