



The Leading Providers of e-Learning in the Casino Industry

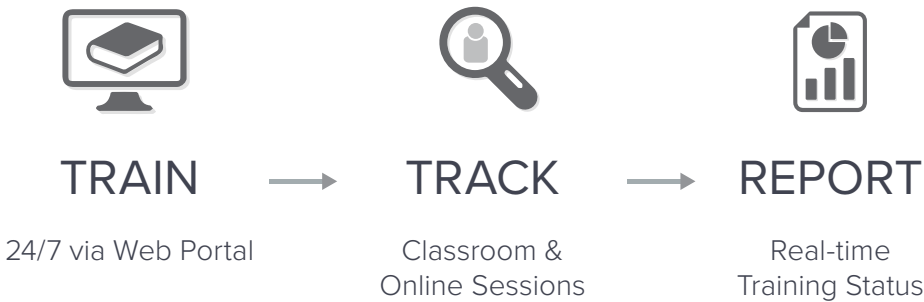
# Welcome to Vector Solutions for Casinos

Vector Solutions offers services and products for learning, operational readiness, workforce management and risk management to the commercial, education and public sectors. Casino Essentials joined Vector Solutions in 2018 with Vector LMS for Casinos, our learning management system and our comprehensive casino-specific course catalog.

Vector Solutions (formerly Casino Essentials) has been in the industry for over 10 years, as the leading SaaS provider.

We proudly serve over 350 casinos nationwide...for online Title 31 and Anti-Money laundering training, helping clients meet federal mandates for reporting certain currency transactions to uncover money laundering and other financial crimes. Over the years we have built a comprehensive gaming specific course catalog containing nearly 150 online training courses from customer loyalty to safety and leadership, all hosted in our powerful Learning Management system, Vector LMS (formerly CELEXA, a Casino Essentials brand). We also host conferences annually around the country and our National event welcomes over 500 gaming compliance professionals, subject matter experts and officials from FinCEN, the IRS and DOJ.

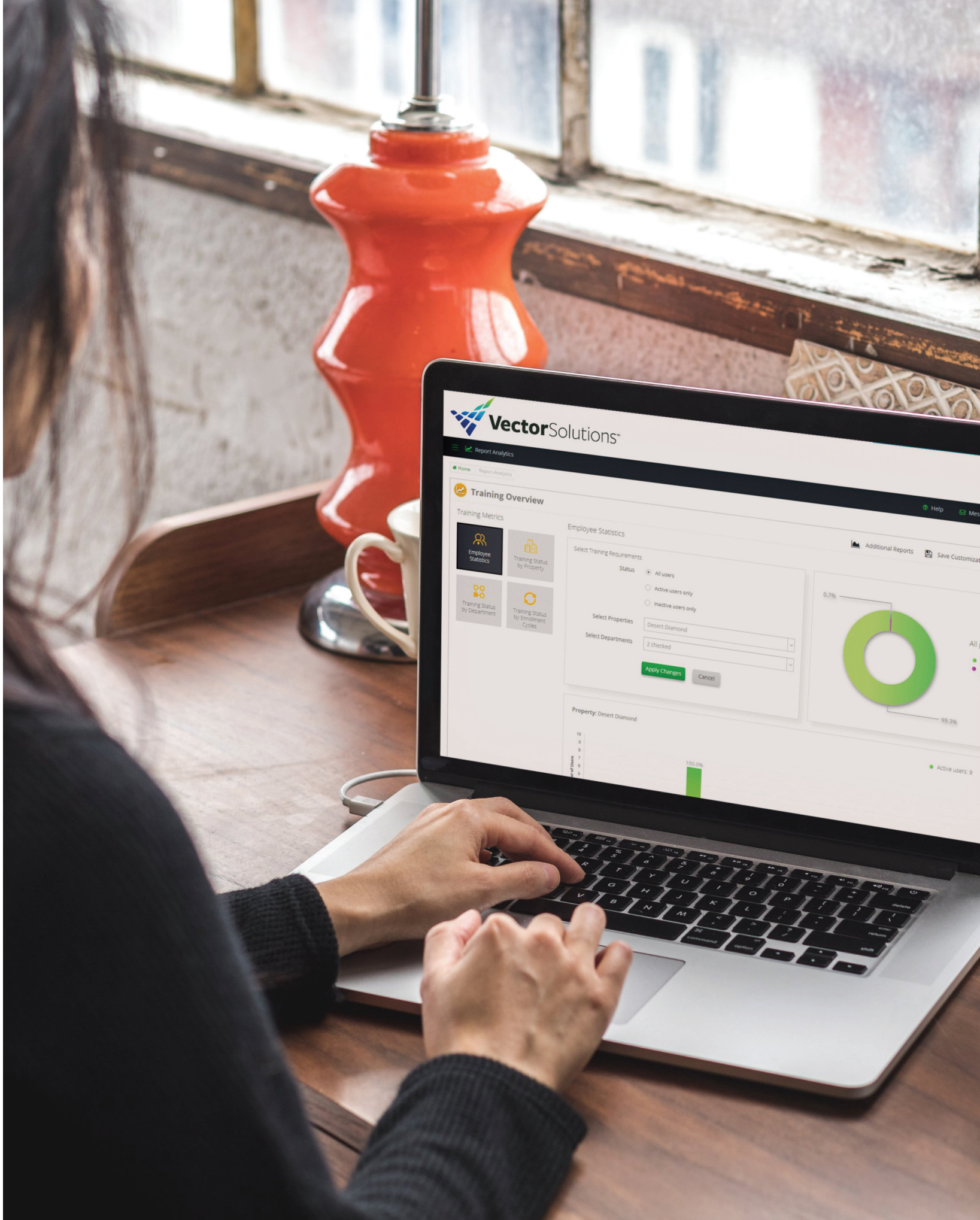
## Manage Your Training Program in 3 Easy Steps



