

iGuard360°

TRAINING REQUEST & ASSESSMENT SYSTEM



OVERVIEW OF THE TRAINING REQUEST & ASSESSMENT SYSTEM

This system aims to ensure that all training requests are properly identified & completed within a reasonable timeframe. Once a training request is received then the Field Operations Team begins the process as described below:



Each training event will carry a time frame of 2 weeks for completion. As circumstances can evolve or change (employee quits before fulfillment of training request), this system has been designed to accommodate for these, as they develop. *PLEASE NOTE THAT BASIC ASSESSMENT/ORIENTATION DOES NOT REQUIRE A TRAINING REQUEST!*

Acronyms need a clear identifier so other users can understand the meaning.

DEPARTMENTAL RESPONSIBILITIES

In order for a training request to be successfully completed, it requires work from all departments to make that happen. Therefore, each department will carry certain responsibilities as defined below:

Department	Responsibilities
Field Operations (FOT)	<i>FOT can submit training requests & are responsible for completing assessments on all field-assigned staff who have had a training request assigned. FOT is also responsible for canceling any training requests that cannot be completed due to the employee quitting, etc.</i>
Resource Planning	<i>RP is responsible for submitting training requests for all site training needed for new staff assigned to sites. RP can also submit training requests for additional training (UOF, SS, etc.) or specially assigned training required for a site.</i>
Mobile Patrol	<i>MP can both submit training requests & also complete training assessments when assigned by the Coordinator team.</i>
Talent Acquisition	<i>TA can submit training requests for new employees if asked or required. This may be required in the event of a special circumstance.</i>

The links for the forms needed to either complete a training request or assess a training event can be found below.

Training Request - <https://forms.office.com/r/fAGD7pJp4P> Link does not work, only copy & paste works.
Training Assessment - <https://forms.office.com/r/u7RitqUTQh>

It is the aim of Senior Management to ensure that ALL training events, taking place in the company & for hourly employees, are tracked in this system. The only major exception would be a new hire attending Basic Orientations. As they are not technically employees of the company, they do not require a training request to be submitted so keep in mind that this system is for EXISTING EMPLOYEES that have signed or completed an offer of employment.

Do new hires get trained on a site location?

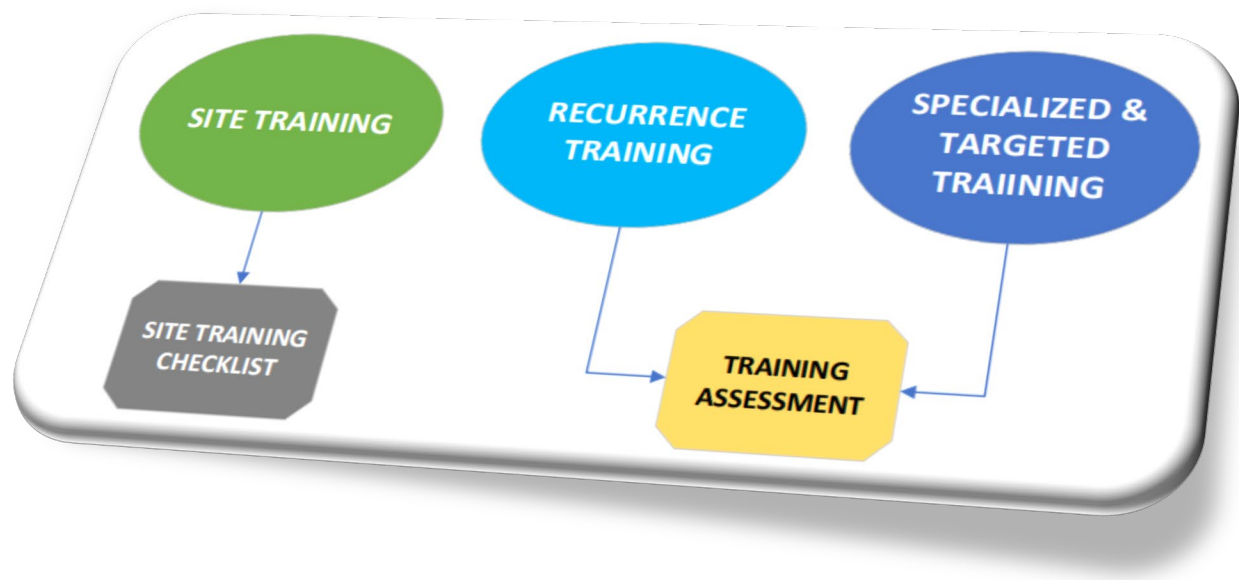
After a few months, the metrics will be developed enough to produce tangible & actionable data as well as create a database for the following information for each employee:



