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2024 Excellence Award Winners

On Thursday 10 October 2024, we announced the winners of the 2024 AITD Excellence Awards at a glittering gala dinner. Held at the Hilton in Sydney, the gala dinner was attended by over 250 people.

Coveted by companies across Australia and New Zealand, the AITD Excellence Awards recognise outstanding achievements in learning and development. The Awards set new benchmarks for our members, recognising, rewarding and sharing quality and innovation across the learning and development spectrum.

AITD would like to take this opportunity to thank all our volunteer judges for 2024. Your time and dedication to the process is very much appreciated. We would also like to thank the sponsors of the 2024 AITD Excellence Awards: Elev8 Learning, Peelpcoach and Performance Frontiers.



After a record number of entries and an exceptional calibre across the board, it was a hard-fought contest this year. We are so proud of the quality and calibre of entries – well done to all winners, highly commended and finalists!

BEST BLENDED LEARNING SOLUTION



Australia and New Zealand Banking Group Limited and Avanade
BetterBD

The *BetterBD* program aimed to help ANZ’s home lending specialists facilitate more meaningful conversations with customers about their financial wellbeing goals, ultimately increasing responsibly-written home lending applications.

The judges said, “The innovative design showcased thoughtful elements such as self-diagnostic

tools to personalise learning pathways, standard as well as fast-track options, and the integration of learning into daily work rhythms.”

“This is a wonderful example of applying evidence-based principles in adult learning to achieve exemplary results.”



Australia Post and ClearXP
POST+

Australia Post established the *POST+* program to support its expanding demand and to modernise the point of sale system for its Post Office network.

POST+ featured a tailored blend of training approaches, so that all 17,000 affected employees could transition to the new system, regardless of their location or role. The judges were impressed by the

thorough analysis and innovative design, which incorporated gamification and tailored learning across a diverse range of personnel.

According to the judges, “Your clean, user-friendly platform made the content easily accessible. Well done on delivering an exemplary learning solution that met the challenge head-on!”



Victorian Department of Education
School-Wide Positive Behaviour Support

The *School-Wide Positive Behaviour Support* (SWPBS) initiative is designed to help school staff prevent, identify and respond to students’ social, emotional and behavioural needs.

It emphasises universal prevention and early intervention to create supportive environments for all students. The initiative has decreased disruptive behaviours, reduced bullying and improved school climate.

The judges were highly impressed by the clear identification of business needs and strong strategic alignment—not only with organisational goals but also extending impact to the end users: the school children.

According to the judges, “The flexible delivery, merging various options through an easy-to-navigate online platform, was particularly commendable for accommodating busy educators. This is a stellar program of which you should be proud—well done.”

BEST USE OF GAMIFICATION OR SIMULATION FOR LEARNING



Yarno and Blackmores Commercial Academy
Revenue Management

Blackmores partnered with Yarno to empower their field sales and account management teams with enhanced financial skills.

Learners were based throughout Australia and Southeast Asia, and had diverse skill levels, languages and cultures. So learning content was developed in English, Thai and Simplified Chinese. The first campaign achieved a remarkable 94% participation rate and a 91% completion rate.

The judges said that the approach for this project built a strong learning culture without putting pressure on the learners. “The design was logical and pervasive—capturing the essence of more LOL, more learn—and the delivery reduced fear of the unknown with customer explainers and custom demos. Well done on delivering a well-crafted and strategically impactful learning solution!”

BEST LEADERSHIP DEVELOPMENT PROGRAM



Jumbo Interactive and Pragmatic Thinking
Level Up!

Level Up! is a six-month leadership development program designed for Jumbo’s frontline and emerging leaders. It was launched to address challenges arising from recent global business acquisitions, and to unify leadership practices.

By focusing on internal talent development, the *Level Up!* program addresses critical skill shortages and strengthens organisational resilience and adaptability. This ensures that Jumbo remains competitive and responsive to evolving industry needs.

The judges said that the program stood out for its specific and clear alignment with organisational strategies, effectively triangulating

data to provide a comprehensive understanding of the business need, which laid a solid foundation for design and delivery choices.

“The innovative co-creation and consultative approach with stakeholders ensured the design was fit for purpose and impactful. The blended learning format was comprehensive and featured out-of-the-box thinking, which was evident in the well-structured workshop content.”

“Measurable impact was significant, with impressive metrics showing that the program not only met but exceeded its goals,” said the judges.

BEST USE OF TECHNOLOGY FOR LEARNING



Auto & General and Zenarate
Managed Service Model – Induction Program

Auto & General’s *Managed Service Model* (MSM) program aimed to enhance the onboarding experience for new-hire consultants.

To achieve this, Auto & General partnered with Zenarate, who used their AI call centre simulator to create simulations that mirrored the Auto & General call centre environment. New hires used these bespoke simulations to practice handling situations they would encounter on the job. This approach accelerated their readiness for work and enhanced their confidence.

According to the judges this was “a realistic and immersive program that aligns with the organisational goals of *Living the A&G Way* and contributing to increased productivity.”

“It’s good to see that the stress of undertaking a rigorous onboarding program in a high-performance and highly visible role is balanced by spaced delivery with time to practice simulations,” said the judges.



Yarno and Blackmores Commercial Academy
Revenue Management

In July 2023, Blackmores, a leading Australian health and wellness company, partnered with Yarno, an Australian microlearning platform, to deliver digital learning campaigns focused on *Revenue Management*.

