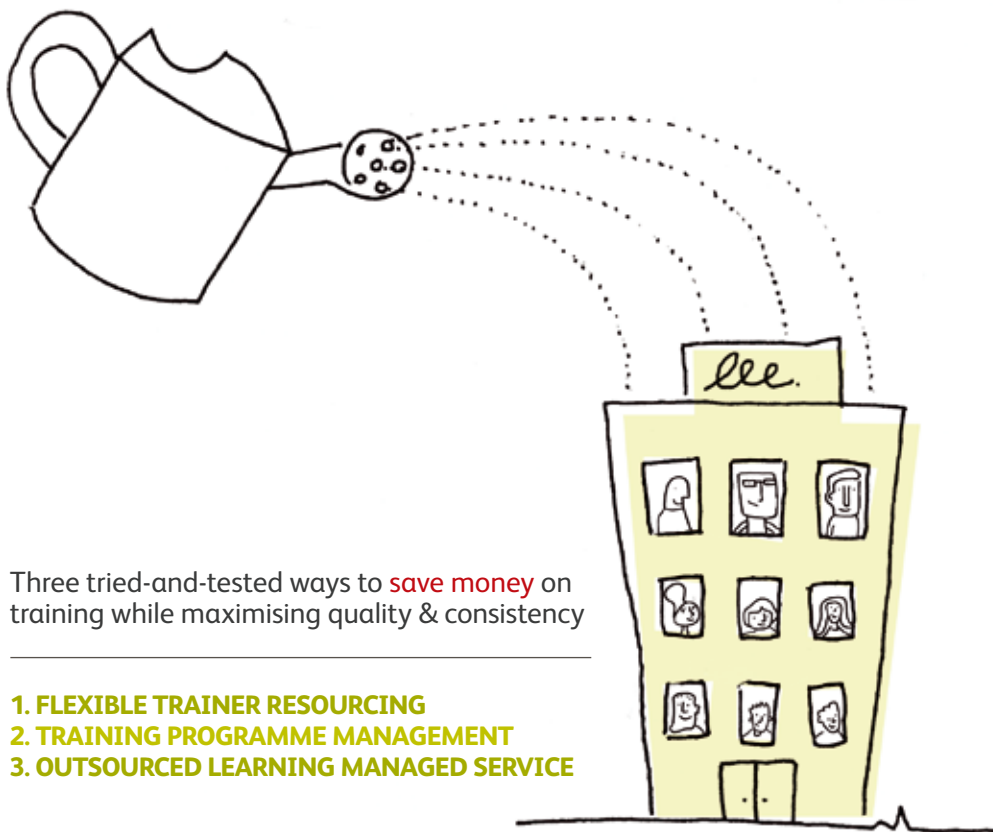


TRAINING MANAGEMENT & OUTSOURCING

How to make the most of your training budget



Three tried-and-tested ways to **save money** on training while maximising quality & consistency

1. FLEXIBLE TRAINER RESOURCING
2. TRAINING PROGRAMME MANAGEMENT
3. OUTSOURCED LEARNING MANAGED SERVICE

How can we help you get more for your money?



Reed Learning can help you get the best value from your training spend. Here's how:

1. Intelligent course scheduling and demand management helps you reduce cost per delegate day – see p3
2. Trainer sourcing and administration can help you reduce trainer costs by 30% and cut down on administration – see p5
3. Our full training managed service combines high quality delivery, full administration, and savings of over 20% – see p7

Why do organisations choose Reed Learning?

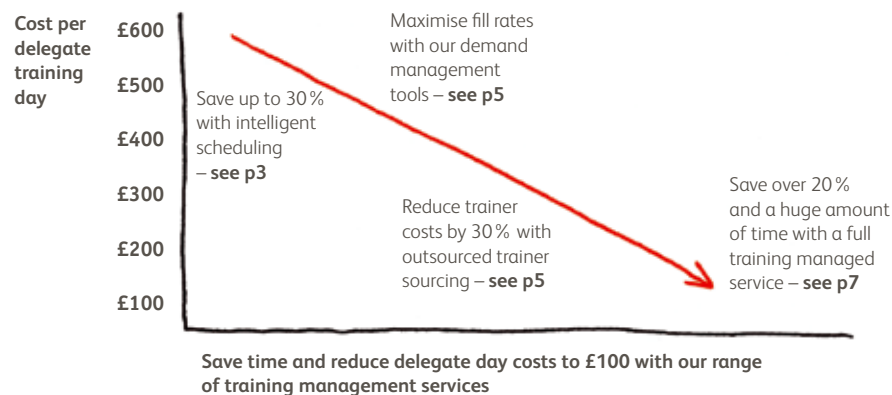
The complexity of courses, administration and scheduling needed to meet a large organisation's learning strategy effectively can prove a logistical headache.

