TrainingCentral

# Product Solutions Marketplace

Presentation on

## Comprehensive Training Solutions for a Result-Oriented Workforce

TrainingCentral Solutions Pvt. Ltd.
*Training beyond boundaries*

# Why Us

We offer training solutions to various industries. Our specialty is compliance and financial courses. Our work spans content design and development, technology hosting, consulting and other support services. We have designed and delivered innovative solutions for business-critical outcomes.

TrainingCentral is ISO 27001:2013 Certified

# Who We Are

We are finance professionals. We are IT professionals. We are project managers. Our solutions are designed for effective delivery to organisations irrespective of size or geographical spread.

CEO – Manoj Navalkar
B. E. (Comp.), PGDBM (IIMB), CAIIB, PMP

CFO – Sonal Navalkar
B. Com. C.A.

TrainingCentral is ISO 27001:2013 Certified

# Insights

Ready E-learning Courses
36

Languages in which courseware developed
13

FinNet: Trainers & Consultants across India, South & South-East Asia
600+

Clients in BFSI Domain
100+

E-learning Portal Users
210.95
149.16
23.26
1.41%
63K+

# Insights

Classroom Trainings Conducted (no. of participants)
2300

Client Learning Portals Managed
26

Marketplace
33

CRLP

Gamification

Compliance

Skilling

Custom

Products

# Our Offerings

Our offerings are geared to deliver all your training needs across the complete life-cycle of an employee;

- Functional Training
  - Entry-level training
  - Mid-level upskilling
  - Cross-skilling
  - Senior Management
- Compliance

## Solutions

- Content-Ready Learning Portal (CRLP)
- Learning Essentials Catalogue
- Skill Check Tests
- Gamification Central
- Skilling Central
- Learning Paths
- Custom Central
  - Custom Courseware
  - Learning Software

## Products

- The Learning Essentials Course Catalogues
  - Compliance
  - Finance
  - Behavioural
  - Productivity
- Certifications
  - Retail Assets Training
  - Certification for Mortgage Professional
  - Sales Effectiveness for Small Business Loan

# Content-Ready Learning Portal (CRLP)

## A Complete Learning Portal for Your Organisation

1. Rich India-based Content at Your Fingertips
2. Annual Subscription-Based Portal
3. Completely Managed Technology Support accessed via Mobile and Workstation
4. Protect your Learning Assets with Custom Courses developed and stored in TC Repository & Version Control
5. Largest Professionals Network for Technical, Sales, Operations, Soft Skills Training
6. Centralised Helpdesk and Technical Support Desk
7. Single MIS for All your Learning Activities

