



# TRANSCRIPT

## Introduction

I hope you've had a chance to look around the site and see some of the great content we've created for you. This area is all about training, and our team have been working hard to produce a great program for you.

The intention behind the training, combined with all the other content in this site is to help you become an expert in this field. Our aim is to provide you with the materials to build a foundation of knowledge and the tools to help you take your understanding to a deeper level. We also hope this will help you to become more efficient and hopefully more valued as an employee!

Now, for those of us that have worked in this area for many years, we know there is a lot to learn and a lot to remember. We also know it's an ongoing process. This programme should help you lay the foundation you need and serve as great reference material for when you need to brush up on topics or when you come in to contact with new areas. The combination of the training and the Knowledge Base will build into powerful resource for you to use both now and in the future.

So how will the training work? We know there is a lot to cover and we don't expect you to sit down for hours at a time going through video after video, it's probably not the best way of learning and retaining the information anyway. To help, we have broken the program down into several training courses and you may have noticed that you don't have access to all of them straightaway and that's on purpose.

The plan here is that we will be releasing the courses and the modules within them over the coming months. We've done it this way to give you the time and the space to work through each course without feeling pressure to complete everything as quickly as possible. We all work at a different pace, and hopefully this approach will take-away some of the stress you might feel when trying to get through everything. And remember it's not a race so please take your time.

Another challenge is that we all like to learn in different ways, and to support this we have included the transcript of every video so you can download read. We've also included all the audio files too for those of us that like to learn on the go.

Now once you start each course, you will see that they are divided into different modules and these modules are divided further into short training videos. Each video will focus on topic, delivered in such a way to build on the last; increasing your knowledge and understanding as you go. This process is something we call the Success Path, taking you on the journey from a novice, someone with little knowledge, right through to helping you become a subject matter expert.

One point to highlight is that we appreciate you may have been working in this area for a number years, however, we do recommend you work through each module. It will act as a good reminder of some of the things you may have forgotten, and you never know, you may learn something new too. I know I certainly did whilst creating these videos!



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Another point to mention is that with some lessons we have included additional resources such as work sheets or exercises. These have been included to reaffirm the main points and to help your understanding. They are also there to help you build out your own set of reference material, something you can look back on, and to help you track your progress. We've also designed some of these materials in such a way that they will help you document information needed when putting together Policy & Procedures Guides, something else we plan to help you deliver through this programme, but more on that elsewhere.

Now, before we get into the nitty gritty and deep into the training, and to get you used to the process we will be following, I have a couple questions I'd like you to think about. And don't worry, they are not going to be too difficult, the difficult questions will come later. So to get us started:

- The first question: What is your current level of knowledge?
- The Second question. Where do you see your biggest knowledge gaps?
- The third and final one for this video, what do you see as your biggest challenges?

Now, you may be thinking, I'm not sure, I'm new to all this. So, what I recommend you do is go to the resources area and download the first worksheet we have prepared for you. We've tried to simplify things by making it multichoice. Filling this out now, before you start will provide a great reference of where you are, and maybe highlight areas where you need to pay extra attention later.

Go into the resources area and download the worksheet. Once you've completed that I will see you in the next video where we will quickly run through the first course and talk about what is coming up in the modules.