Reed Learning's unrivalled access to trainer talent and experience of managing large learning and development functions helps us make training run most efficiently.

Don't just take our word for it

Recently we helped a major service organisation to run over 1,300 delegate training days, saving 59% per delegate per course (against industry average) through intelligent scheduling, onsite delivery and wait-list management.

And we work with a major UK bank to deliver a full learning managed service, which has saved the organisation over £810k in the past 12 months.



Could there be a better way to manage learning & development?



Perhaps you run all your training in-house, or perhaps you employ a pool of permanent trainers for internal courses. You might just buy external training programmes. However you manage learning and development in your organisation, Reed Learning can help you make real savings on your training budget.

We have access to the largest pool of trainer talent in the UK and vast experience of finding the most efficient, intelligent ways to schedule, manage and administer courses.

We do this by providing expert trainers where and when you need them, making sure the optimum number of delegates attend every course, and by providing a full training administration service.

Our clients benefit from the most competitive training rates per delegate per day, maximum value from training personnel, time and cost savings on administration and reporting, and a consistent, quality-assured end-user experience.

Could we help your organisation?

Visit www.reedlearning.co.uk/save to request an informal discussion with our senior consultant, or call 020 7520 6600



Minimise the cost of each day's training with intelligent course scheduling

What do you pay per employee per day for training?

The UK average is £510 (and this does not include time away from work or travel and accommodation expenses).

Training programme management can deliver tailored learning at your site from as little as **£100** per delegate.

Training Programme Management

Training programme management combines award winning design and delivery with over 350 quality assured trainers, facilitators and coaches. Our advanced scheduling and demand management system (including automated wait-list management) enables you to optimise the number of delegates on each course thus significantly reducing overall cost.

We offer a client branded portal which can be tailored to your business to improve the delegate experience as well as providing basic management reporting. We are able to offer monthly consolidated invoicing and MI to further improve efficiency.

Clients include: The AA, QBE and BSkyB

Features

- Bespoke design
- Intelligent scheduling and wait-list management
- Venue management
- Expense management
- Consolidated invoicing
- On-line branded booking portal
- MI reporting
- Dedicated CRM and admin service
- Relationship management

Benefits

- Competitive cost per delegate day from £100
- Consistent delivery style and templates
- Quality assured delivery
- National delivery
- Quickly scalable
- Discounted rates with savings up to **30%** on RRP
- Tailored on-line booking portal
- Savings on transport travel and expenses

Case Study: Large service organisation

Reed Learning has been working closely with this company since 2005 to design and deliver bespoke management training for new, middle and senior managers. We have designed a core portfolio of courses which run repeatedly at their numerous sites within the UK.

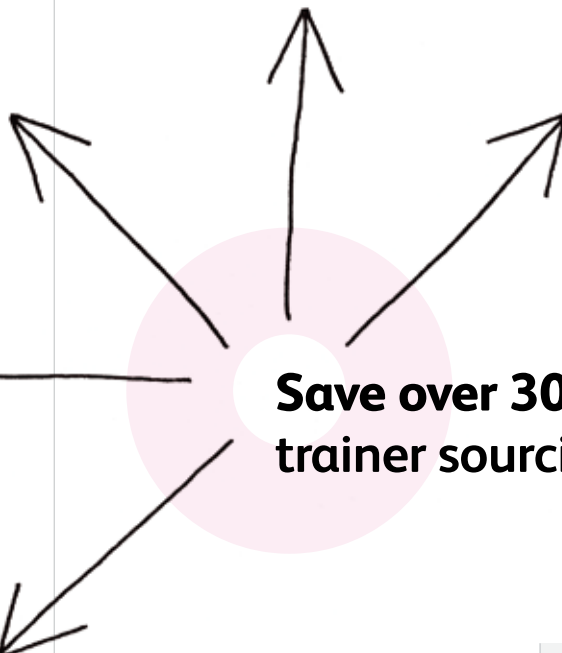
- Reed Learning has successfully delivered over 1,300 delegate training days
- The company's cost per delegate per course averages £208 which is 59% less than the industry average of £510. This has been achieved through intelligent scheduling, onsite delivery and wait-list management
- The company enjoys a 20% saving off the RRP

