

Operational Training & Development
Delivering Operational Excellence



Post Office Branch Training

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Internal

What Changed after CIJ March 2019 & HIJ December 2019

DATE	SUBJECT	LEARNING FORMAT
Aug 2019	New - Monthly Branch Balancing	eLearning
Dec 2019	New - ATM Accounting	eLearning
Dec 2019	New - ATM Accounting	A5 laminated Work Aid
Dec 2019	New - Camelot Lottery Accounting	eLearning
Dec 2019	New - Camelot Lottery Accounting	A5 laminated Work Aid
Dec 2019	New - Accepting & Despatching Remittances	A5 laminated Work Aid

- Monthly Branch Balancing eLearning is automatically assigned to all new Postmasters and assistants who complete the onboarding eLearning programme
- ATM & Lottery eLearning is only assigned to new Postmasters who have the product in their branch
- Hard copy work aids are handed out at the classroom courses to new postmasters

What Changed after CIJ March 2019 & HIJ December 2019

DATE	SUBJECT	LEARNING FORMAT
March 2020	New - Investigating Discrepancies	Half day Classroom course
March 2020	New - Investigating Discrepancies	A5 laminated Work Aid
May 2020	New - Customer Experience University – Foundation module	Foundation Workbook Champion Guide
June 2020	New - Branch Operational Training Catalogue	Interactive PDF for download from Branch Hub or One website
Aug – Dec 2020	A review of legal wording, Tone of Voice, Version Control and formatting on the whole learning curricula Result: All legal wording on contractual requirements removed from learning and 852 instances of the 'must' was removed from the materials to improve Tone of Voice	The whole learning curricula approx. 60 documents reviewed and updated where necessary
Oct 2020	New - Onboarding Classroom training 3 x 1 day courses	Focus on maximising practical Horizon training and more time on balancing

What Changed after CIJ March 2019 & HIJ December 2019 Cont

DATE	SUBJECT	LEARNING FORMAT
Jan 2021	New - Operational Training Guide	Hard copy folder handed out at Classroom courses to support the learning and knowledge transfer in the workplace PDFs available to download
Feb 2021	New - Customer Experience University – Advanced module	Advanced Workbook Updated Champion Guide
June 2021	New - 'How to' Videos	23 videos available on Branch Hub and the Learning Management System (LMS)
July 2021	All learning materials published online: Operational Training Guide Work Aids Distance Learning Packs Compliance Workbooks Branch Operational Learning Catalogue 'How to' videos	PDF's published on Branch Hub & LMS
Jan 2022	New - Vulnerable Customers	Distance Learning Pack

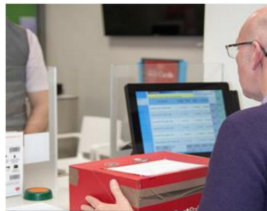
Post Office Learner Journey 2021



Online
Learning



Classroom



Assessment
videos



More Online
Learning:

ATM
Lottery
Mthly
Branch
Balance



In-Branch
Support:

On-Site
Trainer
Business
Support
Manager
Area
Manager

Further Learning
Materials

Distance Learning Packs

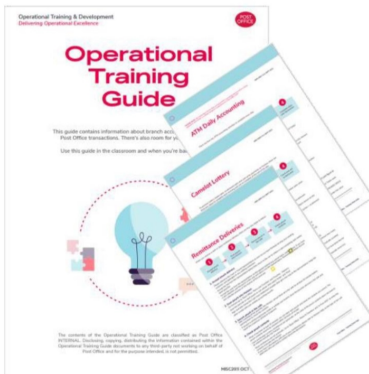
Operational Training
Guide

Work aids

'How to' videos

Customer Experience
University

Branch Hub



Branch Operational Learning Catalogue Nov 2021

The catalogue provides details of all the learning materials available to branches.



Training
Catalogue Nov 202

Please note: It does not include the training delivered by the Franchise & Partnering team