



**WESFARMERS FEDERATION
INSURANCE LIMITED**
A.C.N. 009 027 221

TO WHOM IT MAY CONCERN

Wesfarmers Federation Insurance Ltd (WFI) has been using the Omni Staff Development System (SDS) since 1992 and its successor, HRDPower, since its launch in November 1999.

WFI chose this system because of its strong focus on competencies, its reporting capabilities and its user friendliness. HRDPower has truly built on the success of SDS and improved its flexibility and technical strength.

The focus of WFI's training and development strategy over the past 3 years has been the implementation of the SKILPLAN Analysis that assesses competence in the following 10 major areas of our business, Australia wide:

- Business Practice
- Claims
- Client Service
- Corporate procedures
- Leadership & Management
- Personal Development
- Product Knowledge
- Sales
- Systems
- Underwriting

Each of these areas has its own unique set of competencies against which employees are assessed to determine training and development needs. Based on these needs, national training programs have been developed and are being delivered on a continuing basis, Australia wide.

Managing this process on a national scale is far too difficult to contemplate without a sophisticated software system. Initially SDS and now HRDPower, have proven to be invaluable in providing me with the ability to effectively manage the SKILPLAN Analysis process and, in fact, ensure its unqualified success.

Without hesitation, I can highly recommend HRDPower as a comprehensive, easy to use and effective competency based HRD management system that will ensure an organised, well documented and successful HRD strategy.

Alan Jones
National Training Manager
8 March 2000