

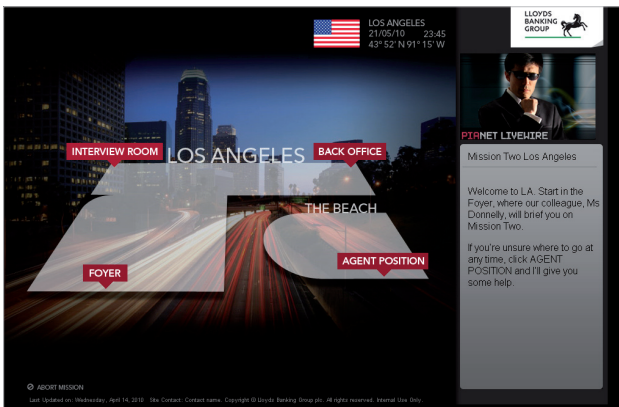
Epic in Finance

Lloyd's Banking Group | Barclays | The Pensions Regulator | Bank of England

Epic specialises in developing e-learning content for the financial services sector. E-learning lends itself perfectly to training within the financial sector. We have long-standing clients in banking, insurance, accountancy and regulatory bodies.

Lloyd's Banking Group 'The Man from PIA'

This unique and creative blended learning programme combines e-learning with face-to-face group activities to train international customer facing staff in the features and benefits of the Premier International Account.



The online element is driven by a central character, 'The Man from PIA', a spy-like figure who sets each learner a number of missions. The learner begins with an introduction in London, and must then successfully complete three main missions in Los Angeles, Johannesburg and Hong Kong before returning to London for a 'debrief' (assessment).

"It is a massive credit to all involved, probably the best product launch training I have seen in my 34 years with the Bank...I am looking forward to delivering it to my team."
International Retail Banking Manager.

Barclays 'Success Through Inclusion'

"Diversity touches upon everything we do as a business, from shareholder value, employee wellbeing, customer satisfaction and loyalty, to our contribution to and reputation in the communities we serve."

John Varley, Group Chief Executive.



'Success through inclusion' offers two hours of learning designed to empower each employee to lead change, develop best practice and spread the word on equality and diversity. The area of discrimination is addressed directly, supplying employees with tools to avoid risk. The programme serves as a pan-group solution for employees at all levels, giving a consistent equality and diversity message.

The Pensions Regulator 'Trustee Toolkit'

How do you ensure occupational pension scheme trustees meet all legal requirements necessary for correct governance? And what if there are thousands of geographically dispersed trustees, with variable experience



and expertise?

We worked with the regulator to meet this challenge, developing 20 hours of highly flexible, freely available e-learning. The solution is effective for experts and novices alike with video and credible work-based scenarios. The toolkit has already made lasting improvement in trustee behaviours and has received overwhelming feedback.

"All trustee users were very enthusiastic and the more of the toolkit they had used the more enthusiastic they were."

The Pensions Regulator e-learning commissioner.

For more information on our work in this area, call +44 (0) 1273 728686 or email contactenq@epic.co.uk



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Bank of England 'Know Your Banknotes'

In 2007 nearly 300,000 counterfeit notes with a face value of £6m were taken out of circulation. However, year on year the number of counterfeit notes is falling and this is due to the Bank's programme of education.



A key aspect of this is the 'Know your Banknotes' e-learning programme which explains to retail staff how to identify genuine Bank of England issue notes and their security features. Learners have to complete a ten minute online assessment and answer all mandatory questions correctly to achieve competence. Leaflets and a video are also distributed amongst retail staff as part of this blended solution.