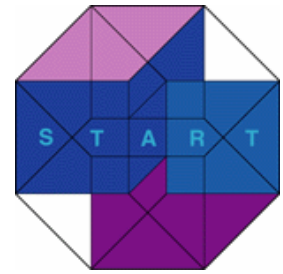


## **Recruitment Software**

# **Training Courses 2004**





# Course training Outline

## Introduction

This document gives a brief description of the available Training courses concerning Start's recruitment solutions based on Link for windows.

Our training courses are designed to empower you to avoid difficulties and get the best out of the system, supporting yourself whenever possible.

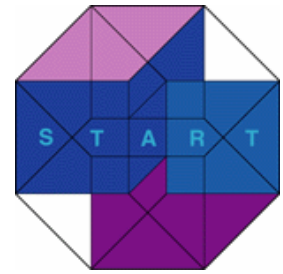
**NOTE: Help is not a substitute to available training.**

The following Training Modules are discussed:

Training Course	See Page
Get Started	3
User Training - Complete Course	4
Administrator Training	5
Design your Own course	6

## Other Training

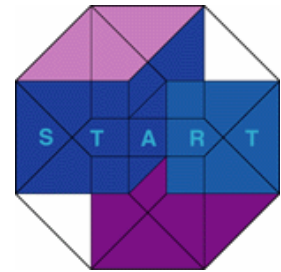
We can organise other specific training courses, not mentioned in this document. These tailor-made modules will be discussed separately on demand.



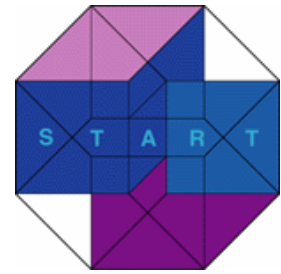
# Course training Outline

<b>Course</b>	<b><i>Getting Started with START</i></b>
<b>Aimed at</b>	First Time User – Quick Introduction
<b>Teaching Method:</b>	Classroom Training
<b>Duration:</b>	4hrs
<b>Fee:</b>	£400.00
<b>What does the course cover?</b>	This course will introduce the basic functions of Start. Users will learn to add, search and modify Contact, Company and Vacancy data. They will learn how to create letters using templates and send emails. They will also learn to use the Agenda and the To-Do-List.
<b>Who should attend?</b>	This course is for people who are first time users of the START software. The training tends to be done desk-side in an informal manor during or just after implementation.
<b>Are there any prerequisites?</b>	Participants are expected to have a basic knowledge of Microsoft Windows and a PC, mouse and keyboard.
<b>What are the objectives?</b>	To give the users an introduction to the fundamentals of using the START system prior to doing the full 2 day course.
<b>What topics are covered?</b>	<ul style="list-style-type: none"><li>• Logging on</li><li>• Entry, maintenance and searching of Company, Contact and Vacancy data.</li><li>• Creating Letters and Emails</li><li>• How to use the Agenda and To-Do-List.</li><li>• Fundamentals of recruitment processes<ul style="list-style-type: none"><li>• Client development</li><li>• Managing a candidate through the recruitment process</li></ul></li></ul>

# Course training Outline

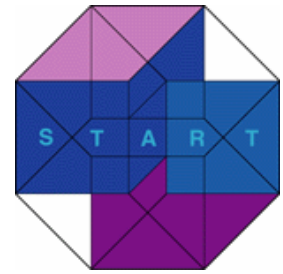


<b>Course</b>	<b><i>User Training – Complete Course</i></b>
<b>Aimed at</b>	First Time User
<b>Teaching Method:</b>	Classroom Training
<b>Duration:</b>	2 days
<b>Fee:</b>	£1250
<b>What does the course cover?</b>	<p>This course will introduce the functions of Start Recruitment Software. Users will learn to add, search and modify Contact, Company and Vacancy data. They will learn how to create letters using the templates and how to manage Documents and Emails. They will also learn to use the Agenda and the To-Do-Lists, schedule and delegate tasks for effective follow-up. Users will learn how to code companies and candidates for searching. They will be shown how to use the Project Manager to manage Vacancies.</p> <p>Training takes place on a copy of your own database and will be based on your own processes just after implementation.</p>
<b>Who should attend?</b>	This is the complete beginners course to the START Recruitment Software. To ensure effective learning we recommend that there are a maximum number of 5 people.
<b>Are there any prerequisites?</b>	Participants are expected to have a basic knowledge of Windows operating systems, MS Word and Windows Explorer.
<b>What are the objectives?</b>	To ensure delegates can use Start competently.
<b>What topics are covered?</b>	<ul style="list-style-type: none"><li>• Introduction to Link icons</li><li>• Entry, maintenance and searching of Company, Contact and Vacancy data.</li><li>• Managing your E-mail</li><li>• Handling of CV's</li><li>• Creating Letters and Emails</li><li>• How to use the Agenda and To-Do-List</li><li>• Scheduling To-Dos and Delegating tasks</li><li>• Completing a Mail Merge</li><li>• Adding a Vacancy</li><li>• Coding Candidate and Vacancy records</li><li>• Creating and using Queries</li><li>• Editing and searching - using Custom Fields</li><li>• Creating a Document Template</li><li>• How to Fundamentals of Recruitment Processes</li><li>• Introduction to the help file</li></ul>



