

Notes of first meeting of Horizon training group: 3/2/99

## ANNEX B

HORIZON TRAINING COMPETENCIES DEVELOPMENT GROUP: MEETING ON 3  
FEBRUARY 1999

## INFORMATION TO SHARE AROUND THE GROUP

<u>INFORMATION WHICH HELPS US TO ASSESS THE CURRENT RISKS:</u>	<u>WHO TO SUPPLY?</u>
<ul style="list-style-type: none"> <li>■ Cost of ICL remedies from POCL if our staff are not competent</li> <li>■ Horizon database key information (from John Meagher)</li> <li>• Regular reports on potential risks which a training solution could avert, from: Horizon service reports, BA/Pathway/POCL joint meetings, Before and After procedures group,</li> <li>■ Progress reports on roll-out (e.g. number of people being trained) Dara Forde to supply</li> <li>■ Clare's conformance report and CEC paper -</li> <li>■ Research services reports: assessment of product association for counter clerks, Horizon</li> <li>■ Quick and dirty evaluation of strengths and weaknesses of counter skills course from Sue Smith</li> <li>■ Right First Time report (HEB) -</li> <li>■ Ann Green's report on lc offices</li> <li>■ Kate Doyle to provide report on what we've learned from regional helplines and systemline that could help us identify common problems</li> <li>■ Dave McLaughlin to feed in measures on impact of non conformance, common problems and impact on transaction length</li> <li>■ Trevor Rollason's report to Bruce McNiven</li> <li>■ Report on ECCO and manual offices, from Sue Smith</li> <li>■ Pathway information available to Anne Green</li> <li>■ Kevin Lenihan's early report on risk to transaction processing</li> </ul>	<p>CLARE CLARE CLARE</p> <p>ANN</p> <p>CLARE ALAN</p> <p>SUE</p> <p>CLARE ANN CLARE</p> <p>DAVE</p> <p>ANN SUE ANN JEFF</p>
<u>INFORMATION WHICH HELPS TO DEVELOP SOLUTIONS:</u>	
<ul style="list-style-type: none"> <li>■ Summary of what's in Horizon training for outlet managers- Anne Green</li> <li>■ Summary of what's in competency test (Sue)</li> <li>■ From Dave McLaughlin, types of learner among the 204</li> <li>■ From Dave McLaughlin, common error areas and high impact areas so Sue can assess how best to get these highlighted quickly in existing training</li> </ul>	<p>ANN</p> <p>SUE DAVE DAVE</p>

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| <ul style="list-style-type: none"><li>• From Bruce McNiven/Douglas Craik - summary of what they're planning for supporting first balance and dealing with estimated risk</li></ul> | ANN |
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