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CERTIFICATION PROGRAMME
BECOMING A CERTIFIED SIRENUM
TRIANER

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CERTIFICATION PROGRAMME

BECOMING A CERTIFIED SIRENUM TRAINER

DOCUMENT SCOPE

The following document outlines the standards a partnered trainer must meet to deliver Sirenum training.

Terminology

Trainer. This refers to a learning and development professional who is working for or on behalf of the partnered company.

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1 INTRODUCTION

The following document is designed to ensure that when training is delivered by Sirenum partners, the trainer is meeting the standard set out by the Sirenum Training Manager.

The process a Trainer must undergo to delivery Sirenum Training is as follows:



1. The Trainer(s) is trained by the Sirenum Training Manager and provided access to Sirenum University.
2. The Trainer takes a short quiz on the appropriate products and performs activities to check understanding of learning.
3. The Trainer runs a 15 -30-minute training session with Sirenum Training Manager. During this time, the trainer will be assessed using the matrix found in Section 3.

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PLEASE NOTE: An individual assessment is required for each product that the trainer will be delivering e.g. Scheduling, Financials and Admin. The assessment will be done in one call, unless sufficient reasoning can be provided as to why separate sessions are required.

4. The Sirenum Training Manager will provide feedback on the delivery and inform the trainer of any development areas.
5. After passing the assessment, the trainer can deliver training sessions on behalf of Sirenum. The trainer is to be reassessed in 6 months' time. Followed by a year.
6. In the event of failure of the assessment, the Trainer revises areas for development and reschedules assessment.

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2 SIRENUM ASSESSMENT ACTIVITIES

Please carry out the following activities. The activities can be recorded and sent to the Sirenum Training Manager or via a demo to the Sirenum Training Manager.

The topics can be done in any order. E.g. Onboarding, then Compliance, then Scheduling, etc.

2.1 SIRENUM SCHEDULE

Task	Achieved
Load the Sirenum Schedule and display set the date range to 2 weeks	
Change the view of the Schedule	
Set up at least three filters	
Save the Filter	
Locate a user and lock the user in	
Create a new Shift and Shift Demand	
Assign the Shift to the user	
Use Open Shift on the Demand	
Create a Shift Template	

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Update a Shift with the Actual Times	
Find a replacement for a shift	

2.2 SIRENUM COMPLIANCE

Task	Achieved
Navigate to Compliance	
Create at least 2 Competencies. One Competencies requires proof and the other expires	
Assign three tickets to a worker	
Create at least 2 competency conditions on the competencies that you created	
Cause a breach to ensure competencies conditions are working	
Create at least one Health and Safety Rule	
Cause a breach to ensure Health and Safety Rule is working	

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2.3 SIRENUM FINANCIAL

Task	Achieved
Approve Invalid Timesheets for a site	
Process timesheets for a site	
Add an expense to the timesheet	
Create a New Rate Card	
Create an invoice	
Add a new Invoice item	
Recreate the Invoice	

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2.4 ADMINISTRATION OF THE SYSTEM

Task	Achieved
Draw the Shift Data Model	
Draw the Compliance Data Model	
Draw the Payroll Data Model	
Create a new user	
Assign the user a profile	
Create a new Custom Field	
Turn on Field History Tracking for an Object	
Update a page layout to remove or include a new field	
Create a new field on the mini form	
Set up a new Scheduled Task	

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2.5 SIRENUM ONBOARDING

Task	Achieved
Create an account	
Create a contract	
Create a contact	
Create a site	
Create a job role	
Create a worker	

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2.6 MySIRENUM

Task	Achieved
Set yourself up for MySirenum	
Login to the app and confirm a shift	
Start the Shift	
Finish the Shift	
Display your shifts for the following week	
Create a request to inform consultants you are unavailable	
Set your availability for the month	

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3 ASSESSMENT ON DELIVERY

The trainer will be marked on the following criteria.

Name of Trainer:

Date of Assessment:

Session Title:

Duration: 30 mins

Activity	Description	Tick
Introduction	Was the name of the session clearly visible?	<input type="checkbox"/>
	The Sirenum products being covered was listed?	<input type="checkbox"/>
	Did the trainer take the time to introduce the delegates and capture their learning objectives?	<input type="checkbox"/>
	Did the trainer introduce themselves and their objective for the session?	<input type="checkbox"/>
Learning Objectives	Were the learning objectives clearly stated?	<input type="checkbox"/>
Agenda and Logistics	Were the learners told how the session would be structured?	<input type="checkbox"/>

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Activity	Definition	Number of Instances		Total
Giving Instructions	The trainer gave direct instructions or invitations to learners to do things at appropriate times			
Giving Information	Trainer gave statements of facts, principles or opinions			
Seeking New Information	Trainer used questions to seek facts, principles, opinions, or explanations			
Checking Knowledge and Understanding	Did the trainer user recap questions or observations to establish learner's knowledge	Observations	Questions	
Empowering the learner	Trainer used statements of support, agreement or praise in recognition of achievement or effort			
Demonstration	The trainer provided appropriate demonstrations of the system to support theories and concepts			
Activities	Trainer provided sufficient exercises to learners			
References	If delivering foundation course, did the trainer mention the appropriate Sirenum University courses.			

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Closure of session	Trainer spent the time to thank learners and the cover next steps		
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	Achieved		Action required		Not Achieved
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4 AFTER PASSING AND BEFORE THE TRAINING SESSION

The trainer has the following:

- Correct Slides for Training
- Learning Objectives
- Recap questions

5 AFTER THE TRAINING SESSION

- Slide deck is made available to the learners
- Invitation to join Sirenum University
- Follow up with Sirenum on the session
- Follow up with customer on any unanswered questions

6 KEY MESSAGES

Assistance required on what messages partners should be telling customers

- No more using spreadsheet for Scheduling
- Empowering users and assuring them the system is working with them rather than against them
- All the benefits of using Sirenum e.g. fast fill time, recording and providing information to clients while on the phone
- Support procedure, where they must check Sirenum University first before contacting support
- Reporting on data and providing Dashboards
- Following processes aligned to the business
- Ensuring the right person is provided with the right work
- Ensuring your shift requirements are filled
- Finding replacements immediately
- Where applicable automating workflows

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- Supporting the dynamic and reactive workforce

7 FAILING ASSESSMENT

Should the trainer fail the assessment, the trainer will need to review the development plan. Once reviewed, the trainer will arrange a new session with the Sirenum Training Manager to review failed areas. During the second assessment the Sirenum Training Manager will ask questions on other areas to ensure knowledge has been retained.

Thanks for using Sirenum.

The Sirenum Team

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8 REVISION HISTORY

Name	Date	Comments
Daryl Willett	April 2020	Document Created