



“ *Czech Railways are renowned for the complexity of their organizational structure. A company of this size always requires a system tailored to its specific needs. With Kontis, we have the assurance of a world-class solution adapted to our conditions.*

Launching a pilot operation for 2,000 employees within 5 months and routine operation for 15,000 employees in another 11 months is a strong reference for both parties.

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Ing. Vladimír Sosna, Czech Railways

Company Profile

Czech Railways, a.s. is the largest railway operator in the Czech Republic and ranks among the key players in European rail transport. The company is a joint-stock company owned by the state, with the Czech Republic as its sole shareholder and the Ministry of Transport as its founder.

The ČD Group employs over 20,000 people, making it one of the largest employers in the country. Czech Railways provides comprehensive services in passenger and freight transport, logistics, maintenance, education, and ICT services for transport and logistics. Each year, it transports nearly 170 to 180 million passengers in passenger transport and, through its subsidiary ČD Cargo, over 59 million tons of goods in freight transport. The company emphasizes fleet modernization, digitalization of services, environmental responsibility, and social accountability. Czech Railways positions itself as a reliable, ecological, and innovative carrier with a significant role in ensuring transport services both in the Czech Republic and abroad.

Specific Situation in Education

Regular training and verification of professional competence for Czech Railways employees is currently provided by the Railway Education Institute, a.s. (DVI), which was established in 2005 through the transformation of the former Corporate Education Institute. DVI operates an extensive network of regional training centers and dozens of classrooms across the Czech Republic. Annually, it delivers nearly 1 million student-hours of training, with more than 60% dedicated to mandatory training for over 45,000 employees.

The traditional training model faced several challenges: employees had to travel from more than 800 workplaces, most training was mandatory and often not motivating, instruction was universal with little practical training, and training content was grouped into blocks, reducing effectiveness and sometimes resulting in training on new products only after their introduction.

Based on these findings, Czech Railways decided to use e-learning technology, which enables more illustrative, individualized, and effective training tailored to employees' needs.

Unique Conditions for E-learning Implementation

After deciding to implement e-learning, Czech Railways faced several unique challenges that needed to be addressed:

- Only a small portion of trained employees regularly worked with computers, and some might refuse to use them for various reasons.
- Some computers were technically outdated, and only a small number were connected to the network, with network quality not reaching top standards.
- Training content was specific to Czech Railways, making it impossible to purchase ready-made training courses.
- With the given technical possibilities (few computers, insufficient connectivity), e-learning offered limited space for questions, consultations, and interaction with instructors.

The Solution

The Corporate Education Institute (now the Railway Education Institute, a.s.) introduced e-learning for mandatory training of more than 18,000 employees. This approach enabled active learner engagement, minimized the need for travel, and increased computer literacy and readiness to adopt new systems and changes. Czech Railways is among the European leaders in the use of e-learning within the railway sector.

The solution included building a network of micro-classrooms connected to the LMS iTutor, allowing online study even for employees with limited access to technology. The system automatically informs responsible staff about study results and significantly reduces administrative demands. DVI employees create course content themselves for various professions, including practical exercises and simulations. For employees who preferred traditional classroom training, this option remained available, but all chose e-learning.

Experiences with e-learning have been highly positive, and further expansion of this form of education to more employees and areas of professional development is planned.

Experience and Future Outlook

Experiences with e-learning at Czech Railways are very positive. Employees appreciate the opportunity to study online, even from micro-classrooms, which greatly reduces the need for travel and supports their digital skills and openness to new technologies. There are plans to expand mandatory electronic training to up to 25,000 employees.



As part of further development, a knowledge database is being created, including an electronic collection of regulations and encyclopedias, review lessons, practical exercises, and tests. The new system will enable ongoing knowledge verification, professional discussion forums, and individualized learning paths according to career tracks. E-learning will thus become a key tool for employee development across all areas of Czech Railways, including language and professional courses, and aligns with current trends in digital corporate education.

In Summary

Czech Railways have provided mandatory training for more than 18,000 of their employees through e-learning. This method has enabled active learner engagement, gradually minimized the need for travel to training sessions, increased employees' computer literacy, confidence, and ability to adapt to changes and new systems. In terms of e-learning adoption and employee involvement, Czech Railways are at the forefront of European railway administrations and Czech companies overall.