



**SGI** 

# Case Study: An Industry-First Training Solution

How SGI introduced the online and interactive SkillsPass OnlineMELT training for Class 1 drivers



**Bluedrop**  
LEARNING NETWORKS

# Background - The Company



The Crown corporation known as [Saskatchewan Government Insurance \(SGI\)](#) operates 27 centres across 13 communities in Saskatchewan, with its main headquarters stationed in the city of Regina.

Working in conjunction with approximately 400 motor license issuers in the province, SGI employs over 2000 individuals. The property and casualty insurance division of SGI, operating under the trade name SGI CANADA, collaborates with 414 independent insurance brokerages across the country; these partners are located in Saskatchewan, British Columbia, Alberta, Manitoba, and Ontario.

Remaining true to its initial mandate, SGI continues to provide comprehensive, affordable insurance protection to the people of Saskatchewan. The organization administers and monitors motor vehicle licensing training, in accordance with Provincial standards, and this includes a recent addition surrounding Mandatory Entry Level Training (MELT) for Class 1 truck driver licensing, with a simple yet critical goal of continuing to make the Province's roads safer.

## The Move to MELT

In 2019 the [Canadian Council of Motor Transport Administrators \(CCMTA\)](#) introduced National Safety Code (NSC) Standard 16: Commercial Truck Driver Entry Level Training (Class 1).

NSC Standard 16 aims to ensure that applicants possess the basic knowledge and driving skills to safely operate a Class 1 commercial vehicle on Canadian roads. This pre-licensing training requirement for Class 1 trucking includes three core learning environments: (i) in class, (ii) in-yard, and (iii) in-cab.

**Company:** SGI

**Challenge:** The development and launch of an online, interactive, and secure Class 1 MELT training solution that would adhere to NSC 16 requirements, and meet or exceed the training experience offered in-class.

**Solution:** SGI selected Bluedrop after a competitive bid to avail of its e-Learning experience (and the SkillsPass platform) to translate the in-class MELT content into a comprehensive, scalable, 47 hour online training comparable- one that would also link with Government systems to increase visibility.

**Outcomes:**

- Launched online MELT (e-Theory) Program on Mar. 29, 2021
- Available direct to individuals, employers, and in collaboration with training schools.
- Users can access training at anytime, from anywhere, at their own pace.
- Increases accessibility, consistency and throughput for training schools.

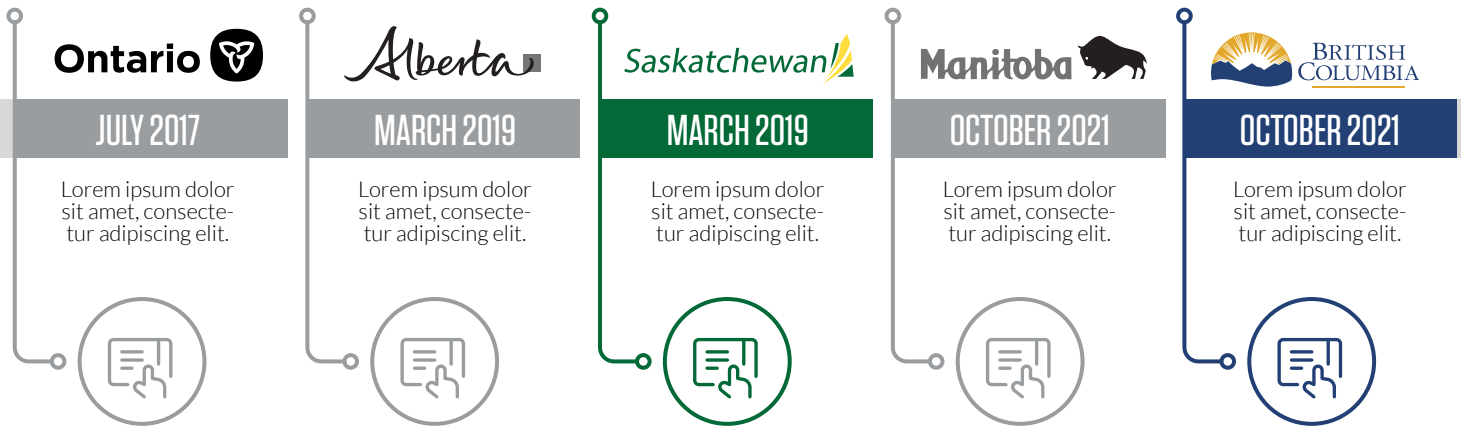
**The Value:** "The new online and interactive version of the classroom training from Bluedrop offers more flexibility to students... and follows through on SGI's commitment to support higher training standards for commercial semi truck drivers."

- Karol Noe  
Senior Director, SGI Auto Fund



All Canadian Provinces and Territories have signed a Memorandum of Understanding outlining their intention to implement NSC Standard 16. As of May 2021, four Canadian jurisdictions have introduced a MELT program for Class 1 licensing in accordance with the NSC Standard, including Alberta, Saskatchewan, Manitoba, and Ontario, with dozens of private training companies now engaged in each Province delivering the approved Training.