**Clients** *(indicative representation)*

TJSB

CRISIL Foundation

KUWY

DNSB

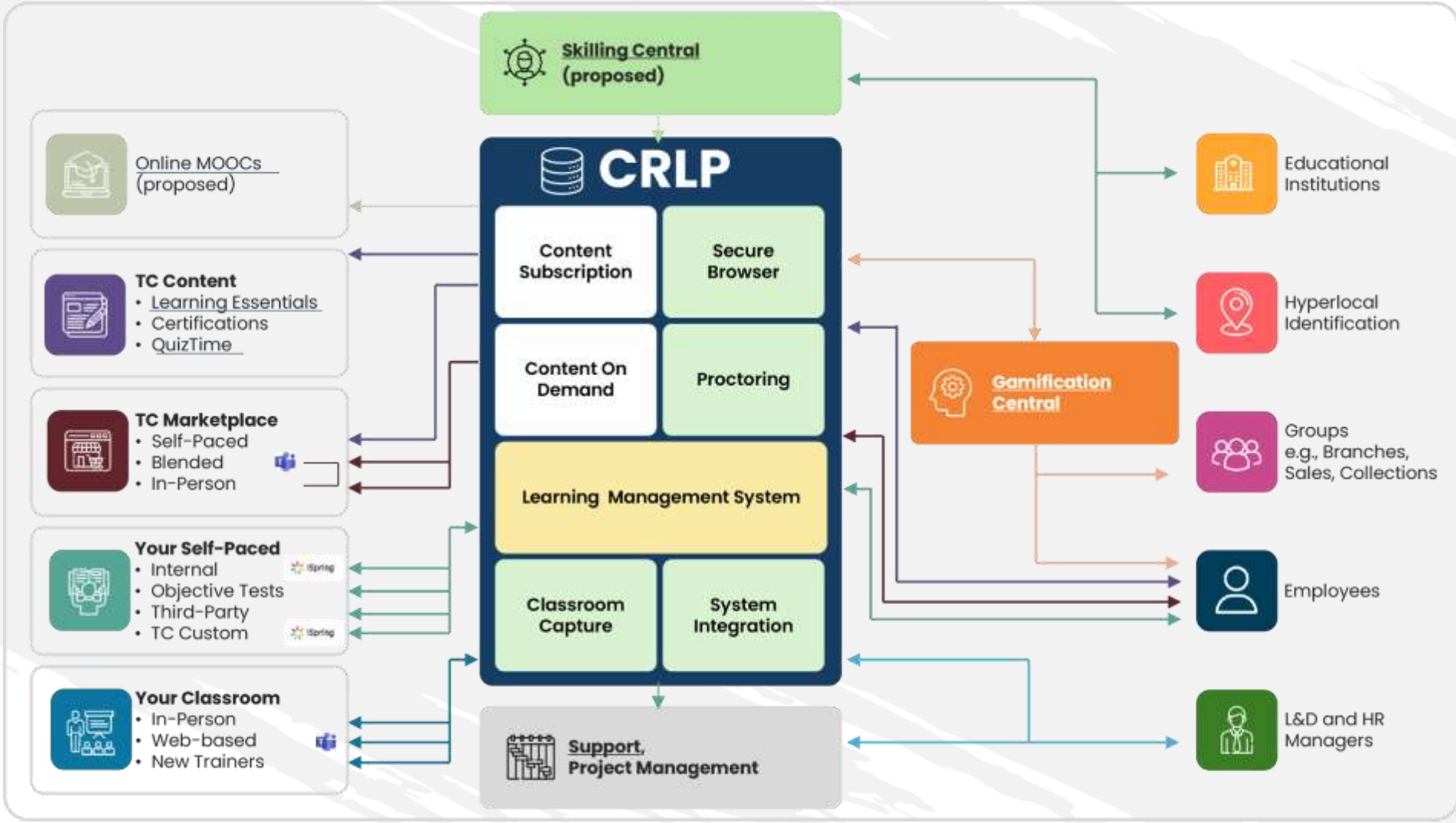
Godavari Urban

VWFS

Greater Bank

# Content-Ready Learning Portal (CRLP)





# CRLP Features

## Build Initiatives in L&D using our Powerful Solution Add-ons

| | |
|---|---|
| 1. TC and Marketplace Courses | TC Learning Essentials |
| 2. Regulations-based Skill Tests | TC Skill Check Tests |
| 3. Finance Expertise at your Fingertips | FinNet |
| 4. Open Certifications | TC Certifications |
| 5. Add to your Workforce | TC SkillingCentral |
| 6. Gamify your Implementation | Gamification Central |
| 7. Learning Pathways | TC Learning Pathways |
| 8. Integrate with your Systems | SSO with M365, HRMS, etc. |

# CRLP – Courses For your Employees

## Build Initiatives in L&D using our Powerful Solution Add-ons

### 1. TC and Marketplace Courses

- Courses in Compliance, Finance, Behavioural and Productivity
  - Self-paced E-learning
  - Self-paced Movie based
  - Classroom In-Person
  - Classroom Virtual Delivered
- Tests and PDF Certificate with every course
- Pan-India Delivery

# CRLP – Compliance Courses

## Build Initiatives in L&D using our Powerful Solution Add-ons

### 1. TC and Marketplace Courses

| | Compliance E-learning Courses | Languages |
|---|---|---|
| 1 | Know Your Customers (KYC) | EN, HN, MR |
| 2 | Anti-Money Laundering (AML) | EN, HN, MR |
| 3 | Prevention of Sexual Harassment Regulation (POSH) | EN, HN, MR |
| 4 | Prohibition of Insider Trading Regulation (PITR) | |
| 5 | Information Security Awareness (ISA) | |
| 6 | Information Security Awareness (ISA) - Leadership | |
| 7 | Competition and Anti-trust Policy (CATP) | |
| 8 | Whistleblowing and acting in good faith (WAGF) | |
| 9 | Code of Conduct Policy (CoCP) | |
| 10 | Goods and Services Tax (GST) | |
| 11 | Business Continuity Management (BCM) | |

