

Professional Development Training: A Policy Guideline Note for use by Staff and Managers

Introductory note:

At MSC we recognise the need for our employees to grow their knowledge base, build and refine your technical and leadership skills while serving the needs of the business. It is well established that training broadens your style, deepens skill base, enhances capacity to think more creatively, and tends to improve efficiency - and effectiveness. To this end we are committed to bringing more professional enhancement opportunities, outside of the in-house programmes and workshops that we run during the course of the year.

Learning and professional advancement opportunities could be either :

- A. Trainings based on an organisational or business need (*Company initiated*)
 - B. Trainings for which employees express interest or aspiration and will also help MSC build its knowledge/skill base (*Employee initiated*)
 - C. Online (paid) courses
- A. Company initiated trainings:** Trainings which are directly linked to projects or business needs (including training at overseas locations, and not the company organised regular trainings): MSC bears 100% of the training cost including travel and lodging of participating members. PGLs or DLs may nominate, with the approval of concerned Regional Managing Director. In certain cases we may ask a nominated member to furnish Indemnity Agreement (refer **Annexure-B**). Training cost should, in any case, be within the domain's annual budget which will be as per domain's estimation for the given year.
- B. Employee initiated training:** Within the guidelines provided below, employees may request for participation in professional development programs for an external training on an area of relevance. This may include workshops, summits, other short courses/certification or conventions etc.

1. Scope

These policy guidelines apply to all members who are in permanent, full-time capacity with MSC and who, at the time of applying for such course, have completed one years' service after successful completion of probation period with the company, and is not applicable to those associated with MSC on a short-term basis (six months or less). Any exception to this, will need RMD approval.

2. Guidelines

- a) It is important that staff who so raise a request recognise that the training program so requested for is either directly related to current role of the employee or in preparation of oncoming work or project.
- b) Staff who wish to attend an external training, should provide the details of the program, expected outcomes, costs and financial assistance associated, to HR in the Professional Development Training Request form (refer **Annexure-A**).
- c) Respective DL should endorse/ recommend participation of employee in the training, with final sign-off by RMD
- d) HR in consultation with the DL, shall communicate to the employee whether the participation has been approved or not.
- e) Staff availing such courses are strongly encouraged to explore and use Scholarship opportunities, in the interest of achieving reduced costs for such programmes. Do please

consult with HR or your DL for the same. Preference will, of course, be given to courses and staff with scholarships.

- f) Training duration should be for maximum 15 days (travel time included)
- g) Eligible staff can participate in any such training program maximum once in a financial year.
- h) In certain cases we may ask the participant to furnish Indemnity Agreement (refer **Annexure-B**).
- i) Training cost should, in any case, be within the domain's annual budget which will be as per domain's estimation for the given year.
- j) Staff will be entitled to 75% of training cost payable by the company (net of scholarships); including course fee, travel, per diem and accommodation cost, (illustrated with an example ahead). This is however, subject to the overall level wise limit as mentioned in the Table below:

| Grade | Designation | Individual limits (in USD) |
|-----------|--|-------------------------------|
| P1 | Associate / Executive | 700 |
| P2 | Senior Executive / Assistant Manager / Analyst | 1,000 |
| M1 | Manager / Senior Analyst | 1,500 |
| M2 | Senior Manager / Specialist | 2,000 |
| M3 | Senior Specialist | 2,500 |
| S1 | Associate Director | 3,000 |

Example

- Subject employee is at M1 level
- Cost of training for course applied = US\$ 2,500 (inclusive of course fee, travel, per diem and accommodation cost)
- Considering point i) above: 75% of above cost = US\$ 1,875
- Maximum grade-wise limit applicable to M1 level = US\$ 1,500
- Amount approved for training = US\$ 1,500
- Amount to be paid by staff member \$1,000

3. Responsibility

a) *Employee*

The employee shall:

- i. Upon completion of training, forward the copy of certificate (of training / participation) to HR for updating the employee's learning database/records.
- ii. Transfer knowledge and skills gained during training to MSC workplace. This shall be evaluated by MSC through feedback received after such trainings.

b) *Human Resources*

- i. Facilitates application of these policy guidelines with the employee(s) concerned and domain leadership.
- ii. Updates and administers guidelines and files all training documentation. Maintains training records within the HR database and provide training reports to respective Domain Leaders for the purpose of tracking certificates and expiry of the same, as appropriate.

