

NOKIA

Nokia
Learning
Center Network
Investing in your Competence

Mrs Bee Wan Ditzig
CEO
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11 February 2004

Dear Bee Wan

RE: THANK YOU FOR YOUR EXCELLENT SUPPORT

On behalf of the APAC Learning Center, I would like to thank Integrative Learning Corporation for your excellent support in the design and delivery of the Consulting Skills as well as the Consultative Selling Skills.

It has definitely contributed positively to the competence development needs of our employees in the Asia Pacific region. We are indeed proud that these learning solutions are the only two that were designed and developed in Asia and is now adopted in the other parts of the Nokia world. This is definitely a testament to the hard work put in by your design team as well as the facilitators.

As is our common practice; the following are the summary scores for the Level 1 and Level 2 assessments completed:

Consulting Skills

Level 1 (Evaluation Summary): Overall 5.6 (out of a 6 point scale)

Level 2 (Pre & Post Test Summary): Overall 35% increase in learning

Consultative Selling Skills

Level 1 (Evaluation Summary): Overall 5.5 (out of a 6 point scale)

Level 2 (Pre & Post Test Summary): Overall 38% increase in learning

The results are above the 4.75 benchmark for Level 1 assessment and 20% for Level 2.

Once again, we thank you for your continued support for the above mentioned programmes.

Yours sincerely



Jacinta Rajoo
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