

Learning

Transform your healthcare learning and development programme



The challenge

Today's workforces can't afford to stand still. They're obliged to keep evolving, developing the skills required to cope with issues and themes as varied as data analysis, artificial intelligence, change management, wellbeing or virtual working. That's why workplace learning has never been as important as it is now. Staff need to be equipped with the skills to be lifelong learners who can adapt to whatever life - or work - throws at them. It's how employees can develop and refine the new skills that their work demands. And it's how employers can improve their employee engagement and retention; addressing skills shortages by investing in the staff they already have, rather than recruiting on a regular basis. Healthcare organisations are no different in this regard - but we're not just thinking about their frontline staff here. Staff in their back office functions will have significant training requirements too. Anything that helps them do their job better contributes to their organisation being more productive, efficient and cost-effective; three outcomes that will inevitably translate into improved patient care and satisfaction further down the line.



How can KPMG help?

Our Learning Services offer is designed to support organisations wherever they are on their learning and development (L&D) journey.

There may be a particular skills gap that we can help address, for example. They may want to benchmark their learning capabilities against their peers or to improve their evaluation programme. They may need support in devising or finessing their learning strategy - or perhaps something more hands-on that manages all the practical elements of physically delivering their learning programme.

Wherever the organisation is on that continuum, we're ideally placed to assist.

We're now the second largest learning provider in Europe. What we started building over a decade ago is now an impressive in-house faculty of over 350 dedicated, experienced and highly credible Learning Services staff. That faculty comprises everything from learning content designers and project managers through to learning technologists, quality assurance and evaluation specialists and a full customer service support team.

They're backed by a consortium of over 120 L&D suppliers, stocked with everything from boutique training providers to some of the world's most reputable business schools, academic institutions and accrediting bodies. We've carefully selected every one of these, firm in our view that we all have to share the same values, beliefs and ways of working.



What are the benefits?

Learning isn't just about what happens in a classroom or workshop. To be delivered at scale, it requires rigour and discipline, both academic and financial. It has to be well organised, executed and delivered, providing an enjoyable learner experience. It needs to align with business strategy and to deliver tangible value for money. It has to deliver outcomes that matter to an employer, providing skills and knowledge that have an obvious impact when deployed back in the workplace.

That's an extensive corporate undertaking - and one to which a major professional services firm like KPMG, with our resources, networks and expertise, is well suited.

We've worked with the biggest organisations all around the world for decades now. We know how they operate and what makes them tick. Along the way we've built relationships with their senior leaders, knowing what motivates and concerns them. We talk their language and understand their priorities. We're comfortable operating in that C-suite world.

Our name is synonymous with quality and rigour, thanks to about 150 years of delivering audit, tax and advisory services. We understand strategy, project delivery, evaluation and the importance of delivering a return on investment.

Assurance and a commitment to continuous improvement are in our DNA. We're curious, humble, open-minded and keen to collaborate with like-minded experts. These are the fundamental components of a successful professional services business; fundamentals that we now apply within the workplace learning market.



Why our approach is needed

What unites all our staff and suppliers is our belief that learning must make a difference – and that we can make learning better.

At an individual level, workplace learning should help you be even more productive in your current job – or help you secure a better job. At an organisational level, learning needs to deliver real, tangible results; something that justifies the (often sizable) investment.

That's why learning needs to be meaningful and relevant; tailored to an individual's job and to an organisation's particular circumstances. Done correctly, the impact of what we help deliver can be seen filtering right down to an organisation's end-users.

When designing and delivering learning, we believe that its success will often come down to whether you can make people care about it. As a learner, if you understand the impact that a piece of learning could have, the difference it could make or how it ties into a bigger organisational purpose, then you're more likely to care about what you're learning.



Outcomes

As part of our largest, single public sector engagement, we've been delivering learning activities across the Civil Service since 2016. In that time, we've delivered over four million hours of learning, managed over one million learner bookings and reached a significant percentage of the organisation's vast workforce of over 400,000 people.

As well as incredible learner satisfaction, we've delivered cost savings of more than 20% for the Civil Service, by providing a consolidated curriculum and creating economies of scale through a single, central learning framework.



Key contacts



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Why KPMG?

The development of our Learning Services business can be traced back to 2012 and our work with the NHS. When Sir Robert Francis published his first report into failings at the Mid-Staffordshire NHS Trust, poor leadership was cited as a contributory factor to the Trust's shortcomings. One of the responses to this was the creation of the NHS Leadership Academy.

Our successful bid for this piece of work was predicated on the extensive knowledge we already had of how the NHS worked. This was the by-product of the years we had spent working with the NHS previously on a host of other projects.

But it was also testament to our ability to convene a host of high quality learning organisations (in this case, several prestigious global business schools) to work alongside us in delivering the project.

This one piece of work created the template for what is now KPMG Learning Services, combining L&D expertise with the core competencies of professional services.

By continuing to provide training activities to organisations across the public sector, we want to play our part in helping workforces keep pace with the ever-changing demands of modern-day public service.

For us, this is about more than just delivering a product. It's about making things better through learning, watching this filter down to the frontline of public services and seeing the impact this can have on society as a whole. That's hugely exciting – and it makes us proud to be involved.



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