Scheduling Training Work Flow

Check Resources Calendar for Availability via their Outlook calendar

1 Day Response time from Trainers when they are in the office / Approvals of Training Dates / Approvals of Agendas

1 Week Minimum Prior notice for WebEx or Local Client

Send the Training Resource a Request, to block off the time & date (2) 1-Advanced and 1 -Basic

On Site – 1 Day before 1 day After training sessions

3 Week Minimum Prior notice for On-Site

1 Day Response time from Trainers when they are traveling Approvals of Training Dates / Approvals of Agendas

Once confirmed, the Trainer will Accept Request

When the trainer confirms the request confirm with the client the date and time

When confirmed a BTNET ticket is created to the trainer will details for the training.

In the BTNET the Training Form should be Included

Excel Form

Training Agenda

Pre-Training Questionaire

Training should approve the Training agenda prior to client getting the final agenda

Agenda is approved, PM Sends this to the client Minimum 1 week before first training date

PMs will assign the ticket to the trainer, as status NEW

Trainer will be sending the PM The WebEx infromation, the PM and to Client– Contact information to be provided via the Btnet Ticket

Trainer will keep ticket and status will be processing until the training has been completed

After WebEx info included in new event is sent out by trainer original Request will be deleted

The Training Team will engage the client prior to training 1 Day before the training

Training is Delivered Both sessions completed

Post Training write up should be placed in Btnet Ticket

The Trainer Sets ticket to Checked in and assigns to PM

If there are no questions, PM Closes Ticket and assigns back to the trainer

Post Training Evaluation should be sent after the training by Trainer or PM who delivered the training

Training Completed

PM Team is expected to check in with client on long extended trainings

PM's should not book many availabilities

WebEx's will use training PowerPoint and this will be required regardless of who is presenting the training