

How **financial institutions** deliver efficient training with CYPHER





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How CYPHER helps financial institutions deliver efficient training

Financial institutions must regularly provide **extensive training** to their employees and partners, to ensure that their staff is able to meet the high demands of their jobs. The financial industry is highly regulated, which means companies must comply with various regulations, earn certifications, and follow standardized procedures for their activities.

In a financial company, training is usually provided for new employees as part of their **onboarding process**, but companies also deliver **continuous training** for staff members at different stages in the company, as needed.

Usually, the learning material is standardized for all employees, such as material related to products, procedures, regulations, and more. The same material and training must be delivered across all branches. Companies also must make sure that the security of their data and their clients' data is guaranteed through the tools they use for training.

CYPHER is the **best learning platform** for banks, insurance companies, and other financial institutions. Our clients include multinational banks, insurance companies and credit unions with hundreds and thousands of enrolled learners.

Financial companies can choose from **different training styles** depending on their needs such as instructor-led, self-paced, blended, or micro-learning. Conformity with financial regulations can be easily done using the compliance feature available in CYPHER. Organizations and network functionalities ensure that training is delivered in a consistent form across all company branches, regardless of their location. Additionally, CYPHER provides a **secure environment** to host sensitive client information and offers various mechanisms such as privacy policies that clients can use for increased data protection.



CYPHER provides a variety of features that cater to the needs of financial institutions.



CYPHER features suitable for financial companies

CYPHER provides a variety of features that cater to the needs of financial institutions, such as compliance, certification, learning paths, and more. Here is an overview of our features:

Training styles

Choose between different training styles, depending on what works best for your company. For example, a financial institution might offer customer care training through online courses, onboarding in a traditional face-to-face setting, and product knowledge training in the form of bite-sized courses to facilitate learning on the job.

Self-paced learning

Learning at their own pace gives employees the opportunity to learn anytime, anywhere. For example, learners can take a course on “Advanced banking” and access the training material whenever they want, without having a set course schedule.

Instructor-led courses

Instructors can use CYPHER to support face-to-face training. For example, a course on “Managing conflict in banking” would be usually held in a training facility and CYPHER could be used to host the training content, set up the training calendar, enable collaboration, and more.

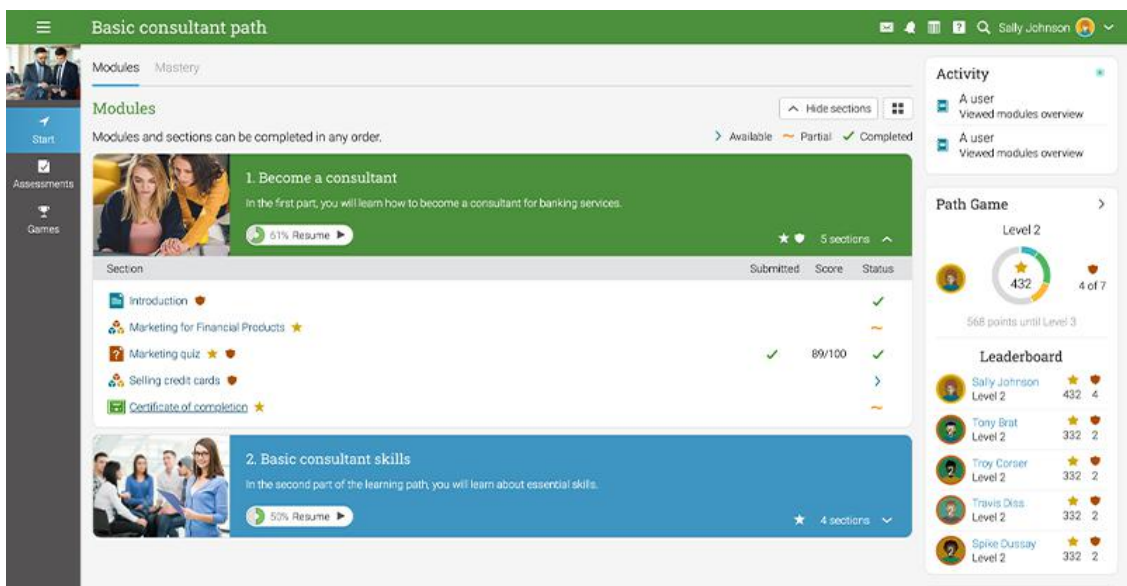
Micro learning

Micro courses are great for companies that need to occasionally do a one-time training on a topic or split a larger topic into multiple bite-sized trainings over a period of time. These courses are designed to be consumed in small 5-10 minute chunks and allows learners to focus on the content, by removing all distractions.

