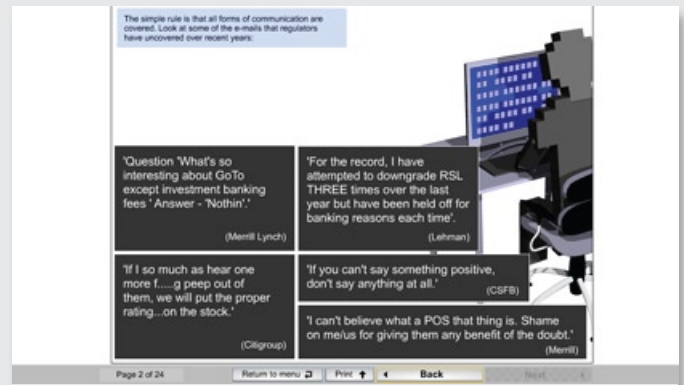
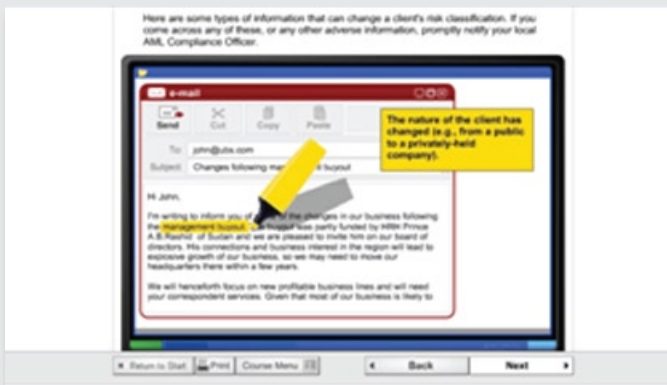
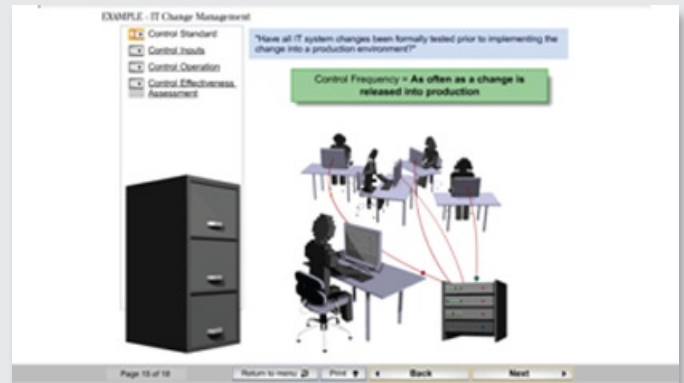


# A global investment bank with over 20,000 employees: Policy communication



## The Challenge

Our client, a global investment bank, had an initial requirement to ensure all staff had awareness and understanding of key compliance issues, such as Anti-Money Laundering, Conflicts of Interest, Confidentiality and so on, and to transfer more extensive knowledge to employees in certain job roles. The training was required to manage the operational, reputational and legal risks associated with a failure to comply with regulations. This long-term project is particularly effective due to the effort to integrate e-learning performance to internal systems.

## The Solution

Inmarkets worked with the client to design e-learning content to engage employees, inform them about the policies and influence their behaviour.

The use of rich interactive scenarios throughout the e-learning courses meant that when a learner completed a course, they would have achieved a sufficient level of understanding to be competent to apply the knowledge in real-life situations.

## The Implementation

Each e-learning course is delivered and tracked using Inmarkets learning management system, eLDP. Any activity is tracked and transferred automatically into the client HR system.

Via the client HR system, compliance managers access high-level reports, while line managers access reports on a self-service basis, so responsibility for compliance can be cascaded throughout the business.

Integration with other IT systems prevents “delinquents” from continuing their day-to-day work if they have not completed their mandatory learning requirements within the timescales specified by the compliance department.

## The Result

All new joiners complete mandatory training within 30 days of joining the bank. When any new policies are rolled out, 95% plus completion rates are achieved within 30 days

The system is now leveraged by other groups such as financial control, operational risk management, IT and HR to communicate policies across the firm, ranging from diversity and equality in the work place to IT security.