## See the Big Picture!

Vector LMS for Casinos is an online web-based learning management system designed for the Casino industry. Access your LMS to train employees, track their progress, review reports and print certificates of completion. Just use your computer and internet access to log in to your private online training website 24 hours a day, 7 days a week.

We offer real-time message integration to instantly inform learners, trainers and supervisors of events such as enrollments, overdue and failed courses.

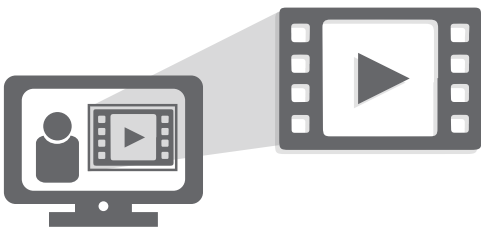


# CONVERT YOUR PAPER POLICIES ONLINE

Vector Solutions can automate the memo and policy review and acknowledgment process. If you need to issue a memo about a policy change, require the review of a policy, or perhaps a reminder memo for staff, we can help. Vector Solutions will securely place your memo online and attach it to all job positions and departments that you require viewing and acknowledgment. After the employee reads the memo, they will click to submit an electronic acknowledgment. You will have full access to track the electronic acknowledgment of your memo; including the date and time it was viewed. In addition, you can quickly find out who has not viewed the memo and contact them right away!



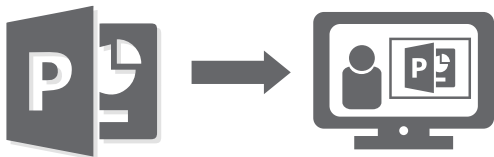
# VIDEO IMPLEMENTATION



Vector Solutions offers a wide variety of options for transferring in-house training into interactive and reportable online modules. Video training provides engaging learning content for your employees, and it is a quick and easy process to convert into an online training module that is automated for your employees.

# TRANSFORM YOUR POWERPOINTS TO OUR LMS

Place your internal classroom training online! Convert your old PowerPoint presentations and make them new again with Vector Solutions' modern design aesthetic. We will enhance your existing presentations by adding navigation buttons and menu items, professional narration, online knowledge assessments, and the ability to track and report employee progress.



# REPORTING



## OVERSEE YOUR TRAINING IN ONE LOCATION

Store all your training records in one place. Use Vector LMS for Casinos to track classroom training in addition to online training.



## CERTIFICATES OF COMPLETION

Print Employee Completion Certificates to display their achievements.



## CREATE REPORTS

Easily create reports that track your company's compliance.



## MESSAGE YOUR EMPLOYEES

Real-time message integration instantly informs learners, trainers and supervisors of events such as overdue or failed courses.



## EXPORT TRANSCRIPTS

Export and print electronically stored employee training transcripts anytime, for up to date records.

# PROVIDING DATA VISUALLY

With so much data available for online courses and classroom training, you may consider it difficult to measure key performance indicators related to your training strategy. This is no longer the case! Now, your data is available in a clean and visual reporting tool that provides you and your stakeholders with the information you need, when you need it!



## HOW BLENDED LEARNING LOWERS COSTS AND IMPROVES TRAINING OUTCOMES

What is blended learning? Blended learning is a combination of off-line (face-to-face, traditional learning) and online learning that complements each other.