Learning paths

Companies can assemble training programs to help employees become proficient in a topic using learning paths. Learning paths are **sequences of goals**, that learners must complete one by one to achieve mastery. Goals can be courses or certificates. For

example, in a “Basic Financial Consultant” path, learners are required to take “Marketing for financial products”, “Selling credit cards” and “Managing conflict in banking” in order to master this topic.



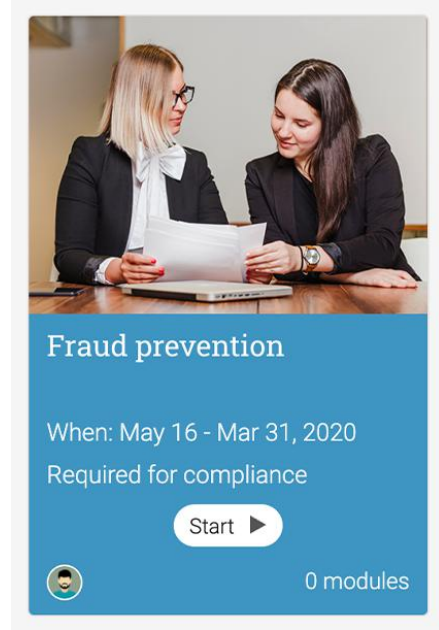
To complete goals that are represented by certificates, learners must earn them by progressing through one of the courses that at the end awards the certificate.



CYPHER provides a secure environment to host sensitive client information and offers various mechanisms such as privacy policies that clients can use for increased data protection.

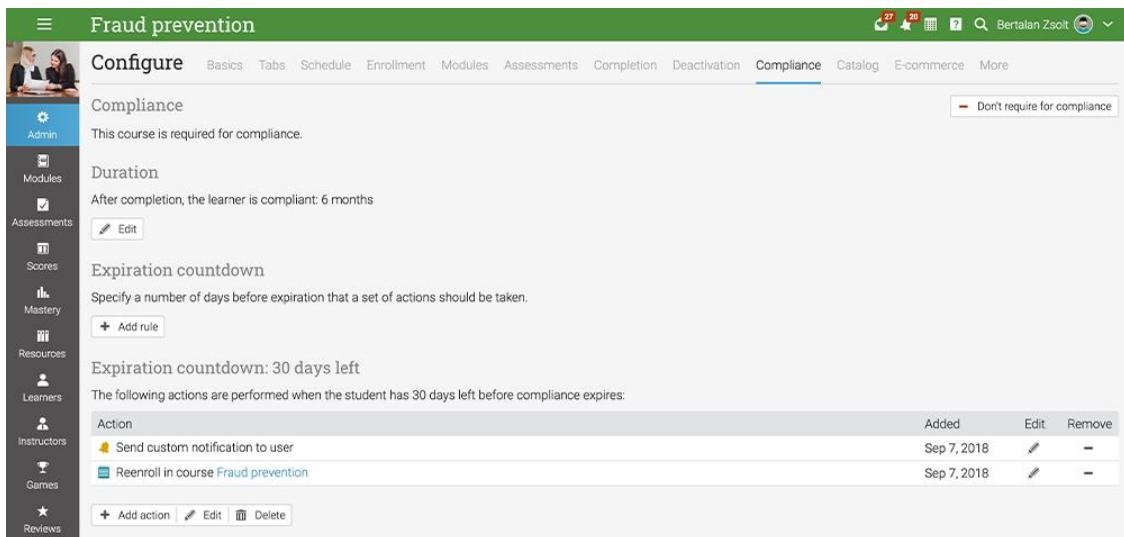
Compliance

Financial institutions deliver regular **mandatory training** to all their employees. Using the compliance feature, companies can ensure that each employee is up to date with their compliance training and renew training periodically. For example, once the learners complete a “Fraud prevention” course, they can be in compliance for 6 months, after which they could be required to take the course again.



