Train the Trainer Manual TasWater

Train the Training Course

Course Title – Train the Trainer	
Time	1 Hour
Audience	Trainers
Requirements/resources	Not applicable
Pre-requisite courses	- Business Education Program
Learning Activities	1. Training Curriculum Overview 2. Introduction to Day-In-The-Life (DILO) Scenario based training 3. Running the training sessions 4. Where to find support & resources
Learning Outcomes	At the end of this session, participants will be familiar with the training approach including: - How to deliver the required courses to end users within your organisation - How to learn the necessary content and facilitation skills to train others confidently and accurately in the use of the PlanBuild Tasmania Application Services functionality - How to use Day-In-The-Life Scenarios for training

Getting Started
Training Package

Getting Started with PlanBuild Tasmania

Course Title – Getting Started	
Time	2 Hours
Audience	- All end-users - TasWater PlanBuild System Administrator
Requirements/resources	- Not applicable
Pre-requisite courses	- Business Education Program
Learning Activities	1. User registration 2. Dashboard Navigation 3. Searching and References 4. PlanBuild Hierarchy and Navigation 5. PlanBuild Statuses 6. Document Management 7. Notes and Attachments 8. Managing Clocks 9. Reviewing, managing and creating Request to Pay (invoice) 10. *Manage task allocation (for specific roles only)*
Learning Outcomes	At the end of the session participants will: - Understand the PlanBuild architecture, basic navigation & workflow - Can assign tasks, use workflow & save records - Can use the help & support functionality and tools - Can manage documents including revisions and document control - Can assign & manage task allocation (for specific roles only)

Planning Application Referral Notice Administration Training Package

Planning Application Referral Notice Training Course

Course Title – Planning Application Referrals Training Course	
Time	4 hours (One day)
Audience	Administration Support Officers
Requirements/resources	- Example Design Plans, Concept Servicing Plans - Example Certificate of Title, SOE
Pre-requisite courses	1. TasWater Business Education Program 2. Getting Started with PlanBuild Application Services

Learning Activities	1. Administer a planning application referral
	   a) that requires a request for further information
	   b) that requires no action to be deemed valid
	   c) that requires an internal referral
	2. Administer a Consent to register a legal document – Final plan and schedule of easement
	   d) that requires a request for further information
	   e) that requires no action to be deemed valid
	3. Notice of Appeal and outcome - Planning

Learning Outcomes	At the end of the session review this list and confirm participants know how to: - Receive a Planning Application Referral - Review a submitted Planning Application Referral - View, download & edit documents - Request further information & internal referrals - Find & acknowledge a referral response - Check referral application is complete & task is generated for allocation - Receive and complete tasks - Find & view a completed Planning Permit - Manage and view Appeals

Planning Application Referral Notice Assessment Training Package

Planning Application Referral Notice Assessment Training Course

Course Title – Planning Application Referral Notice Assessment Training Course	
Time	1-2 hours
Audience	Assessment Officers
Requirements/resources	- Submitted applications awaiting assessment in PlanBuild with supporting documents including: - Example Design / Concept Plans - Example Certificate of Title, SOE
Pre-requisite courses	- TasWater Business Education Program - Getting Started with PlanBuild Application Services

Learning Activities	1. Review and ensure planning application has everything to proceed
	
	   a) where no further action is required
	
	   b) that requires a RFI
	
	2. Assess a planning referral application that needs an internal Trade Waste referral
	
	3. Issue a SPAN with conditions and internal referral / Trade waste conditions – stamp and sign
	
	4. Amend a previously issued Permit

Learning Outcomes	At the end of the session review this list and confirm participants know how to: - Review the Planning Application Referral - View, download & edit documents - Request further information and internal/external referrals - Manage the clock - Complete a SPAN assessment in PlanBuild

Course Title – Planning Application Referral Notice Assessment Training Course	
	- Stamp and sign documents
	- Add conditions
	- Request an extension of time
	- Approve & issue a SPAN
	- Find & view a completed Planning Permit
	- Amend a SPAN

