# KFIN TECHNOLOGIES LIMITED

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| Document Name | **Training & Development Policy** |
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**Document Revision History**

| Version | Date of Release / Revision | Prepared / Revised By | Reviewed &Approved By | | Reasons for revisions |
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| | | | Name | Date | |
| 1.0 | June 08, 2022 | Shailaja | Kiran Aidhi | June 08, 2022 | Initial version |
| 1.1 | Aug 22, 2022 | Shailaja | Kiran Aidhi | Aug 22, 2022 | Added AML eLearning module |
| 2.0 | May 01, 2023 | Shailaja | Kiran Aidhi | May 01, 2023 | Annual review |

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## 1. Objective

KFintech is committed to championing an equitable and transparent approach to learning and development which supports KFintech's Vison & Mission to enhance organizational capabilities – Skills, Knowledge & Attitude.

## 2. Training Philosophy

This policy outlines Learning & Development at KFintech and supports the commitment to the organizational values as well as working together to create a positive culture through

o   Promoting a culture of continuous learning
o   LnD activities linked to achieve KFintechs' strategic objectives in line with core capability framework
o   Employees receiving training opportunities will support their growth & it will also impact KFintechs' employee retention & succession plan needs

## 3. Scope

Knowledge and learning are central to the organizational values, culture & business performance. The learning and development policy is specifically designed to build competencies of all employees across the organization to meet the overall business objective.

## 4. Types of Training – There are primarily two types of training

(a) In-house Training Programs

o   KFintech Induction
o   Domain Training
o   Process Training
o   Cross Training
o   Technical Training
o   Soft skills / Behavioural / Leadership training
o   eLearning modules
o   Refresher sessions/ Reskilling sessions – Conducted for employees to brush up their process related procedures to maintain consistency in their quality scores.
o   Error review sessions – Conducted for employees to improve their quality scores.
o   Remedial sessions – Conducted for redundant employees to ensure they meet the quality parameters.

The above training programs are proven methods of training that give the employees the opportunity to further their career prospects and boost their skill levels while also benefiting the unit / business they work for. These trainings help individuals reach their full potential.

(b) External Training Programs – As and when there is a requirement for the below

o   Certification programs
o   Technical Training
o   Seminars and Workshops being conducted by reputed institution
o   Assessments for Sr. Leadership team

## 5. Training Need Identification

Training need identification is done based on the below activities:-

- Discussions / Brainstorming sessions with the M1s, M2s, M3s & Sr. Leaderships
- Analysis of skill matrix ( If in place for a particular unit )
- Performance appraisal reports
- Project Management team recommendations

## 7. Training Calendar & Nominations

The LnD training calendar & nomination sheet is emailed every month. Based on the nominations training programs are conducted. Central LnD team is the custodian for organizing these programs.

## 8. Faculty / Facilitators

- In-house expertise available to conduct various training programs
- External faculty is tapped during non-availability of in-house expertise
- Training capacity required warrants additional faculty, though in-house expertise is available.

## 9. Certifications

Employees who are client facing & in an operations role will have to go through NISM – National Institute of Securities Market - Series II-A, II-B & V-A based on their respective business requirements. Few clauses to complete the certification

- Employees have to close the certification within three months of they joining the organization

- Failure to close the certification within 3 months will lead to deactivation of their application access

- First reminder will be sent by team LnD 4$^{th}$ month 1$^{st}$ week

- Second reminder will be sent by team LnD – 4$^{th}$ month 2$^{nd}$ week

- Eventually it will also impact their career growth during annual appraisal

Based on business requirement KFintech also encourages employees to get certified on various Domain & Technology related courses after seeking approval from their respective line Managers.

## 10. Reimbursements

After the approval from Manager, an employee has to initially incur the cost of the recommended Certification and produce the copy of the certificate (provisional or original) along with the receipt 'in original' for reimbursement. All claims to be made

within 30 days from the date of clearing the certification. Reimbursement amount is Rs.1500/- per participant.

| Sl. No | Eligibility | Certifications |
|--------|-------------|----------------|
| 1 | MFS Business – Operations | NISM Series II B |
| 2 | Corporate Registry | NISM Series II A |
| 3 | NISM-Series-V-A: Mutual Fund Distributors | NISM Series V A |

## 11. Mandatory eLearning modules

All employees have to complete their mandatory eLearning modules within one month of they joining the Organization which is a compliance requirement.

- ISMS – Information Security Management System
- POSH – Prevention of Sexual Harassment
- CoC – Code of conduct
- AML – Anti Money Laundering

All employees have to go through an assessment towards the end of every module & need to score the below % to clear the assessments:-

- ISMS – 80%
- POSH – 70%
- CoC – 70%
- AML – 70%

Failure to close the mandatory eLearning modules within a month will result in deactivating their application access and will also impact their career growth during annual appraisal cycle. Also, reminder emails will be sent by team LnD in the first week & second week of the next month.

## 12. Measuring Training Effectiveness & Evaluations

Effectiveness of training programs are captured by circulating the feedback form available on the Learning Management System & by seeking feedback from L1 Managers & business unit head.

Also, pre & post assessments are conducted based on the type of the program.

Effectiveness of training programs conducted for Sr. Leadership is done after a year through Projects, Assignments etc.

| EVALUATIONS | | |
|---|---|---|
| **Feedback:** Feedback is collected on LMS with respect to - Program, Methodology, Faculty, Implementation, Logistics | **Pre- Assessment** - Wherever applicable before the program **Post Assessment:** is done immediately after the program | **On job assessment** is done through Certifications on live transactions |

## 13. APT ( Annual Proficiency Test )

APT - it's an internal certification mandatory for all on-roll employees upto grade – M2 across DFS & Non-DFS units. It also gives an opportunity to become a Master Trainer for the respective process.

### Eligibility Criteria

- All employees who have completed 3 months with the organization
- Clear the online test in the first attempt
- Score 90% and above
- Eligible associates will be interviewed by the panel
- Based on their performance will be shortlisted as Master Trainers

## 14. Training Records – Training Management Information System

Central LnD team maintains MIS in the central LnD folder which captures the following:-

- Name and ecode of the participant
- Name of the program
- Man hours
- Training hours per participant etc.