



When the news broke that WHO declared a pandemic, no one knew or imagined what it would bring. Our strong partnership with Skillcast helped us safely negotiate the COVID storm. We needed to onboard thousands of new colleagues to literally feed the nation. Together, side by side, we found a way to simplify the training and deliver it at speed.

**Roberta Bartaska**

Lead Learning Design Partner UK Stores, Tesco



#### CLIENT SPOTLIGHT

# Helping Tesco Feed the Nation

The COVID-19 pandemic brought unprecedented challenges to the retail sector. In response, Tesco needed to onboard over 45,000 temporary colleagues to ensure they could help feed the nation.

### Challenge

To ensure that colleagues and customers were safe and legal, the challenges Tesco needed to address were:

- Quickly provide new starters access to relevant courses in their Learning Management System (LMS)
- Streamline their induction programme to enable new recruits to hit the ground running
- Help staff transition to new roles helped by new learning curriculums

### Solution

To meet this huge challenge, Tesco chose to partner with Skillcast.

We made rapid changes to their LMS, enabling secure access for their temporary staff. Tesco engaged with key stakeholders throughout their business to identify training needs. Then in just two weeks, with Skillcast's help, Tesco designed, developed and delivered new learning curriculums.

Our simple, people-centric approach ensured that all business-critical roles continued as normal.

### Outcomes

The size, scale and speed of this achievement are reflected in the growth in usage year on year.

1. User access to their LMS increased by 99%
2. Learning sessions grew by 342%, averaging four per learner
3. Over 800 thousand learning sessions were delivered in April 2020

In the words of Tesco CEO Dave Lewis, "we've trained them all very quickly".