ASSESSMENT PROCESS FOR THE FIELD OPERATIONS TEAM

The assessment process is purely qualitative and mostly very subjective, however, as the assessments grow and we begin to build definable metrics, the data will start to produce quantitative results that will assist in specifically targeting weak areas in the company operations. I cannot underscore the importance of the assessment process & would like to emphasize of the information being recorded & reported.

Regarding assessments, the Field Operations Team will use the following assessment methods for each training event defined below:



SITE TRAINING CHECKLIST ASSESSMENT

The site training checklists will play an ever-important role in this process as their completion will determine, for all departments, the number of available site-trained resources for RP. It is important to ensure that these documents are updated & recorded accurately.

This responsibility will most likely be delegated by the Field Operations Team – it is important however to ensure that the Site Supervisors understand the training responsibilities & convey the information honestly & accurately. The endgame result is to ensure that every employee has their site training documented. The information collected from the form should be pulled and reported in each and every Field Operations Team meeting.



All the site training checklists can be found at the links below:

None of these links work. What are we doing for British Columbia (BC)?

SITE CHECKLIST	FORM LINK
iGuard360° Mobile Patrol Supervisor Training Checklist (MP)	https://forms.office.com/r/1ykKqe7dP7
iGuard360° Shoppers Drug Mart Training Checklist (TR - Retail)	https://forms.office.com/r/pMDyE9tsXH
iGuard360° Westwood Abbey Training Checklist (TR - Tactical)	https://forms.office.com/r/CpCu8K92hp
iGuard360° 700 Sussex Training Checklist (TR - Residential)	https://forms.office.com/r/LdZAUitUpd
iGuard360° The Baxter Training Checklist (TR - Residential)	https://forms.office.com/r/dqTVkissJk
iGuard360° The Craftsman Training Checklist (TR - Residential)	https://forms.office.com/r/U4KNybsNxX
iGuard360° OneEleven Training Checklist (TR - Residential)	https://forms.office.com/r/SC1GdJT77v
iGuard360° Goldengate Properties Training Checklist (TR - Tactical)	https://forms.office.com/r/AfpcJvgSY3
iGuard360° 85 Emmett House Training Checklist (TR - Residential)	https://forms.office.com/r/i3JQaLxJwA
iGuard360° Main Square Training Checklist (TR - Tactical)	https://forms.office.com/r/wxuJrRh37g
iGuard360° 757 Victoria Park Training Checklist (TR - Residential)	https://forms.office.com/r/TqHdd7dyLY
iGuard360° Sherbourne Estates (191-201) Training Checklist (TR - Tactical)	https://forms.office.com/r/SXS7zcSZA5
iGuard360° Kingsway On The Park Training Checklist (TR - Residential)	https://forms.office.com/r/gDhqtX9QqQ

iGuard360° Six50 King West Training Checklist (TR - Residential)	https://forms.office.com/r/Zek3kauXrg
iGuard360° Waterview Training Checklist (TR - Residential)	https://forms.office.com/r/uC2XMj9cWf
iGuard360° Strata Training Checklist (TR - Residential)	https://forms.office.com/r/hi6VHdV8k7
iGuard360° Saxony Training Checklist (TR - Residential)	https://forms.office.com/r/4bGzTgRQmd
iGuard360° Westwood Abbey Training Checklist (TR - Residential)	https://forms.office.com/r/jkcw4btTQv
iGuard360° Ironstone Training Checklist (TR - Residential)	https://forms.office.com/r/7gC5Tdvsus
iGuard360° 50 Absolute World Training Checklist (TR - Residential)	https://forms.office.com/r/PMWuC21zZW
iGuard360° 75 on the Esplanade Training Checklist (TR - Residential)	https://forms.office.com/r/R55GAeYmSG

