

Knowledge Academy

An Odyssey Global Service Offer

Knowledge is the link between Understanding and Experience and the Academy enables it through training. Odyssey Knowledge Academy's objectives are to:

- Provide a large catalogue of training courses to train all the necessary experts for an efficient, rapid implementation
- Develop a strong value proposition around training, including e-learning solutions for end users
- Deliver certifications
- Apply market best practices in training
- Offer our Academy clients courses that are efficient and reliable and based on a certification process

Catalogue

The starting point is our catalogue detailing the different training modules recommended for building the required skills to implement, maintain and use our solutions.

The catalogue covers three Odyssey solutions (Triple'A Plus™, WealthManager™ and InvestmentManager™). For each training module, the catalogue details:

- Learning objectives
- Topics
- Target audience
- Pre-requisites
- Course duration
- Frequency of the course

The catalogue course is planned on a quarterly basis and dates are available through the online registration process on our corporate web site. To request the catalogue, please send an e-mail to knowledgeacademy@odyssey-group.com

Odyssey Value Proposition

The catalogue describes the following types of courses:

1. Public / Dedicated course

Public classes are a mixture of clients, partners and Odyssey employees.

Dedicated courses are arranged for a specific client or partner who works with the Knowledge Academy to define the program, duration and location.

2. Standard / customized course

The standard training course satisfies the needs identified in

Some figures:

- More than 30 standard training modules
- 150 training sessions organized annually
- More than 55% of the training sessions are dedicated sessions
- More than 500 people trained annually
- 8 dedicated consultants for building and delivering training within the Knowledge Academy
- 30 potential trainers for more specialized courses
- 4 training centres
- 1 e-learning platform

hand with our clients and partners. The content and duration are described in the training catalogue.

The customised training course is based on the standard course. Content, duration and training methods are adapted on the basis of client discussions with a representative of the Knowledge Academy.

3. Project team / end user course

The project team courses are designed for teams who have to implement and maintain Odyssey solutions.

The end user courses are completely customized and can be delivered as a packaged e-learning module.

Certifications

Progressively for Triple'A Plus™, WealthManager™ and InvestmentManager™ training, end of course exams are being introduced to certify that the learning objectives have been achieved.

The means (multiple choice questionnaire, real life cases to solve, etc.) to achieve certification vary depending on the solution (Triple'A Plus™, WealthManager™ or InvestmentManager™).

All certified consultants have access to specific services such as privileged access to the documentation. The privileged

communication channel in that area is the secure Odyssey Knowledge Academy website (www.odyssey-knowledgeacademy.com)

Learning Best Practices

Our teaching methodology consists of a 4-step approach for each subject in a course:

- A theoretical introduction and explanation based on a PowerPoint™ slide show
- A practical live demonstration
- A hands-on session, in which trainees can apply what they have just learned, followed by a practical exercise
- Correction of the exercise, answers to additional questions, and details of where to find more information

There are three additional steps for the certification programs:

- Preparation to ensure that the terminology and concepts are already shared by the different participants
- Assessment of trainees' knowledge
- Knowledge maintenance through post-classroom communication (new features, etc.)

Added Value

There is an attractive quality/cost ratio between the value added service and training costs:

- Odyssey Trainers are either full-time Knowledge Academy employees or consultants from Odyssey regions: all have implementation experience to share.
- More than 80% of the trainers undergo a “train the trainer” program to make them as effective as possible in their training approach.
- Trainers are also evaluated through the feedback form. The feedback has a direct impact on their remuneration and their appraisal.
- New training rooms.
- Training environments are reliable and benefit from a dedicated technical consultant within the Academy.

In this way, we can guarantee high reliability.

On average the Academy devotes three days' preparation for each day of training.

Training locations

Odyssey currently has four dedicated fully equipped classrooms at the following locations:

- Head office in Lausanne
- Brussels office
- Singapore office
- Toronto office

The training infrastructure is designed in such a way as to create optimal conditions. There is one trainee per workstation with a dedicated training environment. There are 10 workstations in each classroom. Course books and exercise books are supplied.

Hotel bookings and trips are not managed by the Academy but advice can be provided, especially for training delivered in the main Odyssey training centres.

Contact

For further details on the Knowledge Academy or to enrol on any of our courses, please consult our website:

www.odyssey-group.com

You can also send an e-mail to

knowledgeacademy@odyssey-group.com, contact one of the Odyssey offices or call the Training Administration Officer, Katleen Dekerk on +32-2-663 39 71 directly.

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