Methods of reception and conditions of conduct for the beneficiary public

This document explains all of the reception methods, whether at our premises, on customer site or remotely, as well as the conditions for the conduct of your training.

Before the training:

Upon receipt of your service order, our administrative team will contact the beneficiaries of the training or your training referent in order to complete the administrative file, namely the training agreement, the list of participants with their contact details, the definition of their situation. (if PWD) and the sending of additional documents such as the beneficiary's commitment charter.

The trainer will contact in parallel with the beneficiaries of the training or your training referent in order to jointly fill in the dates and times of intervention in the training plan. Once all the dates have been defined, our trainer will send you an invitation by email with the validated dates and times, this invitation can, at the request of the training referent, be sent by him/her to the beneficiaries, we thank you in advance for validating the received invitations and inform us if a change must be made concerning a date and/or a schedule so that our trainer can adapt his interventions accordingly and modify the training plan.

You will receive this document in the invitation sent by email, the invitations will be sent to the email addresses mentioned in the list of participants attached to the convention. The invitation will mention the date, times, places and concerned session.

The course of your training:

Organization and locations:

Our training courses generally start at 9 a.m. and end at 5 p.m., the schedules will be defined jointly with the client, the schedules can be adapted at the client's request, particularly in the case of PWD.

The schedules of the last day of training are defined in agreement with the group in order to allow those who have to take the train, the plane or the road to be perfectly on time.
The maximum duration of training in one day is 7 hours in order to guarantee adequate concentration time.

Regarding the number of participants, we have a maximum of 7 participants per trainer to ensure optimal listening skills and allow everyone to be able to intervene, beyond 7 participants, 2 separate sessions are organized to guarantee this quality of exchanges .

At the customer's premises:

If intervention happens on the customer site, the customer must ensure that the room which will receive the training session is suitable for the intervention (sufficiently lit rooms, temperature adapted or adaptable for beneficiaries who will remain in a fixed seated position, equipped with a presentation screen at a minimum, surface adapted to the size and educational constraints of the training and accessible to Persons with Disabilities, toilets available, etc.).

The client must also be able to offer a solution for lunch, either the trainer and the beneficiaries will have a room allowing them to eat on site, or he can indicate to them places to eat nearby.

The trainer will ensure with the client by email, 1 week before the training that the room is well reserved and meets the needs for the planned training sessions and the beneficiaries concerned.
In case of unavailability, the client must notify the trainer at least 1 week before the training so that the latter can make arrangements.

In our premises in Chambery:

We benefit from a conference room equipped with a videoconferencing system with screen, camera and JABRA microphone, paperboard, our premises are compliant for the reception of the public and adaptable to the reception of Persons with Disabilities, our premises are located on the ground floor of the building with 2 entrances accessible to PWDs, our party desks are electrically height adjustable for better adjustment. Our offices are sufficiently lit, are heated and ventilated, the surface adapted to the size and the pedagogical constraints of the training and to the access to PWD).
AGENTIL and Visitors parking spaces are available, as well as Handicap spaces in front of the entrance to the premises.

We have a kitchen allowing meals to be taken on site (with fridge, microwave, dishwasher, coffee or tea machine), two private toilets in our premises.

For lunch, the beneficiaries have 2 possibilities, taking meals on site, or our trainer can tell them places to eat nearby, on foot.

Catering and travel costs to our premises, as well as any other related costs are the responsibility of the participant.

We provide beneficiaries with internet access to allow access to their customer databases.

Contact phone and email numbers are listed on our website, on all of our document footers and in our email signatures.

We ask the beneficiaries to leave the training place in the state of cleanliness in which they found it on arrival and not to damage or steal the equipment made available to them.

It is forbidden to smoke in the premises, ashtrays are available outside, (electronic cigarettes included).

The premises are accessible to all with respect for everyone.

<u>**For distance learning:**</u>

We provide all beneficiaries with free videoconferencing tools, easily accessible on their computer and above all efficient to allow connection and presentation to the session for several participants.

It is also possible to record on request of the participants, the training sessions carried out on these tools so that they can recover them at the end of the training sessions as a training support.

The training being carried out on the company's equipment with its own data allowing training on the tool in real situations, we ask the customer to check one week before the training session that he has the necessary and functional access to the software (in particular an internet connection and sufficient speed if the participant follows the training remotely and outside his premises and the network).

The dates of the training sessions are defined only when the customer already has access and his database in order to ensure the availability of the tool.

Procedure:

Our trainers base their training on complete materials made available by the software publishers to ensure future use in accordance with good practices. Alternating theory and real applications on the tool, this training is part of a demonstrative method, the trainer uses the company's own data. The training consists of carrying out the training program in detail by carrying out manipulations and examples.

From understanding to integration through direct experimentation, the training is based on dynamic and participatory learning in active pedagogy, exchanges will allow a pooling of experiences from concrete practical cases.

