

Chapter One

Introduction

1.1. Preamble

Whereas, the finance service industry face new challenges from constantly growing customers' needs, enormous changes in the domestic economy and regulatory frameworks,

Whereas, the financial institutions find desired quality of talented workforce short of supply,

Whereas, the EIFS required providing need based short term training and professional certification programs to the finance service industry employees to enhance their leadership and technical skills,

Whereas, introducing clear training management procedure to analyze training needs, design training plan, schedule, implement and evaluate training programs are mandatory for EIFS success and achievements.

Now, therefore, this training management procedure and guideline is developed to assist the EIFS training team and lays down a foundation for continuous improvement in the future.



1.2. Objective

The objective of this procedure is to:

- 1.2.1. Introduce need based training programs to the finance service industry at large and close the skills, knowledge and attitude gaps through short term and professional certification programs,
- 1.2.2. Design training management systems to the EIFS,
- 1.2.3. Support implementation of scheduled training programs and enhance the efficiency when the training sessions are conducted, and
- 1.2.4. Provide consistent application for training program evaluation.

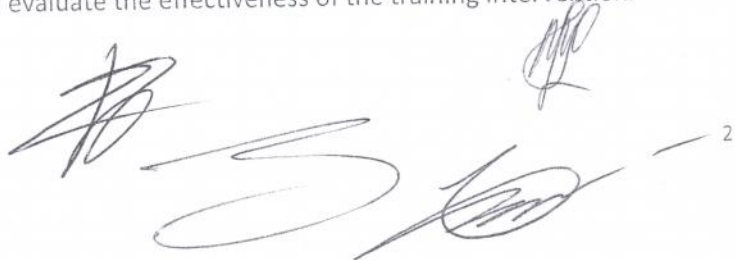
1.3. Scope

This procedure will serve:

- 1.3.1. All units under EIFS and employees involved in the EIFS training management process, and
- 1.3.2. Others who are involved in training need analysis, program design and deliver.

1.4. Guiding principles

- 1.4.1. Evaluate what the finance service industry or a certain financial institution doing currently,
- 1.4.2. Compare this with what the industry or that financial institutions aim to do in short and long term,
- 1.4.3. Analyze the reasons for the gap,
- 1.4.4. Identify training objectives and types of trainings that includes short term and professional certification programs to bridge the gap, and
- 1.4.5. Implement and evaluate the effectiveness of the training intervention.



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