Internal Training FAQs

Internal Training

Q: What is the purpose of the internal training policy?

 A: To ensure that all Koraites are effectively trained and develop the right culture towards continuous learning and compliance across the company.

Q: Who is required to take internal training?

A: All full-time employees and directors are required to complete the training sessions as scheduled.

Q: What counts as completing a training course?

 A: A training is considered complete when the following are done:

- Training materials are reviewed

- Evaluation/survey is submitted
  Knowledge test is completed with a minimum score of **80%**

Q: What is considered a training failure?
A: Failure means either:

- Not completing the training by the deadline
- Scoring below 80% on the knowledge test
- Showing unwillingness to participate as required

Q: What is the deadline for completing monthly training?

A: Training must be completed no later than the day before the last day of the month.

Q: How and when will I be notified about training?

A: Training notifications are sent via email within the first three (3) business days of each month.

Q: How many reminders will I receive?

A: You may receive up to four (4) or more reminders during the training period.

Q: Who conducts internal training at Kora?

A: Training is delivered by approved training units:

- Compliance and Risk Management
- Information Security
- Any other unit approved by Management.

Q: What happens if I don't complete the training on time?

A:

- Your Line Manager will be notified and asked to meet with you.
- A warning letter will be issued (copied to your line Manager, CEO and COO).

Q: What happens if I fail a phishing test?

A: You will be enrolled in mandatory phishing remedial training the following month.

Q: Are team leads involved in tracking training compliance?

A: Yes. Team leads will receive notifications of team members with outstanding training 3 days before the deadline.

Q: Is training performance linked to my performance evaluation?

A: Yes. Training completion and phishing test results are included in both employee and departmental OKRs.

Q: Will others be informed if I don't complete training?

 A: Yes.

- Monthly reports will list names and departments of employees who did not complete training or failed phishing tests.

- Department-level stats will also be shared in the monthly newsletter.

Q: Where can I see the full training schedule?

A: The training calendar can be seen in the Internal Training policy

Q: Can I appeal a disciplinary action related to training?

 A: Yes. Please refer to the Disciplinary and Grievance Policy for details on how to raise a formal appeal.