Today, many properties are facing budget cuts, staffing shortages and COVID-19 restrictions while needing to continue providing the same level of service AND finding valid methods of conducting training. Gaming professionals must work through the additional challenges of shift coverage and out-of-service/overtime personnel costs.

Blended learning offers a good solution for these challenges. When properly applied, learners continue to meet the tenets of learning, but at a reduced cost and frequently more successful comprehension rate. Tell me and I will forget. Show me and I will learn. Involve me and I will remember. By using online pre-training courses, learners come prepared to more quickly grasp and retain concepts, as well as meet the skill or knowledge competencies through telling, showing and involving.

Let's compare a traditional vs. blended learning example.

### Traditional Training

- Bring in personnel for a group classroom session.
- When appropriate, follow up with a hands-on session.
- Classroom sessions often include disruptive breaks, interruptions and longer training time.
- Instructors must address different paces of learning.
- Hand-on training includes a lot of downtime for participants waiting to conduct their skill test.
- The Training Officer may require another hour or more to document the training.

**In this example, the total training time, which includes out-of-service and possibly overtime cost, is likely to be 4-8 hours, which may hinder properties from conducting regular training due to the disruptive and costly impact.**

### Blended Learning

- Assign pre-built or property-created courses for personnel to take individually.
- Individuals can consume the training session at their own pace, in a setting that they can control.
- The online learning replaces the classroom session and the agency experiences little to no disruption in coverage or overtime costs.
- Learners move through the hands-on training quicker with the pre-knowledge they acquired from the online training

**In the blended learning example, the total training time is likely to be 2-4 hours, a 50% reduction in overall time and cost. The blended example includes the benefits of improved knowledge retention and acquisition, as a learning pace that is matched to each individual.**

NET RESULT = **LOWER TOTAL TRAINING COST, IMPROVED DOCUMENTATION, AND BETTER TRAINING OUTCOMES.**



# PROFESSIONAL DEVELOPMENT ROADMAP



AML Compliance Program

- 1. Title 31 Introduction Overview\*
- 2. Title 31 Transaction Reporting for Operations\*
- 3. Title 31 SAR Incident Scenarios & Reporting\*
- 4. Title 31 for Executives & Compliance Professionals
- 5. Title 26 & Form 8300 for Non-Casino Departments
- 6. OFAC (Office of Foreign Assets Control)

Cage & Credit Operations Program

- 7. Counterfeit Currency Prevention
- 8. Identity Theft Training (FACTA: Red Flags Rule)

IT & General Security Program

- 9. SAR Incident Reporting for IT
- 10. PCI Credit Card Fraud Prevention
- 11. PCI Compliance for IT Professionals
- 12. Internal Fraud Awareness & Prevention
- 13. Cybersecurity Awareness for the Workplace

Sports Betting

- 14. Sports Betting Basics

Customer Loyalty Program

- 15. Workplace Pride & Appearance Training
- 16. Customer Loyalty Session 1: Service Standards
- 17. Customer Loyalty Session 2: Identify Customer Needs
- 18. Customer Loyalty Session 3: Communication Basics
- 19. Customer Loyalty Session 4: Service Recovery

Food & Beverage Program

- 20. Occupational Safety Training: Fire Safety and Prevention
- 21. Responsible Alcohol Server Awareness
- 22. Slips, Trips, and Falls for Frontline
- 23. Slips, Trips, and Falls for Supervisors
- 24. Injury Prevention in Restaurants and Food Service

HR Compliance Program

- 25. Sexual Harassment for California Supervisors: Part 1
- 26. Sexual Harassment for California Supervisors: Part 2
- 27. Sexual Harassment Prevention Refresher (Federal)
- 28. Sexual Harassment for Supervisors
- 29. Sexual Harassment Awareness for Frontline\*
- 30. Sexual Harassment Awareness for Frontline - California
- 31. Workplace Discrimination Prevention\*
- 32. Workplace Diversity Guidelines
- 33. Responsible Gaming Awareness
- 34. HIPAA Privacy Act Overview
- 35. Substance Abuse Awareness
- 36. Responsible Social Media for Team Members
- 37. SMART Workplaces: Ethics & Social Media Guideline

HR Leadership Program

- 38. The Family & Medical Leave Act (FMLA) Awareness
- 39. Managing Stress & Employee Burnout
- 40. Stress Management Principles
- 41. Workplace Violence Prevention

Communication Program

- 42. Communicating Cross Culturally
- 43. Communicating in a Reactive Situation
- 44. Communicating Negative Information
- 45. Interpersonal Communication
- 46. Proactive Communication
- 47. Teams and Communication
- 48. Workplace Communication
- 49. Writing Effective Emails
- 50. Short, Sweet, and To-the-point Reports
- 51. How to Write Powerful and Persuasive Emails
- 52. Tackling the Technical Proposal
- 53. Communication Skills for Supervisors