The material used is that of the company, as well as that of the trainers for the theoretical

Evaluation:
Our process and evaluation methods are described on our website, as well as in the training agreement, it is divided into 3 stages:

- **Real-time evaluation on the use of the tool**: the trainer trains on the software in real time and on the beneficiaries' own databases in order to put them in a work situation in the same way as they will in their activity, thus allowing a concrete explanation and that the beneficiaries can ask all the questions at the same time as the demonstration.

- **Oral evaluation by discussion with the beneficiaries**: at the end of each session, a round table is made in order to know the impressions of the beneficiaries and see with them if they have understood correctly or if additional explanations are necessary.

AGENTIL France Bâtiment l'Axiome, 44 rue Charles Montreuil - 73000 Chambéry | Phone +33 4 85 80 02 30 | info@agentil.fr | www.agentil.com

- **Evaluation of the trainer on the validation of the acquired knowledge**: a certificate of validation of the acquired knowledge is carried out for each beneficiary, the trainer will be able in this document to give his conclusion on the achievement of the objectives by the beneficiary. This certificate will also be sent to the beneficiary at the end of the training.

Signature of weekly attendance sheets:

The beneficiary must sign the attendance certificate sheets provided by the trainer each day.

After the training:

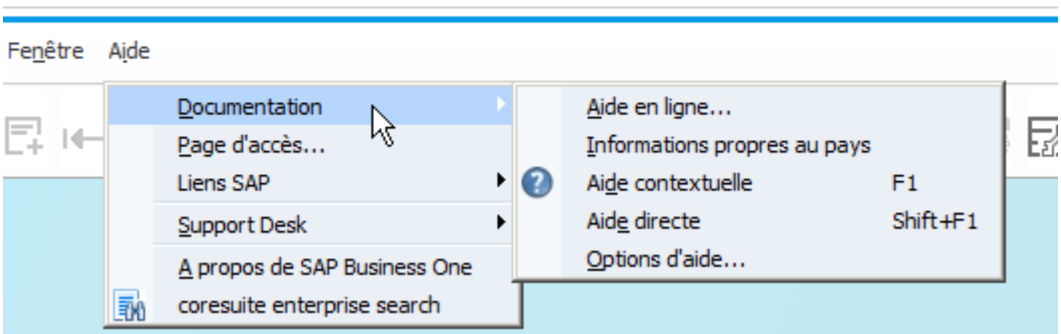
Delivery of educational materials:

So that the beneficiaries can appropriate the educational resources presented, and can consult them even after the training, the materials seen during the training are sent to them by email at the end of the training, the email address used is that provided by the beneficiaries in the list of participants attached to the training agreement, the training referent designated by the client can also be in charge of delivering the materials to the beneficiaries if he/she wishes.

The beneficiary will find the publishers' guide materials, the personalized guides created by our trainer on dedicated subjects if there are any, the recordings of the training sessions carried out by videoconference if a beneficiary wishes them to be recorded.

On our website, you will also find explanations and links to additional media present in the client's software that is permanently available (Online help below), as well as links to the sites of our publishers, also allowing you to have additional explanatory material if the beneficiary wishes to deepen his knowledge on his own.

Online help on the software with a complete documentary base on all the modules of the software according to the version used by the customer, as well as the links to the various portals of the editor:



AGENTIL France Bâtiment l'Axiome, 44 rue Charles Montreuil - 73000 Chambéry | Phone +33 4 85 80 02 30 | info@agentil.fr | www.agentil.com

In particular the "**SAP Help Portal**" portal https://help.sap.com/viewer/index on which he can find other explanation media on certain software operations.

SAP Help Portal

Delivery of the certificate of validation of acquired knowledge:

At the end of the training, each participant will receive by email a certificate validating the modules in which he participated and for which he validated the achievements, this certificate will be completed and signed by the trainer.

Sending satisfaction questionnaires:

A questionnaire will be sent to each participant as well as to the customer at the end of the training, within a maximum of 1 week after the training, in order to be able to collect the impressions, appreciations, complaints of the beneficiary in a process of continuous improvement. .

If the questionnaire is not completed, AGENTIL will allow itself to follow up with the participant and the client in order to be able to recover their assessments within a maximum of 1 month following the training.

If the beneficiary and/or the client do not respond to our requests after this deadline, it is the designated training referent within the company who will be in charge of collecting their assessments and transmitting them.

Referencing and customer experience testimonial:

Our teams will ask you for a referral and testimony of your training experience with our organization, this contact can take place several months after the training, we thank you in advance for your participation which will allow future beneficiaries to form an opinion. .

Good training to all! We remain available for any further information.

AGENTIL France Bâtiment l'Axiome, 44 rue Charles Montreuil - 73000 Chambéry | Phone +33 4 85 80 02 30 | info@agentil.fr | www.agentil.com