You can decide for how long learners are considered compliant once they've completed the course. You can also trigger

actions when compliance is almost due, such as automatically sending a notification to learners or re-enrolling them in the course.



Certification

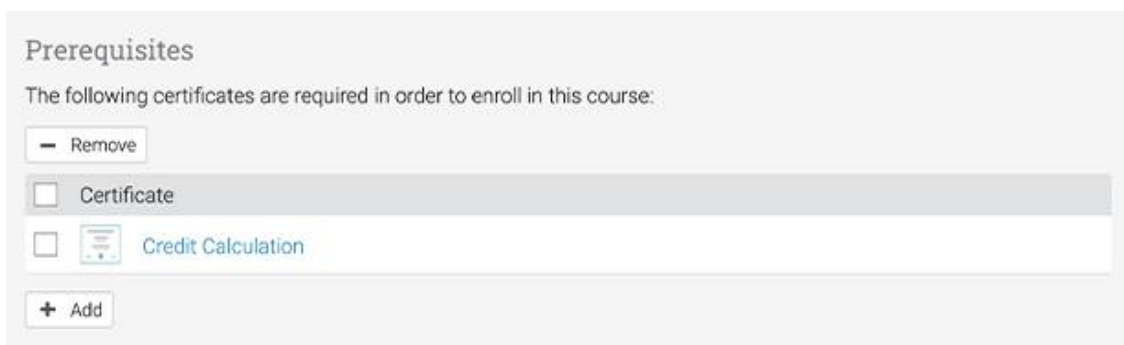
In the financial industry, career development for employees usually involves earning various certifications. In CYPHER, you can upload your own certificates and award them to learners when they complete courses or learning paths. For example, instructors can set up an

action to **automatically award** a “Bank Teller” certificate to learners that have completed the course “Training for Bank Tellers”. You can upload a certificate template and include fields that will be filled in automatically when the certificate is awarded.



Companies can also set **prerequisite certificates** that learners must have before enrolling in a course. For example, if a

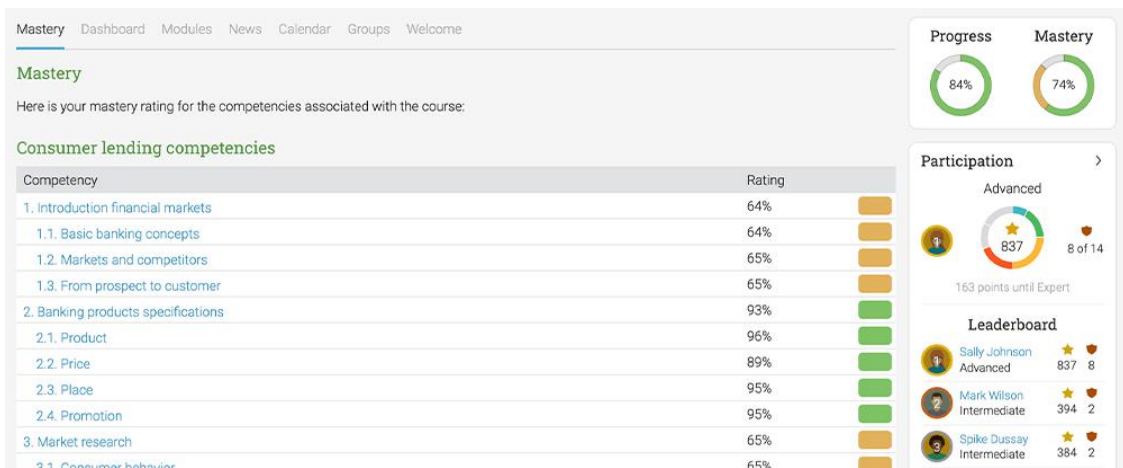
learner does not have a certificate for “Credit calculation”, they cannot enroll in the “Selling credit cards” course.



Mastery

Financial companies can use **competency-based learning** to track the skills that training courses should be teaching and assessing. Create your own competencies, tag course content with competencies, then

analyze how well learners are understanding the concepts. For example, the “Introduction to Consumer Lending” course must cover all the skills that new employees of a bank need to master regarding consumer loans.



Instructors can see a **coverage analysis** of how well their content covers the competencies.



Instructors can easily see the **mastery levels** of all learners and their progress on each competency.