# CRLP – Banking & Finance Courses

## Build Initiatives in L&D using our Powerful Solution Add-ons

### 1. TC and Marketplace Courses

| | Finance E-learning Courses | Status |
|---|---|---|
| 1 | Bank Treasury | Under upgrade |
| 2 | Financial Ratios & Credit Risk (FRCR) | V2.0 |
| 3 | Fundaments of Forex (FX) | V2.0 |
| 4 | Legal aspects in Collections (LAC) | V2.0 |
| 5 | Working Capital - Practical Aspects (WC2) | Under upgrade |
| 6 | Working Capital - Theoretical Aspects (WC1) | Under upgrade |
| 7 | Vehicle Loan | V1.0 |
| 8 | Home Loan | V1.0 |
| 9 | Personal Loan | V1.0 |
| 10 | Gold Loan | V1.0 |
| 11 | Credit Information Companies | V1.0 |
| 12 | Currency Derivatives | Under upgrade |
| 13 | Payment Systems - I – Concepts | Under upgrade |
| 14 | Payment Systems - II – Analysis & Trends | Under upgrade |

# CRLP – Productivity Courses

## Build Initiatives in L&D using our Powerful Solution Add-ons

### 1. TC and Marketplace Courses

| Productivity E-learning Courses | |
|---|---|
| 1 | E-mail Etiquette (EE) |
| 2 | Microsoft Excel functions for the Finance Executive |

# CRLP – TC Marketplace Courses

## Build Initiatives in L&D using our Powerful Solution Add-ons

### 1. TC and Marketplace Courses

| Compliance Courses | Format |
|---|---|
| Prevention of Sexual Harassment Regulation (POS | Movie-based |
| Code of Conduct Policy (CoC) | Movie-based |
| Human Rights | E-learning |
| Business Ethics and Code of Conduct | E-learning |
| Prevention of Sexual Harassment (PoSH) - Vector | E-learning |
| Prevention of Sexual Harassment (PoSH) - Hand ill | E-learning |
| Employee Benefits and Compensation | E-learning |

| Behavioural Courses | Status |
|---|---|
| Sales Effectiveness | Movie-based |
| First time Managers | Movie-based |
| Negotiation Skills | Movie-based |
| Business Acumen | Movie-based |
| Interviewing Skills | Movie-based |
| First Time Managers | Classroom |
| Sales Effectiveness - For Frontline Managers | Classroom |


CRLP

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# CRLP – Powerful Objective Test Banks

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. **TC and Marketplace Courses**
2. **Skill Check Tests**

   Targeted learning tool to assess and upgrade employee knowledge and skills.

   - Context-specific and role-specific tests anchored on circulars (RBI/SEBI/IRDA/GoI).
   - Local language variations for higher effectiveness.
   - Enhance with your organisation's products, policies and other knowledge requirements.
   - Proctoring, Restricted Browser Access  for Secure Access over Workstations, Mobiles.
   - Content regularly updated in line with the latest regulatory circulars.

