



# Royal Bank of Canada

Royal Bank of Canada scores high with Learning Pool Authoring

Royal Bank of Canada, a multinational financial services company, now boasts a 95% user satisfaction rating as well as a 38% saving in production time after incorporating Learning Pool Authoring into its learning technologies portfolio.



**95%**

User satisfaction rating



**38%**

Saving production time

## Background

Serving 16 million clients and employing 86,000 people worldwide, the bank has a widely dispersed learning and development team that is largely based in Toronto with team members also in the US, UK, Caribbean, Luxembourg and Malaysia.





## Challenge

Like all businesses, RBC needed to provide relevant, timely learning to its widespread employee base, while keeping it as engaging and accessible as possible.

It was important for the team to create training that was not only accessible on multiple devices but it also needed to support multiple languages and enable employees with various disabilities and learning needs.

They have a large team of 230 L&D professionals who support various departments throughout the business and 24 design/developers with a core team of eight, building content using Learning Pool Authoring.

This core team supports all areas of the business from compliance to leadership and induction programs and they use a range of tools and technologies to create online learning content.

Last year the core team built 114 pieces of content that are mainly delivered on RBC's corporate LMS, or intranet.

## A Great Solution

Royal Bank of Canada looked around at the open source framework and authoring tool and became interested in the output they could generate using Learning Pool Authoring, the flexibility of the technology and the road-map of developments.

Working with Learning Pool made sense. They could benefit from a completely hosted solution and rely on us to take care of updates, maintenance and security measures which are vitally important to the business.

Another plus was Learning Pool's online support through Learning Pool Academy, the team has used this a lot to get their designers up to speed.

## Response

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“We’ve had four new developers get up to speed on Learning Pool Authoring and in the first half of the year they built 38 pieces of content. We’re very happy with the volume of content we can build using Learning Pool Authoring and it’s an important part of what we’re planning to do in the future.”

Jeremy Pearce

Senior Manager: Design, Innovation, and Development

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## Outcomes

Once up to speed the L&D team’s creativity really took off, using Learning Pool Authoring for formal learning content; onboarding, leadership, agile, compliance, and product training are all topics we have tackled using the authoring tool.

But, they also used the tool’s flexibility to create:

- single web pages that are used for performance support or continued reinforcement
- learning hubs for larger curriculums that act as a single source for curated content
- games for monthly campaigns that are used to lightly engage and reinforce concepts like cybersecurity in an informal and fun way.



## Results Realized

The design and development team of six has built over 100 pieces of content using Learning Pool Authoring and they’ve reduced the development lifespan by 35% across six end-to-end projects.



“This is an enormous win for a business like us where we know that every minute we take our people off the job costs in the region of \$56,000... that’s an incredible number and Adapt helps us save by reducing the time required for training. The learner reaction has been great. Courses built using Learning Pool Authoring deployed across the corporate LMS have scored an average rating of 4.74 out of 5. The feedback from the business has also been great and they’re only just getting started.”

Jeremy Pearce

Senior Manager: Design, Innovation, and Development

The team is looking forward to assisted revision for annual re-certification in areas like capital markets. L&D hope to challenge the business to rethink how they deliver training by testing upfront, pointing learners at what they don’t know, retesting and letting them get back to work.

Royal Bank of Canada is excited about the future of working with Learning Pool Authoring and has some plans to utilize the new Adapt game components to create more agile, quick and cost-effective learning.



