

Impact Assessment Due Date | 03/06/1999

<b>Programme Impact Assessment Form</b>		<b>Change Control Note/Request No:</b> R0052a	
<b>Change Request Title:</b> Training Courses for POCL Outlet Managers/Submasters and Counters Assistant <sup>1</sup>			
<b>Business Owner:</b> Trevor Rollason		<b>Tel:</b>	<b>GRO</b>
		<b>Fax:</b>	
<b>Impact Assessment:</b>			
<div style="text-align: right;">No impact on my area <input type="checkbox"/></div> <div style="text-align: right;"><i>(If no impact tick the box, sign and date the form and return)</i></div> <div style="display: flex; justify-content: space-around;"><div>Accept <input checked="" type="checkbox"/></div><div>Reject <input type="checkbox"/></div></div>			
<b>Provide estimates for your area to make the change</b>			
Mandays effort to implement the change		<input type="text"/>	
Cost (£k)		<input type="text"/>	
Earliest possible implementation date		<input type="text"/>	
<b>Dependencies</b>			
<b>Other Documentation:</b> <i>(If you know of any additional documentation that could be affected by the change please specify)</i>			
<b>Additional Comments:</b>			
		<div style="text-align: right;">Documents/papers attached <input type="checkbox"/></div> <div style="text-align: right;"><i>(Tick box if additional papers or documents attached to your impact)</i></div>	
<b>Impact Assessor</b>		<input type="text" value="Jim Williams"/>	
<b>Signature</b>		<input type="text"/>	
<b>Date</b>		<input type="text" value="28/6/99"/>	

**Return completed form to the Change Control team, 3rd Floor, Terminal House, London SW1W 0AB**

<b>Programme Change Request Form</b>		<b>Change Request Number: R0052a</b>
<b>Change Request Title: Training Courses for POCL Outlet Managers/ Subpostmasters and Counter Assistants on the Horizon System ..</b> <i>(A few words to identify the change)</i>		
<b>Authorised Person:</b>  Steve Grayston Tel.No. - 0171 776 <input type="text" value="GRO"/> Fax No. - 0171 776 <input type="text" value="GRO"/>	<b>Originator:</b>  Trevor Rollason Tel. No. - 0171 776 <input type="text" value="GRO"/> Fax. No. - 0171 776 <input type="text" value="GRO"/>	<b>Owner:</b>  Trevor Rollason Tel. No. - 0171 776 <input type="text" value="GRO"/> Fax. No.- 0171 776 <input type="text" value="GRO"/>
<b>Business Reason for Change Request:</b> <i>(A brief description of the business reason for raising this change) The training provided for outlet managers in Live Trial did not adequately equip managers and subpostmasters to produce an Office Cash Account .POCL must have a course which does allow managers and subpostmasters to produce a cash account for NRO.In addition the removal of BES and TT has created a 2.5 hour window of training which POCL would like filled as described in the Description of change section of this CR.</i>		
<b>Description of Change:</b> <i>(A brief description of the change - business and/or technical) To provide:</i> <ol style="list-style-type: none"> <li>1. On the 1.5 day Outlet Managers course a course which equips Managers on return to their office to serve customer and produce an Office Cash Account using Horizon:</li> <li>2. On the counter assistant course for (a) assistants who perform Stock Unit Balancing training in this functionality and (b) for those who do not perform SUB more time spent on drill and practice.</li> </ol> <i>The details of the course revisions we require are specified below:-</i> <p><b>Outlet Managers Course</b></p> <p><i>Introduction 10 mins</i></p> <p><i>Workbook One 50 mins</i></p> <p><i>Workbook Two 45 mins</i></p> <p><i>Workbook Three 40 mins</i></p> <p><i>Workbook Four 30 mins</i></p> <p><i>Eposs Rems and Reversals 20 mins</i></p> <p><i>Workbook Five 45 mins</i></p> <p><i>Workbook 6 25 mins</i></p> <p><i>Functions and Transactions Log 20 mins</i></p> <p><i>End of Day procedures 45 mins</i></p> <p><i>Shop Till you Drop 30 mins</i></p> <p><i>Error resolution 30 mins</i></p> <p><i>POLO and Start Up 20 mins</i></p> <p><i>Workbook 8 10mins</i></p> <p><i>Workbook 9 50 mins</i></p> <p><i>Workbook 10 130 mins</i></p> <p><i>PSA 55 mins</i></p> <p><b>Counters Assistants Course for Individuals who do not balance a Stock Unit</b></p> <p><i>Introduction 10 mins</i></p>		

*Workbook One 50 mins*  
*Workbook Two 45 mins*

*Workbook Three 40 mins*  
*Workbook Four 30 mins*  
*Eposs Rems and Reversals*  
*Workbook Five 45 mins*  
*Workbook Six 25 mins*  
*Functions Help and Maintenance 20 mins*  
*End of Day procedures 45 mins*  
*Shop Till you Drop 30 mins*  
*Error Resolution 30 mins*  
*Wash Up 20 mins*  
*PSA 40 mins*

*Counters Assistants Course for Individuals who perform an Individual Stock Unit Balance*

*To remove the BES /TT module from the assistants live trial course and replace with Workbook 10 Stock Unit Balancing Shared and Individual modules and include the module on error resolution and reversals described in the Counter Assistants course above.*

*The course changes proposed do not equate to more than the 2.5 hour training window resulting from the removal of the BES /TT modules from the previously defined courses delivered in Live Trial*

*Attached to this CR are the detailed revised training specifications for the Outlet Managers Course and the Assistants course without SUB as already discussed with ICL User Implementation Team.*

**Consequence and/or Cost of Non-acceptance:**

*(A statement of what the impact will be if the change is not implemented) Possible impact on NRO start dates if CR is rejected.*

**Urgent:**

*(Yes/No) yes*

**Reason for Urgency : National Roll Out Timescales**

**Maximum of a 5 day turn around before going to ICL Pathway**

**Document(s) Affected:**

Contract Schedules

Contract Controlled Documents

Contract Reference Documents

*(Give full reference and version number and attach appropriate annotated sections of the document.)*

**Date Change Request Raised: 10/06/99**

**Proposed Implementation Date or Release: NRO**