As part of the implementation plan our dedicated L&D consultant spent time with the company's staff to truly understand the culture and business objectives. This included meetings with key business stakeholders and numerous site visits. This comprehensive process ensures that each course truly reflects the company's culture, mission and values. Reed Learning allocated a team of trainers with the appropriate background and relevant industry experience to deliver the courses. The L&D Consultant works closely with each trainer to communicate the culture and challenges of each site. Some courses require more involved design, and in these cases the trainers will meet with key sponsors from across

the business. Once the core curriculum is agreed our team up-load courses to a dedicated booking portal. This system is fully automated with online booking authorisation and management. It enables the business to intelligently schedule courses, which only run when the minimum delegate target is reached. In addition Reed Learning produces management information which is regularly reviewed along with the service provision.

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Save over 30% by outsourcing trainer sourcing & administration

How much do your permanent trainers cost you?

The industry average is £50k per annum including associated costs. Which equates to £275 per day if they deliver 180 days a year. However, if they only deliver 100 days a year your cost shoots up to £500 per day.

Flexible trainer resourcing is outsourced trainer pool management. It ensures that training professionals are provided only when required for the design, development and delivery of client-owned materials.

Clients who have lost or are facing the future loss of their permanent training team often consider this solution to ensure continued quality at a reduced overall cost using a flexible model.

The intellectual property of any programme created by this service rests with the client. This model gives access to a pool of over 300 pre-qualified and quality assured associate trainers. Our training professionals are evaluated on a regular basis and developed against criteria set by the Reed Learning Academic Board (www.reedlearning.co.uk/board).

Flexible training resourcing is complemented by an outsourced administration service providing intelligent scheduling, expense management, contracting and referencing, invoicing and MI.

Clients include: Barclays Bank, Department of Health, Nationwide

Features

- Trainer Pool Management
 - Recruitment, assessment and verification
 - Formalised feedback process
 - On-going quality assurance
- Efficiency Identification
 - Expense management including reciprocal cancellation policy
 - Benchmarking of core offering and pay rates
 - Skills gaps analysis and geographic risk identification
- Outsourced Administration
 - Dedicated learning co-ordinator
 - Tailored MI and agreed SLAs
 - Invoicing and booking processes
- Project Management
 - Implementation
 - Schedule and risk management
 - Multi-site deployment

Benefits

- Savings in excess of 30%
- Savings on administration and headcount
- National delivery network
- Reduction on design ratios from 5:1 to an average 2:1
- Proximity driven resourcing
- Discount on volume and bulk bookings
- Dedicated administrator
- Onsite observations

Case Study: Major international bank

This client decided to reduce fixed costs by moving away from a large group of permanent trainers to a pool of preferred associates who could be booked on an ad-hoc basis when the required volume demanded.

Since 2003 Reed Learning has managed this flexible training workforce on behalf of the bank. Over this period we have worked to ensure consistent delivery of a high quality service whilst identifying and implementing cost reductions.

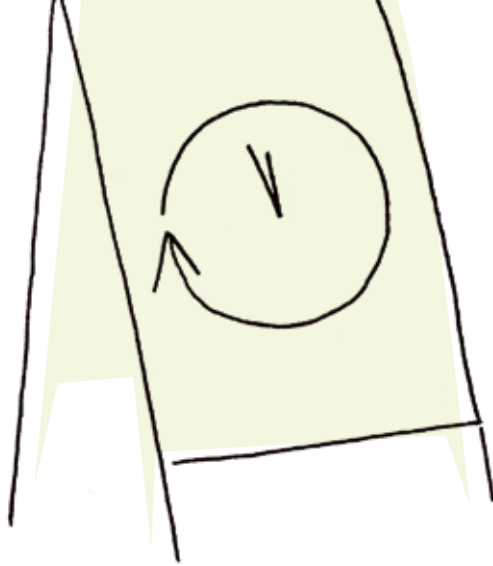
This model saved the bank in excess of £1.3 million over an 18 month period. Here's how:

- Intelligently resourcing trainers and negotiating pay rates for volume and bulk bookings saved one project £750k over a six month period
- Reduction of design ratio from 5:1 to 2:1 achieved cost savings of £142k in year one
- Dynamic expense management saved £146k over a one year period

- Reduction of trainer upskilling costs saved 70k in year one
- Adjusting rates according to course complexity cut trainer costs by 50%
- A new cancellation policy saved £90k in year one

Could we help your organisation?

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Cut costs by 20% and eliminate training administration with our full managed service

Does your organisation spend more than £1m a year on learning and development?

Outsourced Learning Managed Service

Rationalising your supplier base with an outsourced learning managed service can deliver savings of 20% or more against your current spend. The service delivers time and process efficiencies and improves compliance, reporting and MI.

The Reed Learning managed service is a fully outsourced solution combining high quality delivery with full administration. Clients have access to our entire public schedule and tailored solutions plus over 50 contracted quality-assured third party specialist suppliers covering every learning requirement.

Our client branded portal, which can be tailored to your business, provides a consistent quality delegate experience whilst facilitating management reporting and consolidated monthly invoicing.

Our account management and customer service teams work directly with all key client stakeholders and suppliers to ensure a smooth and seamless enquiry, booking and third party administration process with strict adherence to agreed SLAs.

Clients include: Lloyds Banking Group, Capital One, Zurich

Features

- Dedicated relationship manager and customer service team
- End to end process management
- Intelligent schedule and wait-list management
- Third party supplier management
- ITT management
- Venue management
- Consistent nationwide delivery
- On-line client branded portal with LMS functionality
- Full MI reporting
- Internal communications strategy
- Onsite resources available

Benefits

- Minimum 20% efficiencies on training spend
- Up to 30% savings on associated costs and expenses
- Savings on administration headcount
- Consistent quality assured end-user experience
- Thought-leadership and market intelligence
- Client free to focus on strategic direction rather than tactical delivery

Case Study: Major UK bank

Reed Learning has been operating a learning managed service (LMS) for a major UK bank since 2003 delivering savings year on year (in excess of £810k over the last 12 months).

This has been achieved by consolidating the supplier base from over 1,600 to 80. These 80 training providers are contracted

through the LMS and discounts are negotiated based on historical and future spend. The additional value to the bank is the removal of the administrative burden and the production of meaningful management information on a monthly basis.

Our account management style is one of strategic partnership

to ensure learning is structured around business goals. Working in partnership with the client's internal L&D departments and business stakeholders, our managed service ensures that the end user receives the best training solution, delivered by the highest quality supplier at the lowest possible price.

Could we help your organisation?

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YOU CAN GO ANYWHERE FROM HERE

Reed Learning has over 15 years' experience of designing and delivering a huge range of scheduled and in-house programmes for organisations across the UK.

REFERENCE	Information Technology
Management Development	Project Management
Personal Development	PA and Secretarial
Marketing	HR and Training
Finance	Health & Safety
Sales & Customer Service	Google Academy



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Why Reed Learning?

- Reed Learning is one of the UK's leading providers of business learning and development, delivering over 35,000 days' training every year
- We're dedicated to the highest quality service, and many of our courses are endorsed by professional industry associations
- We're ISO9001 accredited, winners of a National Training Award and current holders of the World of Learning's prestigious "Provider of the Year" award
- We're also the only training provider in the UK to be chosen by Google to deliver the Google Marketing Academy

Bookings & more information
more.info@reedlearning.co.uk
www.reedlearning.co.uk/save
Call us on 0800 132 448 or 020 7520 6600

Seven ways we could help you:

1. Over 30% savings on training personnel
2. Reduced administrative burden and headcount costs
3. Significant discounts from volume and bulk bookings
4. A consistent and quality-assured training experience
5. Scalable delivery and national coverage
6. A bespoke online portal for bookings and management
7. Over 20% savings on total learning and development spend



world of
Learning
Awards

Winner

Learning Provider of
the Year 2008/09

certificate of
professional trainer
competence



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your training budget go further
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