# CRLP – Powerful Test Banks Contd.

## Build Initiatives in L&D using

1. **TC and Marketplace Courses**
2. **Skill Check Tests**

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| TC QuizTime - Banking & Finance related Question Banks | | |
|---|---|---|
| No. | Master Circular/Master Direction Topics | Institute |
| 1 | Interest Rate on Deposits Directions, 2016 | All |
| 2 | Frauds – Classification and Reporting by commercial banks and select FIs | All |
| 3 | Interest Rate on Advances Directions, 2016 | All |
| 4 | Priority Sector Lending (PSL) – Targets and Classification | All |
| 5 | Loans and Advances – Statutory and Other Restrictions | All |
| 6 | Housing Finance | All |
| 7 | Customer Service in Banks | All |
| 8 | Prudential norms on Income Recognition, Asset Classification and Provision | All |
| 9 | Rationalisation of Branch Authorisation Policy- Revision of Guidelines | All |
| 10 | Guidelines on Managing Risks and Code of Conduct in Outsourcing of Fina | All |
| 11 | Outsourcing of Financial Services - Responsibilities of regulated entities ... | All |
| 12 | Financial Inclusion by Extension of Banking Services – Use of Business Corr... | All |
| 13 | Amendment to Master Direction on KYC | All |
| 14 | Exposure Norms | All |
| 15 | Review of Prudential Norms - Risk Weights for Exposures to Corporates, A... | All |
| 16 | Detection and Impounding of Counterfeit Notes | All |
| 17 | Consolidated Circular on Opening of Current Accounts and CC/OD Accou | All |
| 18 | Digital Payment Security Controls | All |
| 19 | Amendment to Master Direction on KYC and AML | All |
| 20 | Credit Information Companies | All |
| 21 | Customer Service - UCB | All |
| 22 | Operating Guidelines for Small Finance Banks | SFBs |
| 23 | Regulatory Framework for Microfinance Loans Directions, 2022 | MFIs |
| 24 | Maintenance of Deposit Accounts | UCBs |
| 25 | Management of Advances - UCBs | UCBs |
| 26 | Housing Finance - UCBs | UCBs |
| 27 | Customer Service - UCBs | UCBs |

# CRLP – Network of Domain Experts

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. **TC and Marketplace Courses**
2. **Skill Check Tests**
3. **Finance Expertise at your Fingertips**
   - India's Largest Industry-focused network of Established Domain Expert
   - 600+ (as on date) experts within Easy Access through the CRLP Portal
   - Expertise in 24 Segments of the BFSI Domain
   - Services in consulting, content creation, training delivery and training operations.
   - Under the Brand FinNet – https://www.finnet.co.in
   - Already delivered on cornerstone assignments in India and Overseas

# CRLP – TrainingCentral Certifications

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. **TC and Marketplace Courses**
2. **Skill Check Tests**
3. **Finance Expertise at your Fingertips**
4. **Open Certifications**
   - Pre-configured Learning Plans for Key Functional Roles in Banks
   - Mix of Classroom Trainings, Virtual Trainings, Self-paced Courses
   - Assessments - Objective and Subjective
   - Support to L&D Goals and Timelines
   - Scheduled for Launch – FY 2025-26

# CRLP – TrainingCentral Certifications Contd.

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. TC and Marketplace Courses
2. Skill Check Tests
3. Finance Expertise at your Fingertips
4. Open Certifications

| | Certifications | Duration | Classroom | Gamification |
|---|---|---|---|---|
| 1 | Branch Executive | 50 hours | 15 hours | Yes |
| 2 | First Time Managers | 50 hours | 24 hours | Yes |
| 3 | Certification for the Mortgage Professional | 50 hours | 24 hours | Yes |
| 4 | Sales Effectiveness for Small Business Loans | 50 hours | 37 hours | Yes |
| 5 | Apprenticeship Program (expected, Apr, 2025) | 80 hours | 40 hours | Yes |
| 6 | GoSell - Mortgage | 3 hours | No | No |

# CRLP – Recruit the Brightest Stars

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. **TC and Marketplace Courses**
2. **Skill Check Tests**
3. **Finance Expertise at your Fingertips**
4. **Open Certifications**
5. **Add to your Workforce**
   - Functional, Behavioural and Hands-on Systems-trained frontline executives from Colleges.
   - Programs delivered to candidates in a mix of English and Local Language curriculums.
   - Select your recruits from a dedicated portal with location-specific ranked candidates.
   - Option to continue L&D training through TC's unique Learning Pathways.
   - A Train-N-Hire Model with A Difference!

