

# WHY COMPLIANCE IS CRITICAL TO CORPORATE SUCCESS



in partnership with



Compliance with government and business regulation has always been important, but the pressure to prove that compliance has never been higher. The business risk of noncompliance is such that the reputational damage alone can lead to significant loss of earnings or even closure. With less than 40% of organisations feeling 'thoroughly prepared' for a compliance audit (Brandon Hall, 2017), it is clear that there is much work to be done to get businesses up to the required standard.

Organisations in high-consequence industries such as healthcare, manufacturing and defence, fare a little better, with 56% reporting being thoroughly prepared for any upcoming audits, but this still leaves almost half of organisations operating in high-risk areas not feeling as though their compliance training or records are adequate.



39%

*Just 39% of organisations say they are thoroughly prepared for a compliance audit.*

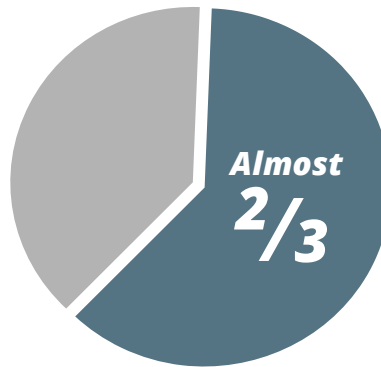
The introduction of new major laws such as GDPR (which gives greater control to users of services in the EU over their personal data) are often stacked on top of existing regulations such as the Occupational Safety and Health Administration (OSHA), Health Insurance Portability and Accountability Act (HIPAA) and the Food and Drug Administration (FDA), adding an additional burden on compliance management, including the provision of staff training.

A spate of large-scale compliance violations (such as fraud and corruption in the finance sector and patient confidentiality violations in healthcare organisations) have left businesses more anxious than ever before about the potential repercussions of non-compliance. With fines, removal of licences, imprisonment and the entire future of the organisation being plunged into jeopardy, it is crucial that everyone knows the rules they must abide by, and that the organisation can prove that the relevant training has taken place and has been successfully understood and then acted upon.



# THE CURRENT STATE OF COMPLIANCE

In regular organisations, 38% of organisations spend up to \$500 per employee each year on compliance training, with 13% spending more than \$5,000. In highly regulated sectors, 23% of organisations spend over \$5,000 on compliance training per employee per year. In 50% of organisations, employees spend 10 hours or less on compliance training activities a year, so it's important that when they do take this training, it is highly effective.



*Almost two-thirds of regular organisations do not believe that their compliance training is completely effective and worryingly, 59% of those in high-consequence industries say the same.*

***So why are so many organisations falling short?***

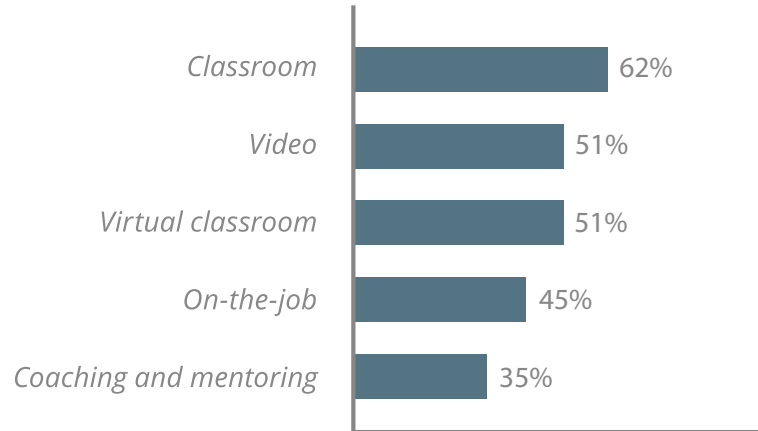
### *Most popular compliance training methods:*

Unsurprisingly, despite being overwhelmingly the most popular method for delivering training, just 14% of organisations believe that classroom training is the most effective method. In high-consequence industries, this drops to just 5%, with both groups believing virtual classrooms to be the most effective method for compliance training. There is a clear mismatch between the methods these organisations believe to be the most effective and the methods they are actually using, and there are several possible reasons for this.

Firstly, classroom training has been the status quo for decades. Traditionally, training was delivered as face-to-face workshops at regular intervals (often annually), so it is possible that the L&D team simply doesn't have the time, resource or knowledge to switch to a more effective method. It could also be a matter of perceived complexity - for instance, 15% of organisations believe simulations to be the most effective

method of delivering compliance training, but the assumed expense of content creation could put L&D teams off. Another reason could be that if the classroom training is working 'well enough', they may feel inclined to stick with this approach rather than risking a new method, especially when it comes to compliance. This 'good enough' attitude is misplaced and fosters a culture of complacency. One where tick-box

training is completed but little or no behavioural compliance is achieved. The devastating effects of this have been experienced in many sectors, including the oil industry where health and safety lapses causes loss of life and large-scale environmental damage. The financial services sector's ignorance of regulation has ultimately led to significant economic turmoil, misselling scandals, money laundering and fraud.