Mastery | Learners | Competencies | Coverage | Rules | Options | Jump to... | Settings | Help

Learners by last name | Calculation: Average

Competencies		Introduction financial...	Basic banking concepts	Markets and competitors	From prospect to customer	Banking products...	Product	Price	Place	Promotion	Market research	Cons beha
Code		1	1.1	1.2	1.3	2	2.1	2.2	2.3	2.4	3	3
Learner	Average	89%	83%	93%	93%	87%	82%	87%	86%	92%	85%	88
Brat, Tony	95%	93%	78%	100%	100%	90%	92%	87%	88%	94%	94%	92
Corser, Troy	92%	83%	83%			93%	88%	100%	83%	100%	90%	85
Diss, Travis	87%	98%	99%	97%	97%	92%	80%	98%	91%	98%	75%	80
Dussay, Spike	76%	92%	99%	88%	88%	95%	94%	100%	94%	93%	89%	92
Duvons, Cary	89%	86%	78%	91%	91%	99%	99%	98%	99%	99%	85%	88
Eire, Jane	94%	97%	95%	98%	98%	94%	78%	100%	99%	99%	90%	93
Johnson, Sally	86%	64%	64%	65%	65%	93%	96%	89%	95%	95%	65%	65
Payton, Tess	78%	99%	100%	99%	99%	76%	60%	78%	78%	88%	36%	44
Phillips, Jeremy	90%	86%	68%	95%	95%	94%	75%	100%	99%	100%	90%	93
Stevens, Mark	96%	93%	83%	99%	99%	92%	92%		85%	98%	99%	99
Tom, Samy	87%	82%	67%	90%	90%	82%	67%	85%	93%	85%	99%	99
Willis, John	81%	98%	94%	100%	100%	22%	49%	0%	0%	39%	99%	99
Wilson, Mark	85%	94%	100%	92%	92%	96%	85%	100%	99%	100%	82%	80
Woodbridge, Kylie	91%	82%	49%	98%	98%	99%	99%	98%	99%	98%	99%	99

You can also add **actions that are triggered** when learners achieve a mastery level or drop below a threshold for certain competencies for a specified number of days.

Introduction to Consumer Lending | Bertalan Zsolt

Mastery | Learners | Competencies | Coverage | Rules | Options | Add rule

Rules

This is the area where you can add actions that should be taken automatically when learners have a competency rating within a specified range for a specified number of days. You can use this feature to trigger actions such as automatically send them recommendations on how to improve in that area, unlock advanced modules, or to alert you so you can help the learner.

3.2. Financial environment

The following actions are performed if this competency < 50% for at least 10 days:

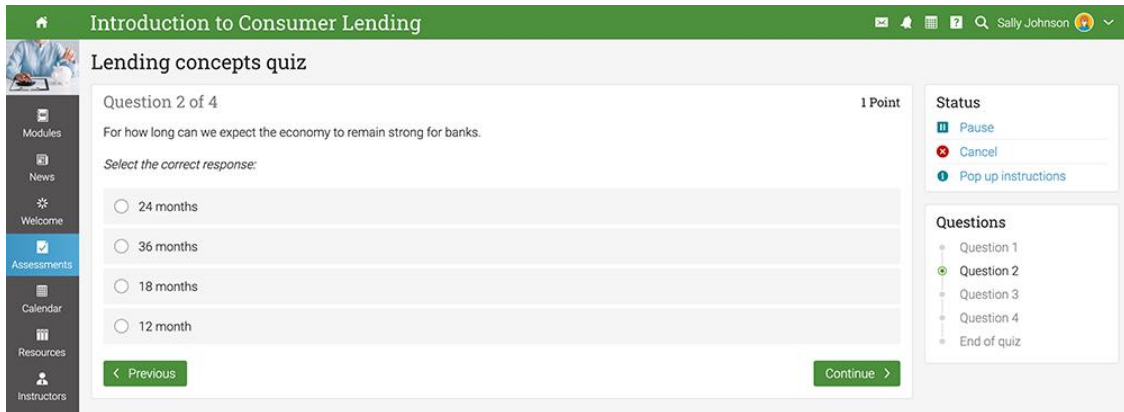
Action	Added	Edit	Remove
Send custom notification to instructor	Sep 20, 2018	✎	✖
Lock module Consumer Lender Competencies	Sep 20, 2018	✎	✖

+ Add action | Edit | Delete

Assessment

Our assessment features allow companies to **easily evaluate learners knowledge**. We have support for a variety of assessments, such as quizzes, surveys, team, and more.

