



Training Customization: Non-Standard Customizations

NAVEX's training solutions are designed to reflect your organization's unique culture and needs. Our customization options provide practical and easy ways to add custom information to your training content. For customers who want to make changes to courses that go beyond Subscription Services and Spotlight Screens, NAVEX offers additional non-standard customization options.

What Are Non-Standard Customizations?

Our non-standard customization options allow you to further customize your training courses to reflect your organization's unique needs. These customizations are scoped in terms of time and cost.

Examples of scoped engagements can include:

- Changing text on a screen
- Adding text to a screen
- Removing screen from a course

Cost and Timing Considerations

Non-standard customization requests are scoped by project for a customer. Price, timing and feasibility can vary based on the level of the engagement. Some of the variables that can impact price and timing include:

- Nature of requested changes
- Volume of requested changes
- Languages impacted by changes
- Type of changes requested (type of format impacted: text, audio, video, animation, illustration)

NAVEX does not currently offer full-custom course builds.

Course Updates

It is important to note that screens that have been customized by a customer are no longer eligible for legal or other content updates. Customers will be responsible for maintaining content on such screens; updates to custom screens will require scoping per the normal process.

If receiving these content updates is important to your organization, we recommend using Spotlight Screens, as they do not interfere with the ability to receive these updates. If you have questions about course content updates or would like to learn more about Spotlight Screens, please reach out to your NAVEX representative.

Regulatory Considerations

Our training content is designed to align with training regulations to ensure your organization meets your specific training requirements. While we want our training solutions to reflect your unique needs, we also want to ensure that our content aligns with regulatory requirements.

Customers considering Non-Standard Customizations should understand their training needs and should carefully review their regulatory obligations. Customers with Non-Standard Customization are responsible for managing their custom course content. This includes:

- Sole responsibility for managing content on the Custom Screens
- Sole responsibility for expenses relating to translations to custom content
- Sole responsibility for ensuring that the content on the Custom Template conforms to training mandates
- Sole responsibility for all costs associated with updating content on Custom Templates, even if it is to receive changes made by NAVEX to base course content
- Sole responsibility for contacting NAVEX support for any questions relating to their Custom Template content, including requests for repackaging

How to Get Started

To learn more about our available non-standard customizations, contact your NAVEX representative.