4. Exception:

Any exception from the above would require RMD's approval.

C. Online (paid) courses:

1. Scope

These policy guidelines apply to all members who are in permanent, full-time capacity with MSC and who, at the time of applying for such course, have completed one years' service after successful completion of probation period with the company, and is not applicable to those associated with MSC in a fixed period contractual or short term basis. Any exception to this, will need RMD approval.

Within the guidelines discussed above, employees can also choose from a variety of courses available online for their self-development or skill enhancement / certification purposes. The aim is to:

- Equip employees with the additional technical, on the job skills required
- Provide leadership and management development to all managers within the organisation
- Identify the development needs of the organisation and those of individuals and balance the two
- Enhance service potential of the employees through identified supportive trainings available through online medium
- Ensure that development needs are identified as part of the business planning process and reviewed regularly
- Ensure equality of access to all development opportunities
- Provide career development for all (irrespective of different geographies)
- Ensure the appropriate skills are in place to deliver the service and business strategy

2. Guidelines

Employee's commitment and potential to the organisation would be the major considerations. The requisition of such online course can be initiated by either an employee or the management. With an approval from respective DL, an appropriate as well as trusted source should be scouted from where such online course could be delivered to the individual/set of member/s. Employees are also encouraged to seek Scholarship opportunities - as and where available, in the interest of achieving reduced cost. In certain cases we may ask the participating member to furnish Indemnity Agreement (refer **Annexure-B**).

In such approved cases, 50% of the initial fees of the training (net of any scholarship) shall be provisioned by company and employee will bear remaining 50% (if cost to be paid in advance). Upon successful completion of the course, the company shall reimburse the fees (if already paid in advance, then remaining 50%) to the employee (up to a maximum of **US\$ 750 per individual, per year**). Training cost should, in any case, be within the domain's annual budget which will be as per domain's estimation for the given year. In case of any non-completion or getting unsuccessful in completing the course, 100% fees shall be borne by employee.

3. Responsibility

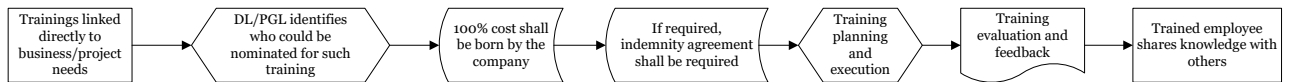
HR will work in partnership with Domain Leaders to proactively provide opportunities towards supportive trainings and career development opportunities for employees working in their respective teams. Direct managers, on the other hand, will be responsible for ensuring the timely completion of courses that supports organisational priorities and ensure the benefits of courses are utilised in usual course of business.

4. Execution

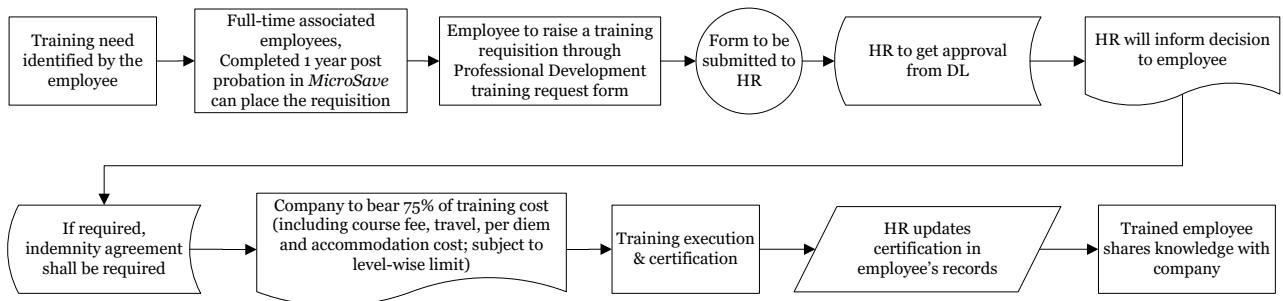
Any exception from the above would require RMD's approval.

