



ENTERPRISE LEARNING

Enterprise Learning is a leading boutique consultancy firm, specialising in the transformation of regulated businesses.

WHAT WE DO

Mainly operating in the regulatory, compliance and governance arena, we help clients to implement long term change, manage risk and improve performance through our team of successful and experienced consultants. We specialise in:

- Operational and Process Improvement
- Design and Delivery of Regulated Training
- Business Review and Quality Assurance
- Design of Regulated Competency Assessments
- Corporate Governance and Risk Management

Typical projects we undertake include:

- Risk management and compliance core skills design and training delivery
- Merger and acquisition support
- Reviews of regulatory policy, organisation, management and QA
- Sales Training and Competence reviews
- Organisational effectiveness reviews
- Competency assessments for regulatory specialists
- Account Manager skills programmes
- New product guidelines, training and launch



OUR CLIENTS INCLUDE:

Aberdeen Asset Management	HSBC
Alliance & Leicester	KPMG
AXA	Legal & General
AVIVA	Lloyds Banking Group
Cooperative Bank	Openwork
Financial Conduct Authority	Prudential
HBOS	RBS

Best Consultancy Winner
THE ANNUAL COMPLIANCE AWARDS
THOMSON REUTERS ACCELUS

ACCREDITED CPD CENTRE
THE CPD STANDARDS OFFICE
CPD CENTRE NO: 60001
www.cpdstandards.com

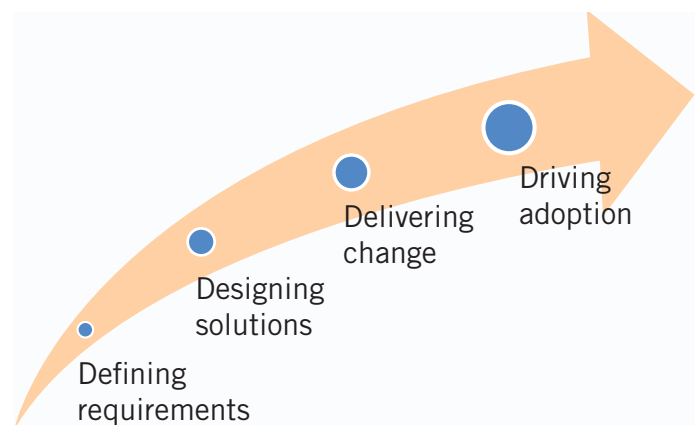


AREA FOR IMPROVEMENT	SAMPLE BENCHMARK	HOW EL CAN HELP
Standards and Policy	Service standards are clear and describe when actions must be taken, and specific guidance on how to apply the standards	Provide a core of Service Standards and guidance for your staff, which are tailored to your specific requirements
Process	A clearly defined process exists, and adaptations / exceptions to cover a variety of customer requirements are robust and well documented e.g. Execution Only business	Provide a detailed process improvement assessment. Provide independent advice on selecting systems and tools to support the process
Tools	Comprehensive suite of tools to support key elements of your processes and procedures	Review existing tools to check that they are generating suitable output. Provide independent input to your 'beauty parades' for new tools
Training	Training is well structured and based on a clearly defined syllabus. It is consistently conducted and regularly reviewed and evaluated	Review existing training materials. Create new training materials that are structured and based on the defined syllabus. Provide access to award winning financial services trainers and training services
Management Framework	Clear and comprehensive Training & Competence scheme detailing the supervisory model and activities required to monitor and supervise your staff	Define the management models for supervising your staff. Create user-friendly management information, which your managers can use to review performance, and Set up effective monitoring and Training and Competence tracking systems
Ongoing Support	Helplines provide a one-stop point of reference both by email and by telephone	Review your current approach to support. Review and update reference guides or training your technical support specialists
Quality Assurance	A clearly defined end-to-end QA process exists (including case selection; tolerance and indicators; comprehensive root cause analysis)	Help you set up an effective QA team with processes and checklists. Design/develop checklists, management information, reporting, root cause analysis functions
Business Culture	The importance of ensuring clients receive suitable outcomes, and are treated fairly is at the heart of strategy and leadership behaviour	Benchmark your culture and improve it through better education, incentives and leadership
Governance	Appropriately skilled and senior people form a 'Customer Service Standards Group' where the Firm's Customer Service Standards Policy is set agreed	Independently assess your existing governance structures to validate them, and advise on improvements

WHAT OUR CLIENTS SAY

"Their quick grasp of our business model, their ability to coordinate new thinking and approaches throughout their entire team was critical. Each member of their team worked tirelessly, enthusiastically and without dropping any professional standards for a prolonged period as the business grew."

"Enterprise Learning has changed my previously negative view of what good contractors can bring to an organisation. Your people are experienced, work extremely long hours and, most importantly, take time to get to know us and the way we work rather than thinking that they always know the answers. We couldn't have achieved what we have on our Endowment Review project without your people's input and expertise."



HOW WE WORK

We work closely with you at all times. We take the time to understand your business, and to establish what change is needed. Once this is clear, and agreed, we design and implement the most appropriate solution. This will often, though not always, require your staff to undertake training in the new processes and procedures, which we will provide.