Together, they designed campaigns to improve financial understanding and decision-making among Blackmores’ field sales personnel and account management teams.

The judges said, “Congratulations to Blackmores Commercial Academy and Yarno for their outstanding program enhancing financial literacy within the organisation.”

“The innovative use of microlearning, team-based learning, and gamification effectively engaged learners, replacing traditional lengthy presentations. Measurable impact was evident.”

BEST CAPABILITY BUILDING PROGRAM



East Coast Car Rentals and Nexperk Learning Partner
Revvng Up Reservations

East Coast Car Rentals launched the *Revvng Up Reservation Service Experience and Sales* initiative to enhance customer service and sales through a comprehensive learning and development program.

The program focuses on helping staff deliver exceptional customer service. Its success reinforces East Coast Car Rental’s position as a trusted provider of car rental services in Australia.

“Congratulations on delivering an outstanding program that thoroughly impressed the judges with its excellent structure and innovative learning approaches,” said the judges.

“The comprehensive design included a mix of in-person and online delivery, along with tailored coaching. The creative use of AI to assess on-the-job skills application, was particularly commendable. The engaging and fun concept not only met the organisation’s needs but also excited learners by clearly mapping their journey.”

“Your thoughtful end-to-end implementation, even with tight budgets, showcased significant positive results using the Phillips ROI model.”

BEST DIVERSITY AND INCLUSION PROGRAM



Multiplex, Thinka and DH Media Group
Tackle Your Bias!

Tackle Your Bias! is a transformative bias training program implemented at Multiplex as part of their Diversity and Inclusion Strategy. The program aims to make diversity and inclusion a collective responsibility.

Tackle Your Bias! exemplifies a modern approach to bias training, emphasising practical application and personal growth, thereby contributing to a more equitable and inclusive workplace.

According to the judges, “The program’s design was thoughtfully executed, featuring active engagement through relatable online learning, the use of existing staff in video productions, and flexibility for learners to complete the program at their convenience.”

“The progressive release and pilot phases demonstrated careful control over the course narrative and a focus on learner experience, with valuable insights gained for future rollouts.”

BEST LEARNING CULTURE IN AN ORGANISATION



Australian Army
The Cove

The Cove is the Australian Army’s professional education and development network, originally launched as a website in 2016. Over the past few years, it has expanded into a comprehensive network of blended learning options designed to facilitate the ongoing professional education of Army members.

The Cove’s collective output provides an accessible online learning network that develops, publishes, and curates a wide range of educational content on leadership development and

contemporary topics relevant to the military profession.

According to the judges, “The program comprehensively addressed both business and individual needs, effectively linking them to the organisation’s vision and strategy.”

“The strategic decision to avoid traditional Army branding enhanced safety and accessibility, boosting both individual and organisational capability.”

DR ALASTAIR RYLATT AWARD FOR L&D PROFESSIONAL OF THE YEAR



Sally Parrish

Since arriving in 2002, Sally has made a profound impact on the learning and development profession in Australia.

She founded the Australian and New Zealand Institute of Coaching, where her efforts have significantly raised the bar for coaching professionals.

Sally is currently the Founding Director of the Board Coaching Institute, where she tackles the lack of diversity in Australian boardrooms with her Board Success System and Board Success Mastermind.

Sally has had a long corporate career as Director of Learning and Development, in the UK, Asia and Australia, translating difficult financial services product information into plain-speaking training resources.

Sally’s ability to challenge the status quo and lead with purpose, positions her as a visionary in the L&D field, and a fitting winner of the 2024 Dr Alastair Rylatt Award for L&D Professional of the year.

BEST ONBOARDING OR INDUCTION PROGRAM



Hort Innovation
SPROUT Onboarding Program

In 2022, under new leadership, Hort Innovation engaged Deloitte to review some of its processes. A significant recommendation from this review was to improve the onboarding process.

So, Hort set a goal to create a world-class onboarding program from scratch. The program design emphasises minimising complexity, fostering collaboration, and maintaining financial responsibility—essential for a not-for-profit organisation.

The judges were particularly impressed by the strong approach to identifying and understanding pain points and inefficiencies within the investment lifecycle process.

“The inclusive approach, highlighted by the story of Jenny, effectively linked business and individual needs, bringing the program to life,” said the judges. “The program showed very clear alignment with the company’s wider strategic priorities and goals. The design was solid, utilising the 4 Cs framework—Compliance, Clarification, Culture and Connection—to provide comprehensive support for new starters.”

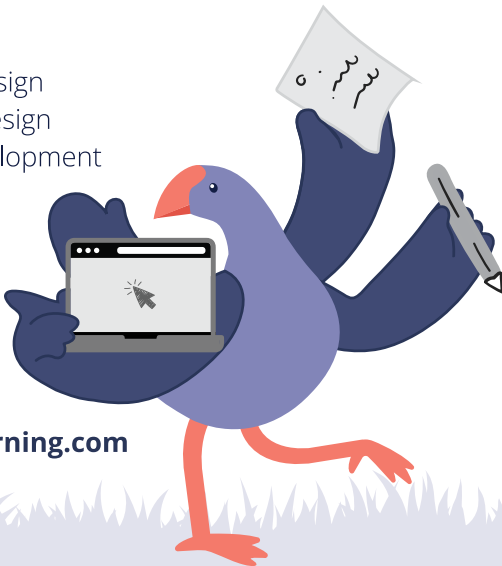
“Overall, this submission was exceptionally well-detailed and stands as a best-in-class program. Well done to all involved!”



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