Competencies & Certifications Management

Case Study

Operating in a highly regulated industry, this client had stringent training and certifications requirements.

The client required a system that would prevent uncertified workers from gaining access to hazardous areas and continuously ensure regulatory compliance.

PROBLEM

Many organizations struggle to enforce compliance of their training, licensing or certification policies continuously.

Operating in a highly regulated industrial environment, this client had strict policies relating to the competencies and training required to access restricted and sensitive areas.

These competencies included HAZMAT training for areas with dangerous chemicals, Cisco network certification for server rooms with networking equipment and operations and safety training for operating production heavy machinery.

The client had a physical access control system that could restrict access to various areas of the site by assigning access privileges to workers. However, the system was unable to continuously monitor competencies and ensure the company was in compliance with its regulatory obligations.

If an accident occurred, audit information was critical in the identification of operator competency, regulatory policy compliance and potential liabilities.

The RightCrowd Solution

RightCrowd provided a workflow system that automatically checked operator's competencies and certifications prior to accessing specified areas. RightCrowd was configured to check HR, Training, and Learning Management Systems (LMS), and enforce compliance through the client's access control system.

At onboarding, a workflow request is created for an operator to be granted access. If the area requested requires a specific competency or certification, RightCrowd will automatically check to ensure this individual meets the requirement as part of the approval process. If the competency doesn't exist, the access request is rejected and the originator of the request is notified. The individual can then receive the required training to earn the additional certification, and the workflow request can be re-submitted.

When a required certification is about to lapse, RightCrowd is configured to send an email in advance to the affected individual, their manager and other authorized officers as required notifying them that the certification will expire in a pre-configured number of days. This gives the individual and their manager time to renew the certification prior to expiry. Periodic reminders have been configured that the certification is about to expire. If the certification expires, RightCrowd has been configured to automatically disable access to the affected area(s) for this operator.

RightCrowd ensures that sensitive areas of this client's site can only be accessed by workers with the required competencies and certifications, protecting the site from unauthorized site area access which could result in worker safety incidents, material losses and liabilities for the client.

1 CERTIFICATIONS AND TRAINING COMPLIANCE
Restrict workplace access based on training, certification or licenses

2 ENFORCE REGULATORY COMPLIANCE
Leveraging the physical access control system to enforce certifications compliance

3 CONFIGURABLE TO WORK ZONE REQUIREMENTS
Ensuring only trained and approved workers have access to hazardous areas

4 AUTOMATE ACCESS APPROVAL PROCESSES
Configure access approval processes and competency checks according to regulatory or policy requirements

5 ENHANCE TRAINING AND CERTIFICATIONS MANAGEMENT
Leverage a single system to manage and enforce certifications and training compliance

6 PROACTIVE EXPIRY NOTIFICATION
Competencies are kept up-to-date by proactively notifying workers and supervisors prior to expiry

7 REPORTING AND AUDITING
Remove the guesswork around competency and access level status with real-time reporting functionality

For many years, some of the world's largest, most demanding enterprises have relied on RightCrowd's software to enhance the security, safety and compliance of their employees, contractors and visitors. Ask us how RightCrowd has provided cost efficiencies, process improvements and tangible business benefits with our solutions.

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USA +1 (858) 356-2005
AUS +61 7 55 932 581

sales@rightcrowd.com
rightcrowd.com