For its first two years of operation, M.E.L.T had been offered solely in person; consequently, this delivery method created barriers for many potential trainees. SGI had been searching for an e-learning model solution for this problem, which had become significantly more pressing since the onset of Covid-19.



On March 31, 2021, [British Columbia announced](#) that it would also be introducing the MELT requirement effective October 18, 2021. According to the release, B.C.'s program will exceed the minimum requirements set by the National Standard, and will include best practices from other Canadian jurisdictions that have already launched MELT, and will emphasize safe operating practices for mountainous geography and diverse driving conditions to ensure commercial drivers are prepared for B.C.'s highway network and the changing weather patterns encountered in the mountains.

Like other jurisdictions, the program will be delivered by licensed driver training schools in B.C. beginning in the fall of 2021. Consultation with the trucking and driver training industries in 2019 has provided valuable input to support the development of B.C.'s MELT program. With its introduction, B.C. will join Ontario, Manitoba, Alberta, and Saskatchewan in being the first Canadian jurisdictions to adhere to the National Class 1 MELT Standard.



**Having mandatory entry-level commercial vehicle training will result in better-trained new drivers and improved road safety for everyone in British Columbia, we've worked collaboratively with the trucking industry to create a new MELT program for B.C. that will strengthen the industry and prepare drivers to operate safely across B.C.'s challenging climates. This training will ensure new commercial drivers are trained to a higher, consistent standard."**

**Rob Fleming**  
Minister of Transportation  
and Infrastructure



# Analysis- Saskatchewan Online MELT Development

## The Solution Requirements

In an effort to advance the delivery and training options available for Class 1 MELT, while addressing the challenge and requirements specific to the Saskatchewan market, SGI issued a formal Request for Proposals (RFP) on January 6, 2020.

SGI's primary objective was to secure and select an experienced solutions provider with whom it could partner with on a collaborative approach in delivering an Online MELT training solution for the benefit of the Saskatchewan trucking industry.

Within its core requirements, SGI insisted that the online solution must:

- Effectively translate the curriculum, content, and intended outcomes of the existing in-class or theory portion of the MELT program to a comparable online (e-Learning) alternative;
- Offer increased accessibility and overall training flexibility for students, and thereby will allow easier engagement with Class 1 training for rural and northern students as well as better access to Class 1 driver training;
- Provide greater opportunities for temporary foreign workers located outside Saskatchewan to commence their Saskatchewan Class 1 driver's licence training before arriving in Canada or the Province; and,
- Meet or exceed the documented operational and technical requirements outlined for the solution, including AGI outlined timeliness, privacy, and security as top priorities in developing this new delivery model.

## The Bluedrop Response

Following a comprehensive review process, the Bluedrop Learning Networks bid was ultimately selected and the e-Learning solutions provider was chosen to partner with SGI in furtherance of building a modern, online training solution that supports the MELT intent, while offering students the option to take the 'in-class' MELT training portion via an online forum.

The selection of Bluedrop's bid centred on the fact that the company is an industry recognized e-Learning solutions innovator and has supported training delivery and digital transformation with a vast array of clients including governments, industry groups, and individual employers around the globe.



### AT A GLANCE- KEY SELECTION DRIVERS

- Proven online content development quality and delivery solution for complex training requirements;
- Industry recognized and endorsed experience in implementing online training programs that serve multiple stakeholders and markets simultaneously; and,
- Demonstrated processes, procedures, and out-of-the-box functionality surrounding personal privacy and data security.

With its in-house courseware team, Bluedrop has significant experience in translating existing (or concept) training material to online e-Learning formats, ensuring that the training mirrors the original intent, while advancing the accessibility, consistency, and interactivity of the content.



**With SkillsPass, we are able to more efficiently and effectively enable the safety and certifications for all Provincial workers, while enhancing security, reducing certification wait times, and reducing operational costs.**



**Ron Kelusky**

*Chief Prevention Officer/Assistant Deputy Minister  
Ministry of Labour, Training and Skills Development*



In addition to the course material, Bluedrop's flagship SkillsPass™ training platform rounded out the solution as a proven off the shelf platform to support the new Online MELT program and delivery. SkillsPass is a cloud-based Integrated Skills Management (ISM) Platform that streamlines training delivery, powers upskilling initiatives, and securely supports the sharing of verified certificates across large multi-stakeholder environments. For Industries like commercial trucking, the platform offers single-use, urgent need, and/or rapid response training delivery such as that required for Class 1 MELT, and it effectively manages large scale, cross-organizational groups of training cohorts.

## The Online MELT Solution Development

The Online MELT solution was developed as a one-team model between Bluedrop and SGI. Leveraging the deep domain experience of both parties, and Bluedrop's proven SkillsPass ISM Platform and award-winning courseware developers, the development process for this industry-first training solution was simplified and expedited.