TasWater Application Administration Training Package

TasWater Application Administration Training Course

Course Title – TasWater Application Administration Training Course	
Time	4 Hours (Half day)
Audience	Administration Support Officers
Requirements/resources	- Example House Plans - Example Certificate of Title, SOE
Pre-requisite courses	- TasWater Business Education Program - Getting Started with PlanBuild Application Services
Learning Activities	1. Find & acknowledge a TasWater Application 2. Administer a TasWater Application that is for a Certificate for Certifiable Work (CCW) that requires a RFI 3. Create an internal referral to Trade waste
Learning Outcomes	At the end of the session review this list and confirm participants know how to: - Receive a TasWater application - Review a submitted application - View, download & edit documents - Request further information & internal referrals - Find & acknowledge a referral response - Request & accept a payment - Check application is complete & generate task to Assessment officer for assessment - Receive & complete tasks - Find & view a completed certificate

TasWater Application Assessment
Training Package

TasWater Application Assessment Training Course

Course Title – TasWater Application Assessment Training Course	
Time	8 Hours (1 Day)
Audience	- Assessment Officer - Compliance Officer
Requirements/resources	- Example House Plans - Example Certificate of Title, SOE
Pre-requisite courses	- TasWater Business Education Program - Getting Started with PlanBuild Application Services
Learning Activities	- Assess a Application that is for a CCW & requires a RFI - Assess a Application that is a CCW & requires Trade Waste review - Issue a CCW with conditions & documentation and internal conditions - Amend a previously issued Certificate - Create a request to pay (invoice)
Learning Outcomes	How to: - Receive a submitted Application - Review the Application - View, download & edit documents - Request further information & internal/external referrals - Request & accept a payment or additional payment - Manage clocks - Complete a Application assessment in PlanBuild - Stamp & sign documents - Add conditions - Approve & issue a certificate - Reject or refuse an application - Find & view a completed Certificate - Amend a Certificate

Course Title – TasWater Application Assessment Training Course	
	- Issue a Certificate of Water & Sewerage Compliance - COWSC

Internal Training Package

Internal Referral Training Course

Course Title – Internal Referral Training Course	
Time	1 hour
Audience	- Internal Referral
Pre-requisite courses	- TasWater Business Education Program - Getting Started with PlanBuild Application Services
Learning Activities	1. Assess an application that has been internally referred 1.1 Generate an RFI request 1.2 Add conditions to RFI
Learning Outcomes	How to: - Assess a request - Request further information - Add relevant conditions - Upload documents - Add notes - Respond to internal referral

Organisation System Administrators Training Package

Organisation System Administrators Training Course

Course Title – Finance Training Course	
Time	1 hour
Audience	- Organisation System Administrators
Requirements/resources	- Users will need the 'Organisation System Admin' role in PlanBuild.
Pre-requisite courses	- UO Business Education Program - Getting Started with PlanBuild Application Services
Learning Activities	2. Edit organisation details 3. Update logo 4. Update contact information 5. Edit fee rates 6. Invite or retire users to the organisation 7. Edit user permissions 8. Add and update electronic signature 9. Maintain condition and RFI library
Learning Outcomes	How to: - Ability to complete the tasks assigned to the PlanBuild Tasmania Organisation System Administrator role.

Reporting
Training Package

Reporting Training Course

Course Title – Finance Training Course	
Time	30 Minutes
Audience	Users with the 'Organisation Reporting' role
Requirements/resources	Users will need the 'Organisation Reporting' role in PlanBuild.
Pre-requisite courses	- UO Business Education Program - Getting Started with PlanBuild Application Services
Learning Activities	1. Understand the 'Organisation Reporting' role 2. Generate a report from a Data Source 3. Generate a CSV from the application search functions
Learning Outcomes	How to: - Generate reports using PlanBuild Tasmania