Learning Point

Pilot information

Poznan, Poland, August 2024

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Learning Point

Concept and basic assumptions

What is a LEARNING POINT ?

Learning point is a PLACE in the store with a QR code sticker.

When scanned, it provides Employees with an instant access to ADDITIONAL TRAINING MATERIALS.

- **Location of QR code stickers is** fixed and had been determined based on the needs of store Employees.
- Available training materials **refer to store areas where the sticker is placed.**
- We keep a record of **all the training materials** which **will be updated** without the need to change stickers.
- **Constant access to a knowledge base and instant access to updated information** will ensure that store Employees will be well informed and prepared to provide a high level of customer service.

Learning Point

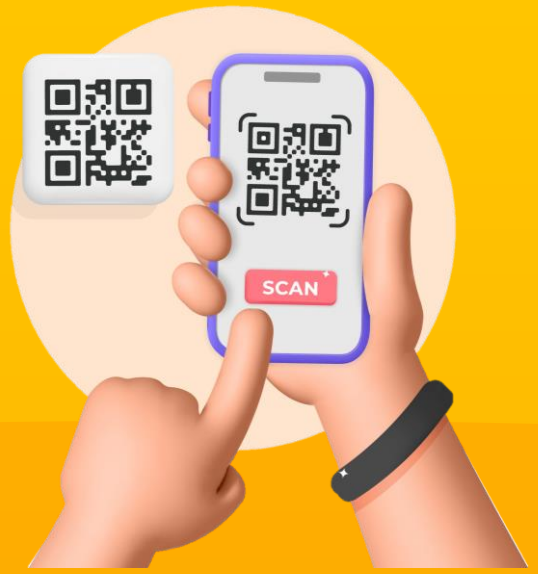
A learning pill hidden behind a QR code

FIND

QR code stickers located in areas in the store / warehouse where Employees may need additional instruction.

SCAN

Scan specific QR code with your cell phone



LEARN

It will refer you to short informative materials such as manuals

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Learning Point

ABC of Learning Points

	SAFETY	Learning Points are located in safe places. They are easily accessible to Employees and inaccessible to clients .
	LOCALIZATION	Information available at each Learning Point apply precisely to places/devices where they are located.
	CONTENT	Shared materials are short, and information is condensed so that the Employees can quickly access the information they need.
	ACCESSIBILITY	Employees can always access Learning Points, i.e. in case of doubts or procedure change.
	VALIDITY	Learning Points always contain current information. Whenever procedures change, the content changes and the sticker remains the same!

Learning Point

Created based on 3xJ e-Learning rule

JUST ENOUGH

Minimum content
Maximum information!

Training material compressed into a small knowledge pill

JUST FOR ME

Knowledge that meets the needs of a precise group of recipients

Knowledge about a specific area, device, process

JUST ON TIME

Unlimited access – knowledge always at hand!

Knowledge available whenever an employee needs it

Learning Point

Exchangeable content

Exchange of content behind a QR code
without the need to replace stickers

Learning Points Pilot

Statistics, Settings & Feedback

CONTENT 1

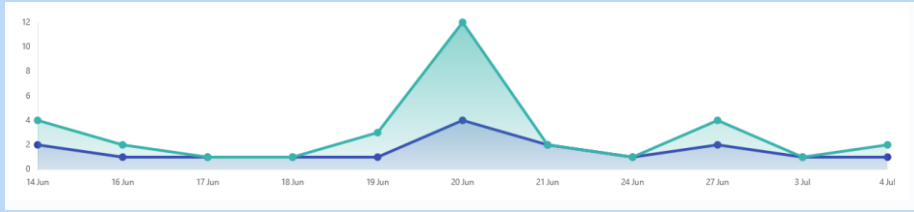
CONTENT 2

...

CONTENT X

Statistics

- Counting entries
- Counting Visitors
- Devices, countries etc.



Settings

- Protected by password
- Limited number of scanning
- Redirecting
- Country filtering

Feedback

- We implement MS FORMS to collect feedback from Employees

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