



Rolling Out Compliance Training: A Case Study

COMPANY/ISSUE

Our Client is a uniquely-structured global fund manager with close to A\$60 billion in assets under management across infrastructure, debt, equities and private capital.

In modern Australia, all organisations must have a compliance training program to ensure that staff are protected and to minimise risk of breaching the law. The ever-changing nature of legal obligations requires training programs to be complete, legally sound and always up-to-date. This is reinforced by the Australian Standard on compliance programs. Importantly, the Standard is backed by the courts, which have indicated that the cost of not having a compliance program can and should be significant.

Our client required a system that could deliver a consistent message on important compliance topics that promote the safety and wellbeing of its staff. The following were two of the key compliance areas that the organisation was seeking to address:

- Anti-bribery and Corruption
- Workplace Behaviour

While issues around workplace behaviour are generally well publicised, people can still say or do the wrong things as they do not have a clear understanding of the boundaries. As a multinational organisation the client needed to have in place courses that suited the requirements of employees in their Australian and overseas offices. Therefore the following online course were also incorporated into the program:

- Workplace Behaviour - Australia
- Workplace Behaviour - UK
- Workplace Behaviour - USA

CHALLENGE

The client required a full featured compliance training management system that could grow with the business. The following items were of particular importance to the ongoing support of the platform.

- The ability to automatically generate and email detailed reporting and staff usage and training history
- The client needed a mechanism to have the material automatically updated to reflect any changes in legislation.
- As the client is a global organisation it needed to work with a supplier that could support training topics in different jurisdictions such as Australia, USA and UK.

CHOICE

Our client selected Salt Web to address its legal and compliance requirements.

As a cloud-based system, Salt Web was easy for all employees to access and the training was stored in one place. The system was also compatible with the existing IT systems and presented no technical issues.

Salt Web provides the ideal solution to enable these employees to undertake training anywhere in a 24/7 environment. Given the company's international reach, this is an important design element.

Using the Salt Web modular structure, the client was able to build courses and curricula appropriate for different job roles in the organisation. This enabled the training to be more relevant to the employees.

It also reduced the amount of training each staff member was required to complete. Our client has defined different curricula for managers and employees. It also assigns the learning based on each employee's specific job description.

ENSURING SUCCESS

So far our client have achieved a significantly high completion rate among its staff in its latest round of compliance training. This reflects the organisation's commitment to fulfilling its compliance requirement. The compliance program at the company has the strong backing of senior management, who were keen to ensure that staff took the training seriously.

This in turn helped to foster a wider cultural shift toward embracing continuous compliance. As our client rolls out Salt courses on an annual basis, employees are receiving constant refresher training. This is an important aspect in maintaining a good work culture at the organisation.

Salt Web addressed all of the key performance criteria identified by our client. The following areas were particularly noteworthy: Staff across the organisation completed compliance learning and could successfully demonstrate an understanding of the training material.

Targeted, relevant training has led to a cultural shift towards greater incorporation of compliance. The significantly high completion rate is a tangible example.

OUTCOMES ACHIEVED

The program was cost effective as Salt Web is licensed based on a single annual fee that includes the system, selected courses, legal updates, technical support and training. This model allows the client to accurately budget for the program without worrying about cost over-runs. Staff can contact GRC Solutions as often as required to ensure the success to the training.

Adding new users, assigning training and generating reports are extremely easy to do within Salt. The result is that *Investment firm A* spends very little time on administering the system.

The leadership within the organisation strongly endorsed the online compliance training and the Human Resources Department was asked to take the lead in ensuring the program's smooth integration into the workplace.



The system operated exactly as it intended and worked with the existing IT infrastructure. To date, no technical issues have been reported.

Employees were included in the process and asked to provide feedback on the training. It was particularly important to understand what could be done to increase the likelihood of effective staff participation.

Employees were notified by HR about the training prior to its rollout, including the completion time frame and its importance to the organisation. The automatic reporting and tracking was very effective and made the 'technology' seem invisible since management did not need to log into the system to receive completion reporting. The professional approach taken by the client coupled with the use of Salt Compliance conveyed the importance that the company places on this program.

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