



Suncorp uses innovative tools to create a self-sustaining, continuous learning culture.

Suncorp wanted to transform its classroom learning environment to a culture of continuous learning, via social learning that would inspire its 13,000 employees. The resulting platform – Cognita – was welcomed with a 95 per cent uptake among staff within six months of its launch.

The Brief

In 2018, the financial services group approached Janison with the goal of increasing the prominence of its corporate learning – via social learning experiences, as well as self-service and self-guided learning. It all needed to fit in with staff needs – anywhere, anytime and on any device.

The Challenge

Suncorp wanted its learning strategy to meet the needs of a changing industry: one which demands that employees cross-skill and are equipped to work across teams. The group also needed to streamline the work of its in-house learning design team.

The Process

Suncorp's forward-thinking, agile ethos partnered perfectly with Janison's collaborative, human-centred approach.

Janison ran workshops to co-produce ideas, with 500 Suncorp staff trying out the platform, finessing ideas and functionality, and with leaders closely involved at each stage.



We've taken a very bold move by opening up learning. Building the capability of our people is not only good for our people but a great way to support our customers.



Charmian Fry
Head of Learning, Suncorp Group



95%

of staff became active users of Cognita within six months of its launch



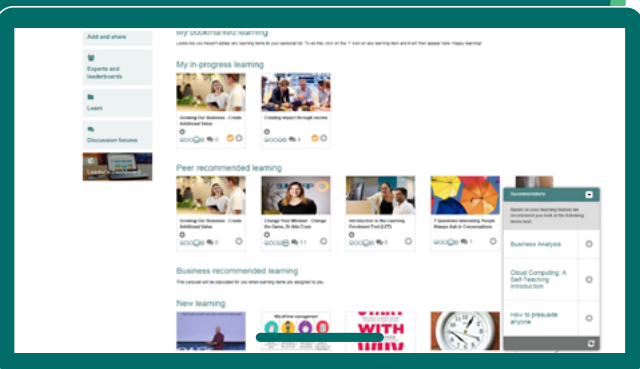
145,558

learning items completed within the first 12 months



2,989

items created by Suncorp employees within the first 12 months



Fiona Ward, Janison's Head of Learning, said: "An architect workshop stepped leaders through the platform, and how Janison would configure and integrate Suncorp's existing technologies."

Our Solution

Cognita launched to approximately 13,000 users in July 2018, with all data entirely hosted onshore in Australia via the Microsoft Azure cloud.

AI and machine learning

Janison developers created a "recommendations engine" that behaves much like a personalised Netflix-style streaming service, steering users to modules. "Essentially, we're utilising machine learning to create a recommendations engine that we serve via a chatbot," said Fiona.

Social learning

Social learning is the marquee feature of Cognita. The tools behave similarly to the world's most prominent social media platforms, stoking an appetite among staff to complete modules and recommend courses to their peers.

User-generated learning

Cognita's Add & Share feature lets employees create and share content with their colleagues, allowing Suncorp to tap into a rich resource within its own team.

Charmian Fry, Head of Learning at Suncorp, said: "We've taken a very bold move by opening up learning. Building the capability of our people is not only good for our people but a great way to support our customers."

The Result

Cognita has transformed learning at Suncorp according to Charmian. "People are using it,

recognising the benefits and coming back for more," she said.

The take-up rate among staff was 95 per cent within the first six months, which she described as "phenomenal".

The Add & Share tools have proven such a hit among staff, according to Vlade Angel, Learning Planning and Performance Manager at Suncorp, that the majority of content in Cognita today has been user-generated.

Fiona added: "Suncorp also had content from third-party providers on its legacy LMS, and since this content shifted into Cognita, it's had higher completion rates than ever."

Human impact

A visually impaired employee had his learning experience transformed, said Vlade, due to the web content accessibility guidelines (WCAG) compliance. "He said Cognita was the first time he felt that he was able to self-serve [without the need for a facilitator]."

The technology has also been transformative for another employee, who had been diagnosed with a degenerative medical condition and was able to use the platform to retrain for a different role within Suncorp.



Transform the face of learning at your organisation today.

Visit janison.com/online-learning or contact learning@janison.com