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LAMBDA
S O L U T I O N S

moodle

ONTARIO PETROLEUM CONTRACTORS ASSOCIATION (OPCA)

AT-A-GLANCE

CUSTOMER'S BUSINESS:
Training association for Petroleum Industry.

PROBLEM: Ontario Petroleum needed to meet the needs of private companies requesting pre-training for employees prior to gaining admittance to worksite. Their LMS support vendor was not providing them with the level of service they required.

SOLUTION: Development of an enhanced Moodle learning management system portal to provide online learning for oil industry employees, along with enhanced support.

RESULTS: Ontario Petroleum was able to offer online training to ensure new employees on worksites could "hit the ground running" without a lengthy orientation process.

This industry association needed to respond to the needs of its members who needed employees to get orientation training prior to arriving at their worksites. Lambda Solutions implemented the Moodle LMS to meet their requirements.

ABOUT OPCA

The Ontario Petroleum Contractors Association is a non-profit association of member companies incorporated to establish, promote and maintain the highest standards of quality, safety, and environmental protection for all types of installations and modifications of petroleum systems.

PROBLEM

In 2007, the OPCA had a Moodle site as its primary site for delivering orientation training for petroleum industry employees who were going to be working onsite. Due to demand from members, OCPA decided to expand the amount of education they were providing online. "We already had a Moodle site as our primary site, with two courses in English and French," explains OCPA Executive Director Michelle Rae. "Unfortunately, we were having difficulties with the developer with responding to technical issues. If we had a glitch in the interface or the program, we might not hear back from him for days." They needed more responsive, reliable support.

EVALUATION PROCESS

OCPA discovered Lambda Solutions early in their search for a new vendor by searching the official Moodle website for Moodle Partners. "Them being official Moodle Partners, plus being Canadian were big factors for us," Michelle says. But what prompted them to make their decision to go with Lambda was their eagerness to work with them. "They had such attention to detail and were really trying to understand my needs in their proposal. I could feel confident that they knew what they were doing with Moodle."

SOLUTION

Lambda Solutions proposal for development of a portal site and customization providing more information went ahead. They also provided customization, particularly in enabling certificates for students and organizational acces to customized reports. However, the critical part of the longer-term engagement came with their managed hosting offering.

RESULTS

Faster orientation for oil company employees. "Orientation training now takes less than an hour and the employees will get a package and documentation they can download," Michelle says. "Getting that safety training is critical to their job."

Streamlined certification process. "Employees need certification before they can even go on to a petroleum site. We've streamlined it so when they complete the training, they get mailed a permanent wallet card. It saves a lot of time and effort."

A reliable Moodle LMS that's working when employees need it. "Since the back-end is now taken care of, we've got almost 14,000 students a year going through the course across Canada – and it runs on its own, without instructors leading it."

ABOUT LAMBDA SOLUTIONS

Exceptional Support has made Lambda Solutions a leader in Moodle Managed Hosting and Professional Services. We believe that support is a critical component to any successful implementation and use of any technology. Since 2002, we have helped many organizations deliver great e- learning experiences. We combine offerings in managed hosting, application support services, development and integration expertise, as well as training to customers in Education, Corporate Training, Healthcare and Government. Lambda Solutions is an official partner of Moodle, the world's leading Open Source Learning Management System.