## COMPLIANCE TRAINING PLATFORMS

In terms of where learners go to find their compliance training, 62% of compliance training takes place on a learning management system, with just 14% opting for a specialist compliance management system.

This makes sense - if it's possible to use a single platform to support all learning initiatives, it is generally the most cost-effective option to do so. Separating compliance training onto its own platform could mean setting up a complex system of integrations to ensure that data is transferred seamlessly between platforms for accurate, up-to-date evidence of compliance.

62%  
COMPLIANCE  
TRAINING IS VIA LMS

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# HOW TO MANAGE COMPLIANCE

Delivering compliance training is only half the battle. Equally as important is the need to track completion of compliance modules to provide evidence to regulatory boards as part of an audit or in the event that something goes wrong. Without this evidence, auditors cannot be sure that the right people have completed the appropriate training, which can make assessing compliance almost impossible.

Some organisations keep manual records of compliance training, whether this is in spreadsheets or on paper. However, these are difficult to maintain and keep up to date, especially when there are hundreds, thousands or even millions of learners to track. Instead, a more practical and efficient method is to use a system that automatically delivers and tracks compliance training, sending reminders

and prompts to learners when necessary to ensure that everyone completes the correct training within the specified time frame. In case of a compliance audit, the organisations are only given a short time to pull out compliance training records. If an organisation has hundreds of thousands of employees and the training records are being managed using spreadsheets or, even worse, on paper, this can be a hugely manual task with great potential for inaccuracy.

For organisations relying on their learning management system (LMS) to deliver and record compliance, there are several important features to look out for. All of these features are available in Totara Learn, and are used by organisations worldwide to manage compliance.



## CERTIFICATIONS

Digital certifications are particularly useful for organisations who need to prove compliance - especially large companies for whom tracking compliance training manually would be a time-consuming, confusing process. The certifications functionality within Totara Learn supports the creation of custom learning pathways for compliance or mandatory training. A range of personalised, customisable notifications can be set to automatically notify learners, and optionally their managers, of any upcoming recertification requirements.

## PROGRAMS

Setting up mandatory programs within an LMS means that learners must take these courses. Some programs may be optional (such as those designed to help with personal development) while others can be mandatory to ensure their completion by a certain date. For instance, many organisations released mandatory programs to ensure compliance with GDPR (the personal data protection laws applicable in the EU) before the deadline. Learners who had not yet completed the training could be sent reminder emails from the system to ensure they completed the program in time.

## AUDIENCES

Audiences allow an LMS administrator to deliver different courses to different groups of learners. Audiences may remain static (such as where the same learners need to take the same learning each year - such as health and safety training) or may be dynamic (where the need to take certain compliance training changes over time). Different learning paths can be assigned for certification and recertification and assigned to specific positions, organisations and audiences, or to nominated individuals to help automate the management of compliance training.

## REPORTS

Custom certification reporting can be created and scheduled to run and emailed to managers and learning administrators to proactively track and manage compliance and other mandatory training. This can automatically generate evidence of compliance for an individual or across an entire team, department or organisation, making it easier to be proactive about providing auditors with proof of compliance training.





# HOW ARE ORGANISATIONS HANDLING COMPLIANCE TODAY?

Compliance is a key part of the learning programme for most organisations, but we know that not everyone is getting it right just yet. The Compliance Training 2017 report by Brandon Hall provides an eye-opening insight into this critically important area of learning to shed some light on what's going well and what needs to change in the future.

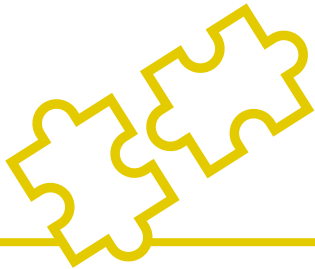
59%  
WILL USE

## THIRD-PARTY CONTENT PROVIDERS

59% of organisations will be using third-party content providers more in the future for compliance training.



Video (48%), simulations (45%) and virtual classroom (44%) will be used more often in future.



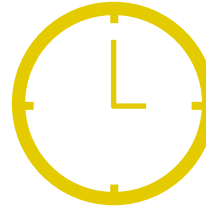
33% of large organisations want to use more games for compliance in future.



57%

DEVELOPED  
IN-HOUSE

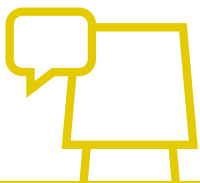
On average, 57% of compliance content is developed in-house.



