

PROGRAMME: **FIRST LINE MANAGEMENT (LEVEL 4)**EMPLOYER: **GENESIS**FACILITATOR: **ANDREW**

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James particularly appreciated the online learning aspect of the FLM4 course. The online learning experience was beneficial to his working life but also provided a family connection.

The course was helpful, because as a Health and Safety representative at Genesis he needed to do some online learning to get certification. This led to him taking on the National Chair role for the company’s Health and Safety committee.

James says, “I’d never really done much learning online. So, the online learning through LearningWorks was a really good process for me to go through. I’d never done a whole online course from beginning to end. Going through the pre-learning and then an assessment and you have those learning check-ins. That was a really good process for me.”



James talks about the learnings he took from the course, “understanding the dynamics around forming a team, and the different styles of communication, and types of meetings, the importance of setting an agenda, and knowing what needs to be communicated up and down and the frequency. In my Health and Safety role and as National Chair I interact with people across the business, so communication is quite important. Having those learnings on board is really important. The course really helped me in that sense.”

In summing up James says, “While I was working through the online learning, I mentioned Moodle to my daughter, and she was like yeah we use Moodle. So, it was good to get on the same page as some of my children as well.”