

Case Study

Permit to Work Blended Training



Client Background

The fuels retail sector has a standard health and safety work process for all employees and contractors to adhere to when working on site. There are two roles that require a permit to work: permit holders and permit issuers.

The permit to work system is the process that should be followed to identify and manage the level of risk in certain jobs before work begins.

Key Challenges

- All people working at a site need to have a permit to work.
- Permit issuers and holders need to renew their certificate every two years to keep it valid.
- Health and safety rules and regulations are not followed at every site, and are often inconsistent across sites. A standard is required for a safe working environment.
- Whilst a three-day classroom course has benefit, being away from the workplace for this period of time is often not possible.

Value Add

- The course aims to empower employees and contractors to recognise the risks they face on site.
- It promotes an open discussion in work teams.
- The training was provided as a blended programme combining classroom training, eLearning modules and practical exercises.
- The programme was managed via Pragma's learning management system (LMS) and was supported by an LMS administrator and a subject matter expert.
- The contact session contained a mix of permit issuers and permit holders, some doing the course for the first time and some doing the course as a refresher. This created good discussion and learners learnt from each other.
- The eLearning modules and practical activities gave the participants the opportunity to apply the learning immediately in the workplace.
- The blended structure means that it is easier to do the course every two years.



"The online version of the course is good because it enables all to proceed at their own pace."

Participant

Pragma Intervention

- Pragma consulted with many experts in the Petrochemical and Health and Safety fields to design a blended course. Practical exercises embed learning.
- The blended learning programme consisted of the following elements:
 - eLearning modules that were completed in the workplace or at home allowing learners to work at their own pace
 - Workshop dedicated to practical permit to work exercises
 - Network of people to walk the learning journey with the learner: LMS administrator, course facilitator, peers
 - A certificate for those who passed the summative assessment.

Tools and Technology

- Instructional design
- Adult learning principles
- Learning and development management
- Learning management system