

How Suncorp used their LMS to improve governance of over 2,000 learning courses delivered to over 13,000 employees

SUNCORP



After investing in an integrated LMS, Suncorp saw an opportunity to improve the management of their learning content. They needed a way to ensure content accuracy and compliance, and deliver the right learning, at the right time, to the right people.

COMPLIANCE REQUIRES ACCESS TO ACCURATE LEARNING CONTENT

Suncorp is a major financial services corporation that offers a large range of banking and insurance products and services across Australia and New Zealand through some of the most recognised brands.

The financial services industry has very specific and regulated mandatory training requirements. People need to be trained on correct procedures and processes to be able to perform their role and support customers. Regulations also require ongoing training in specific topics and are even more prescriptive for roles that provide advice on or sell specific products and services. Due to Suncorp's size and position in the industry, it has an extensive learning strategy, infrastructure, and management needs. "First and foremost, we need to fulfil our licence obligations," says Executive Manager, Group Learning & Governance, Vlade Angel. "But we also need to make sure our people are job-ready and meeting customer expectations - and that we're providing developmental offerings and training."

With their learning systems serving more than 13,000 people across Australia and New Zealand, and thousands of external workers and contractors, Suncorp also needs to deliver learning in an efficient, systemised and automated way. So, several years ago, they engaged Seertech to bring together all seven of their different learning management systems into a single LMS suite - creating a single source of truth for reporting, learning regulatory compliance and management.

While this was a hugely successful project, as industry regulatory expectations increased, Suncorp found they needed to mature their governance practices around their learning content. "While we had the training requirements in the Seertech system, we had manual processes and inconsistent governance to maintain the training in the system," says Vlade.

After a learning maturity assessment, a clear program of work was developed.

A HUGE JOB FOR A SMALL TEAM

Systemising the process to ensure learning content accuracy is a big job, made more difficult by the fact Suncorp has a small Learning team that works with business experts and SMEs throughout the organisation. These 'owners' are responsible for managing and reviewing content regularly.

Vlade explains, "We wanted to strengthen content governance through visibility, in a really simple way, so those responsible could see and action reviews."

"We had confidence from past experience with Seertech, especially in terms of their ability to treat data the right way while we adapt the platform to meet emerging needs," says Vlade.

USING DATA TO STREAMLINE CONTENT GOVERNANCE

Suncorp had clear ideas as to how they wanted content managed and viewed, and how that data would be shared with both content owners and the management team. But they also wanted to change how they push out learning through the system and how they would determine which learning requirements were needed for each role.

Working closely with Vlade and his team, Seertech helped digitise and automate existing manual processes within Suncorp's LMS, to provide the power and visibility required to manage content.



Course and content owners

Seertech has helped the Suncorp team capture the relevant data associated with learning content to make sure it remains accurate. Each piece of content has an owner assigned to it, with the systems providing visibility of content to each owner and recording when reviews were last performed through real-time dashboards and review statuses.



Governance pathways

More than owners for content and courses, Suncorp wanted to establish improved governance of learning 'pathways' which bundle multiple courses or modules that need to be completed together. Seertech's solution supported ownership and reviews of each pathway, to ensure ongoing relevancy and speedy reviews following any significant organisational changes.



Channels

In the works is Suncorp's learning Channels. This will enable learning that's relevant to a specific audience to be grouped and delivered to the right audience.

Each process has also been developed to prevent changes being made to any content, courses, pathways or channels unless authorised by the owner. This gives the Learning team confidence that the content is being managed and maintained properly.

"It's been a collaborative partnership. Sometimes we've had ideas that we've needed to modify based on what's technically possible, what's the smartest solution, within the cost and timeframes that were viable. I think Seertech have done a remarkable job of listening, and taking that on board, and trying to drive the platform strategy in that direction," says Vlade.

TOTAL CONTROL AND VISIBILITY DRIVING COMPLIANCE



100% business-owned courses

Of the 2000+ courses maintained, over 60% required a confirmed business owner. Since engaging Seertech, all courses are now owned, with clear responsibility for reviewing and managing the content on an ongoing basis.



Ongoing reviews of content accuracy

Over 90% of Suncorp's courses have been reviewed in the last 24 months, with all remaining courses in review stages.



Improved content visibility

Content owners can now find content they own within minutes, simplifying the ownership process.



500 archived courses

Suncorp has also archived close to 500 courses thanks to the system changes, reducing any risk of inaccurate training and non-compliance.

“Seertech has really helped transform our learning governance and allow our teams to focus more on our strategic ambitions,” says Vlade.

INTO THE FUTURE

Seertech and Suncorp are currently working together to improve visibility even further, with content owners able to view all responsibilities and timelines on their homepage. Once in place, the system will support management and governance of all relevant objects, courses, pathways, channels and user groups for allocations. Vlade sees the partnership with Seertech as an ongoing relationship.

“We’re seeing amazing work from our people, which has been made possible by the learning system giving us simple visibility and real-time access to data. It’s integrated with our governance rhythms and behaviours, and it’s driving really good outcomes in terms of content management and governance.”

A LEARNING SOLUTION THAT CAN HANDLE COMPLEXITY

Managing training in a heavily regulated, compliance-driven industry is a complex task. Lucky for you we thrive on solving for complexity. Our learning solution is flexible yet powerful, able to handle even the most complex learning needs.

Let's chat

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