# Training Approach & Plan

## Training Groups

*Complete the below table (content includes commonly required training groups), identifying all groups of people who require training in the digital CRVS system and processes:*

1. *Which internal resources need to be trained in the use and administration of the digital CRVS system and processes?*
2. *Who are the end users and what is their current technical understanding and capacity?*

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| Actor | Training Needs | Technical Capacity |
| *Who needs to be trained?* | *What do they need to know/be able to do?* | *What is their technical capability? How confident are they in using technology?* |
| *e.g. End-User in Registry office* | *Need to be able to use the system to register births and deaths, amend/correct records, and navigate the system comfortably.* | *Comfortable in the use of standard desktop applications such as Microsoft Word. Currently use paper-process.* |
| *e.g. End-User in the field* | *Need to be able to use the mobile device to capture vital event registrations and understand end-to end CRVS system processes.* | *Competent in the use of a mobile device.* |
| *e.g. Central CRVS IT Staff* | *Need to be able to administrate the system, be confident in all system workflows, and resolve system issues.* | *Experienced System Administrator, never used this system before.* |
| *e.g. CRVS Management Staff* | *Need to understand the new end-to-end CRVS processes, the new organisational structure and how this impacts the organisation.* | *…* |
| *e.g. Statisticians* | *Need to be able to effectively use the system to access vital statistics data, define and create valuable vital statistics reports, and learn how to use civil registration data for vital statistics purposes.* | *…* |

## Training Curriculum & Materials

*Based on the training needs identified above, define required training topics for each user and develop a training curriculum and materials.*

*Complete the below table to inform the development of a full training curriculum for each actor. Included in the table are suggested training topics that every CRVS Digitisation Project will require.*

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| --- | --- | --- | --- |
| *Actor* | *Training Topic* | *Description* | *Objective* |
|  | *CRVS Principles* |  |  |
|  | *CRVS System Training* |  |  |
|  | *CRVS System Administration* |  |  |
|  | *CRVS Process Training* |  |  |
|  | *Vital Statistics Training* |  |  |
|  |  |  |  |
|  |  |  |  |

*Define who is responsible for creating training curriculum and materials for different topics. Consider:*

* *Technical handbooks and training manuals should be documented by the system developer.*
* *Easy-to use user-manuals may need to be documented by a Comms specialist based on training by the developer.*
* *General training in computer-use could be created by an internal IT resource.*

## Training Environment

*Define what training environment will be used to simulate use of the system with users.*

## Learning Materials and Platforms

*Define what permanent training resources are required and what form these will be in, examples below. Consider:*

* *What system documentation is needed?*
* *What permanent training materials are needed?*
* *What format should these training materials be in? Is an eLearning platform appropriate?*

|  |  |
| --- | --- |
| *Name* | *Description & Purpose* |
| *System Documentation* | *This should include comprehensive detail of all code and configuration that allows the permanent CRVS IT staff to maintain and update the system as required.* |
| *System User-Training Handbook* | *Paper/online training handbook that contains written content of all training modules as well as advanced modules that facilitate ongoing learning* |
| *eLearning Tool* | *Online learning tool that contains all training modules as well as advanced modules that facilitate ongoing learning.*  *New users can also use this tool for self-learning. Users are assessed as they progress through the online content.* |
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