

The Banking LMS Evaluation Checklist

The questions that actually matter when you're choosing a learning management system for a bank or credit union. Use it to vet each vendor, capture their answers, and bring your notes to your selection meeting.

Who are you evaluating?

VENDOR / PLATFORM

EVALUATION DATE

 

INTERVIEWER NAME

INTERVIEWER TITLE

Content depth & currency

Generic compliance content with a financial-services sticker isn't the same as real depth.

Is the content banking- and credit-union-specific?

Look for role- and institution-type coverage, not one-size-fits-all compliance courses.

How are regulatory updates handled — and how fast?

Content that lags the last regulatory change is content that exposed you.

Does it cover the full compliance landscape your roles touch?

BSA/AML, fair lending, lending & disclosure, deposit, privacy, governance.

Audit-ready reporting

The feature you don't appreciate until you desperately need it.

Can it produce examiner-ready reports on demand?

Ask to see the actual report — not just hear "we have reporting."

Does it log completions with dates, roles, and status?

Who was assigned what, who finished, and when — cleanly.

Can you pull records by branch, role, and regulation?

Segmented reporting saves you during a targeted exam.

Assignment & automation

No one should fall through the cracks before an exam — not after.

Does it auto-assign training by role, department, or location?

The new teller gets the teller track without manual setup.

Does it track certifications and trigger renewal reminders?

Alerts *before* a lapse becomes a finding.

Does it distinguish bank content from credit union content?

Member vs. customer language, NCUA vs. FDIC/OCC framing.

Fit & integration

It has to work with what you already use, for everyone who needs it.

Does it integrate with your HRIS and support SS0?

Plus SCORM/xAPI so existing content stays usable.

Is it mobile-friendly for branch staff?

Training people can finish on the device they actually have.

Will it serve your whole institution — frontline to board?

Across every role, branch, and (if relevant) charter type.

How'd they do?

A serious contender answers most of these clearly and shows you proof. Vagueness — especially on reporting and content currency — is your signal to keep looking.