WHITE PAPER 10 · PROOF AND MEASUREMENT

Why Mid-Sized Organisations Need a Learning Hub

Recordings, quizzes, scores and tracking in one place, built in days

Industry Services group running many trainings

Function L&D administration **Author** Cheryl Lourdes, Founder and CEO

AT A GLANCE

INDUSTRY

Malaysian services group

PROBLEM

Many trainings, no system to track them

FRAMEWORK

The Four-Part Hub, built in phases

CHANGE

A learning hub designed and built phase by phase

EXECUTIVE SUMMARY

Mid-sized organisations often run many trainings a year and track them in spreadsheets, emails and attendance sheets,

hence nobody can say who learned what, who passed and who needs a retake. This paper sets out the learning hub TLMM is designing for a services group, built in phases rather than bought as a large system.

4	3	3	2
core parts of the hub	working days to build a phase	days of testing per phase	phases

Training that cannot be tracked cannot be proven.

INDUSTRY AND PROBLEM OBSERVED

The problem

The services group runs many trainings with no system to track them, so recordings sit in folders, quizzes sit on paper and scores sit in spreadsheets.

Large learning management systems are expensive and slow to configure, and the L&D team needed something that fits the way it already works.

What we observed

- Recordings scattered across drives
- No consistent quizzes or pass marks
- No single view of who completed what

THE FRAMEWORK PROCESS

The Four-Part Hub

1

Recordings

Every session stored and searchable in one place

2

Quizzes

Admin-built quizzes for each programme

3

Scores

Scoring with retakes until the standard is met

4

Tracking

Data on completion and results, by person and programme

HOW IT WAS SOLVED

The solution

TLMM designed the hub in two phases, each built in 3 working days and tested for 3 days with the client's IT, so the L&D team uses phase one while phase two is built, with a one-time fee per phase and a yearly subscription based on total users.

BEFORE

- Folders, paper and spreadsheets
- No pass mark
- No single view

AFTER

- One hub for recordings
- Quizzes with retakes
- Tracking by person and programme

WHAT L&D LEADERS SHOULD DO

Your checklist

- Can we find any session recording in under a minute?
- Does every programme have a quiz and a pass mark?
- Can we show who completed what, by person?
- Can we build in phases instead of buying everything at once?

Build the hub the way the team already works, one phase at a time.

ABOUT THE LEARNING MATCHMAKER

The Learning MatchMaker has been a trusted advisor to HR and L&D leaders since 2010, matching organisations with the right learning design, the right delivery method and the right trainers for their business problem. Clients in this paper are named by sector and function only.

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REFERENCES AND DATA NOTES

- TLMM design notes, Nov 2026.