# CRLP – Breath Life in Implementations

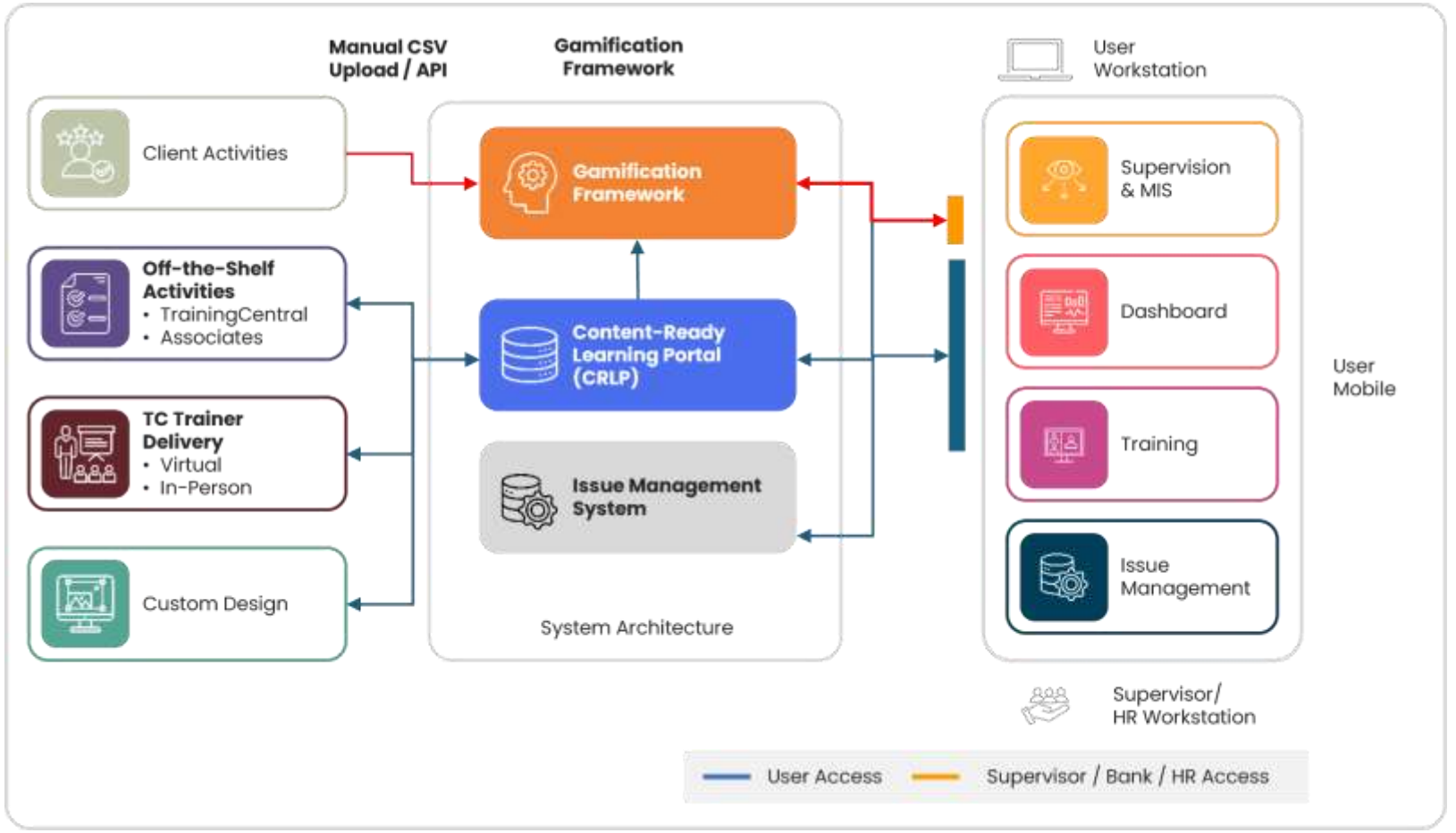
## Build Initiatives in L&D using our Powerful Solution Add-ons

1. TC and Marketplace Courses
2. Skill Check Tests
3. Finance Expertise at your Fingertips
4. Open Certifications
5. Add to your Workforce
6. Gamify your Implementation
   - Increase User Motivation and Engagement through Competitive Access to Activities.
   - Include Ready Activities from CRLP and Include Your Activities.
   - Customisable Interface, Certificates and Badges in line with Corporate Colours.
   - Business Rules in line with your policies for application-oriented gamification.

