

Transcript

Anne Shew and team – Traditional Credit Union

[intro music: hey you mob ...]

TCU is committed to building a sustainable community through education as a means of address high rates of unemployment amongst indigenous people in the Arnhemland region. Traditional Credit Union runs an induction program for all its newly recruited staff which is viewed as a key retention strategy.

The current program is paper-based and is delivered by a trainer over two days using workbooks and PowerPoint. Many of our staff have English as a second language and find the program is too long winded. They feel sleepy from all the talking at them and the language used is not easy to follow.

Inspired by the “Jobs for Our Mob” induction program developed through the Flexible Learning Framework, Traditional Credit Union applied for funding to develop an induction product that would be suitable for its remote community staff.

Getting right into it, we identified all the participants, contracted consultants and worked out the needs. We would need to review all the current documentation with remote staff, English language consultants and cultural advisors. We would need script writers and voiceovers, technical experts and lots of patience!

In the meantime, our friendly avatar was being created.

“Hi I’m TCU. I’m the training team’s ambassador for induction. I’ll help all new employees in their first few days of employment. I’ll help you learn about all the things you need to know when you are working for Traditional Credit Union. Welcome to our team.”