SPEND 10H OR LESS  
IN COMPLIANCE  
TRAINING ANNUALLY

In 50% of organisations, employees spend 10 hours or less in compliance training annually.





## CLASSROOM TRAINING

Classroom training is the top delivery method for compliance.



**In 31% of organisations, the learning team is responsible for compliance training.** In 28% of organisations, HR is responsible, and in 27%, it's the responsibility of a compliance officer.



# 45%

**45% of compliance training is from outside agency requirements** (e.g. regulatory board), 55% internally mandated.

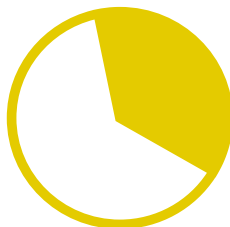
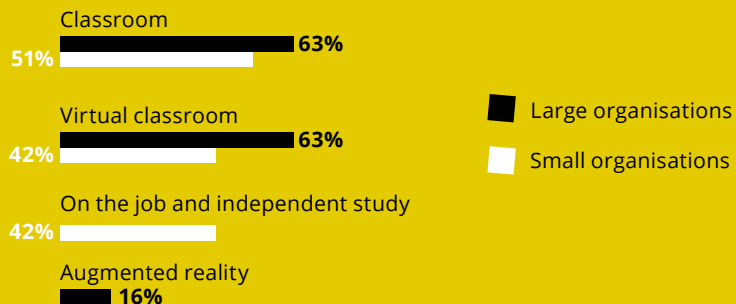




## COMPLIANCE TRAINING SPEND PER EMPLOYEE

38% of organisations spend  
\$0-500 on compliance training  
per employee a year.  
13% more than \$5,000.

## MOST POPULAR



## OVER A THIRD

**Over a third (36%) of employees participate in compliance training once a year.** Just over a quarter (27%), once a quarter.



# COMPLIANCE CASE STUDIES

In an area as crucial as compliance, it can help organisations to know what other businesses are doing to ensure their employees and processes remain compliant with industry regulations.

Organisations across sectors worldwide, including those in highly regulated industries such as healthcare and manufacturing, manage and track compliance through their learning platforms and here are just a few examples of [Hubken clients](#) using our award-winning [Totara Learn](#) solution to do just that.



## ARRIVA

Arriva is one of Europe's largest public transport companies, operating bus, coach, train, tram and waterbus services in nine countries across Europe. Arriva faced a significant need to deliver a wide range of virtual training and information courses across the organisation, including compliance, onboarding, health and safety, and customer travel updates. The delivery methods were fragmented and varied, and the manual processes of organising, delivering, and monitoring training were time-consuming and costly.

Arriva adopted Totara Learn as its enterprise LMS, with the platform's user base expanding significantly from 250 users in 2017 to almost 30,000 in 2025. It has facilitated more than 60,000 completions of their four mandatory compliance modules, achieving a 99% completion rate, which is well above the target of 95%.

The platform also delivers training in 14 languages. Automated CSV updates have saved at least 1 hour per week in administrative time, greatly streamlining their internal processes. Totara Learn's multi-tenancy functionality and powerful reporting tools have enabled Arriva to efficiently meet compliance requirements across its 39,000+ employees in 12 European countries.

Their compliance project has also resulted in Arriva and Hubken Group receiving a coveted [Brandon Hall Group Silver Award in 2024](#), building on winning [Totara's 2023 Best Compliance Experience Award](#).

**[Read the full case study.](#)**



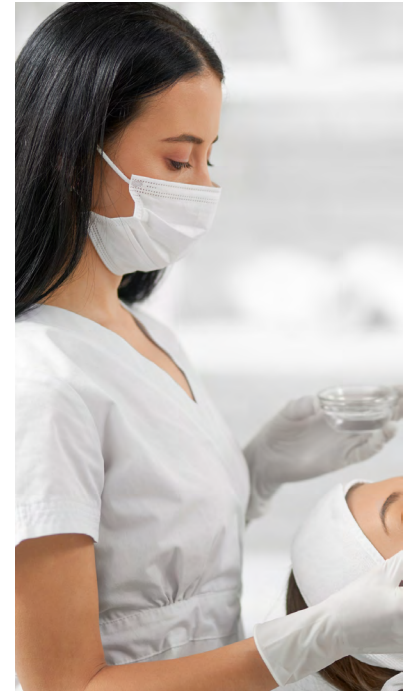
## DERMAROLLER

With a global reach of over 50 countries, Dermalroller faced a number of challenges including inconsistent training methods, which risked compromising both treatment quality and their ability to meet regulatory and certification requirements. To meet CPD accreditation certification requirements and the demand from the global distributors and resellers to provide accessible, on-demand training, Dermalroller turned to Hubken Group and Totara. Key factors included the platform's flexibility, scalability, and support for CPD accreditation and the ability to customise learning journeys for different user groups, such as doctors, aestheticians, and distributors. This ensures relevant training is delivered while safeguarding sensitive content.