# CRLP – Gamification Central

## Gamification Framework for Impactful Business Outcomes





# Gamification Central - Features

## Foster a Competitive Environment towards achieving Goals

CRLP

Gamification

Compliance

Skilling

Custom

Products

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### Leaderboard - Branch

*Status as of 24 Nov, 2023*

| Rank | Branch Name | Points | Progress |
|---|---|---|---|
| 1 | Ratnagiri Branch | 92 | |
| 2 | Nagpur Branch | 89 | |
| 3 | Kalyan Branch | 86 | |
| 4 | Ambernath Branch | 82 | |
| 5 | Goregaon Branch | 75 | |
| 6 | Marunji Branch | 75 | |
| 7 | Sangamner | 74 | |
| 8 | Ichalkaranji - Main Branch | 72 | |
| 9 | Jalgaon Branch | 70 | |
| 10 | M.I.D.C.- Branch, Thane | 68 | |

### Leaderboard - Employee

*Status as of 24 Nov, 2023*

| Rank | Branch Name | Points | Progress |
|---|---|---|---|
| 1 | Rajesh Sawant | 97 | |
| 2 | Sneha Kesarkar | 94 | |
| 3 | Ravindra Sawant | 91 | |
| 4 | Ravindra Revale | 87 | |
| 5 | Vaidehi Pai | 80 | |
| 6 | Savita Poojari | 80 | |
| 7 | Purva Chalke | 79 | |
| 8 | Preeti Kotian | 77 | |
| 9 | Dhanashree Pendse | 75 | |
| 10 | Prachi Deshpande | 73 | |

# CRLP – Learning Pathways

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. TC and Marketplace Courses
2. Skill Check Tests
3. Finance Expertise at your Fingertips
4. Open Certifications
5. Add to your Workforce
6. Gamify your Implementation
7. Learning Pathways
   - 9-month Learning Pathways for Branch and Head-Office Roles
   - Range of Learning Activities – Tech-based as well as non-Tech-based
   - Customisable to Include Your Activities and Events
   - Gamification for Competitiveness, Engagement and Objectivity in cohorts
   - Scheduled for Launch – FY 2025-26

# CRLP – Learning Pathways

CRLP

Gamification

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## Competency Framework

| No. | Learning Pathways | Experience | Role | Test Level |
|---|---|---|---|---|
| Branch Roles | | | | |
| 1 | BB_Entry_Level | 1-3 years | Fresher | Junior Officer |
| 2 | BB_Entry_Teller | 2-4 years | Fresher | Junior Officer |
| 3 | BB_Mgr | 4-5 years | Manager | Medium |
| 4 | BB_OpsMgr | 5-7 years | Branch Ops Manager | Medium |
| 5 | BB_SalesMgr | 5-7 years | Branch Sales Manager | Medium |
| 6 | BB_BM | 8-12 years | Branch Manager | Senior |
| 7 | BB_FX | 5-7 years+ | Forex and Trade Officer | Senior |
| 8 | BB_RM | 5-7 years+ | Sales & Marketing | Senior |
| Head Offfice | | | | |
| 9 | HO_IT | IT | | |
| 10 | HO_DATA | Data Analytics, Digital, Fintech, Payments | | |
| 11 | HO_CorpFin | Strategy, Finance, Accounts, Taxation, Book-keeping | | |
| 12 | HO_HR | HR | | |
| 13 | HO_Compliance | Risk, Control, Compliance, Legal and Audit | | |
| 14 | HO_FX | Treasury, Forex | | |
| 15 | HO_RetailLoans | General Banking | Retail Loans | |
| 16 | HO_RetailOps | General Banking | Retail Operations | |
| 17 | HO_CB | Corporate Banking | Corporate Banking | |
| 18 | HO_AgriRural | Corporate Banking | Agriculture Business and Rural Credit | |
| 19 | HO_MSME | Corporate Banking | MSME Credit | |
| 20 | HO_Zones | Zonal/Regional Office Roles | | |

# CRLP – Learning Pathways - Branch

## Pilot Pathway – Branch Banking – Entry Level

1. **Balance between Different Training Areas**

| Row Labels | Sum of Duration (hrs) | %age |
|---|---|---|
| Behavioural | 5 | 7% |
| Compliance | 7 | 10% |
| Proficiency | 3.5 | 5% |
| Technical/Functional | 54.5 | 78% |
| **Grand Total** | **70** | **1** |

