



# Big Training for Small Businesses

The SkillsPass Solution



# Background - The Company

NewLife Hearing Health Centre (NewLife Hearing) is a locally owned, independent hearing healthcare practice that aims to assist patients on their journey to better hearing and communication. NewLife Hearing operates two full-service hearing health practices in Newfoundland and Labrador—one in St. John's, and one in Carbonear, with an employee base of ten, including certified audiologists, patient coordinators, and office staff.



## The Challenge

Having been in business since 2012, NewLife Hearing has an extensive patient list, resulting in dozens of daily appointments, drop-ins, and visitors to both clinics which created obvious safety implications upon reopening after the COVID-19 forced business closures.

Further, as a small, yet busy healthcare practice, NewLife Hearing consistently balances day-to-day operations and the ongoing treatment and expectations of its patients, with the need for continuing education and regular health, safety, and wellness training. Efficient delivery and virtual training options are therefore critical to minimize time away from patient care. And, like all businesses, reopening in the midst of the COVID-19 global pandemic presented an additional challenge in terms of safely executing patient care and completing effective and expert COVID-19 training.

The NewLife Hearing team was therefore looking for available solutions and subject matter experts to assist with its overall COVID-19 safety plan for both its staff and patients that would meet its requirements for comprehensive training, in an efficient manner that limited downtime.

**Company:** NewLife Hearing Health Centre

**Challenge:** Augmenting employee and patient safety as a small business in the midst of the COVID-19 pandemic and requiring efficient virtual training to minimize downtime.

**Solution:** The availability and accessibility of SkillsPassNL, and the COVID-19 Work Safe Course

**Outcomes:** NewLife Hearing management adopted the SkillsPassNL platform, and mandated the COVID-19 Work Safe Course for the office staff as an addition to Provincial and Industry Association safety guidelines and recommendations.

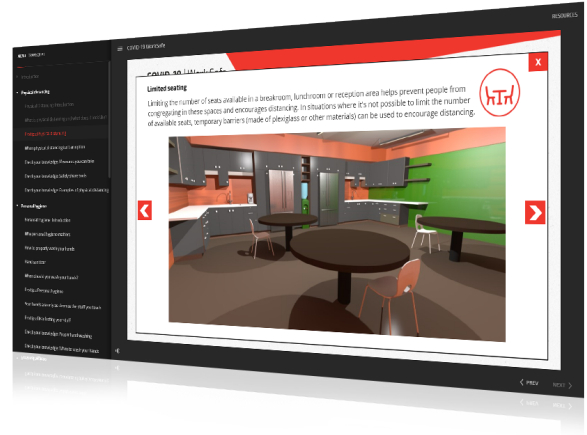
**The Value:** "Being able to access training like the COVID-19 Work Safe Course within a publicly available tool like SkillsPass offers tremendous value and support that wouldn't be otherwise feasible for small businesses like ours" - Jillian Ryan, Owner and Audiologist, NewLife Hearing Health Centre



# The SkillsPass™ COVID-19 Training Solution

The [COVID-19 Work Safe Course](#) was made available to all employers and employees in Newfoundland and Labrador following an announcement by the Province's Chief Medical Officer in July 2020, making the Province the first to introduce broad availability of COVID-19 workplace safety training- the promotion of which helped drive awareness and interest from NewLife Hearing.

The interactive online training course was developed by Bluedrop Learning Networks under the guidance of several noted national experts, including Canada's former Deputy Chief Public Health Officer. The course was subsequently tailored and localized with support from experts from the NL Department of Health and Community Services, Digital Government and ServiceNL and WorkplaceNL.



The availability of the COVID-19 Work Safe Course across the Province was made possible by Bluedrop's flagship [SkillsPass](#) training platform-launched in the Province as [SkillsPassNL](#) in 2018. This cloud-based enterprise scale training, certification, and compliance management platform delivers and validates training, skill development, and credentials across large multi-stakeholder environments. It allows businesses in all sectors, and of all sizes to access core industry and critical or unique training solutions like the COVID-19 Work Safe Course in an efficient, low-touch, virtual environment.