Microsoft Office Training

- 54. Word 2013 Essential Training I
- 55. Word 2013 Essential Training I
- 56. Outlook 2013, Essential Training
- 57. Mastering Excel 2019 - Basics
- 58. Mastering Word 2019 - Basics
- 59. Mastering Outlook 2019 - Basics

SMART Leadership Series

- 60. Part 1 - What Leaders Do
- 61. Part 2 - Model the Way
- 62. Part 3 - Inspire a Shared Vision
- 63. Part 4 - Challenge the Process
- 64. Part 5 - Enable Others to Act
- 65. Part 6 - Encourage the Heart

SoftSkills/Professional Development

- 66. Problem Solving Strategies
- 67. Time Management & Productivity Techniques
- 68. Setting Effective Targets for Success
- 69. Critical Thinking & Problem Solving
- 70. The 80/20 Goal for Making Every Minute Count
- 71. Taking Accountability to Get Results

\*Available in Spanish

Leadership Program

Team Series

- 72. Employee Performance Recognition
- 73. Measurable Performance Goals & Expectations
- 74. Conducting Performance Reviews

Performance Series

- 75. Providing Professional Criticism
- 76. Conflict Resolution
- 77. Motivating Employees
- 78. Feedback and Counseling
- 79. Effectively Disciplining Problem Performance
- 80. Effective Performance Review Practices
- 81. Manager Basics: Becoming a Manager
- 82. Manager Basics: Becoming a Coach
- 83. Delegation: Steps in Action
- 84. Conducting an Effective Coaching Session
- 85. Coaching Techniques for Leaders
- 86. Identifying Performance Problems And Causes

Management Series

- 87. New Hire Selection Process: After the Interview
- 88. Code of Ethics
- 89. Conducting Effective Job Interviews
- 90. Delegation Skills for Managers & Supervisors
- 91. Effective Feedback with Professionalism
- 92. Essential Change Management
- 93. Supervisor Basics & Fundamentals
- 94. Successfully Transitioning from Team Member to Manager
- 95. Hiring the Right Talent - Customer Service
- 96. Developing Your Leadership Style
- 97. Managing a Millennial
- 98. Managing Gen X
- 99. Getting the Most out of a Multi-Generational Workforce
- 100. Managing Up

General Safety Program

Defense Driving Series

- 101. Defensive Driving Overview
- 102. Defensive Driving 1
- 103. Defensive Driving 2
- 104. Defensive Driving 3

Risk Safety Series

- 105. Bloodborne Pathogens\*
- 106. Confined Space Entry Awareness
- 107. General Employee Safety Training\*
- 108. Occupational Safety Training: PPE
- 109. Hand Safety
- 110. Hazard Communication\*
- 111. Hearing Safety & Conservation
- 112. Cold Stress – Working Safely in Cold Weather
- 113. Heat Safety Awareness
- 114. Lockout-Tagout Procedures
- 115. Safety Data Sheets (SDS)
- 116. Respiratory Protection
- 117. Personal Protective Equipment
- 118. General Electrical Hazard Awareness for Site Safety
- 119. Safe Forklift Operation
- 120. Ladder Safety

Injury Prevention Series

- 121. Fall Protection Awareness Training
- 122. Safe Lifting
- 123. Slips, Trips, and Falls for Frontline\*
- 124. Slips, Trips, and Falls for Supervisors

First Response Series

- 125. Emergency Evacuation Training for Frontline\*
- 126. Emergency Evacuation Training for Supervisors\*
- 127. Fire Safety Training\*
- 128. Active Shooter Awareness Training

\*Available in Spanish



## WHAT EXACTLY IS A LMS?

A SOFTWARE APPLICATION OF WEB-BASED TECHNOLOGY PLATFORM USED TO DELIVER & TRACK E-LEARNING COURSES OR TRAINING PROGRAMS ONLINE.



**42%**

OF COMPANIES SAY THAT  
E-LEARNING HAS LEAD TO AN  
**INCREASE IN REVENUE**

E-LEARNING INCREASES  
RETENTION RATES  
**25-60%**



E-LEARNING TYPICALLY REQUIRES

**40-60%**

LESS EMPLOYEE TIME  
THAN TRADITIONAL CLASSROOM TRAINING



Virtual training takes **40-60%**  
less time to complete than  
classroom training



EVERY **\$1** INVESTED IN  
**ONLINE TRAINING**



RESULTS IN **\$30** OF  
**PRODUCTIVITY**