2. **Focus on Technical/Functional Skills for entry-level**
3. **Mix of Activity Types Configurable**
4. **Pilot Learning Pathway getting Created**
5. **Gamification for Competitive Edge within Cohorts**
6. **Cost-Friendly Implementation Options**

| Activity Type |
|---|
| Client Classroom |
| Client Classroom (In-Person) |
| Client Classroom (Virtual) |
| Client Custom Courseware |
| Client Events |
| Client Objective Tests |
| Client Subjective Tests |
| In-Person Class |
| On-the-Job Training |
| TC Classroom |
| TC Classroom (In-Person) |
| TC Classroom (Virtual) |
| TC Common Webinar |
| TC Gamification |
| TC Movie-based |
| TC Objective Tests |
| TC Self-paced |
| TC Subjective Tests |

# CRLP – Integrate Your Systems

## Build Initiatives in L&D using our Powerful Solution Add-ons

1. TC and Marketplace Courses
2. Skill Check Tests
3. Learning Pathways
4. Open Certifications
5. Finance Expertise at your Fingertips
6. Gamify your Implementation
7. Add to your Workforce
8. Integrate with your Systems
   - Integrate with your internal Systems like Microsoft 365, HRMS and even your own LMS.

# Custom Central

## Custom Solutions in Learning Technology and Content

1. Large Scale Turnkey Projects - E-learning, Video-based, Gamification Content Development
2. Learning portal Hosting, Support and Development
    1. Open-Source – Moodle
    2. Enterprise License – iSpring Learn
3. Repository Management of Your Content
4. Innovative Solution Design across In-person, Online and Print media
5. Turnkey Solution Provider

# Valuable International Relationships

## Multi-year Relationships – CRLP, Course Content Repository, Projects

1. **Transunion CIBIL** – Relationship since 2017, Creating MSME Certification
2. **CRISIL (A Standard & Poor Company)** – Custom Courseware since 2020
3. **Volkswagen Finance Pvt. Ltd** (11 years of Learning Portal Support – CRLP)
4. **International Finance Corporation** (IFC)
5. **Women's World Banking** – Financial Inclusion Project
6. **Barclays Technology Centre** (India)
7. **Accenture**
8. **GIZ- NABARD – India's First SHG Training Program**
9. **Reserve Bank of India**

# Our Clients – An Indicative List

www.trainingcentral.co.in

# What They Say About Us

**Ms. Anandhi Krishnan, Sr. VP , Chief Delivery Officer– Citi SBU (TTS, GCG)**

"Our requirement was for a training program which will prepare our technologists to support our world-class software with the top banks and financial institutions around the world. We are pleased by the way which TrainingCentral's program on Banking & Accounting Concepts has made the knowledge of our resources more robust."

# What They Say About Us

**Ms. Radhika Mehta**

*Head, L&D, Capital First Ltd.*

"We are happy to renew on our subscription of TrainingCentral's ready e-learning courses, which are currently installed on the Capital First Learning Management System. This offering from TrainingCentral is very convenient and the feedback on the courses from our employees has encouraged us to subscribe to other products too."

# What They Say About Us

**Mr. Agnelo Joseph**

- *Head – L&D and Employee Engagement,*
  *Reliance Commercial and Reliance Home Finance Ltd.*

"The advantage of domain knowledge and innovative design that TrainingCentral brings to the table was evident in this project. The team worked closely with RCF and RHF teams for content and process elements, to structure a training program which we took up as a key operational initiative to improve productivity. The project was adopted under our Lean Six Sigma project and the effective implementation saw the increase of the First Time Right (FTR) parameter in loan processing from 74% to 95% in a matter of 6 months. We appreciate and recommend TrainingCentral for their skill at domain training in BFSI."

# What They Say About Us

**Mr. Cecil Lazarus**

- *Vice President - Audit & Training, Janalakshmi Finance*

"We enjoyed working with you and the contents are well-structured. Thanks a lot!"

Training Central Solutions Pvt. Ltd.

Training beyond boundaries…

Access the latest version of this presentation online at http://www.trainingcentral.co.in/DirectDemos/00Corp/Perpetual/TC_Corporate_Deck/index.html