

WELCOME

It gives us great pleasure to welcome you to KnowMore. We believe that the quality of any business is hugely dependent on the competence of its staff members. And when it comes to competence, it's all about how you are able to apply your knowledge. These are the principles that we bear in mind when we create a KnowMore development course or workshop. Our aim is to help you enhance your knowledge by offering practical material that makes it easy for you to implement new ideas and processes. You also have a role to play.

TAKE YOUR COURSE SERIOUSLY

- Please treat each module as important in order to derive maximum value from the course.
- Make sure that you allocate specific time each week to go through the material and complete the test or assignment.
- Don't leave everything to the last minute and remember that late submissions cannot be accepted.
- Each module will have a quiz or assignment that you need to complete and you will be allocated marks accordingly.
- You will need to achieve a 60% pass rate to qualify for the Certificate of Completion at the end of your course.

STICK TO THE TIME SCHEDULE

- Your course will consist of a number of weekly modules delivered online.
- Each Monday from the date that your course starts, you will receive an email confirming the availability of your module.
- If you have any problems accessing your module or the material, please contact us and we will attend to the matter immediately.
- Please remember that you are one of a number of participants on this course.
- In order to ensure that we provide relevant and timeous feedback on assignments, we cannot extend submission deadlines.
- Make sure that you submit your test / assignment in time each week.
- Each module has a score and, if the weekly test or assignment is not completed in time, your overall score will be affected.

TECHNICAL REQUIREMENTS

- To access the course material you need to have Adobe Acrobat Reader installed on your computer.
- If you do not have this program or would like an updated version thereof, please [click here](#).
- Certain courses may contain brief video clips and to view this material you will need to have Windows Media Player or a similar program installed on your computer.
- If you do not have such a program, please refer to your IT support technician for assistance.

ADHERE TO YOUR COMPANY REQUIREMENTS

- The notes, material and templates provided by KnowMore are based on industry best principles and are carefully researched.
- However, there may be very valid reasons for doing things differently in your business.
- This is often the case when it comes to technology.
- Before implementing new ideas and suggestions, always check your company's business guidelines and IT policies before you proceed.

MAKE USE OF THE KNOWMORE FORUMS

- We invite you to make use of the KnowMore forums.
- This will allow you to meet and exchange ideas with your course colleagues.
- When using the forums, please adhere to the normal rules of etiquette that apply to forums. In particular:
 - Don't make personal comments or use bad language.
 - Remember that your opinions may be different to those of others. Our forums cater for the views of all our participants.
 - Don't use the forum to spam your colleagues or promote your products or services.
 - We'd love to hear from you but please be brief.
 - We reserve the right to remove posts and comments and will not enter into discussions in the event that this occurs.

COPYRIGHT

- Please note that copyright exists on all KnowMore material.
- You are at liberty to print the material and store copies thereof on your computer for the purposes of completing the course.
- You may also use and even rebrand the templates provided.
- Other than this, we ask that you respect the copyright principles and do not distribute the material, notes or templates without the written permission of KnowMore or Old Mutual Wealth.

COMMUNICATING WITH YOUR COURSE COORDINATOR

- Your course coordinator is there to assist and advise where necessary.
- Should you require assistance, please email Nico.Ras@omwealth.co.za or address a forum comment if your query could be of use to the group.

MARKS AND REMARKS

- As mentioned, you will be required to complete a quiz or assignment at the end of each week.
- In the case of a quiz, you will receive your mark shortly after the close of business on the submission date.
- Assignments are marked by the course coordinators and you will receive your results and comments within a week of the submission date.
- A week after the final course assignment due date, you will be notified of your overall result for the course.
- Your course coordinators will allocate marks for the assignments as follows:

RESULTS	COMMENTS
Up to 59%	It does not appear that the participant has adequately grasped the content of this module. Further learning is required.
60 to 70%	The participant appears to have a basic understanding of this module but further reading would be advantageous.
71 to 80%	The participant has a good understanding of the module and should be ready to implement learnings in the business.
81 to 90%	Quite clearly the participant is fully competent and able to apply the principles of this module successfully in the business.
Above 90%	The participant has an excellent understanding of this module. Application of this understanding should significantly benefit the business.

The marks awarded for the quizzes and assignments are final and we will not enter into discussions in this regard. However, you are welcome to contact the course coordinators if you experienced difficulty in completing the quiz or assignment and would like further assistance.

We sincerely hope that you find the course extremely beneficial – and fun – and that you can apply the principles you will learn in your business. If we can be of any assistance to you, please feel free to contact us using info@knowmore.co.za or via the “Contact Us” Tab on the KnowMore website.

In closing, we wish you all the best for the duration of the course.

Warm regards

Nico Ras
 KnowMore Course Coordinator &
 Old Mutual Wealth Business Coach
www.knowmore.co.za