The user-friendly interface, real-time analytics, and mobile accessibility have improved engagement, while the platform's scalability supports Dermalroller's global reach. This allows for the creation of unique landing pages for distributors worldwide, allowing them to manage training for their different customers. The platform's multi-tiered access model, customisable learning paths and automated reminder emails and CPD compliance tracking have streamlined training, enabling compliance tracking and reporting for mandatory courses and certifications.

The transformative results have led to Dermalroller winning a Highly Commended honours for the Best Extended Enterprise Solution for Totara's 2025 e-learning awards.

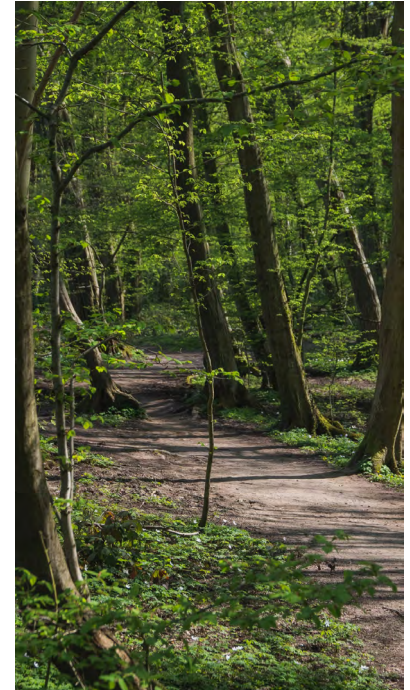
**[Read the full case study.](#)**



## THE FORESTRY COMMISSION

The Forestry Commission faced major compliance challenges with its previous LMS, including manual reporting, inconsistent staff enrolment, and fragmented training material. Monitoring mandatory training was difficult, as staff, particularly those in the field, often delayed account creation, resulting in low compliance rates and unreliable data. The lack of automation meant reminders and compliance nudges were inconsistent, which further hindered training uptake.

By partnering with Hubken and deploying Totara, the [Forestry Commission](#) was able to transform their compliance programme. Using hierarchies and dynamic audiences, and by integrating Totara with their HR system, they now ensure that the right people receive the appropriate training at the right times, offering personalised learning paths and training content. Supported by automated reporting and SSO, within the first year of the platform being launched, compliance rates have soared from a base 15% to between 85% and 90%, with some departments exceeding 92%. This has also vastly improved board-level support and created a culture of continuous improvement across the organisation, making compliance management seamless and highly effective.





# WHAT'S NEXT?

For standard organisations,  
future initiatives will include more:



*Video*

**48%**



*Simulations*

**45%**



*Virtual classroom activity*

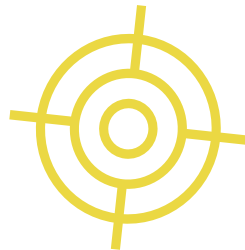
**42%**

Organisations in high-consequence industries have similar priorities, except simulations take the top spot with 54% planning on incorporating them into their compliance programmes.

This appears to signify a move away from traditional face-to-face training, which can be expensive, time-consuming and inefficient, and towards resources that can be accessed time and time again with no additional cost.

A video or simulation can be uploaded to the learning platform and accessed by hundreds, thousands or millions of learners, and can be accessed in learners' own time for added convenience.

The interest in virtual classrooms also indicates that while organisations recognise the benefit of synchronous learning, this can often be done online, giving learners an opportunity to ask questions and share opinions without having to travel to a physical location.



***One-third of large organisations want to use more games in their compliance training in the future.***



## Who are Hubken Group?

We are one of the UK's leading e-learning experts. Since 2004, we've been delivering world-class e-learning solutions to organisations of all sizes.

Whether you're a household name or an ambitious SME, we tailor our approach to fit your needs; it's what sets Hubken apart.

At Hubken Group, we combine the personal touch of a small company with the expertise of a big player. Our team of friendly e-learning experts work closely with our clients every single step of the way, bringing in-depth product knowledge, responsive and unlimited Admin support, and most importantly, proven L&D results for clients.

Our award-winning Totara platform can help you simplify and optimise your compliance training, support the development of your teams to reach their full potential, and, with powerful onboarding tools, ensure your new starters are set up for success from day one.

**Whatever your vision for e-learning is, we'll help you bring it to life. Partner with Hubken to achieve more from your LMS.**

*The data in this paper is from 'Compliance training 2017' by Brandon Hall.*

## GET IN TOUCH WITH US TODAY



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