

TRAINING

REGULATORY TRAINING MANAGED SERVICE

EASILY EVALUATE, RECORD, AND MANAGE THE TRAINING AND DEVELOPMENT OF EMPLOYEES

THOMSON REUTERS ACCELUS

Thomson Reuters Governance, Risk and Compliance (GRC) business unit provides comprehensive solutions that connect our customers' business to the ever-changing regulatory environment. GRC serves audit, compliance, finance, legal, and risk professionals in financial services, law firms, insurance, and other industries impacted by regulatory change.

The Accelus™ suite of products provides powerful tools and information that enable proactive insights, dynamic connections, and informed choices that drive overall business performance. Accelus is the combination of the market-leading solutions provided by the heritage businesses of Complanet, IntegraScreen, Northland Solutions, Oden®, Paisley®, West's Capitol Watch®, Westlaw® Business, Westlaw Compliance Advisor® and World-Check®.

This document contains the specific elements of the Regulatory Training Managed Service. This is a program management service tailored to the individual needs of each client and has been designed to ensure the best results are achieved from the full range of products and services available. Our key objective is to help firms quickly and easily evaluate, record, and comprehensively manage the training and development of employees.

The Managed Service incorporates the use of our learning management platform RecordKeeper, which allows you to deploy and report on your suite of Thomson Reuters Accelus training courses.

A dedicated operations executive will be allocated to discuss and manage the following administrative tasks in relation to your training package and will be on hand to facilitate the specific delivery needs of your compliance program.

PRODUCT TRAINING

Comprehensive product training in the use of RecordKeeper will be provided. This is to allow unrestricted access to all user data when required.

- Training is conducted at the Thomson Reuters Accelus offices or at the client's location
- Web conferences can be arranged where necessary

ADMINISTRATIVE TASKS

Thomson Reuters Accelus will carry out the following administrative tasks on initial agreement and may be subject to contractual terms where applicable. All administration is carried out on a monthly basis unless otherwise stated in the service contract.

ACCELUS WILL:

- Add all new users and their associated details to RecordKeeper
- Manage any necessary changes to groups and subgroups
- Send reset password link (on request)
- Archive terminated users
- Amend existing user details (names, email addresses, employee ID's, etc.)

ASSIGNING COURSES AND ASSOCIATED TASKS

Thomson Reuters Accelus will assign relevant courses, set deadlines, and send login details to all users as confirmed by the client. If required, a regulatory training calendar can be developed to plan and organize the training program.

THOMSON REUTERS ACCELUS WILL:

- Resend training notifications on request
- Extend deadlines
- Unassign incomplete or non-start courses from terminated users (subject to service agreement)

USER REPORTS

Thomson Reuters Accelus will produce a detailed user progress report detailing all user information related to the courses assigned, including test results; these reports will be sent to a designated contact within the company on a monthly basis.

- If required, the progress reports can be sent to a third party – line managers, senior management, etc. (available on request)
- Specific report formatting must be stipulated in initial agreement

See reverse side



INCOMPLETE COURSEWORK

Users who have not completed coursework by the required deadline will be sent reminder emails to ensure all assigned courses are complete. The following options are available:

- Thomson Reuters Accelus will send pre/post chaser emails at an agreed timeframe before and after completion deadlines
- Users who consistently fail to complete training can be sent a number of reminder emails at agreed dates or specific intervals
- Third parties can be copied on chaser emails if required (subject to terms in initial agreement)

ANNUAL ADMINISTRATION

The following tasks are performed on an annual basis for clients that renew their online subscription or have contracts running for a period longer than 12 months.

Thomson Reuters Accelus will undertake a complete re-upload of all user data, including:

- Removal of outdated courses
- Data cross – referencing to identify users currently not in the system
- Full password reset for all users (on request)
- Full group restructure incorporating any departmental changes (subject to terms of initial agreement)

ADDITIONAL SERVICES

The following tasks can be carried out by Thomson Reuters Accelus on initial agreement and will be subject to contractual terms where applicable or at the specific request of the client.

- Customize email templates
- Customize or edit updates and deploy to specified recipients
- On initial deployment, Thomson Reuters Accelus will collate failed or bounced emails and return them to the client for review and/or correction
- In the event of format change or corporate acquisition, Thomson Reuters Accelus will update all firm email addresses

SUPPORT

Clients will have a number of support contacts available to them during the duration of their subscription.

- The designated operations executive will act as a main point of contact and will be responsible for awareness of and adherence to the service agreement
- The Training Operations team will be available to offer ongoing support when required by administrators
- There is a Thomson Reuters Accelus general inquiry help desk available from 8:00am – 6:00pm GMT and 9:00am – 5:00pm EST

Visit accelus.thomsonreuters.com

**For more information,
contact your representative
or visit us online.**



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