

CONFIDENTIAL

ACES User Manual

TRAINING PROVIDER ACCESS

For Automated Competency Enhancer Software

May 2015

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DOCUMENT OWNER

The primary contact for questions regarding this document is:

Owner: Systematic Competency Alliance Sdn Bhd

System Name: ACES

Phone: 03 8066 9090

Email: info@scoma.com.my

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Chapter 1 – ACES Overview

ABOUT TRAINING NEED ANALYSIS

Training Needs Analysis/assessment (TNA) is conducted to identify and determine the purposes of the training goals. Needs analysis is conducted to understand the areas of knowledge/skills that training needs to address to fill the 'performance gap'.

You should also know that training needs analysis is a critical activity that a human resource manager or training manager should be adept at performing.

Let me be more concise; for a training program to be effective and efficient there are a sequence of steps. They are needs analysis, objectives, implementation and evaluation. All training programs must start with a training needs analysis. It is the responsibility of the training manager to determine the:

- Who
- What
- When
- Where
- Why
- How of the training and development program.

The Training Needs Analysis (TNA) is designed to answer all those questions and more. Whether the training is related to soft skills such as communication and leadership or technical job specific skills, the importance of TNA cannot be overemphasized.

During the process of the training needs analysis, the training manager must analyze the

1. Goals and objectives of the organization
2. Competencies and skills that are required to perform the job
3. Individuals/personnel who need to undergo the training

The needs assessment helps in identifying the 'gap'. The gap is nothing but the skills that are currently in use and what may be need in the present and in the future.

To sum up, training needs analysis/assessment is a gap between 'what is' and 'what ought to be'. You can rightly say that TNA is related to individual and organizational performance. Needs analysis helps in identifying and solving the performance or competency problems related to knowledge, skills and attitudes. Not only does TNA identify if training will actually solve a performance problem, it also identifies specific performance areas requiring training, who needs training and how the training should be designed.

Training without TNA would be like a doctor prescribing a treatment without assessing the extent of the person's illness.

Without TNA, learners often find the training session misses the mark. As a result:

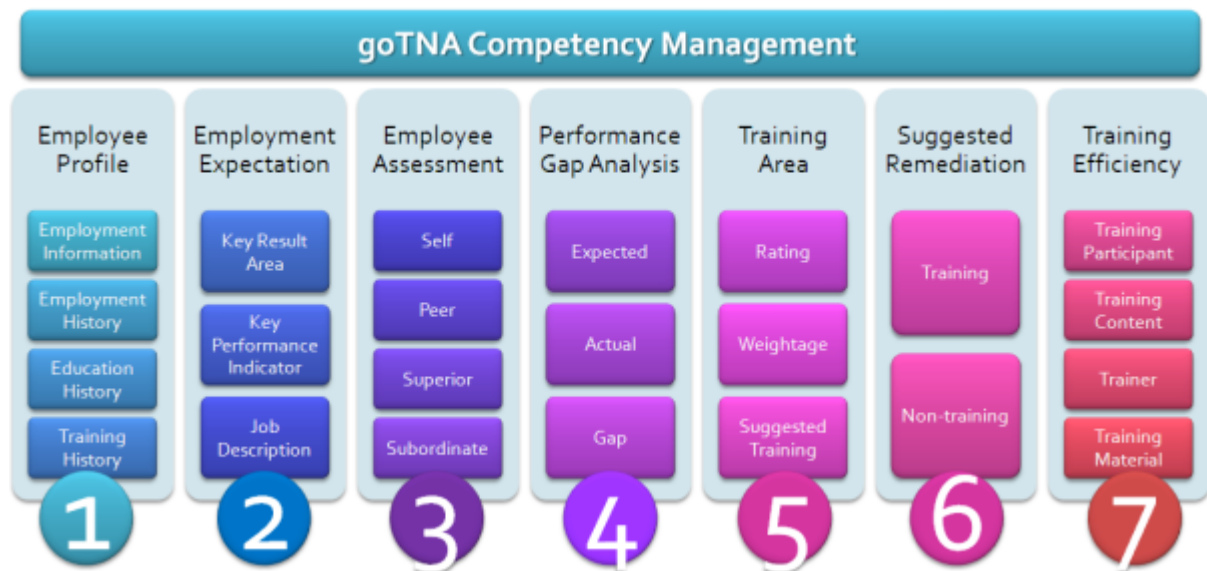
- Learners have to make generalizations to relate the training content to job expectations.
- They have difficulty applying new knowledge and skills on the job.
- They simply fail to improve performance.

At the most basic level, the TNA identifies the gap between desired performance and actual employee performance. But the TNA must also consider the overall organizational strategy, specific tasks, user and learner needs, specific content to be trained and the return on the training investment.

