Horizon Training : Competency and Conformance
Action Points

1.	Ann to copy round the 39 week Horizon schedule for subpostmasters	Ann
2.	Clare to get hold of the details of the cost of ICL remedies regarding calls to their helplines	Clare
3.	Clare to send out copies of her report 'Conformance Costing Report'	Clare
4.	Ann and Sue to fill the group in regarding progress on transaction timings (pre and post Horizon)	Ann/Sue
5.	Ann to copy to Alan Bourne a summary of the course outlines for each of the Horizon training courses and an example of the competency tests	Ann
6.	Sue to copy Douglas Craiks report on implementation support costs to Kathryn	Sue
7.	John Breedan to check what's on the ISDN (?) database regarding individual RNM assessments of offices	John
8.	Ann to check with Trevor/Bruce that the 100 people being put through the base lined courses are a cross section and to confirm this to Alan Bourne	Ann
9.	Sue/Ann/Alan to compare competency required and what Horizon training will actually deliver	Sue/Ann/Alan
10.	Kathryn to identify timescales for outstanding work and supply to Bruce.	Kathryn
11.	Kathryn to get hold of Dave McLaughlins work regarding 'types of learner' in the 204	Kathryn
12.	Everyone (including those copied in!) to check Annex B for additional reports that they said they would supply and to send them to Kathryn by 1 March	All
13.	Kathryn to arrange the next meeting for mid/late March	Kathryn

ANNEX C

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