YOUR TOTARA TAKEAWAY:

Making compliance count with Totara

Use this document to remind yourself of the key points in this course.
It's yours to download and takeaway!

Why does compliance matter?

Compliance is about working in line with the laws and regulations that govern your organisation. But compliance is also about keeping your business, your assets and your people safe and secure. A pretty good reason to make sure you're doing it right.

What is compliance?

There are two key drivers for any compliance programme: **people** and **reporting**.

Historically, compliance programmes have been weighted too far to the right of this diagram – focusing on tick-box activities that are easy to report to the regulator. This has manifested in an over-reliance on annual mandatory training, and insufficient focus on behavioural compliance – how to ensure people really are acting in compliance with the law.

An effective compliance programme is not a single e-learning module completed by all staff once a year. However good the training is, it simply isn't enough. Compliance programmes must also include many other factors which influence the decisions we make and the way we behave at work.

Enviromental factors - does the environment your people work in encourage the right behaviours?

Resources – are there enough people/money/equipment to do the task in the right way?

Time – do people have the time to do things properly, or do time pressures encourage them to cut corners?

Tools – do people have the right tools/software to do the task safely and correctly?

Processes – do you have processes in place to support the right behaviours?

Training – do people have the skills and knowledge to demonstrate the correct behaviours?

Behaviour change

Behaviour change is the primary objective of compliance. Without changing poor behaviours (and reaffirming positive ones) your compliance programme has failed. So, what steps can you take to encourage behaviour change in your organisation, and how can Totara help? According to Joel A. Rogers, there are five stages of behaviour change we need to address.

🎯 Stage	☑ Activities	⚙ Tools (with links to further learning)
Pattern interrupt	Present surprising facts and data Interrupt poor behaviours and direct tor remedial learning	Featured links blocks Random glossary block Courses
Commitments and consistency	Ask learners to sign or check a box to confirm their individual commitment to compliance Regular Manager check-ins Establish competency frameworks for consistency across the organisation	Performance activities Self-complete labels on course pages Competencies Evidence
Social stigma	Set up leaderboards to create competition Provide collaboration spaces where staff can learn from each other	Workspaces Social tools Leaderboards Open badges Choice activity
Repetition	Create a nudge campaign with regular reminder emails Set up a collaboration space and drip feed content into it Add reminders to dashboards	Certifications Notifications Workspaces Dashboards
Avoiding pain, gaining pleasure	Use diagnostic assessments to ensure users only take the training they actually need Give badges to high achievers Set up leaderboards	Quiz Restrict access in courses Certifications Leaderboards Open badges

What questions should you ask when designing a compliance programme?

How will you deliver formal learning?

- Face-to-face or virtual instructor-led training via **seminars**?
- Self-paced digital learning via **courses**?
- A one-off package of learning via **programs**?
- A package of learning with an expiry date and recertification pathway via **certifications**?

How will you provide space for informal learning and collaboration?

- Directly within a course via course **forums**?
- In a dedicated collaboration space via **workspaces**?
- By encouraging individuals to share their own **resources** and **playlists** with others?

What role will Managers have in monitoring and affirming compliance?

- Assigning and rating proficiency via **competency frameworks**?
- Regular monitoring and discussion via **performance activities**?
- Sharing resources and tips in 1:1 conversations via **workspaces**?
- Asking Managers to provide proof of compliance via **evidence**?

How will you keep people focused on compliance once formal learning is over?

- Providing discussions spaces for ongoing collaboration with peers via **workspaces**?
- Nudge campaigns and spaced learning via **program**, **certification** and **course notifications**?
- Manager-led discussions via **performance activities**?
- Regular recertification requirements via **certifications**?

How will you report on your compliance activities?

- User generated reports via **report builder**?
- Sharing dynamic reporting data with internal and external stakeholders via **dashboards**?
- Enabling individuals to monitor their own compliance via their **competency profile**?

How will you manage your programme at scale?

- Recording appropriate information in your **user profiles** to use to assign appropriate learning?
- Building **audiences** to assign learning, collaboration spaces, competencies and performance activities?
- Setting up automated **reporting** so the right people get the right information at the right time?

Of course, the real success of your compliance program is the effect of these changed behaviours on your business. For example, has the number of health and safety incidents reduced? Has the diversity of your workforce increased? When you're affecting those numbers, you know you have achieved true compliance. And your regulator will be happy too.