



Equipping workforces with the skills, knowledge and behaviours required to help deliver today's public services

Learning that fits the Public Sector

KPMG. Make the Difference.





Why does learning matter so much now?

Today's Public Sector workforces cannot afford to stand still. They're obliged to keep evolving, developing the skills required to cope with issues and themes as varied as diversity and inclusion, data management, AI, wellbeing, virtual working or the impact of climate change.

Public sector organisations today face a fast-changing landscape. From AI and automation in service delivery to rising expectations for inclusive, personalised experiences, the pace of change is relentless. The pandemic's legacy still shapes how we work, while an ageing population and shifting demographics demand new thinking. At the centre of it all is staff wellbeing. Learning Services are key to building resilient teams with the skills and confidence to meet these evolving demands.

All these considerations – and more – contribute to a crowded to-do list for any organisation. The amount of change and volatility this creates makes for an exhausting and sometimes unforgiving environment within which to work.

The way to cope with all this uncertainty and ambiguity is through learning.

That means equipping staff with the skills to be lifelong learners who can adapt to whatever life - or work – throws at them. It's how employees can develop and refine the new skills that their work demands. And it's how employers can improve their employee engagement and retention; addressing skills shortages by investing in the staff they already have, rather than recruiting on a regular basis.



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How we can help

We can work with an organisation's leadership to understand their business ambitions and establish how an effective L&D programme can help realise those ambitions.

By working hand-in-hand with an organisation, alongside professional bodies and dozens of fellow, industry-leading L&D suppliers, we can design and deliver learning experiences, uniquely tailored to their needs. We can help ensure that this translates into sustainable improvements in the workplace by deploying a best practice, blended learning approach. By using different types of learning activities and including a social learning component, where topics can be discussed and revisited with fellow learners, we help maximise the chances of knowledge being taken onboard.

Throughout it all, we never lose sight of the importance of context and relevance. Learning can be granular, delivering a specific new skill for example, or transformational, changing ingrained cultural norms and behaviours. However, it must always be relevant to the learner and the organisation and mindful of the context within which those newly acquired skills will be used. We'll make sure that's always the case.




Blended and social learning
Employing the latest learning techniques



Relevant
Designed to meet your organisation's needs



Anytime, anywhere
Designed with convenience in mind



Impactful
Designed to meet your organisation's needs



Full service
Managing all aspects of your L&D programme



What we do



Strategic advice



Content creation



Learning delivery

Our Public Sector Learning offer spans three main areas of strategic advice, content creation and learning delivery.

It is underpinned by an extensive public sector learning curriculum, featuring over 150 topics. For some organisations, using the curriculum in its current form may be sufficient to meet their learning needs. Others may choose to take advantage of its modular design, reassembling its 2,000 different learning activities for maximum impact.

For those requiring something more bespoke, new learning content is created by groups of learning designers, sector experts, specialist collaborators and client staff.

Understanding who the learning audience is, what the indicators of success are and how these can be measured are all critical considerations within this process.

A sizable team of professional facilitators and coaches play a vital role in delivering the finished learning experience. They're backed up by a digitally enabled operation, allowing us to deliver top class learning at scale.

This forms part of a comprehensive, end-to-end learning service for our clients. As well as hosting and delivering the learning activities, our Service Centre takes learner bookings, oversees learner administration and provides a 24/7 online support function.



Why KPMG?



A great track record in Public Sector

We've advised on and delivered learning and development strategies that help organisations build a modern, fit-for-purpose workforce. In 2016, we delivered the single largest learning and development project in UK Government history—co-designing and deploying a tailored curriculum for over 450,000 civil servants. Since then, we've continued to lead in public sector learning, holding over 91,000 learning events across more than 800 locations, delivering nearly 7 million hours of learning, processing close to 2 million client bookings, and resolving over 448,000 client queries. Our work has driven a 285% increase in learner engagement in Government since our appointment.



Expertly designed learning content

Supported by research, insights and a host of leading L&D suppliers, we create learning content with the learner firmly in mind. This is engaging, bite-sized, 'just-in-time', blended learning, geared towards helping learners achieve their career ambitions, not merely boosting their earning potential.



Powerful combinations

Across all our work, we know that the greatest value stems from the combination of L&D experts (who understand how learning can be used to achieve workforce transformation and to realise strategic goals) and industry specialists (who understand the unique nuances and challenges of working within the sector).

Fusing technical and market expertise in this way is a powerful combination because while we know what a good L&D framework should look like, it's how this is tailored to a client's specific requirements which really matters most.



Leadership & management programmes

Strong leaders inspire confidence, improve performance and develop people. Ensure your leaders deliver their optimum performance.



Managing people

The public sector is about people. Give your managers the skills to bring out the best in your teams.



Leadership development

Periods of change in an organisation are when leadership skills are tested to the full. Give your leaders the best chance to perform.



Personal effectiveness

Equip your staff with lifelong skills that allow them to carry out their roles and develop a great career.



Customer services

Learn how to provide the excellent customer service expected of every public facing organisation.



Project delivery

Public sector projects can impact thousands of people's lives. Learn to deliver these more successfully using the most up to date methodologies.



Finance

Finance underpins the effective delivery of public services - get access to the most up to date thinking on how to perform.



Technology & software

Digital transformation is critical to the success of a modern public sector. Make sure your workforce have the right skills.



Data & analytics

Learn how to interpret data and statistics to support in making impactful delivery decisions.



Commercial

Find the best supplier, establish a contract, monitor performance and become more commercially aware.



Workplace essentials

Provide a solid foundation to all staff that start in your organisation, to build their confidence in tackling any task they are assigned.



To find out more visit: [KPMG learning services | KPMG UK](#)

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