Objective

EDUCATION SERVICES

Empower your users

Successful implementation of business solutions is about ensuring staff have the knowledge and skills they need to effectively use the solution in their role.

One stop shop for learning - immediate access to a range of eLearning and training content through the Objective Learning Hub. Great for managers too, with access to reports on learners' progress and competence.

Highly interactive eLearning - learn at your own pace and practice in a simulated environment.

Convenient online classrooms - learn from an expert at the convenience of your desk. Instructor-led sessions enable you to practice, get feedback and ask questions.

Training courses - from basic end-user skills to advanced specialist subjects, join a face-to-face class with other Objective customers, or privately on-site.

Train your own staff - with Train the Trainer and an End User Training Kit.

Education consulting services - our experts can help analyse your needs, develop a training strategy and plan for your organisation.

REALISE THE VALUE OF YOUR SOLUTION THROUGH USER ADOPTION

Realise the value from the investment you've made in Objective solutions by ensuring your staff understand the solution and are proficient using it. From business users to information managers, from administrators to process analysts and designers; by working with Objective's team of professional educators, attending our courses and accessing our learning resources, you will ensure that adoption of your solution is maximised, along with the desired benefits.

HELP YOUR USERS REACH PROFICIENCY, QUICKLY

In today's fast-paced world, timeliness is key. Your workers want to become proficient quickly and conveniently. You may not necessarily have the expertise within your organisation to ensure this happens efficiently and cost-effectively.

Objective offers a range of learning options to ensure your staff have the skills they need to perform the information management and workflow tasks related to their roles.

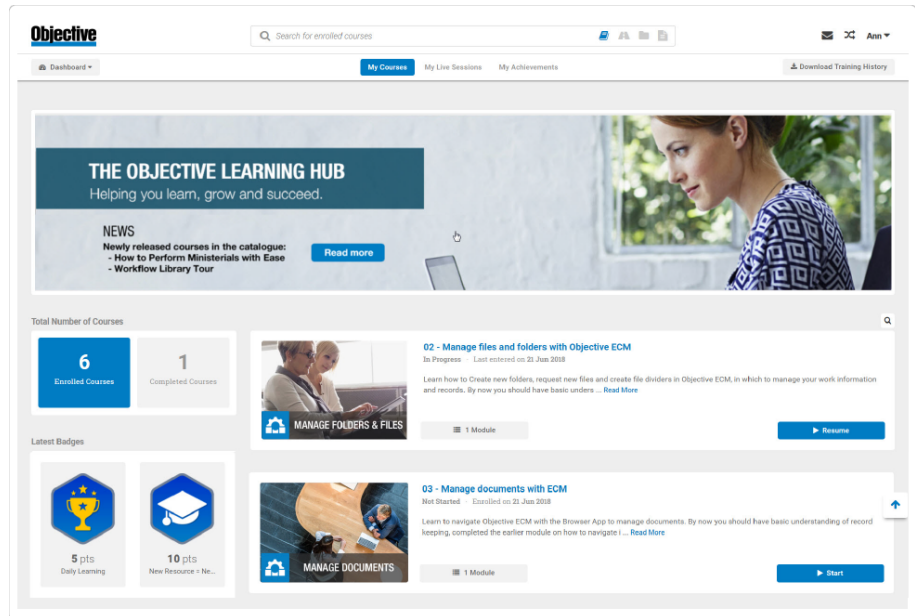### LEARN FROM A PROFESSIONAL EDUCATION SERVICES TEAM

Objective Education Services team has been assisting customers with unique education needs since 2005. We have developed a suite of learning resources to meet many and varied customer requirements. Our worldwide team of Education Consultants and trainers are ready to enable your organisation to achieve its goals, using Objective software.

GREAT GOVERNANCE ››› BETTER BUSINESS

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SERVICE OFFERINGS

The Objective Learning Hub

Provide users with the content and knowledge they need, when they need it - from their desk, while they're using Objective ECM.

Give managers visibility of their staff's learning progress, adoption and effectiveness in using Objective ECM.

Knowledge at your fingertips. The Objective Learning Hub is a central location to access education resources and provide managers with visibility of their team's progress.

