



People Management Group (PMG) Process Manual

Version 1.1.1

LEARNING & DEVELOPMENT PROCESS DOCUMENT

UNIT: PMG, LEARNING & DEVELOPMENT

1.0. INTRODUCTION:

At PremiumTrust Learning Academy, our vision is "To be the leading global Learning Academy in developing human capital for optimal business results." We are committed to building a learning organization where the total knowledge base is exceptionally high and to provide innovative learning solutions that will build and empower employees to achieve their aspirations.

PremiumTrust Bank will ensure that all members of staff are provided with the training they need to always perform their jobs efficiently, effectively, and excellently. As such, we will maintain and keep a list of training, both mandatory and non-mandatory for all staff and ensure that appropriate trainings are available at the required intervals that meet staff's training and developmental needs.

2.0. PROCESS OVERVIEW:

Process Control	<ul style="list-style-type: none">• Approving Authorities
Policy	Learning & Development Process (SOP)
Objectives	<p>PremiumTrust Bank puts staff professionalism and capacity building at the center of its strategies. We are a learning organization that seeks to provide training and development opportunities for all staff at all levels and in all roles. For PREMIUMTRUST BANK to compete effectively in the 21st-century competitive environment, staff need to replenish their knowledge, acquire new skills, and become lifelong learners to do their jobs excellently, deliver value to customers and drive results for the organization.</p> <p>This L&D policy provides the principles upon which the provision of staff training and development will be implemented. It sets out the measures that Premium Learning Academy has put in place to support PREMIUMTRUST BANK's strategic objectives about staff learning and development, and the responsibilities of Premium Learning Academy to develop a strong culture of learning and continuous development of staff.</p>
Owners	Learning & Development

Benefits	<ul style="list-style-type: none"> • Support staff to achieve individual and career aspirations. • Enhance staff's competencies to enable them to achieve the aims and objectives of the job. • Enhance staff engagement, job satisfaction, and motivation. • Ensures that PLA provides training of high quality. • Ensure that PLA's training program is transparent, administered uniformly, and easily accessible by all staff. • Retain existing employees and attract new ones
Metrics	<ul style="list-style-type: none"> • Number of staff that receives their training plan at the beginning of the financial year. • Implementation of the training program • Percentage compliance with the training plan • Number of participants that complete end-of-course evaluation per program
Reports	<ul style="list-style-type: none"> • Monthly Report on ILT/VILT • Premium Knowledge Exchange Report • AML Report as may be required • Induction Report

3.0. PROCESS NARRATIVES FOR PREMIUM KNOWLEDGE EXCHANGE (PKE)

S/N	ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
1	Premium Knowledge Exchange (PKE)	<p>1.0 The Bank-wide PKE will hold every other Thursday from 4.30pm – 5.15pm online (unless otherwise advised). If for any reason the pattern is to change, Premium Learning Academy (PLA) will initiate a mail to all staff via the People Management Group mailbox informing them of the change.</p> <p>1.1. At the beginning of each financial year, PLA will initiate a mail to all the SBUs, requesting them to pick from an array of available slots on a predefined year-round timetable. PLA will require them to submit the proposed title/topic of their group's key learning area for the Bank-wide knowledge sharing session.</p> <p>1.2. PLA implements the timetable by initiating a reminder mail to the affected business units 2-weeks before their due date</p>	L&D	September to December 2022

		<p>1.3. PLA bypasses any SBU that is either unwilling or not ready to take the wheel when their turn comes in line with the timetable.</p> <p>1.4. PLA requests from a facilitating SBU an already prepared learning point on MS PowerPoint.</p> <p>1.5. A day or two before the PKE date, PLA organizes a simulation session on Microsoft Teams, where the presenters make presentations. This is done to ascertain the level of preparation and state of the equipment/connectivity.</p> <p>1.6. On the eve of the PKE session, PLA sends PKE introductory mail, after obtaining approval from the Chief People Officer, or any other person assigned by her. The mail goes out to All Staff of FCMB via the People Management Group mailbox, informing them of the scheduled topic and the need to be present and punctual for the session.</p> <p>1.7. During the virtual PKE session, staff members can type in questions and comments and facilitators can provide answers where necessary as much as time permits.</p> <p>1.8. After the session, depending on the sensitivity of questions sent in by staff, PLA downloads and collates all the questions and sends the unanswered questions during the session to the facilitators/experts to provide answers. The answers are then published via the PMG mailbox. This does not apply to all PKE.</p>		
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4.0. PROCESS NAME: Induction Programmes

