

## Capital & Regional plc

### The Challenges

Capital & Regional is a co-investing property asset manager. They manage property assets for funds in which they hold a significant stake. They aim to build best-of-class specialist management teams for the retail and leisure sectors in which they operate. Staff within the group are situated nationally across shopping centres, retail parks, leisure facilities and corporate offices. The challenge was to allow people the opportunity for development through the communication of all available training and the efficiency of all booking and joining instruction functionality. Capita Learning & Development were selected and contracted to provide a range of specialist and core learning and development managed services, tailoring it to the understanding of the specific needs and culture of Capital & Regional.

### Solution

Capita Learning & Development provided a dedicated web based portal into all Capital & Regional's existing courses, allowing employees and managers to:

- Browse for courses in a variety of ways. e.g. as part of a general search or according to their role within the organisation
- Find out about available courses, their description, date, location and venue
- Book courses for themselves or a member of their team

The portal also serves as a key management information tool about uptake and completion of courses, programmes and workshops. Capital & Regional also use the portal as a communication tool to share company news and information. Capita Learning & Development has an administrative service level agreement with Capital & Regional, which is monitored on a monthly basis. Management information is provided each month, with the account manager meeting with the client to discuss changes required as and when appropriate.

## **Value Delivered**

The learning portal quickly became one of the major touchpoints for people throughout C&R. It is a simple, easily accessible and user friendly access point for all things training and development and the feedback from people using it has been really positive. The portal is used not only as a booking service, but the information contained in it is also used more widely - in recruitment and induction, performance reviews and throughout the employee life cycle. The C&R Learning Portal has definitely proved its worth as a really useful tool for all concerned.