The Objective Learning Hub is a cloud-based portal delivering:

- eLearning Modules, resources and means to schedule sessions
- Reporting on learners' progress and results
- Introductory information illustrated by narrated animations
- Step-by-step instructions on Objective's software usage
- 'Show me how' video tutorials and 'Let me try' practice simulations with feedback
- Results-based scoring system that enables users to repeat exercises until skills are attained
- Practice in a simulated training environment before accessing the actual system

There are two versions of the Learning Hub available:

Objective Branded - access learning from the Objective Learning Hub.

Your Brand - customise the Learning Hub with your organisation's branding, access additional user administration controls and the ability to upload your own training content.

Access the Objective Learning Hub

http://www.objective.com/learning-hub

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eLearning

Whether you are faced with a tight rollout schedule or have high staff turnover, our eLearning provides effective and timely training.

Designed as short and easy to consume modules, users can learn at their own pace and in small bursts, to support their job activities. They can review topics as needed to recall information or refresh their skills.

Content is generic so that your organisation can use it out of the box, or it can be customised so users can easily learn aspects unique to your business context.

The eLearning includes 'Show me how' videos and 'Let me try' simulations that let learners practice even before they have access to the real system.

You can access the eLearning on the Objective Learning Hub or host it on your organisation's Learning Management System (LMS).

Online trainer-led classrooms - public or private

Group training provides high interactivity and excellent learning outcomes but if you are constrained by budget or time to send people to face to face courses, the online classroom is ideal.

Participants can learn from any location and at a suitable time. The sessions are led by Objective experts with ample time for questions and answers and include; interactive demonstrations, discussion and hands-on-practice opportunities.

- Public courses can be booked via the Objective website's Learning Hub page.
- Private courses and group discounts can be booked by email to training@objective.com.

Face to face, trainer-led classrooms - public or private

Objective offers a range of specialist and end-user courses in a face-to-face classroom environment.

If you only have a few people to train, sending them to one of our public courses can be the most practical and cost-effective way. If you have larger groups then private courses may be a better option.

Traditional classroom training, delivered just in time, provides the highest quality of education with the opportunity for all participants to safely practice new skills while the trainer can address user mistakes first hand.

Our experts are available to deliver on your premise or in one of our partner's training rooms.

End User Training Kit

Your organisation may prefer to deliver its own training using your in-house trainers. In such case, pre-prepared training materials will assist in delivering Objective training effectively.

The End User Training Kit (EUTK) is a comprehensive set of delivery materials supported with a pre-prepared training environment, rich with examples. Evolved and used by our trainers for more than 10 years, this kit will save you months of content development effort. It's updated regularly with latest product feature releases, protecting your investment.

The courses are based on a fictitious organisation. They can be used out of the box to convey fundamental Objective ECM concepts and functions. They are structured so that your specific screen shots and business processes can be inserted (by us or you) to tailor the training.

Train the Trainer

The Objective Train the Trainer Program prepares qualified trainers for delivering the Objective Fundamentals training content to end users.

It equips them with the knowledge needed to use Objective's EUTK to deliver the training and, if required, teaches them how to customise the materials and design them in line with your organisation's business process and how its Objective software is implemented.

Educational Consulting

To roll out Objective software you will need to develop a strategy and a detailed plan for training staff in time for using it on their jobs. To develop these, it's important to start with a training needs analysis (TNA). Its purpose is identifying the scope, content and audience for the training. A TNA defines the:

- Users/Roles to be accommodated in the training groups
- Objective concepts and functions required by the training groups to perform their business interactions with the solution
- Business Processes which may be the subject of Business Process education; and
- Content required by the groups identified as specialists

With training needs and strategy defined, it's time to develop a training plan to describe the execution, including the:

- Method and content for training delivery
- Identification and education of business support users to assist end-users within the workplace
- Plan to produce tailored education content
- Mechanisms to measure the effectiveness of training and an ongoing refresher training strategy
- Means to train new staff as part of their induction

Objective's education consultants are available to work with you to develop a TNA, training strategy and plan for implementing your Objective solution. Our approach is based on years of experience helping our clients adopt Objective solutions.

Adoption communications

An important part of implementing new systems and processes is effective communication throughout the organisation. It should inform people what the changes are, why they are needed, who will carry them out and how.

Objective can provide templates and content for your organisation's communications. This can help you sharpen your message, reduce your workload leading up to the rollout of the system and to describe upcoming training events.

ABOUT OBJECTIVE CORPORATION

Objective creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and govetnance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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