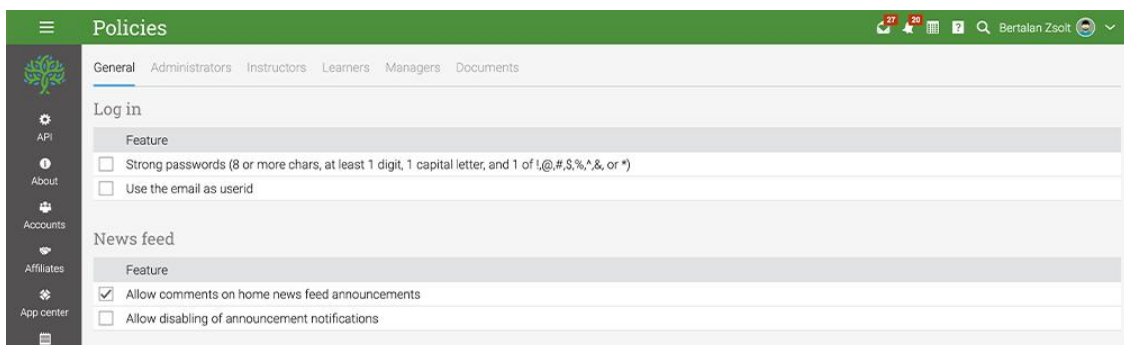
For example, at the end of a course on “Consumer Lending”, instructors can create a quiz to assess the taught concepts.



Security

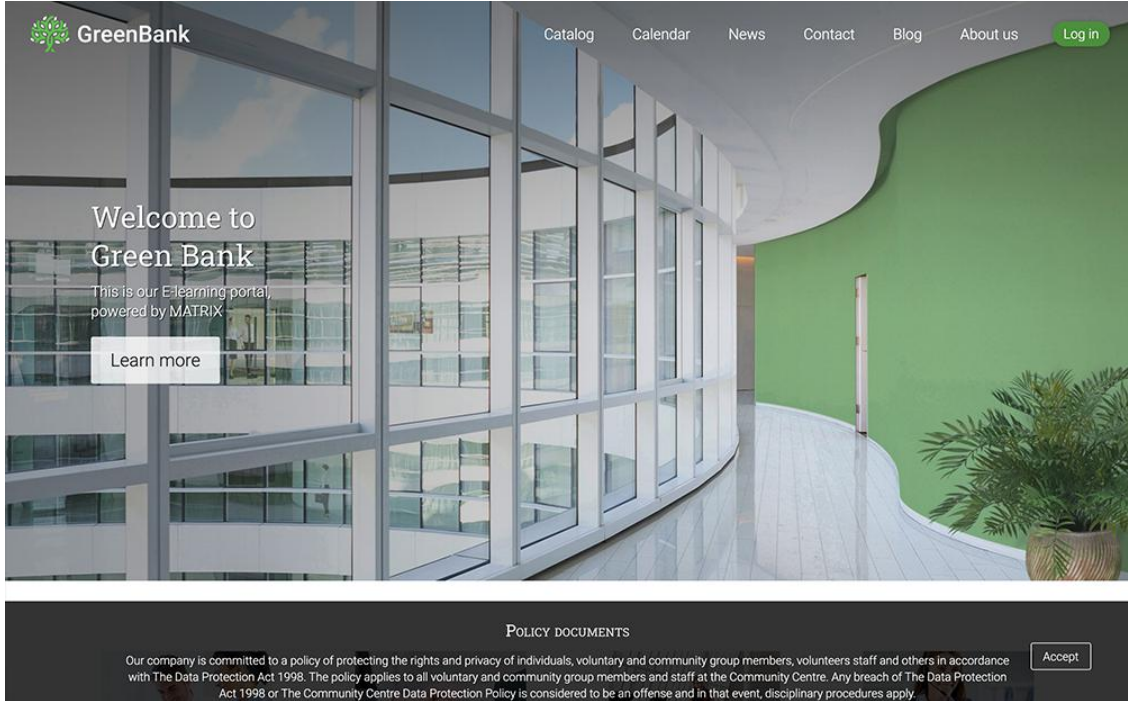
CYPHER provides a **secure environment** to host sensitive client information and offers various mechanisms that clients can use for data protection. Financial institutions can use the following features: encrypted passwords, privacy and portal policies, walled communities, authenticated resource access, communications monitoring and

secure messaging, among others designed to protect the privacy of all stored data. Administrators can configure a wide range of site-wide policies and set policies for each account type. You can decide which features to enable and what information each type of user can access.