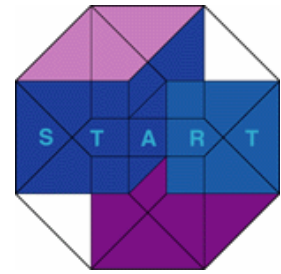
# Course training Outline

<b>Course</b>	<b><i>Adminstrating START</i></b>
<b>Aimed at</b>	System Administrator
<b>Teaching Method:</b>	On site training
<b>Duration:</b>	1-2 Days
<b>Fee:</b>	£750 per day (or £1250 if taken together)
<b>What does the course cover?</b>	This course will introduce the main elements of administrating the application. The course covers installing the software and completing the backup and restore of the database and how to manage user's permissions and change lookup fields. It will provide an overview of the database structure to help with making minor changes to custom fields. Queries and report writing are covered in more depth than the user course and further training on the creation of Document templates. The course also covers acting as 1 <sup>st</sup> line support to the users.
<b>Who should attend?</b>	Implementations require a local administrator and this course is for the person selected to do this role. This person will be the first point of contact if users have a problem. To ensure effective learning we recommend that there is a maximum number of 2 people.
<b>Are there any prerequisites?</b>	Whilst administration is not difficult it can be complex and participants are expected to be comfortable with navigating around a network, software installation, management of folders and knowledge of copying and pasting files is essential. They should have attended the Start User course.
<b>What are the objectives?</b>	To enable the system administrator to support the installation and to provide first line support to the users
<b>What topics are covered?</b>	Day 1 <ul style="list-style-type: none"><li>• Installing the software</li><li>• Backup &amp; restore of the RDBMS</li><li>• Setting up users and controlling their rights</li><li>• Basic system configuration<ul style="list-style-type: none"><li>○ Overview of the database structure</li><li>○ Introduction to modifying the custom fields</li></ul></li></ul> Day 2 <ul style="list-style-type: none"><li>• Advanced Queries</li><li>• Creating reports in MS Excel</li><li>• Creating MS Word templates</li><li>• ODBC connectivity for reporting using MS Access</li><li>• Database Administration</li></ul>
<b>Documentation Included</b>	Technical Reference Manual



# Course training Outline

<b>Course</b>	<b><i>Design your Own Course</i></b>
<b>Aimed at</b>	Various
<b>Teaching Method:</b>	On site training
<b>Duration:</b>	Various
<b>Fee:</b>	£100 per Hr (7.5 hr day – minimum 4 hrs)
<b>What does the course cover?</b>	You design the course to meet your requirements based upon various modules taken from other courses.
<b>Why design your own course?</b>	This enables you to book the training consultant for a given period of time and to run a series of different modules for relevant people in direct response to your needs. This avoids some users sitting through part of a general course that will not be relevant to them. This also allows managers to ensure that all of their team is at the same level, where some who have undertaken initial courses may benefit from looking at certain aspects again.
<b>Are there any prerequisites?</b>	Participants are expected to have the relevant knowledge to be able to complete the modules selected.
<b>What are the objectives?</b>	To provide a bespoke course providing the right modules for the right people.
<b>What topics are covered?</b>	As per your Selection.



# Course training Outline

## Technical Administration

\* Depends on requirements and users experience

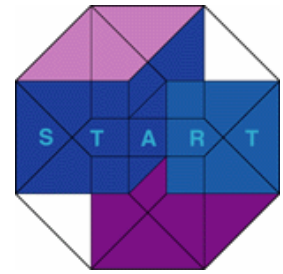
<b>Module</b>	<b>Description</b>	<b>Duration</b>
<b>Installing the software</b>	Understanding the fundamentals of installing the RDBMS and the LINK software along with the integration of LINK software with Outlook and MS Word.	2 - 3 hrs *
<b>Backup &amp; Restore</b>	This covers the essential routine maintenance (once per month) to ensure the integrity of the database.	2 hr
<b>Users permissions</b>	Understanding how to control user and group rights.	1 hr
<b>Basic System configuration</b>	An overview of the database structure, how to make minor modification to the custom fields and update the associated lookup tables.	2 - 3 hrs

## Database Administration

<b>Support Your Self</b>	How to act as 1 <sup>st</sup> line support for your users, diagnostic questions and fault reporting.	1- 2 hrs
<b>Data Cleanup</b>	Methods for regular data review and de-duplication of records.	1 hr

## Advanced Use

<b>Advanced queries and reporting</b>	Detailed explanation of creating queries to search the database and outputting results to MS Excel to enable improved reporting e.g. Client reports and KPI's (reporting on user activity and value).	2 - 3 hrs
<b>Creating MS Word Templates and completing a Mail merge</b>	Creating MS Word Templates (assigning them to different users, Controlling security etc. and producing Mail Shots.	2 – 3 hrs *
<b>ODBC reporting</b>	Introduction to reporting using MS Access for improved reporting and control – for advanced DBA users.	2 hr
<b>CV Arrival, registration and coding</b>	Using the integration with Outlook to process CV's into the database and to code the candidate for future reference.	2 - 3 hrs



# Course training Outline

<b>Login On, Add and modify records</b>	Logging on to the database, learning to add company, contact and Vacancy records.	1 hr
<b>Actions Modes &amp; Natures, Tracking and Triggering the process</b>	How to use Actions to manage the recruitment process through the use of Mode and Nature and how to track key milestones with the custom fields.	3 hrs
<b>Email and document management</b>	How to manage your email including sending, receiving and linking to the relevant records. The inserting of attachments and the use of reference numbers.	1 – 2 hrs *
<b>FAQ's</b>	Frequently Asked Questions – “How To” issues.	1 hr
<b>Introduction to the Help file</b>	An explanation of the Help File and how it can help you.	1 hr