

ANSEC HUMAN RESOURCE SERVICES LIMITED

TRAINING & DEVELOPMENT POLICY

Vision

The vision of Training & Development is to become a professional development center, capable of providing quality programs to support the strategic objectives of the Ansec, while addressing the training and development needs to enhance individual performance. It also acts as a change agent in organizational restructuring and performance drive in an effective manner.

Objective of Training & Development

The role of Training & Development in a dynamic business environment is to be a partner to the business lines and help them achieve their objectives, by developing the knowledge and skills of their people. The success of training, results from its integration with the business plan and the business culture. Hence the challenges for Training at Ansec Human Resource Services are:

- ♦ To upgrade existing knowledge & skills of employees to enable them to successfully accomplish their duties and responsibilities
- ♦ To provide an opportunity for competency development
- ♦ To upgrade security knowledge and service training to Operations team members
- ♦ To undertake Service Management initiatives to encourage the quest for learning

Training and Development Philosophy

The realization of the Training & Development vision depends on the support and commitment of both Management and individual employees.



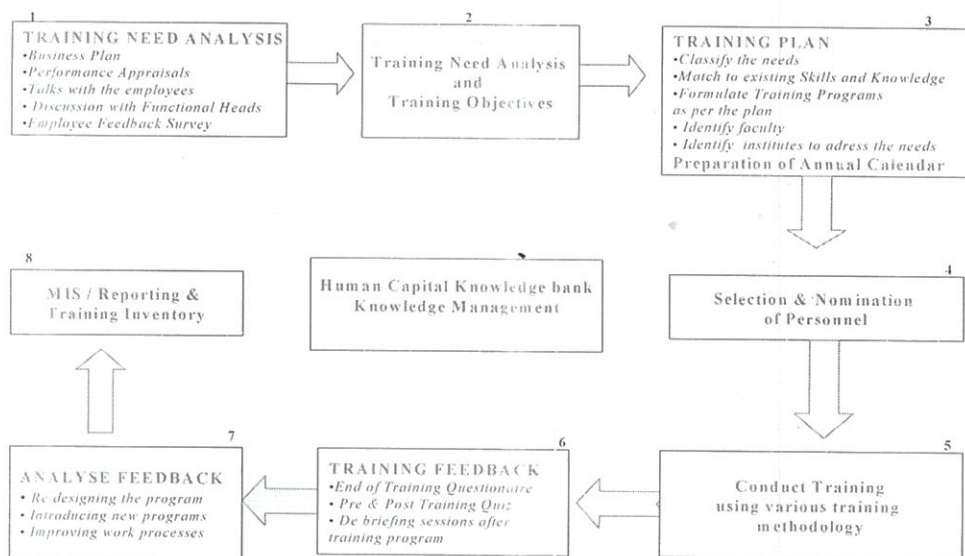
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Management

Managers play a key role in the training and development of the security staff / support staff. It is their responsibility to evaluate available training and development activities in respect of business and individual needs, assist each individual in planning his/her programme of development, and encourage them to attend training programmes and follow-up on the subsequent progress

Individual

The success of any development process is highly dependent on the individual. Individuals must be personally committed to their own growth by putting effort in learning, practicing and mastering the skills and knowledge 'during' and 'after' the training and development activities.



TRAINING & DEVELOPMENT PROCESS

Training Needs Analysis

Post the Annual Appraisal exercise for all officers, the training needs as identified by the officers and their appraisers are analysed.



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Steps for the Need Analysis

- ♦ The training needs inputs derived from the appraisal are first classified into technical, developmental needs and on the job attachment training needs, Business line wise
- ♦ The needs are classified into broad categories depending on the commonalities that exist and are drafted into proposed activities.
- ♦ Training needs are then discussed with employees to gain understanding of specific areas in the stated topics.
- ♦ For example, if an employee wants to undergo training in communication, we need to find out if he means written, verbal or any other aspect of communication.
- ♦ Individual discussions are held with Department Heads so as to get their perspective on the needs mentioned. These discussions assist in getting an understanding of the needs for the entire department, the methodology to be followed and the priorities.
- ♦ Post discussions with the functional heads, the identified needs of all the officers in the department are classified into Internal / External & International training needs.

Training Plan

Internal Training

Based on the identification of training needs, internal training programmes are planned on a yearly basis and are classified into the following categories:

- Induction Training
- Technical Training
- Soft Skill development Training
- On the job Training
- Intensive workshops

External Training

- External training programmes are planned to address the specialized areas of training, specific to their requirements for those individuals whose training needs cannot be met by internal training.



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Training Feedback

Feedback or evaluation process covers the following features

- ◆ Quality of the programme
- ◆ Relevance of the programme
- ◆ Evaluation of the trainer
- ◆ Impact of Training

- ◆ Training Feedback is solicited by way of a “Training Feedback Form,” “End of the program Quiz” and Impact of Training surveys.

- ◆ Consolidated qualitative training feedback summary is distributed for all training interventions to the Group Management / Faculty / Concerned department heads / branch managers at the end of every training intervention for the following purpose:

- ◆ As a means of informing the Top Management / Functional Heads, Trainers the views of the participants regarding training or any other suggestions
 - ◆ As a means of improvement of the training process.
 - ◆ To measure the learning curve through the pre & post training quiz
 - ◆ To develop new programmes emerging from the participants suggestion
 - ◆ To have a debriefing between the participant and his immediate supervisor

Training MIS

- The MIS provides qualitative and quantitative information about the training programmes conducted for the month and also the rescheduled programmes for the next month.
- It provides information regarding the evolution of training in terms of man-hours and cost for the following
- Internal, External, International
- Technical and developmental training
- Functions and business lines



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Training Report

The Half Yearly and Annual Training Reports give an overview of all the training activities conducted during the year. It gives qualitative data in terms of number of hours of training imparted and cost involved together with a quantitative data in terms of the programmes conducted, feedback received and an outline of the training activities planned for the next year.

Training Infrastructure

The training classroom *Savoir Faire*, which can accommodate approximately 15 people is fully equipped with state of the art facilities as mentioned below:

- Overhead Projector
- Laser Compact Disc
- Television
- Video
- White Board

Director – HR



Managing Director

