



“ We wanted to transform our L&D programme so that we met key business objectives and with Skillsoft, we have. ”

**Sheena Hales, Practice & Engagement Manager, Royal Bank of Scotland**

## BUSINESS CHALLENGE

Royal Bank of Scotland (RBS) serves over 19 million customers predominantly based in the UK and Republic of Ireland. RBS is committed to building a better bank for its customers, and one that will deliver sustainable returns for shareholders.

To continue a 300 year tradition of providing excellent customer service, RBS, in line with their Building Careers Programme, sought to radically transform their L&D opportunities to enable employees to gain a variety of external professional qualifications in a consistent and cost effective manner.

Additionally, any programmes developed had to be streamlined and scalable.

## HOW SKILLSOFT HELPED

RBS developed a blended learning solution using Skillsoft content, external content and the Skillport 8i platform, to prepare employees across the bank to acquire a number of external certifications, including PRINCE2, Agile, MSP and MOP.

Employees who requested to join a programme were provided with a personalised learning programme via Skillport 8i.

Skillsoft allowed RBS to simplify a complex and sophisticated blended learning programme, by consolidating multiple learning teams spread throughout the bank, thereby providing a streamlined programme for employees and learning teams.

## KEY METRICS

**Learning culture transformed from the workshop mentality to self-motivated learning**

**Increase in Prince2 exam pass rate from 87% with traditional ILT course to 95% with eLearning**

**Shared learning experience created collegial support system**

**RBS plan to further roll-out the programme across the bank**

## ABOUT ROYAL BANK OF SCOTLAND

The Royal Bank of Scotland was established in Edinburgh in 1727 has paved the way in banking since it was established. From the world's first overdraft, and the first house purchase loan by a UK bank, to the first fully-fledged internet banking service, the RBS has a history of making life easier for its customers. Today it employs almost 12,000 people and serves 1.8m personal customers and more than 110,000 business customers, while its 23 mobile branches serve around 650 communities in Scotland.

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