

Subject: <b>Learning Policy</b>	Original Issue Date: 03.05.2022	Version.: 1.0
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**HOME FIRST FINANCE COMPANY INDIA LIMITED  
(‘Home First’)**

**LEARNING POLICY**

## SCOPE

Home First Finance Company India Limited (the “Company”) aims to create an environment where learning thrives and contributes directly and indirectly to the growth of the individual and the institution. The learning policy provides guidelines with respect to the rights and the responsibilities of all stakeholders as well as the company’s position with respect to development of its human resources.

## COVERAGE

- Learning process is designed so that the needs of the organization and the individuals are met. These needs are driven by an external environment as well as the challenges internally in the company. To ensure the needs are met, we propose to have a bouquet of choices available for the employees to learn from.

Following is an indicative list of options that will be made available for the employees:

- **Internal Learning:** This, primarily, comprises programs developed by the internal teams of the company. The content is designed for a group of individuals and delivered through online and offline modes. The content design and delivery is outsourced from time to time to ensure that we deliver the best possible options to the employees.

- **External Learning:** Some of the needs of employees may not be completely satisfied through the programs designed internally. Needs of this nature are addressed by deputing the employees to External Institutes, Seminars, Webinars, Conferences etc.

- **Statutory & Mandatory Learning:** These are the programs which are prescribed to be undertaken by the employees due to the directives of the Government of India, regulatory bodies such as Reserve Bank of India, and other institutions such as NHB. The content of such programs will be delivered in house or through external consultants

- **Short & Long Term Education Programmes:** Depending the role the individual takes up, there would be a need to help them get a certification or an education. In such cases the company may prescribe them to go through a program offered by various educational institutes.

- **Mentoring, Coaching & On-the-job learning:** This would be a continuous process and would be delivered on need basis.

- **E-Learning:** This will be used as a method of delivery across the various learning interventions and also a tool to provide large amount of content that is available for the employees at their finger tips.

## PROCESS

- Key aspects of the process to ensure we have consistent delivery of learning to all the employees of the organisation and the effectiveness of such programs.

- **Assessment of Organization and Individual Needs:** This will be a continuous process which has to align with the strategic direction and intent of the organisation. The needs thus derived will form part of the delivery model that will be divided across the organisational responsibilities and individual responsibilities.

- In addition to the annual appraisal process the managers will be encouraged to identify such learning needs and feed back to the learning team for any prescribed programs to enrol or for specific programs to be designed and delivered.

- **Additional opportunities for learning:** Employees and their managers can also identify programs that they wish to go through and provide their interest to the learning team who will help facilitate such delivery.
- **Learning Calendar:** Basis the needs that are identified during the annual exercise, the learning team will create a learning plan and calendar for the employees to take advantage and enrol for the programs that are required for their role and development.
- **Learning Delivery:** The learning team will use multiple methodologies as well as channels to ensure efficient delivery of content and effectiveness of the program.
- The methodology as well as the channel will match the needs and the content of the program.

## **LEARNING EVALUATION**

- Evaluation of the effectiveness is a vital part of the learning process. It is not only important from the point of view of introducing improvements in the methodology and content but also to assess the impact of learning at all levels. Learning evaluation can be at three levels depending on the program and need for the measurement.
- At the first level, post completion feedback is obtained from participants immediately after the program. This will be immediate and helps improve the content and delivery of the program.
- At the next level, pre training and post training tests can be administered to assess the effectiveness of training. Post training assessment of training could also be carried out again after a specified period of time, say a month or so to measure the retention of learning.
- Once these two levels of training are stabilized, the company will endeavour to move to the next level of evaluation. This would be based on a score card to be developed for overall training effectiveness and impact on performance.