

CUSTOMER SUPPORT SERVICES FOR PXT SOLUTION UTILISATION

With an aim to help our customers to efficiently make use of all the values of PXT into daily HR works, Profiles International Vietnam is offering the following supporting services:

- I. Provide a PXT User Manual.
- II. Provide 5 direct training courses of no charge to transfer the knowledge and technology for Human Resources Department, Heads of Departments, Senior Managers and Board of Directors of customers, those who involve in the human resource management and applying the implications from the PXT reports to make human resource decisions. (Applied to customers purchasing from 100 PXT assessments).
- III. Provide 5 indirect training courses of no charge – via Readytalk – to transfer the knowledge and technology for Human Resources Department, Heads of Departments, Senior Managers and Board of Directors of customers, those who involve in the human resource management and applying the implications from the PXT reports to make human resource decisions. (Applied to customers purchasing from 1 to 99 PXT assessments).
- IV. Provide direct training courses for customers purchasing from 1 to 99 PXT assessments at office of Profiles International Vietnam, or at Sheraton Ho Chi Minh Hotel with fee charge.
- V. Technical support services.
- VI. Create Job Patterns.



PART I – PXT USER MANUAL

The PXT User Manual provides the following information:

1. **PXT's 9 Reports:** significance, content and application of each Report;
2. **Consultation on "How to Hire Top Performers"**
 - 2.1. Provide scientifically universal recruitment process
 - 2.2. Provide interview question bank to help interviewers discover the competences, behaviors, skills, experience, characteristics, hobbies, etc. of candidates at all levels and positions;
 - 2.3. Apply all PXT Reports (Job Profile Summary Report, Candidate Matching Report, Placement Report, etc.) into the recruitment process.
3. **Consultation on Human Resource Training & Development:**
 - 3.1. Provide question bank to help the company discover the training needs for each position;
 - 3.2. Apply the Coaching Report to find out the practical training needs of each individual;
 - 3.3. Determine the orientation of people development and other potential training needs.
4. **Consultation customers on establishing succession and promotion plans for staff:**
 - 4.1. Instruct to apply the Succession Planning Report into the process of succession and promotion establishment;
 - 4.2. Instruct to build up a people development and promotion plan for future positions.
5. **Consultation customers on efficient people management:**
 - 5.1. Instruct the communication process between the management level and the staff relating to the PXT Reports with an aim to thoroughly understand the expectations of both sides and reach a mutual consensus on long-term development plan.



PART II - 5 DIRECT TRAINING COURSES **(Applied to customers purchasing from 100 PXT)**

The goal of 5 direct training courses is to transfer the knowledge and technology for Human Resources Department, Heads of Departments, Senior Managers and Board of Directors of customers, those who involve in the human resource management and applying the implications from the PXT reports to make human resource decisions.

1. Course 1 – How to hire top talent, promote superior performers and retain the best

1.1. Objectives: Help customers recognize the important role of “job match” concept, the differentiation on creating company’s benefit between high performers and low performers, how to calculate company’s loss/waste from the low performers; how PXT supports the company in saving cost and increasing benefit through hiring talents, promoting superior performers, and retain the best staff.

1.2. Duration: 2h/class (10-20 persons);

2. Course 2 – Reading and Understanding 20 PXT’ Indexes

2.1. Objectives: Help customers understand the definitions of 20 PXT’ Indexes, significance of each score.

2.2. Duration: 1.5h/class (10-20 persons);

3. Course 3 – Applying 9 PXT Reports in the daily HR jobs

3.1. Objectives: Help customers make use of every single PXT Report in the daily HR jobs including recruitment, training, development, promotion, rotation, succession planning, etc.

3.2. Duration: 1.5h/class (10-20 persons);

4. Course 4 –Creating Job Pattern

4.1. Objectives: Help customer understand the principles of the job pattern and 6 different ways of creating Job Pattern in POTW.

4.2. Duration: 1.5h/class (10-20 persons);

5. Course 5 – Usage and management of POTW

5.1. Objectives: Help customers know how to manage the POTW system, PXT Scheduling system, Assessment Exporting system, etc.

5.2. Duration: 1.5h/class (10-20 persons);

The above training courses are presented by the experts of Profiles International Vietnam. Venue of training: at Customers’ office or TRG’s office.

PART III - 5 INDIRECT TRAINING COURSES (Applied to customers purchasing from 1 to 99 PXT assessments)

The content of the indirect training courses is similar to that of Part II. The information communication will be implemented via Readytalk – a software applying for distance meeting, seminar or training. Customers can merely be able to access the internet. Profiles International Vietnam will provide Readytalk link together with the instruction of usage.



PART IV - 5 DIRECT TRAINING COURSES (Applied to customers purchasing from 1 to 99 PXT assessments)

1. For customers purchasing from 1 to 99 PXT assessments and wishing to be facilitated with direct training services at office of Profiles International Vietnam or at customers' office, Profiles International Vietnam will organize a package training service of all 5 courses with the fee charge.
2. In order to combine the needs of direct training of a number of customers purchasing from 1 to 99 PXT assessments, Profiles International Vietnam will organize the training courses from 1 to 4 as above at office of Profiles International Vietnam or at Sheraton Ho Chi Minh Hotel. The training fee will be notified when there is a specific training course to be scheduled.



PART V – TECHNICAL SUPPORT SERVICES

In order to support customers purchasing POTW for the first time, Profiles International Vietnam provides the following services which are free of charge within one month from the contract signing date:

1. Set up PXT assessments and support to settle down all issues relating to the log-in process to do the PXT assessments;
2. Follow up with assessment candidates and update assessment information for customers;
3. Generate PXT Reports and send them to customers upon the completion of PXT candidates;

For customers not purchasing POTW, these services have already been included in the cost of purchasing PXT.



PART VI – CREATING JOB PATTERNS

In order to support to customers purchasing POTW during the initial time using this software, Profiles International Vietnam provides the following services which are free of charge within one month from the contract signing date:

1. Create Job Pattern according to the needs of each customer;
2. Provide the Job Patterns in the market (if any).