Process Flow:

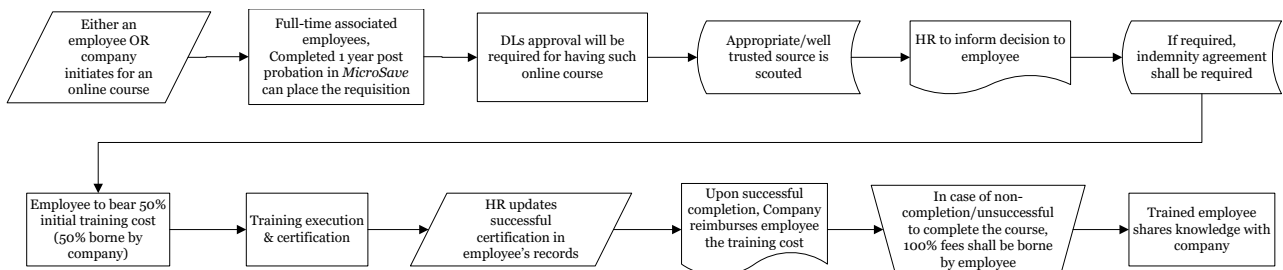
a) Company initiated Training:



b) Employee initiated Training:



c) Online courses:



Annexure-A

PROFESSIONAL DEVELOPMENT TRAINING REQUEST FORM

Date of Request: __ / __ / ____

This application must be completed for ALL professional development requests including conferences, workshops, seminars, certificate courses, summits and/ or online courses.

A EMPLOYEE INFORMATION

i. Name

ii. Employee Code

iii. Department

iv. Date of Joining

B TRAINING COURSE INFORMATION

i. Course Title

ii. Location

iii. Date(s) of Course

iv. Number of Days Away from Work

v. Is this Request (please tick {✓})

Employee Requested
☐

Management Recommended
☐

vi. I have read and understood MSC Global Professional Development Training Guidelines: ☐

C EXPENDITURE DETAILS - IN INR (attach a copy of training registration form)

i. Course Fee

ii. Travel

iii. Accommodation (if applicable)

iv. Per Diem

v. Others

vi. **Total**

D EMPLOYEE SIGNATURE

Signature of Employee

E APPROVALS

i. Immediate Manager

Date: __ / __ / ____

ii. Domain Leader

Date: __ / __ / ____

iii. Associate Director-Human
Capital

Date: __ / __ / ____

iv. Regional Managing Director

Date: __ / __ / ____

Annexure-B

Indemnity Agreement

This Indemnity Agreement is made and executed on << Effective Date >> by and between:

<< MSC entity >>, trading under the brand name “MSC”, having its registered office at << office address >> (hereinafter referred to as the “Company” which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns);

and

<< Employee name >>, S/o Mr. << Father’s name >> having permanent residence << permanent address >> and present residence at << correspondence address >> (hereinafter referred to as the “Retainer” which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include his heirs, legal representatives, successors, executors and administrators);

WHEREAS the Employment/Retainer is in exclusive Employment/Retainership engagement with the Company subject to terms and conditions contained in the Employment/Retainers Contract Dated << Date of contract >> (“Employment/Retainers Contract”).

WHEREAS, to improve the technical skills required for performance of Services in the Company, the Employee/Retainer has expressed his willingness to undertake a Course namely “<< name of course >>” to be conducted by << institution/concerned body >> from << start date >> to << end date >> (“Course”), at the cost of the Company, totaling US\$ << in figures >> (US Dollars << in words >>).

WHEREAS the Company has accepted the candidature of the Employee/Retainer, to send him for undertaking the aforementioned Course, the cost of which, will be borne by the Company and in consideration, the Company will avail the benefits of training of the Employee/Retainer. As such, considering the significant investment in the Course, the Company will seek assurances in the form of this Agreement, that the Employee/Retainer will not leave the Company’s Exclusive Engagement for taking engagement(of whatsoever nature) from any third party, before the cost of the Course is amortized. The Employee/Retainer as such agrees to continue its exclusive engagement with the Company for a minimum period of 12 months commencing from date of Course completion (“Amortization Period”). This period can, however, change depending on the DLs discretion.