INTRODUCTION TO ACES

What is ACES?

- ACES is a web based solution to automate the Training Need Analysis – TNA process
- ACES makes it easy to maintain Employee Profile and to develop Training Calendar
- ACES makes it compelling for all employees to participate in making TNA possible



ACES automates the entire training cycles in one highly integrated software which are valuable for continued improvement and compliance as follow:

1. **Employee Profile** – this will include Employment Information, Employment History, Education History and Training History
2. **Employment Expectation** – the ability to track how employee should perform using any combination of Key Result Area (KRA), Key Performance Indicator (KPI) and/or Job Description (JD)
3. **Employee Assessment** – The ability to perform assessment based on existing Employee Expectation on-the-fly or using custom built assessment questionnaire targeted to Self, Peer, Superior and Subordinate
4. **Performance Gap Analysis** – The ability to evaluate and analyze Performance Gap based on Expected Performance and Actual Performance
5. **Training Area** – A mechanism used by the system to systematically and automatically suggest specific training program whenever an employee encounter specific performance problem which will allow any organization to develop training calendar tailored to specific employee.
6. **Suggested Remediation** – the ability to automatically suggest the specific training program for any performance problem.
7. **Training Efficiency** – the ability to track and monitor efficiency of training program based on Training Assessment on Participant, Content, Trainer and Training Material.

ACES has the ability to help your organization to:

- **Assess & Analyze** – identify employee expected vs actual competency and performance and analyze the training needed to improve competency and performance
- **Design Program** – Automatic training suggestion by matching the training with the area where employee need improvement and using central training calendar to conduct the training
- **Deliver Program** – Easily share training documents and information among participant, send notifications and monitor attendance
- **Evaluate Performance** – Capture participant feedback, monitor employee performance 3-6 months after attending training and repeat/abandon training based on the training efficiency

Chapter 2 – Working With ACES Application

BEFORE YOU BEGIN

Trademark and Licenses

ACES is a registered trademark and you may use this product subject to the terms and conditions by Systematic Competency Alliance Sdn Bhd.

The ACES software included within this product is subject to Software End User License Agreement (EULA) which is signed upon purchase of the software.

Please visit our website at www.scoma.com.my or contact our commercial representative for further information.

SYSTEM ACCESS AND LOGIN

The system is accessible through three different modes:

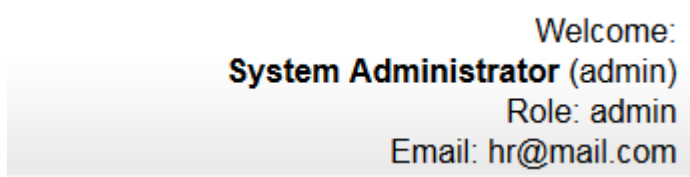
No	Mode	Remark
1.	HR Access Typical link: http://www.yourwebsite.com/hr <u>Note:</u> the actual link may be different depending on the installation.	This access is limited to HR only. Each user that can have access to this mode should be assigned with unique Username to access the system. However, HR may at its own discretion create user access to non-HR employees for the purpose of delegating tasks. The HR access however is not designed to be accessible by non-HR employees.
2.	Employee Access Typical link: http://www.yourwebsite.com/staff <u>Note:</u> the actual link may be different depending on the installation.	This access is dedicated to all employees in the organization. Each employee that can have access to this mode should be assigned with unique Username to access the system.
3.	Training Provider Access Typical link: http://www.yourwebsite.com/trainer <u>Note:</u> the actual link may be different depending on the installation.	This access is dedicated to all registered training providers for the organization. Each training provider that can have access to this mode should be assigned with unique Username to access the system.

A login screen will be shown to request for proper authentication before letting user to use the system as shown below.

SYSTEM NAVIGATION

Once login, you can navigate through the system easily via top menu and left menu as follow.

User Information



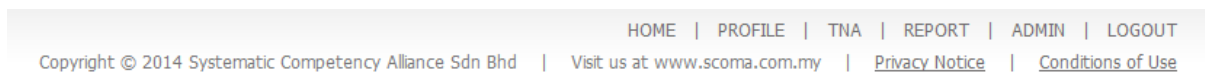
This information will be shown once the Training Provider login into the system.

Top Menu



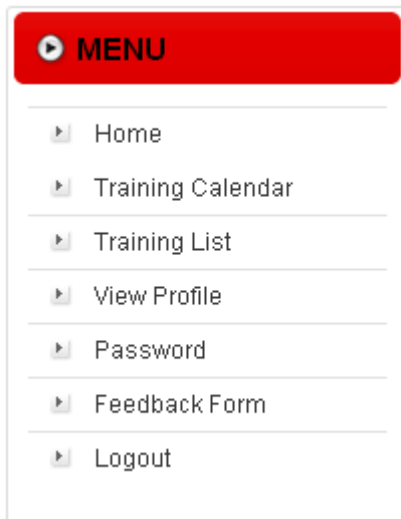
The Top Menu is the main navigation for this system. The Top Menu can be changed or configured via HR Access.