4.1. UNIT: Learning & Development

INTRODUCTION:

This synopsis covers the end-to-end process of executing Induction Programme

5.0. PROCESS OVERVIEW:

Process Control	<ul style="list-style-type: none">• Confirming Programme dates from Talent Acquisition• Ensure backup for faculty members• Ensure continuous review of programme curriculum
Policy	Executing Induction programme is covered under the Learning & Development Policy
Objectives	<ul style="list-style-type: none">• Promote understanding of the Bank's strategic focus;• Introduce new employees to the Bank's structure and behavioural codes;• Acquaint employees with the PremiumTrust Brand, senior leaders and diverse products
Owners	L&D
Benefits	<ul style="list-style-type: none">• To ensure that experienced hires are exposed to a befitting and comprehensive induction programme• To ensure that our graduate trainees have a robust understanding of the bank's policies, products units and processes
Metrics/KPI's	Timeliness and accuracy
Reports	CPO

6.0. PROCESS NARRATIVES

S/N	ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
1	Induction Programme	Approval – Ensure, CPO's and MD's approval is gotten for the programme	Learning & Development	N/A
2		Design and obtain CPO approval for Induction Curriculum	Learning & Development	Same day
3		Programme Invitation sent to Inductees	Learning & Development	Same day
4		Programme Invitation to Faculty Members	Learning & Development	Same day
6		Ensure accommodation arrangement if necessary for upcountry participants	Learning & Development	2 weeks before commencement
6		Ensure effective coordination of induction programme	Learning & Development	Throughout programme duration
7		Prepare Post- Programme Evaluation Report	Learning & Development	1 day after programme

7.0. PROCESS NAME: IN-PLANT TRAINING CORDINATION

7.1. UNIT: Learning & Development

8.0. INTRODUCTION:

Coordination of all in-plant training programmes

9.0. PROCESS OVERVIEW:

Process Control	Management approval on all In-Plant programme
Policy	This policy covers In-plant Training coordination
Objectives	To ensure employee's self-development for greater productivity and higher quality of work-output
Owners	Learning & Development
Benefits	<ul style="list-style-type: none">- This is an avenue for job mobility within the bank and this also provide career pathways for employees of the Bank.- Improved productivity- Increased employee engagement- Improved Bottom line
Metrics/KPI's	Number of training programmes % of employees trained ROI measurement
Reports	Number of employees trained bank-wide Number of training interventions

10.0. PROCESS NARRATIVES

S/N	ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
1	In-plant Training coordination	Scenario 1: Major stakeholder(s) send request for training to Learning & Development (must include training objective & target audience) for review.	Employee	N/A
2		Scenario 2: Approved training plan for the year		
3		Learning & Development reviews it and gives feedback	Learning & Development	N/A
4		Learning & Development engages training service providers & request for proposals	Learning & Development	N/A
5		Learning & Development reviews training providers' proposals and carries out a selection exercise	Learning & Development	N/A
6		Learning & Development schedules employees for the applied programme by sending invitation to attend	Learning & Development	N/A
8		Learning & Development ensures an effective and enlightening learning experience	Learning & Development	N/A
9		Learning & Development deploys a post programme evaluation tool to measure the impact of the programme on employee and ultimately the bank	Learning & Development	N/A
9		Learning & Development deploys a survey to all participants (from time to time) in a bid to ensure that knowledge acquired is translated into performance and for possible career mobility	Learning & Development	N/A
10		Learning & Development shares report with Talent Management and HRBP for action	Learning & Development / Talent Management	N/A

