

Combating the Crisis with Training Digitization

2 June 2020

COVID-19 Impact on Workforce Performance

The COVID-19 crisis has brought many new workforce development challenges to the mining sector, making it more difficult to optimize workforce performance without the right tools. Remote working and physical distancing make it more difficult to deliver effective training interventions. Immersive Technologies is leading efforts to rethink and redesign training technologies to ensure workforce optimization is achieved, while at the same time meeting newly implemented safe work practices.

Evaluate Training Digitization as Part of Business Continuity

As mines push to resume operations, Immersive Technologies has been actively supporting a large number of customers in the development of strategic workforce plans to prepare for rapid skills development and an uptick in operator recertification. These plans help miners think through steps to digitize training and assessment methods and reduce risk exposure associated with close contact training and in-cab coaching. A common thread that has emerged is the relationship between operator skill and mining business continuity, especially as mines plan for production recovery and cost control, two things directly impacted by operator behavior.

Maintain Training Effectiveness while Keeping Safe

To support physical distancing efforts while maintaining a quality outcome, Immersive Technologies has launched [Remote Trainer Station \(RTS\)](#), which combines remote control and video conferencing functionality between the simulator cabin and a trainer desk located in a separate space. In addition to live video and audio, the trainer is equipped with behavior monitoring visualizations and simulator controls, which allows them to continue coaching as if they were right next to the trainee.



Remote Trainer Station solution (RTS) - delivers safe training while maintaining physical distance.

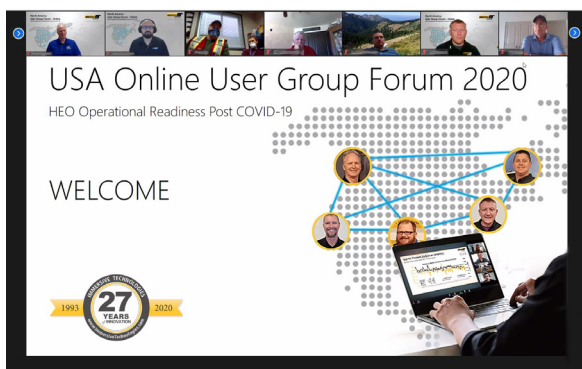
*"Covid-19 and the consequent physical-distancing requirements have raised challenges for every mining company, especially in delivering effective training and face-to-face coaching. Immersive Technologies is focused on delivering solutions to keep people safe and to keep mining businesses profitable." Says **David Anderson**, Chief Executive Officer, Immersive Technologies.*

Supporting Remote Working Concepts

Additionally, [Remote Support Connection](#) technologies and tools have been upgraded to deliver professional services, technical

support and train the trainer services online. An increasing percentage of the 3,000 trainers with [TrainerAdvantage](#) certifications regularly access our online instructor led training courses to maintain their certifications and increase skills. Immersive Technologies has also begun hosting our well known [User Group Forums](#) in an online “live” format, providing a forum for best practice sharing and professional networking. Recent topics include sharing practices for return to work after COVID-19.

“We are working closely with customers to evolve products and services in line with emerging workforce challenges. Our teams remain committed to providing you with quality insights and strategies to sustainably improve your business”. Says **David Anderson**.



Online User Group – NAM Region



TrainerAdvantage Video Conference

About Immersive Technologies

Immersive Technologies is the world’s largest, proven and tested supplier of surface and underground Advanced Equipment Simulators to the global mining industry. The company has achieved this unique position by focusing on its mission to increase Customer profitability by optimizing the safety and productivity of their operators. Immersive Technologies’ Advanced Equipment Simulators are helping hundreds of mining companies around the world to increase their equipment operators’ safety and site profitability through effective simulation training.

With advanced simulator modules deployed in 45 countries, Immersive Technologies is dedicated to provide outstanding service. To deliver on this commitment the company has customer sales and support offices located close to its customers in Perth and Brisbane Australia, Salt Lake City USA, Fort McMurray, Vancouver Canada, Monterrey Mexico, Lima Peru, Santiago Chile, Belo Horizonte Brazil, Bochum Germany, Johannesburg South Africa, Jakarta Indonesia, Kolkata India and Moscow Russia.

Immersive has the global mining experience, innovative technology, product range, OEM relationships, proven support commitment and industry vision to partner with you to ensure your simulator training solution delivers the significant results you expect.

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