



### **Anti-Money Laundering—Regulatory & Compliance Training at Halifax Bank of Scotland**

## Combating crime with e-learning

HBOS General Insurance (HBOS GI), a division of the UK-based Halifax Bank of Scotland plc, provides insurance for Building and Contents, Travel, Pet, Creditor, and Payment Protection (including credit cards). About half of the 2500 members of HBOS work as customer-facing staff (Call Centers/Direct Facing) at their six call centers across the UK. Each division within HBOS has its own training and e-learning programs, with Kognita as the e-learning partner. The e-learning programs are hosted on Kognita's Site4Learning™ platform.

### **THE NEED FOR E-LEARNING**

HBOS GI needed to make employees aware about money laundering in the context of insurance, its legal implications, and preventive measures. With a view to curbing this evil, HBOS GI sought the expertise of Tata Interactive Systems (TIS) to inform employees about the steps involved in money laundering, as well as to train them for identification and proactive prevention of such instances.

### HOW OUR SOLUTION HELPED

TIS realized that real-life scenarios were the best way for HBOS GI employees to effectively combat the money laundering menace. As a result, TIS developed a Web-based training program that users could relate to, and thus enabled them to quickly grasp various rules and regulations. The principal strategy was to focus the learner towards the consequences of non-compliance, distinguishing between permitted and prohibited activities.



**Tata Interactive Systems' e-learning program on combating money laundering, crime, and terrorism boosted the efforts of HBOS GI to fight the menace. It empowered the employees to take proactive steps, offering them all the facts of money laundering and preventive measures.**

Realistic scenarios developed on the basis of client inputs were logically woven to form an immersive storyline. It used a fictional HBOS GI employee, Heather, who the learners could readily identify with. As the scenario unfolded, Heather detected—and foiled—the plans of Mr. Carmichael, also a fictional customer, who tried to launder money.

The main features of the course:

- It was a one-hour course that comprised sixty screens on the prevention of money laundering.
- Apart from scenarios and teach screens, the course included an assessment of the learnings mapped against the objectives; the assessment was scored and recorded using the Site4Learning™ LMS.
- Assessment questions were randomly generated from a bank of 50 questions.
- The solution was SCORM 1.2 compliant.

### TECHNOLOGY USED

The course was developed using Flash and HTML. It was SCORM 1.2 compliant and compatible with the client's Site4Learning™ Learning Management System.

### SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of the Compliance Training program at HBOS. To experience some of our products at work, you may view our demos by registering online at [www.tatainteractive.com](http://www.tatainteractive.com).



**This introductory teach screen gives simple definitions.**

**Real-life workplace scenarios with dialogs simplify complex subjects.**



**A Practice Question screen tests the learner's knowledge innovatively.**

