

Training and Education Centre (TEC): a case study

Consistent and Continuous Learning



Clwyd Pension Fund delivers an engaging onboarding process for new team members with Heywood's Training and Education Centre (TEC).



Consistent and continuous learning

Organisation profiles

Cronfa Bensiynau Clwyd
Clwyd Pension Fund

Gweinyddwyd gan
Administered by



Clwyd Pension Fund

Clwyd Pension Fund administers the Local Government Pension Scheme for employers across North East Wales.

The fund comprises over 50 employers and around 50,000 active, deferred and pensioner members.

Clwyd's mission is to be known as forward-thinking, responsive, proactive and professional, providing excellent customer-focused, reputable and credible service to all of their customers.

The fund emphasises the importance of professional development, with a corporate objective to acquire and maintain knowledge and skills to best serve member needs.



Heywood Pension Technologies

Heywood Pension Technologies builds modern software solutions for pension schemes, pension administrators and employers to help transform how their members manage their lifelong financial journeys.



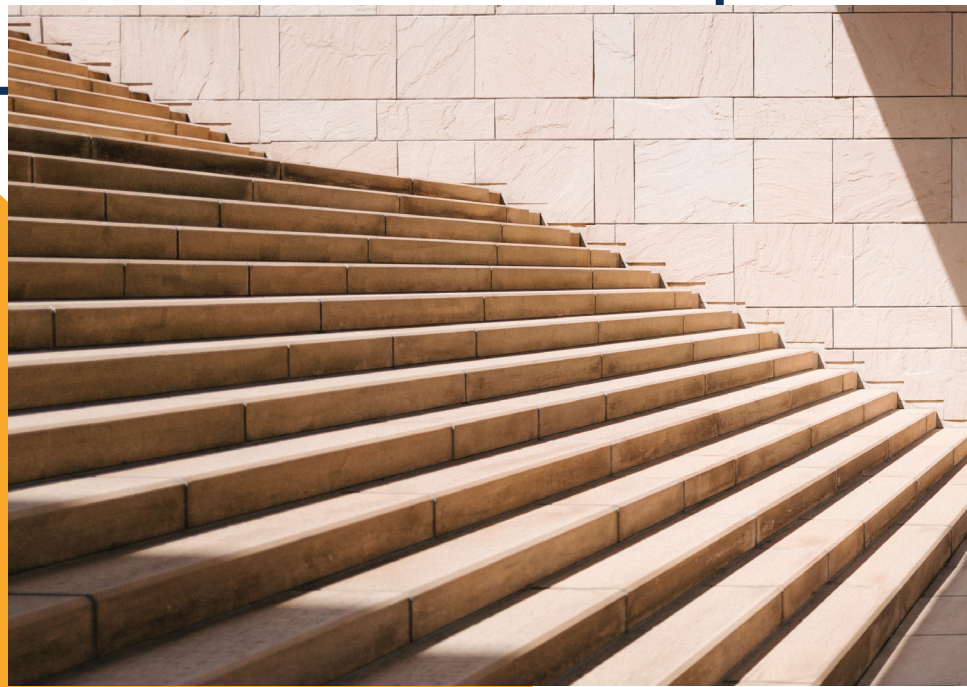
Consistent and continuous learning

The challenge

Pensions administrators are under increasing pressure with ever-growing legislative complexity and demands.

Industry challenges such as GMP reconciliation, poor data quality and rising member expectations place strain at a time when recruiting experienced staff has become increasingly difficult.

Clywd Pension Fund experienced such challenges, placing pressure on the administration team to adapt to increasing demands while undertaking day-to-day processing activities.



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The solution: TEC

Developed collaboratively with Heywood customers, the Training and Education Centre (TEC) provides flexible, on-demand learning courses.

Topics include pensions knowledge, legislation and administration.

Interactive and engaging content with videos and quizzes

Wide-ranging topics aimed at varying experience levels

Customisable learning and development plans

Regular assessments and progress tracking for users and managers

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The advantages



Support development

Increase and maintain team knowledge to reduce skills shortages and gaps



Increase quality

Reduce the risk of manual error and focus on regulatory commitments



Improve service

Make robust and informed decisions to manage potential conflicts



Standardise learning

Plan training around team schedules and track progress



Accelerate learning

Reduce induction periods for new team members, encouraging faster productivity



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The benefits

“

I have found the learning content really clear and informative. The modules are easy to work through, it is easy to navigate around and I like that there are quizzes in there to test your knowledge.

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Pensions Officer



The benefits

“

I was able to use modules in TEC to refresh my knowledge and remind myself of any new functionality that has been introduced since I last completed these processes.

By completing the tests throughout each module, I gained confidence in my ability to complete these processes. It also highlighted areas that I needed to focus more attention on.

I like the fact that there are options to download checklists for certain processes. For example, I used the Year End Payroll Processing checklist from TEC when I was completing my actual Year End Payroll Processing.

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Lead Pensions Officer



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Customer success

“

TEC has really helped us with training staff members that are new to pensions, LGPS or even just new to Heywood software.

We have been able to set new staff members up on TEC and for their first week they will solely spend at least half of their time completing modules such as ‘Introduction to pensions’, ‘Introduction to the LGPS’ and ‘Introduction to Altair’. This has allowed new employees to receive basic training without having to allocate the time of an experienced staff member for coaching.

New staff will continue to use TEC as they progress to carrying out tasks, to ensure they are utilising all of the system facilities available.

Alicia Howells
Principal Pensions Officer

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