You can create your own **policy documents** to describe your privacy or cookie policy. Users are required to read and accept the policies before using the platform. This feature is very

useful since most financial institutions need to comply with various regulations such as GDPR or need to inform users about different aspects related to their site.



Network

CYPHER helps financial institutions to deliver **standardized training across multiple branches** or even for subsidiary banks, by setting

up a network. Networks can be used to share resources and courses, or for cross-training and cross-enrollment across branches.



Organizations

Financial companies can use organizations to create **separate departments** and deliver specific training courses for each department. For example, in a bank you could create

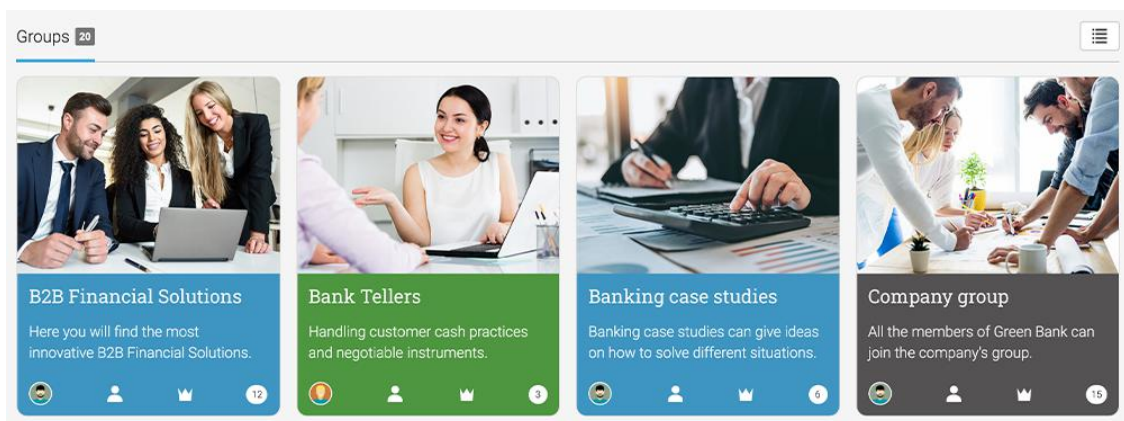
separate departments on the CYPHER portal for Operations, Loans, Risk management or IT. Each organization can have its own set of users and its own course catalog.

Name	Default	Learners	Instructors	Managers	Administrators	Internal?	Portal
Green Bank	👑	14	8	-	3	-	-
HR	○	-	-	-	-	✓	-
IT	○	-	-	-	1	✓	-
Loans	○	-	-	-	-	✓	-
Operations	○	-	-	-	-	✓	-
Risk management	○	-	-	-	-	✓	-

Groups and teams

Employee collaboration can easily be encouraged through groups and teams. Teams are a special kind of group that includes the concept of “team leaders”. This is a great feature if the company

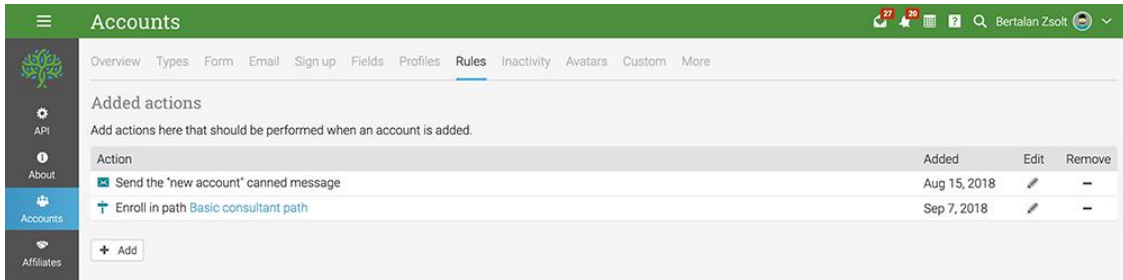
has different teams, for example, the Insurance Agents team, the Sales Team, the Marketing Team, and so on. You can also create groups that are related to certain courses, learning paths, or events.