TRAINING ASSESSMENT FORM

The training assessment form is used for non-site training requests & helps the FOT understand how much training is being done, where & by whom. By building & developing these metrics, they allow us to see where the company is succeeding & where we need help in either changing or developing new curriculum. The form can be found here: <https://forms.office.com/r/u7RitgUTQh> Broken Link

HOW TO ASSESS TRAINEES 101

The training assessment, for both the Site Training Checklist & the Training Assessment form, is comprised of three essential areas that require a grade to be assigned – the rating system is as follows:

When assessing a training event, please use the rating information below:

3 stars - *Exceeds expectations (Trainee was very receptive, low probability of re-training)*

2 stars - *Meet expectations (Trainee was receptive, low to medium probability of re-training)*

1 star - *Below expectations (Trainee was not receptive, high probability of re-training and/or discipline)*

0 star - *Well below expectations (Trainee was openly non-receptive, the employee should be formally disciplined or dismissed)*

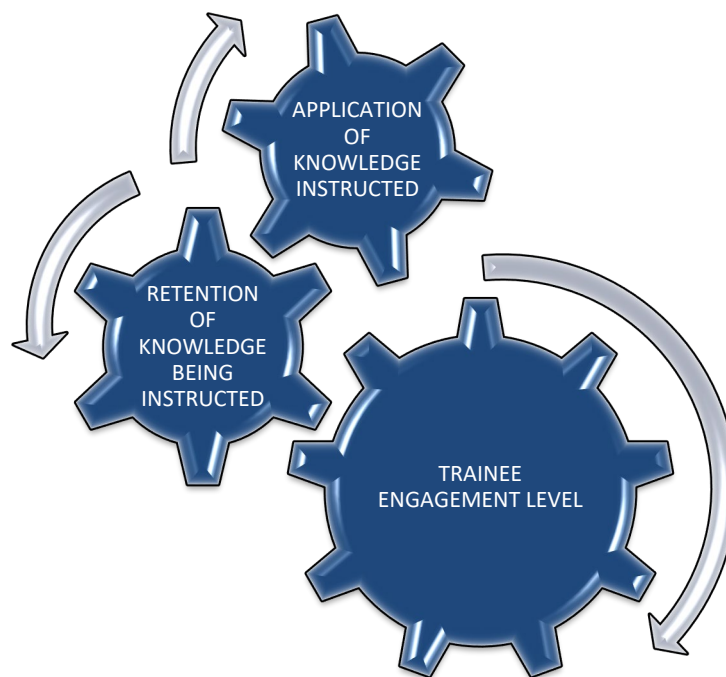
Each one of these areas must be graded from 0 – 3 stars ending with a total star mark out of 9 stars.

These are qualitative measurements that can be subjective, on their own, but it's important to be as impartial as possible when assessing a training event. Ensure that you do not convey a sense of judging but rather a manner of support & expectation.

Avoid personal bias: Be aware of your own biases and consciously set them aside during the assessment. Recognize any preconceived notions, preferences, or personal opinions that may influence your judgment. Focus solely on the evaluation criteria and evidence presented.

If delegating responsibilities, it's important to realize that Mobile Patrol and/or Site Supervision ay tend to answer the questions without careful consideration. You must also remind them to wait until the end of the session before considering grades for each area.

The criteria to be considered during a training or site training assessment is comprised of the three key areas below:



TRAINEE ENGAGEMENT LEVEL - Please rate the trainee's ability to listen to the direction being given as well as their attentiveness & overall engagement level. This can be judged by body language, attention being given to the Trainer/Instructor, whether are they asking questions, etc.

RETENTION OF KNOWLEDGE - Please rate the trainee's ability to retain the knowledge being instructed. This can be assessed through posing specific questions, quizzing them periodically during the training event or by the delivery of a test at the completion of the training event.

APPLICATION OF KNOWLEDGE - This involves assessing the trainees' ability to apply the knowledge, that was instructed, through a practical or simulated exercise or real-life scenario if able to. Do not look for perfection but rather look for opportunities for improvement in the trainees' ability.

TRAINING REQUEST WORKFLOW