WHEREAS the Company has, apart from completing the Amortization Period, a reasonable expectation that the Employee/Retainer will apply the knowledge and skills during performance of Services for the Company, as well as share this knowledge with other Officials, whenever possible, to maximize the positive impact of the learned skills in their work environment.

NOW THIS INDENTURE WITNESSETH as under:

1. The Employee/Retainer shall undertake the Course at the cost of the Company, totaling US\$ << in figures >>/- (US Dollars << in words >>) (“Course Fee”).
2. The Employee/Retainer duly understand and acknowledge that the Company is incurring significant investment in the said Course, hence, the Employee/Retainer guarantees that he will not leave the Company’s Exclusive Engagement for taking engagement(of whatsoever nature) from any third party, before the cost of the Course is amortized. The Retainer, as such agrees to continue his exclusive engagement with the Company for a minimum period of 12 months commencing from date of Course completion.
3. The Employee/Retainer further agrees and undertakes that in case he commits breach of the above condition and resigns from or leaves/abandons the Service and /or neglects in performance of the duty assigned to him leading to termination of his Service as per the Employment/Retainers Contract within 12 months of completion of training, he will forthwith, without any request or demur, indemnify and repay to the Company, the amount of Course Fee, on monthly pro-rated basis, as the Employee/Retainer works off his obligations during the

Amortization Period.

4. The Employee/Retainer hereby understand, agree and sign that in the event that the Employee/Retainers engagement is severed for any reason before the remaining balance of any monies owing in relation to this advancement for the Course is amortized, then the amount owing will be deducted from any final wages/payout and/or applicable severance/notice payments etc., with any remainder being pursued through legal means.
5. This Indemnity Agreement shall come into force on the Effective Date and remain in force for the period of three years commencing from the Effective Date.
6. This Agreement shall be governed by laws of << local ground of entity >>. Any dispute under this agreement shall be subject to the exclusive jurisdiction of courts at << local ground of entity >>.

Having clearly understood the terms and conditions set forth herein above, the parties do hereby affix their signatures on the date mentioned above without any fear, coercion or duress.

For and on behalf of << MSC entity >> ,

Director

For the Employee/Retainer

<< Employee name >>

Annexure - C

Feedback form for external trainings



Offices across Asia and Africa

www.microsave.net

info@microsave.net

Training Evaluation Form

We are keen to get your feedback and recommendations on how trainings were delivered. Please help us by taking a few minutes to fill out this form and give us your honest and forthright comments. Thank you.

(Optional)

Name:

Designation:

Course:

Marking Scale: 1: Very Poor 2: Poor 3: Reasonable 4: Good 5: Excellent

Section I: Course Content, Design and Method

| | | | | | |
|--|---|---|---|---|---|
| Relevance of course content to your work | 1 | 2 | 3 | 4 | 5 |
| Quality of course material | 1 | 2 | 3 | 4 | 5 |
| Level of detail covered by the course | 1 | 2 | 3 | 4 | 5 |
| Ease of understanding the course content | 1 | 2 | 3 | 4 | 5 |
| Effectiveness of methodology | 1 | 2 | 3 | 4 | 5 |
| Overall assessment of course | 1 | 2 | 3 | 4 | 5 |

Comments:

Section II: Performance of Trainers

Name of trainer:

| | | | | | |
|---|---|---|---|---|---|
| Knowledge and conceptual clarity of subject | 1 | 2 | 3 | 4 | 5 |
| Balance between theory and practical examples | 1 | 2 | 3 | 4 | 5 |
| Program was able to answer questions | 1 | 2 | 3 | 4 | 5 |
| Ability to facilitate learning | 1 | 2 | 3 | 4 | 5 |

Comments:

Section III: Your Comments and Suggestions

What did you like most about the course?

What did you like least about the course?

Any other comments or suggestions to improve:

Will you be able to implement the learnings in your routine work?

Will the learnings from this training allow you to make substantive improvement in your work?

Did the course meet your expectations?

Would you recommend this course to others?

Additional training support needed:

| Yes | No |
|-----|----|
| | |
| | |
| | |
| | |
| | |