Bottom Menu



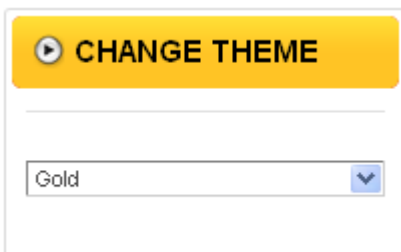
The Bottom Menu is the same as the Top Menu. However, there are additional links at the Bottom Menu which is reserved by Systematic Competency Alliance.

Left Menu



The Left Menu is where most of the common links are found. Use this menu to navigate through the system.

Change Theme Menu



Theme can be changed at any point by selecting any one of the drop-down option. See the Change Theme section at the end of this document for further information.

Chapter 3 – Training Provider Information

PROFILE

Profile is the information about the Training Provider. This information is divided into the following sections:

- Company Profile
- Company Trainers
- Course Offering

PROFILE

Access Point

- Profile
- Profile > Profile
- Profile > Trainer
- Profile > Course

COMPANY PROFILE

Profile	Trainer	Course
<p>Profile</p> <p>Your company profile detail</p> <p>Company Name : Strategic Corporate Alliance Sdn Bhd</p> <p>Company Number : 853233-X</p> <p>Username : sca</p> <p>Category : A</p> <p>Register Date : 3/5/2009</p> <p>Email : corpaffairs@sca-insan.com</p> <p>Website : www.sca-insan.com</p> <p>Mobile Phone : 01922422626</p> <p>Home Phone :</p> <p>Office Phone : 0358824407</p> <p>Office Address : No 5-1, Jalan Enam Belas, Pusat Bandar Puchong, 47100 Puchong, SGR, MY</p> <p>Billing Address : No 5-1, Jalan Enam Belas, Pusat Bandar Puchong, 47100 Puchong, SGR, MY</p>		

The screen shows the company details. This information is controlled by HR.

TRAINER

Trainer Listing		Profile	Trainer	Course
Your trainer listing				
No:	Name:		IC:	
1	Kamal Arif Maz bin Masnan		730306105193	
	<u>Certification:</u> Microsoft Certified Solution Developer			
	<u>Experience:</u> System Engineer, Solution Architect, Project Manager			
	<u>Specialty:</u> IT, Software Development, Project Management			
	<u>Remark:</u> Available			

The screen shows the list of registered trainer for the company. This information is controlled by HR.

COURSE

Course Listing				Profile	Trainer	Course
Your course listing						
No:	Code:	Course :	Type :	Certification :		
1	Positive Work Culture	PSC101	CLASS	NA		
2	Team Building - Together We Stand	PSC002	CLASS	NA		
3	Reiki LVT	CLS001	CLASS	Reiki-LVT Practitioner		

The screen shows the list of registered courses for the company. This information is controlled by HR.

Chapter 4 – Working With Training

TRAINING

Training is one of the most important element in the whole TNA lifecycle. A good training is the one that should give impact on future employee performance and competency thereby improving productivity and organizational performance in general.

TRAINING

Access Point

- Training Calendar
- Training Calendar > Training Code
- Training List
- Training List > Training Code
- Training Calendar/ List > Training Code > View Training
- Training Calendar/ List > Training Code > View Participant
- Training Calendar/ List > Training Code > View Material

TRAINING CALENDAR

The screenshot displays the 'Training Calendar' interface. At the top, there are tabs for 'Training Calendar' and 'Training List'. Below this is a navigation bar with months from Jan to Dec. The main calendar shows the month of December 2009. The days of the week are listed as headers. The calendar cells contain dates, with some cells highlighted in yellow. On the 22nd, 23rd, 24th, and 25th of December, the training code 'PSC101' is displayed. The 21st is highlighted in blue, and the 26th is highlighted in yellow.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
				1		1					1

<<Previous Month							December 2009							Next Month>>	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
29	30	1	2	3	4	5	6	7	8	9	10	11	12		
13	14	15	16	17	18	19	20	21	22	23	24	25	26		
27	28	29	30	31	1	2									

The above screen shows the Training Calendar for a specific year. The top portion shows the number of training programs for each month in the specified year. Selecting the month name in this section will cause the calendar to display the daily training program for the selected month.

This training program displayed in the calendar is in the form of training code. Mouse-over the training code will cause the system to show more information about the training beside the mouse. Click the training code will show the training detail (see Training Detail).

