

CASE STUDY 3

New Starter Onboarding Transformation

Client: Large state government authority with a dispersed operational workforce

Background

A state government authority which welcomed around 120 new starters per year had an onboarding program in significant need of uplift.

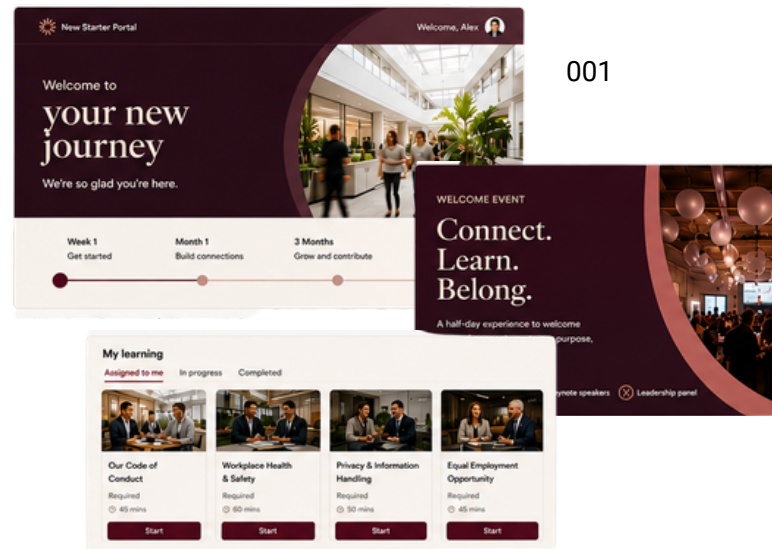
Staff were arriving to a partially completed document checklist, over 100 hours of mandatory compliance training that was largely unbuilt and not being completed, and an inconsistent manager-led experience with no structure or accountability.

Post-COVID, the human touch of onboarding had largely disappeared. Interviews with recent new starters and their managers confirmed what the data suggested — people were arriving feeling overwhelmed, under-informed, and disconnected.

Approach

We conducted a thorough discovery process, interviewing new starters and managers to identify exactly what needed to change. This informed our approach to redesigning the onboarding experience from the ground up:

- Mandatory all-staff compliance training was reduced to just 8 hours, identifying a **capability matrix of critical requirements**, and retiring, merging, or superseding the rest
- All **existing SCORM modules were rebuilt** in Articulate 360, replacing outdated, non-interactive content with modern, mobile-responsive learning. New modules were developed from scratch with subject matter experts to fill genuine gaps, resulting in a suite of around **10 high-quality eLearns** that collectively met all requirements
- A **new starter portal** built in SharePoint replaced the static checklist, sequencing onboarding information and tasks across the first week, month, three and six months. This was automatically pushed to new starters via the LMS, removing reliance on manager memory
- Managers received a pre-populated **Microsoft Planner template** aligned to the same timeframe structure, containing required tasks, stakeholder meeting prompts, quick wins, and suggested self-paced activities for new starters to complete independently
- We designed a half-day **Welcome Event** from concept through to delivery — featuring a branded marketplace where teams across the organisation engaged new starters through educational games and activities, followed by keynote speakers and a senior leadership panel Q&A.



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Outcome

The new starter onboarding transformation delivered measurable results across every layer of the program.

Overall compliance training completion rates increased from approximately 50% to 80%, with the most significant gains among frontline operational staff – rising from around 30% to 70%.

Qualitative feedback from new starters shifted markedly, from feelings of overwhelm and disengagement to excitement, connection, and confidence in their new organisation.

The Welcome Event **won a LearnX Platinum Award for Best Onboarding** – recognising a program that turned a fragmented, compliance-heavy process into a genuinely engaging and human experience.