**skills pass** **ONLINE MELT**

- Meets NSC #16 & In-Class Curriculum
- Offers Advanced and Continued Access
- Greater Training Consistency & Quality
- Improved Learning Outcomes

**INCLUDES 11 CORE MODULES**

The new **SkillsPass Online MELT** solution not only hosts and delivers the interactive training, it also connects Regulators, training providers, students, and all related stakeholders via one online training ecosystem. The ability to easily deliver, update, and track the interactive training is of critical value to SGI, and all members of the training value chain.

Karol Noe, Senior Director, SGI Auto Fund said “Saskatchewan is the first province in Canada to offer an alternative option for students to complete the classroom portion of their Class 1 MELT program. This new online and interactive version of the classroom training offers more flexibility to students, allowing them to access training at any time and at their pace.” The solution aims to expand access and convenience for the theory portion of the mandatory training, thereby enabling many more people who are considering careers in this critical industry.

From a security perspective, the SkillsPass ISM Platform adheres to all content development and SaaS data security and privacy requirements, most notably PCI compliance standards, and includes a System and Organizational Control (SOC) 2 Type 1 Audit Certification. Further, the solution is hosted in Canada, within a secure Tier 1 AWS Data Centre.



The solution enables a truly integrated ecosystem for Regulators (e.g., SGI), Training Providers, Trainees, and all stakeholders. It also delivers mobile training e-Certificates that stay with the Trainee- in real-time, for ease of employer reference, or for verification and compliance inspection. And, as highlighted in Figure 1, the entire process flow is fully digital, with single line-of-sight views to macro-level training and credential outcomes.

**Figure 1: SkillsPass Employer Network, Employee Training Results, and Certification Sample (For Illustration Purposes)**

The screenshot displays the SkillsPass web application interface. At the top, there are navigation tabs for 'WORKER SEARCH' and 'ISSUED CERTIFICATES', along with user options for 'MY TEAM', 'HELP', 'EN', and 'SIGN OUT'. Below the navigation is a search bar and a table of workers with columns for 'Workers', 'SkillsPass ID', 'MELT', 'Food Safety Inspections', and 'COVID-19 Work Safe'. A dropdown menu for 'CERTIFICATE STATUS' is open, showing options like 'All', 'Certified', and 'Expiring Soon'. A 'COURSE' dropdown is also visible. In the foreground, a sample certificate is shown for Ashley Kapoor, titled 'Mandatory Entry-Level Training for Commercial Vehicle Operators', with a 'PASSED' status and a completion date of 03-23-2021. A QR code with the text 'SCAN AND SHARE' is also present.

Workers	SkillsPass ID	MELT	Food Safety Inspections	COVID-19 Work Safe
Total by Certificate		50	42	20
Caitlin AXXX	CV...			
Rose BXXX	HV...			
Maude BXXX	B6...			
Meaghan BXXX	T6...			
Harris CXXX	W...			

# The Results

The SkillsPass Online MELT program is now available for students pursuing Class 1 commercial trucking licenses in the Province of Saskatchewan. As noted by Emad Rizkalla, Founder and CEO of Bluedrop, the online training solution “helps modernize the existing in-class MELT training, improves knowledge outcomes, and offers enhanced security and confidence through the ability to track training and credentials in real-time, at a Provincial and National level.” The program meets NSC Standard 16 provisions and covers all in-class curriculum content, thereby helping transform the delivery model for the in-class portion of the training.

Bluedrop continues to work collaboratively with SGI on the rollout of the program to increase awareness and adoption by both training schools and individual students. Further, the company is exploring how the SkillsPass Online MELT training solution can be leveraged by other Canadian jurisdictions to help increase Class 1 recruits, drive efficiencies in training delivery, and increase driver knowledge and safety outcomes.

**MORE RECRUITS...  
SAFER DRIVERS**



**The new online and interactive version of the classroom training from Bluedrop offers more flexibility to students...and follows through on SGI’s commitment to support higher training standards for commercial semi truck drivers.”**

*Karol Noe  
Senior Director,  
SGI Auto Fund*



Leveraging its globally recognized e-Learning experience and the innovative SkillsPass ISM training platform, Bluedrop developed the industry-first online training solution to support the move to Canadian-wide MELT. The resulting SkillsPass Online MELT program meets NSC Standard 16 provisions, and covers all in-class curriculum content, thereby helping transform the delivery model for the in-class portion of the training.



# About Bluedrop

Bluedrop Learning Networks is a globally recognized technology and eLearning solutions innovator that helps transform the way its clients deliver, manage, and verify workforce training.

Bluedrop's flagship solution, SkillsPass™ is a cloud-based Integrated Skills Management (ISM) platform that streamlines training delivery, powers upskilling initiatives, and securely supports the sharing of validated certificates across large multi-stakeholder environments. The solution accelerates training execution for governments, industry associations, and employers with real-time monitoring and multi-level results tracking.

Presently the SkillsPass Platform has been adopted in 6 Canadian provinces and is trusted by over 3 million individual users.



**VISIT** [www.bluedrop.com](http://www.bluedrop.com)

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