TRAINING LIST

Training List				Training Calendar	Training List
Your training details					2009
No:	Code:	Course:	Type :	Dates :	
1	PSC001	Pengurusan Cemerlang	Classroom Training	25 May 2009 - 28 May 2009	
2	CLS001	Reiki LVT	Classroom Training	06 Jul 2009 - 10 Jul 2009	
3	PSC101	Positive Work Culture	Classroom Training	22 Dec 2009 - 25 Dec 2009	

The screen shows the list of the Training Program for the Training Provider.

Click on the Year dropdown to switch to specific year and the list will show relevant training for the selected year. The default year selected is the current year.

TRAINING DETAIL

Training Details				Calendar	Training List		
View Training		View Participant		View Materials		Assessment	
Course Code:	PSC001	Course:	Pengurusan Cemerlang				
Dates:	25 May 2009 - 28 May 2009	Type:	Classroom Training				
Provider:	Strategic Corporate Alliance Sdn Bhd	Location:	Selesa Hill Resorts				
Code :	PSC001						
Course :	Pengurusan Cemerlang						
Training Type :	Classroom Training						
Start Date :	25 May 2009						
End Date :	28 May 2009						
Start Time :							
End Time :							
Certification :	Cert						
Location :	Selesa Hill Resorts						
Training Provider :	Strategic Corporate Alliance Sdn Bhd						
Remark :	Pengurusan Cemerlang Selesa Hill Resort 22/5-25/5/2009 Casual attire						

The training detail show the detail information regarding the training program. To see other information regarding the training, click on the tab at the top.

TRAINING PARTICIPANT

Training Participant		Calendar	Training List
View Training	View Participant	View Materials	Assessment
Course Code:	PSC001	Course:	Pengurusan Cemerlang
Dates:	25 May 2009 - 28 May 2009	Type:	Classroom Training
Provider:	Strategic Corporate Alliance Sdn Bhd	Location:	Selesa Hill Resorts
No: Full Name:		Department :	
1	KAMAL ARIF MAZ BIN MASNAN	Human Resource	
2	MARIAM BT KAMAD		
3	FAREZ MOHAMAD	Account & Admin	
4	MUNIAMAH A/P MUNUSAMY	Human Resource	
5	FAOZIAH BT SHAHID		
6	SARIMAH BT TOSMAN	Account & Admin	

The screen shows the list of participant of the training program. To see other information regarding the training, click on the tab at the top.

TRAINING MATERIAL

Training Material		Calendar	Training List
View Training	View Participant	View Materials	Assessment
Course Code:	PSC001	Course:	Pengurusan Cemerlang
Dates:	25 May 2009 - 28 May 2009	Type:	Classroom Training
Provider:	Strategic Corporate Alliance Sdn Bhd	Location:	Selesa Hill Resorts
No: Description :		Date :	
1	Please read this for the training instruction	13 Oct 2009 02:10:00 PM	
2	This is the second document to be read by all training participant.	13 Oct 2009 02:10:00 PM	
3	test	14 Oct 2009 03:10:47 PM	

The screen shows the list of the training material for the training program. Click on the link in the list to view the document. To see other information regarding the training, click on the tab at the top.

Chapter 5 – Other Information

PASSWORD

Password is the main security feature that control who is the authorized access for a specific account. Every employee should have their own Password. The Password should be changed regularly to prevent unauthorized access.

PASSWORD

Access Point

- Password

CHANGE PASSWORD

Change Password

Please take note the following reminder from us:

You play a significant role in your online security - Keep your Password confidential at all times.

Your account here contains sensitive information. So any unauthorized entry to your account can negatively impact you and your information.

We will not be responsible for any loss due to your negligence in protecting the security of your account.

We recommend frequent changing of Passwords for enhanced security.

Please enter your password below.

Current Password:

New Password:

Re-enter Password:

Continue

To change the Password, enter the Current Password and then the New Password twice and click Continue button to change the Password.

FEEDBACK

Feedback is a mechanism where employee can communicate with HR. Use this feature to send message to HR for their further action.

FEEDBACK

Access Point

- Feedback Form
- Feedback Form > Previous Feedback

FEEDBACK FORM

The screen shows the Feedback Form. The form items are:

- Feedback Type – choose from the dropdown selection
- Description – specify the message to be sent to HR

Click Continue button to submit the Feedback Form.

PREVIOUS FEEDBACK

No.	Dates	Type	Description
1	13 Oct 2009 12:00:00 AM	SUGGEST	I am proposing that we do the assessment for the whole company as one exercise and we declare assessment week. Therefore, we can close this exercise as soon as possible.
2	13 Oct 2009 04:58:49 PM	SUGGEST	test

The screen shows the list of feedback sent by the Training Provider.