

## ***Case Study: eLearning Training from Banker's Academy Helps Individuals with MS Reenter the Workforce***

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In the United States alone, there are approximately 400,000 Americans living with Multiple Sclerosis (MS). MS is extremely unpredictable in its symptoms and how it progresses in severity in each individual case. While some people living with MS experience numbness in the limbs, slurred speech, tremors or extreme fatigue, others may have milder symptoms or live much of their lives unaware that they even have the disease.

In many cases, the symptoms associated with MS can impact how an individual performs his/her daily work responsibilities. For example, MS symptoms may prevent individuals from doing everything from operating a piece of machinery to standing for long periods of time. Therefore, when they feel that their current employment situation can no longer accommodate their needs, many individuals with MS will begin to explore other career options.

### **The Solution**

In today's technologically advanced society, there are more effective ways for individuals living with MS to prepare for their changing employment needs – and they can do this without ever having to leave the comfort of their own homes. Through electronic supported learning and teaching, known as eLearning, individuals living with MS are empowered to develop new knowledge and skills in a learning environment suited to their unique needs.

In recent years, an increasing number of individuals are using electronic applications and processes, such as web-based learning, computer-based learning and virtual classrooms to earn a certification, complete a degree, or take training required by their organization. "More institutions and individuals worldwide are choosing eLearning over the traditional classroom environment for the many benefits that it provides," said Dr. Linda Eagle, president and founder of the Edcomm Group Banker's Academy. "With the ability to be easily customized, eLearning provides students with a much more interactive, engaging and personal learning environment that meets their individual needs," said Dr. Eagle.

The low-cost, convenience, flexibility and improved performance associated with this type of learning environment makes it an appealing and extremely beneficial choice for all types of learners.

## **Benefits of eLearning Training**

eLearning provides a convenient and comfortable learning environment that accommodates the unique learning needs of individuals from many different industries and backgrounds. Instead of traveling to a classroom and sitting through a long instruction session, individuals can access their eLearning training program from anywhere and at any time. Students participating in eLearning training do not have to compete with others for the attention of the instructor or feel pressured to rush through the course just to keep up with the rest of the class. Instead, students can take their time to carefully read through the learning material and absorb all of the information being presented. This self-paced learning environment gives individuals the confidence and reassurance they need to begin a new career.

After working in the banking industry for many years, one such individual living with MS found a way to reenter the banking industry through eLearning training. By taking Edcomm Banker's Academy's eLearning Teller training program, *Take Charge! Achieving Teller Excellence*, this individual learned the knowledge and skills he needed to succeed in this position at a bank. "The Banker's Academy course has prepared me for all aspects of successfully performing the duties of the Teller position, including cash handling, processing Teller transactions and a comprehensive knowledge of banking products," he said.

Using real-life scenarios and an interactive, self-paced format, the eLearning Teller training program gave the individual the qualifications and confidence he needed to reenter the industry and land a new job. "I thought that the course was terrific. It gave me both a clear understanding of the skill sets required to be a successful Teller as well as a clear understanding of how a retail bank operates. I particularly liked the real life simulations as well as the interactive features of the program," he said.

## **Final Word**

For individuals living with MS, eLearning training is a great option. Deployed from their home computers, eLearning provides the convenience and flexibility to accommodate the diverse symptoms of MS. By helping each learner to develop the knowledge and skills needed to land a job more suitable to their unique and ever-changing needs, eLearning provides individuals living with MS with the power and the tools to reenter the workforce.

*The Edcomm Group Banker's Academy is a 23-year-old education and consulting firm dedicated to serving Banks, Credit Unions, Money Services Businesses (MSBs) and all areas of the Global Financial Community with thousands of generic and customized training programs in areas such as BSA/AML, Regulatory Compliance, Teller Training, Systems Training, Sales and Service Training, and many more.*

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