



Hi-C Refresher

A refreshing approach to compliance training

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Abstract

Year after year, you ensure that the employees at your financial services organization (bank, insurance firm, or stock-broking agency) are adequately trained on the latest regulations, such as Anti-Money Laundering Regulations and FCPA. But it is only occasionally that a major change to the law is enacted. As a result, your employees undergo the same training year after year. No wonder most of them find such training boring, dreary and cumbersome!

It doesn't have to be this way!

This paper details out the process that Knowledge Platform follows to develop engaging and immersive refresher training for compliance-related topics, thereby preparing your employees to be ready to for the challenges they may face in the real-world.

The Problem

What Compliance Training Ought to Be

What should be the ideal outcomes of compliance training? Ask this question of any compliance officer and you are most likely to receive the following responses.

- All employees should be aware of all the relevant rules and regulations that apply to their jobs.
- All employees should be able to apply these rules and regulations to their jobs.
- Incidents of non-conformances or violations should be eliminated.

In short, compliance training should ensure that employees are adequately trained to perform their jobs in compliance with all the rules and regulations. But, that is not how it usually turns out.

Why Compliance Training Turns Out to Be a Formality

More often than not, compliance training results in the following outcomes:

- Employees attend some form of training, quite often the same training, year after year.
- Most of them go through the training as a formality. Nothing new is learned.

As a result, compliance training is reduced to a mere formality of checking an item off a list. There are three main reasons for this.

1. **Regulatory Requirements for Training:** In most countries, the regulatory requirements specify only the number of hours of compliance training for employees. The requirements do not state the type or depth of training.
2. **Infrequent Changes to the Law:** Major changes to laws or regulations only occur once every few years. As a result, the same course is often repeated year after year. Repeating the same training year after year results in loss of attention and interest, which in turn reduces the effectiveness of even the best of training modules.
3. **Nature of Content:** Being rule-based, compliance training is often didactic. Such training is not very interesting or engaging, unless special effort is put in to make the training relevant.

Because of these reasons, compliance-related training does not receive the right level of attention from employees. The apathy towards such training is very dangerous because it can lead to employees defaulting on their compliance-related obligations.

The Solution

Refresher Training

To overcome this problem, Knowledge Platform has developed a format for online refresher training modules to supplement the standard compliance training.

The refresher training aims to fulfil the following objectives:

- Ensure that your employees are trained every year, but the training imparted every year is NOT a repeat of the previous year.
- Ensure that the training imparted is relevant to the daily operational responsibilities of your employees.
- Ensure that the training covers incidences of breaches and best practices from all over the world.
- Ensure that the training is engaging and keeps the learner involved at all times.

The Hi-C Approach

Knowledge Platform introduces the Highly Interactive Case (Hi-C) approach to refresher training. This unique approach is specifically designed to combine the strengths of the traditional case study approach with the power of high levels of interactivity.

Features

A Hi-C refresher ensures that your employees have a learning experience that is both relevant and current to their daily responsibilities.

- **Duration.** Hi-C refreshers are usually short, approximately an hour long.
- **Delivery.** Being available online, employees can access them anytime and revisit them if needed.
- **Structure.** Every Hi-C refresher consists of the following components:
 - **Introductory Module.** This is a refresher module covering the very basic concepts, just as a quick revision.
 - **Cases.** The backbone of the Hi-C refreshers, each case covers an important aspect of the compliance regulation being covered and spans about 5-10 screens. The cases themselves have the following features:
 - **Relevance.** Hi-C refreshers use cases that are current, dealing with the latest trends in criminal activity.
 - **Selection.** The cases in Hi-C refreshers cover several aspects of the compliance regulation in question.
 - **Interactivity.** Each Hi-C refresher case requires that learners decode it by answering a series of questions. This is very different from the didactic approach used in traditional compliance training.
 - **Assessment.** Every Hi-C refresher concludes with an assessment that covers case-based questions designed to test the learners' understanding about the topics that were covered in the cases.

Benefits

Each of these features translates into a benefit for your organization and its employees.

| Feature | Benefit |
|---------------------|--|
| Short duration | <ul style="list-style-type: none">• Employees do not need to spend a lot of time on the course. This is beneficial for employees who have already gone through some compliance training. |
| Introductory module | <ul style="list-style-type: none">• Employees, who have already undergone some compliance training earlier, can go through a quick recap of the basic concepts. |
| Cases | <ul style="list-style-type: none">• The wide selection of cases allows your employees to study all aspects of the compliance regulation being covered.• You can also select cases that are of specific relevance to your organization and / or to specific employees or departments within your organization.• The real-life cases help your employees identify the recent developments and methods used by criminals to break the law. This information allows your employees to fulfil their daily duties in a more thorough and effective manner.• The high level of interaction ensures that employees engage with the concepts and principles involved in the case. The questions themselves play an important part in the case moving forward, and therefore, the options presented with questions also help in clearing common misconceptions about the topic being covered. |
| Assessment | <ul style="list-style-type: none">• The questions in the assessment focus on the concepts and principles covered in the cases. These questions help assess the understanding of your employees. |

The Process

Creating a Hi-C refresher involves a very simple and effective process. Knowledge Platform's Anti-Money Laundering refresher is a great example of a very effective Hi-C refresher.

1. **Identify Relevant Cases:** First, we identify relevant cases. Good sources for cases are the relevant government agencies of respective countries.
2. **Categorize the Cases:** Next we ensure that the cases selected cover all aspects of the concepts being covered.
3. **Globalize the Cases:** After deciding on the cases, we ensure that the cases are made as generic as possible.
4. **Create a Story:** We then change the case from simple facts to a story seen through the eyes of an employee at a financial organization. This allows for the addition of questions addressed to the employees at every juncture based on which the employee can take decisions and demonstrate his understanding of the concepts.
5. **Add Interactivity:** Once a good storyline is created, we add questions. The questions serve as interactions and are typically decision-making questions that make the learners think about the case and help take forward the case.

Conclusion

Hi-C refreshers ensure that your employees are:

- Aware about how criminals break the law
- Better equipped to perform their duties better from a compliance perspective
- Able to detect and report instances of non-compliance
- Interested in and look forward to taking the compliance refreshers every year

About Knowledge Platform

Knowledge Platform is one of Asia-Pacific's leading instructional design, e-learning content development and learning technology solutions companies. Established in early 2000, Knowledge Platform has offices in Singapore, Tokyo, Delhi and Islamabad. By providing services such as E-Learning Content, Instructional Design, Training Solutions, and E-Learning Technology Solutions, Knowledge Platform helps its clients to increase their learning efficiency. Knowledge Platform has a rapidly growing, blue chip enterprise, banking, educational, and government sector client base.

The products division of Knowledge Platform specializes in creating generic and proprietary e-learning products on subjects relating to business processes that enhance operations and reduce risk. The company has demonstrated leadership as a valued resource, subject matter expert and service provider in the areas of compliance including information security and privacy, code of conduct and anti-money laundering.

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