Automation

The automation feature helps instructors save time on training tasks by replacing rigorous manual work. With automation you can **trigger actions** throughout the

platform when certain tasks are performed. For example, when a new employee joins the platform, you can automatically enroll them in a course based on their job title.



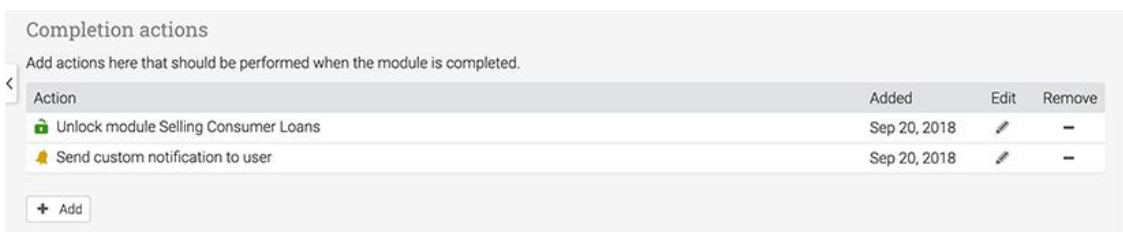
Instructors can create **actions that are triggered when new learners are enrolled** in courses or when learners are unenrolled from courses. For example, employees that

are enrolled in the “Training for Bank Tellers” course can also be automatically added to a group dedicated to Bank tellers.



Automation can also be used to **schedule learner access to modules** rather than having them all available at once. Trainers

can use automation to lock/unlock modules at a specified time.



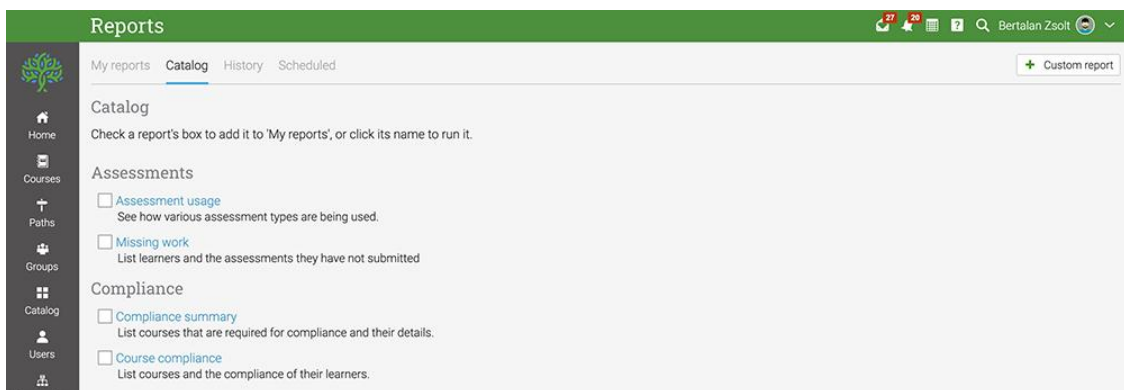
Analytics and reporting tools

CYPHER provides a comprehensive set of analytics and reporting tools that businesses can use to **retrieve valuable data** about multiple areas of the platform. Our tools

ensure the continuous monitoring of training and learning activities, as well as pinpointing problematic areas that need to be addressed.