## The Analysis & Adoption

The NewLife Hearing team discovered SkillsPassNL and the COVID-19 Work Safe Course following media coverage of the CMO's announcement, and subsequently enrolled directly online-assigning the course to all staff to complete. The Provincially endorsed and funded course supported NewLife Hearing's overall clinic safety plan, and they were particularly pleased with the ease of onboarding and the format of the SkillsPass platform itself. "For our industry, regular ongoing training is the norm, as are virtual training options. When looking for COVID-19 safety training, we wanted a similar option, and the SkillsPass platform fit this requirement as it was easy to access and was offered by the Province- which was also comforting," said Jillian Ryan, Owner and Audiologist, NewLife Hearing Health Centre.

In assessing the training course, Ms. Ryan determined that the offering offered the depth and practicality required to support their overall safety efforts. Said Ryan, "the training was practical and easily applicable to our operation and I felt it would indeed increase knowledge and confidence levels of our staff...and being able to complete the course myself first was an ideal way to confirm its value, and the ease of use of the solution." The course link was shared with the NewLife Hearing team, and the course was subsequently completed by all employees.



***Being able to access training like the COVID-19 Work Safe Course within a publicly available tool like SkillsPass offers tremendous value and support that wouldn't be otherwise feasible for small businesses like ours"***

Jillian Ryan  
Owner and Audiologist  
NewLife Hearing Health Centre

# The Results

With direction to complete the training provided by the owner, and easy access to the SkillsPassNL platform, NewLife Hearing quickly became one of the first private healthcare practices in the Country to have all employees complete the COVID-19 Work Safe Course. “The review, assessment, and implementation of the COVID-19 Work Safe Course by the NewLife Hearing team helps showcase the potential and validate the power that SkillsPass has for employers big and small...and also, the fact that broad-based, publicly available training solutions provide a key value-add augment to support industry and individual employer training programs, particularly for small to medium sized businesses,” said Emad Rizkalla, CEO, Bluedrop Learning Networks.



In quickly completing their COVID-19 Work Safe training via SkillsPass NL, the NewLife Hearing Health Centre team achieved their individual e-certifications, and added the knowledge and insights gained to their overall operational and patient safety procedures. The organization subsequently achieved and proudly displayed their COVID-19 **Work Safe Leader** designation decals at both clinic entrances, and also on their corporate [website](#) showcasing the value the team places on employee and patient safety, and a commitment to ongoing community safety in light of COVID-19.



# About SkillsPass

The earliest version of SkillsPass was launched in 2010 by Bluedrop Learning Networks, a Canadian pioneer in e-learning technologies. After years working with a global client roster including Microsoft, Cisco, Sony, Pfizer, RBC, Dell, Fluor and Exxon-Mobil, Bluedrop identified an unmet need among small and medium sized business whose traditional approach to managing employee training left many behind.

Employees were facing a rapidly changing world where continual training was key to their livelihoods, but that world was still using outdated learning platforms that did not serve them or keep pace with technological innovations. The practice of stranding training certificates in corporate data silos was a barrier for everyone involved. Governments, regulators and industry groups who were frustrated by this outdated approach became SkillsPass' first allies.

Bluedrop made it their mission to create a learning platform that would benefit an entire workforce across a jurisdiction or an industry. Yes that means employers and their employees, but also industry groups, unions, regulators, training providers, employment centers and regulators. A 21st century learning delivery and management system would need to be ubiquitous, trustworthy, and verifiable. It would need to seamlessly follow employees as they moved around and changed jobs.

With these insights, SkillsPass was born. It has grown over the years to include five provinces, the U.S. Small Business Administration, the U.S. State Department, and numerous leading industry groups in several countries.

**Today, over 2 million worker's records are housed in SkillsPass and that number is growing quickly.**



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