Community Legal Centres Queensland

Training and Support Strategies

1. Training Best Practices

An engaging training approach enhances learning outcomes by incorporating group discussions, hands-on activities, and practical demonstrations. This dynamic method fosters collaboration, suits various learning styles, and improves retention, empowering users to confidently apply their skills and contribute to organisational success.

- In-person classroom encouraged for improved engagement, but virtual options for remote staff
- Build training with VILT (virtual instructor-led) components
- Use actual examples from your organisation for test cases, data, and document samples
- Record sessions for self-paced refreshers and future training, upload and make available for easy access
- Dedicated training request/feedback channel for continuous improvement and additional support

2. Tiered Training Program

A three-stage model may be an effective approach to your training needs. Each stage is designed to progressively build the competency of users, ensuring they receive tailored training that meets their specific needs and enhances their skills effectively.

Train-the-Trainer	Role-Based Training	Deep Dive Modules	Tiered Training Tips
✓ Identify SMEs with deep system knowledge ✓ Train them on system fundamentals and effective teaching ✓ Provide resources for confident training and support ✓ Foster collaboration for enhanced program effectiveness	✓ Group users by roles and responsibilities ✓ Develop customised curricula with real-world scenarios ✓ Implement engaging, interactive sessions ✓ Offer ongoing support and guidance	✓ Offer advanced modules beyond basic training ✓ Provide in-depth knowledge and skills ✓ Open to interested users for continuous learning ✓ Promote ongoing professional development	✓ Begin with SME training for effective knowledge dissemination ✓ Tailor role-based training for specific job requirements ✓ Encourage continuous learning with advanced modules ✓ Incorporate feedback at each stage to refine approach, ensuring training is effective.

3. Support Channels & Resources

Ensure there are various support channels and resources available to staff post-training. It is important to provide ongoing support through dedicated helpdesks, online resources, and peer support systems to assist staff in applying new skills and addressing any challenges.

1. Situation
- ✓ Establish a dedicated helpdesk staffed by knowledgeable SMEs to provide timely assistance and resolution to user inquiries and issues
- ✓ Implement an efficient issue reporting system to streamline the process of logging and tracking support requests

2. Task
- ✓ Develop a centralised repository of support resources, including guides, FAQs, and instructional videos, accessible to all users
- ✓ Ensure the knowledge base is user-friendly and easily searchable, enabling users to quickly find solutions to common problems or questions

3. Action
- ✓ Define clear communicational channels and escalation procedures for engaging with external vendors for technical support
- ✓ Establish Service Level Agreements (SLAs) to ensure prompt resolution of complex issues and minimise disruptions to operations