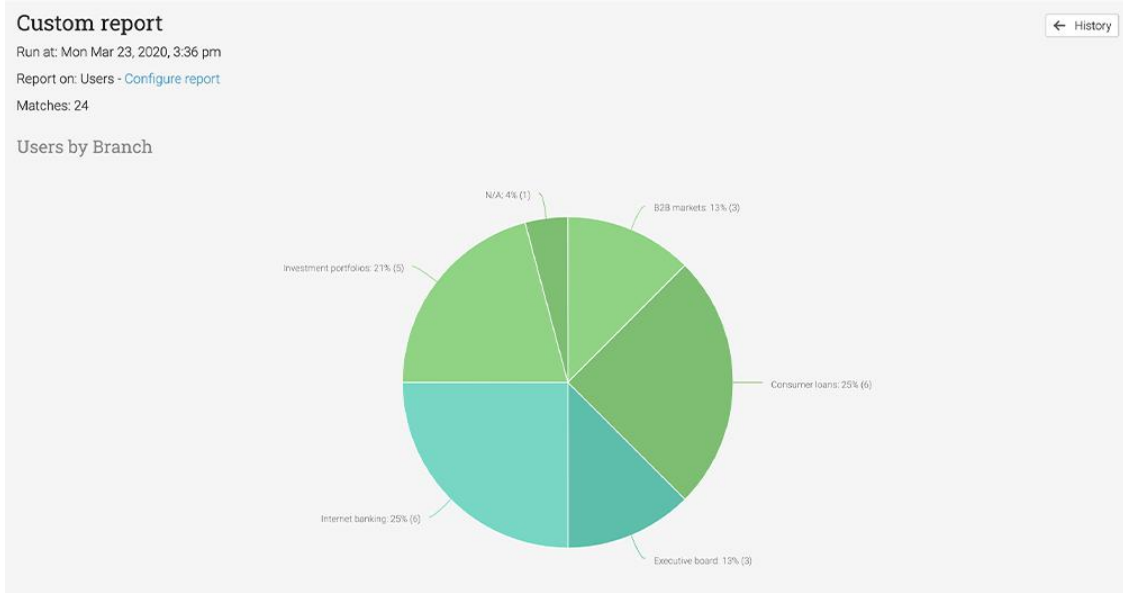


Companies can **choose from a variety of built-in reports**, such as course completion, course enrollment, compliance, and more.



Custom reports allow companies to create reports using parameters defined by them. Create reports on users, courses, paths,

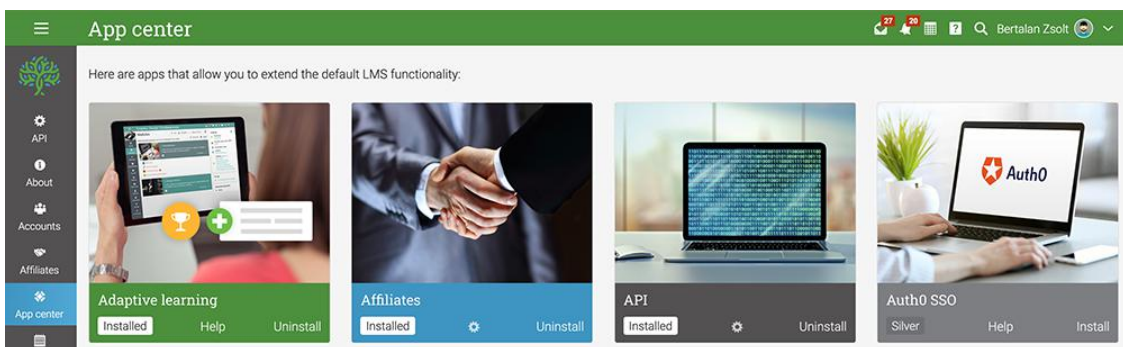
organizations, and more. For example, you can create a report that shows how many users are in each branch of a company.



Integrations

Financial institutions can use their favorite tools with our platform. CYPHER integrates with the most **popular and useful systems for training**, including Microsoft 365,

OneDrive, Google Workspace, Salesforce, GoToMeeting, GoToTraining, Webex, Zoom, xAPI, and many more through our Zapier and Connect apps.



About CYPHER Learning

CYPHER Learning is leading the necessary disruption of learning platforms to unleash human potential with modern learning.

CYPHER exists to ignite lifelong passions through personalized, engaging, and limitless learning experiences for all. We give learning and development (L&D) professionals, HR, and trainers more time to train, build human connection into everything we do, and deliver tailored learning experiences that are meaningful and measurable.

Just the way modern learners expect.

The CYPHER platform is easy-to-use, beautifully designed, and infused with AI-powered technology. Every aspect beams thoughtful innovation and engineering that puts people first. Millions of users experience their “just in time, just for me, just the way I want it” approach in 50+ languages with the CYPHER award-winning platform.



To learn more about CYPHER Learning and our modern learning platform, visit us at

www.cypherlearning.com