

## Training Opportunities

Employees will be able to access online training to meet the needs of staff dispersed across the province working in 24/7 operations.

### Types of AIMS Training

There are three levels of training based on whether the tasks to be completed in AIMS are straightforward, moderately-complex or complex and depending on the role, some employees may need to complete training from multiple levels.

#### Level I Training

Many tasks are easy to convey through a brief self-study video or quick reference guide in the familiar format of a work standard. No hands-on training is required, so computer-based training lends itself to this kind of learning.

#### Level II Training

This will be primarily for Finance, Human Resources, Supply Chain Management staff who will be using the system to complete their daily tasks. It consists of videos on multiple topics with voice-overs, walking employees through screenshots of the system and step-by-step instructions on how to complete tasks related to the topic.

#### Level III Training

##### Instructor-Led

- Only a small percentage of employees will participate in instructor-led training.
- This will be primarily for Finance, Human Resources and Supply Chain Management, staff, as well as managers who will be using the system to complete their daily tasks.
- The training is hands-on with an instructor and support from an AIMS project subject matter expert guiding the experience to provide the ability to answer questions in the moment.

##### In-System Training

This allows the employee to complete tasks without leaving the system to consult outside training resources, as it provides immediate instructions to move a task forward with no delay.

# Training Q and As

**Q: Who uses job aids and quick reference guides?**

**A:** Any employee who wants a brief step-by-step instruction sheet or guide in a familiar work standard format.

**Q: How does computer-based training work?**

**A:** All modules can be reviewed multiple times, as needed.

**Q: How does instructor-led training work?**

**A:** Instructors will have an understanding of both the new technology and their subject areas. Instructors will be supported by an AIMS subject matter expert. There are multiple locations across the province being considered as instructor-led training destinations.

**Q: Who uses in-system training?**

**A:** In-system training will be available to employees who will experience the most change in the way daily tasks are performed.

**Q: What if I don't have access to a laptop computer?**

**A:** Desktop and laptop computers will be provided for the instructor-led sessions.

**Q: Will I receive training during work hours?**

**A:** Every effort will be made to allow training during work hours.

**Q: Will training be mandatory?**

**A:** Yes. This is to ensure that all employees understand how the new system works, to the degree that they will be affected and are aware of the changes that contribute to the transition to a single, consolidated health system.

**Q: How will my manager know that I have completed my training?**

**A:** Trainers will be tracking sessions and taking attendance during instructor-led training and managers will be able to request reports that show the status of completion for employees taking online training.

**Q: How will I know what training is required?**

**A:** Each job function has pre-determined training that is required and that training will be assigned to each employee based on their role responsibilities.