



Training and onboarding

Training plan

The Bellrock team will deliver a structured training plan, aligning with project milestones and working back from the 'go live' date. This will include:

- **Training Needs Analysis:** Identifying user roles and training requirements.
- **Scheduling & Delivery:** Defining training sessions, ensuring all stakeholders receive adequate training pre- and post-go-live.
- **Stakeholder Communication:** Regular updates to ensure awareness and engagement.
- **Training Evaluation & Continuous Improvement:** Gathering feedback and refining the approach as required.

Concerto employs a blended learning approach to ensure comprehensive user adoption. This includes:

- **Instructor-Led Training:** Conducted in-person and virtually, tailored to different learning styles.
- **Workshops and Clinics:** Pre- and post-go-live sessions to reinforce learning.
- **Floor Walking Support:** Onsite assistance at go-live to address immediate queries.
- **Online Training and Help Resources:** Interactive guides, FAQs, and reference materials accessible within the system.

Concerto will provide training for all user groups, ensuring effective system use:

- **Internal Staff Users:** Training for all personnel using PAMS prior to system go-live.
- **External Users:** Contractors and corporate landlord customers trained on relevant system functionalities.
- **Super Users:** Key internal staff trained to provide ongoing support and guidance.
- **Support Staff** (e.g., Corporate Landlord Helpdesk): Specialised training to manage user queries and system support.
- **Internal Training Teams:** Dedicated sessions to enable BCC trainers to maintain long-term knowledge transfer.

A 'train-the-trainer' approach will be implemented, ensuring BCC's internal teams can support knowledge retention post-go-live.

Concerto will provide a range of training materials, including:

- **User Guides & Manuals:** Step-by-step documentation covering core system functions.
- **Video Tutorials:** Short, instructional videos explaining key workflows.
- **Webinars & Live Demonstrations:** Regularly scheduled sessions for Q&A and deep dives.

These materials will be continuously updated to reflect system enhancements and changes.



Book your demo

Tel: 01925 989 500

hello@concerto.co.uk