

# Upskill in Citation HR

Bespoke training  
packages for  
your business



✉ [support@citationhr.com](mailto:support@citationhr.com)

🖱 [citationgroup.com.au/hr](https://citationgroup.com.au/hr) | [citationgroup.co.nz/hr](https://citationgroup.co.nz/hr)

Citation HR is part of Citation Group



# Training packages for your business

Do you or your staff need help utilising Citation HR software to its full potential? Whether you're brand-new to the Citation HR family or you're an existing client, if you or someone in your team is looking for additional training to help you get the most out of our software, we want you to know that we're here to support you!

We know everyone learns at their own pace, that's why our courses are easy to understand and can be completed in packages or as individual modules. If you need extra support, we offer one-on-one training with our experts to fast track your setup and learning.

To ensure our clients receive the best outcomes, we offer two training levels:

**1** Training for Account Administrators and HR Personnel

**2** Training for Line Managers



## Training for Account Administrators and HR Specialists, for when you want to....

### Launch them

<b>Package</b>	Setup and Administration 101
<b>Time</b>	3 Hours
<b>Cost</b>	\$885 + gst
<b>Training Modules</b>	<ul style="list-style-type: none"> <li>• Module 1 - System Administration</li> <li>• Module 2 - Employee Lifecycle - Pre-Employment and Induction</li> <li>• Module 3 - Training &amp; Qualifications</li> <li>• Module 4 - Employee Self-Service (eSS) – introducing Compliance Training Module</li> </ul>

### Elevate them

<b>Package</b>	Setup and Administration – Advanced
<b>Time</b>	3 Hours
<b>Cost</b>	\$885 +gst
<b>Prerequisites</b>	Setup and Administration 101
<b>Training Modules</b>	<ul style="list-style-type: none"> <li>• Module 1 - Online Performance Reviews</li> <li>• Module 2 - WHS</li> <li>• Module 3 - Reporting</li> </ul>

### Adopt and re-engage them

<b>Package</b>	System Health Check
<b>Time</b>	1 - 2 hours
<b>Cost</b>	\$295 - \$590 +gst
<b>Prerequisites</b>	Setup and Administration 101
<b>Training Modules</b>	Bespoke consultation about the best way for you to setup Citation HR software and eSS, and the areas you should focus on to meet your immediate business needs.



## Training courses for Line managers when you want to...

### Launch them

Package	Line Management 101
Time	2 hours
Cost	\$590 +gst
Training Modules	<ul style="list-style-type: none"><li>• Module 1 - Introduction to platform</li><li>• Module 2 - Platform Learning the Basics</li><li>• Module 3 - Training &amp; Qualifications</li><li>• Module 4 - Employee Self-Service (eSS) and Compliance Training Module</li></ul>

### Elevate them

Package	Line Management 201
Time	2 hours
Cost	\$590 +gst
Training Modules	<ul style="list-style-type: none"><li>• Module 1 - Employee Lifecycle Checklists</li><li>• Module 2 - Online Performance Reviews</li><li>• Module 3 - WHS Module</li></ul> <p>This package doesn't cover administration set up of these areas.</p>

# Wondering what's included in each course? Let's break it down...

While our packages provide the best value, if you only need training on certain topics, feel free to pick and choose from the individual training modules below. Please note that if you bundle the individual modules together rather than the pre-packed options, there may be an overlap in topics. Each individual training module is priced at \$295 + GST per hour.

## Module: System Administration

**Time:** 60 minutes

**In this module you learn:**

- How to navigate Citation HR and get your admin settings set up to ensure you have correct user access for all of your line managers.
- How to manage security settings and allocate access to certain staff members.
- Basic admin settings including branding and communication.

## Module: Training & Qualifications

**Time:** 30 minutes

**In this module we cover:**

- An overview of Training and Qualifications functionality.
- How to create a competency and role.
- Overview of Compliance Training Module.

## Module: Platform learning the Basics

**Time:** 90 mins or 60 mins when bundled

**Can be bundled with:**

System Administration or with Employee Self-Service

**In this module we cover the basics including:**

- How to log in and reset your password.
- How to navigate the platform.
- How to search for employee records.
- How to generate and complete a checklist.
- How to communicate with employees via the platform.
- Everything else you'll need to know to get started.

## Module: Online Performance Reviews Administration

**Time:** 60 minutes

**Pre-requisite:** On demand videos

**In this module you will get**

**information about:**

- Online Performance Review Lifecycle.
- Demo of set up and consultation on how to customise for your business.
- Notes and how they can be used to assist with performance reviews.
- Driving professional development via objectives.



### Module: Employee Self-Service (eSS)

**Time:** 60 mins or 30 mins when bundled

**Can be bundled with:** Platform learning the Basics

**In this module we cover:**

- An extensive overview of eSS
- eSS steps in pre-employment and onboarding.
- How a manager can utilise eSS – communicating with employees.
- What an employee can do in eSS
- Self Service Approvals.
- Enable employees to create their eSS account.

### Module: Employee Lifecycle Checklists

**Time:** 60 minutes

**This module will go in depth about:**

- Position Management Overview.
- Recruitment.
- Onboarding.

### Module: System Health Check

**Time:** 60 mins - 120 mins

This is a bespoke consultation about the best way for you to setup Citation HR Software and eSS, and the areas you should focus on to meet your immediate business needs.

### Module: Work Health & Safety (WHS)

**Time:** 60 mins or 30 mins when bundled

**Can be bundled with:** Platform learning the Basics

**This module covers:**

- Navigating around WHS and WHS alerts.
- Tips on where to start first with set up of WHS module – ie is there a specific checklist to start using?
- How to create and store WHS Documents.
- Registers.
- WHS through employee Self-Service (eSS).
- Incident and Hazard Reporting & Management.
- Branch access – hazard/risk/incident records vs employee records.
- Process to assign a WHS task to the appropriate person to manage.

### Module: Reporting

**Time:** 30 minutes

**In this module we cover:**

- Record CSV.
- Self Service reports.
- Document Reports.
- Checklist Reports.
- T&Q Reports.
- OPR Reports.
- Objective Reports.





# Contact us

We want to hear from you! If training or HR has been on your mind, or you'd like to discuss one of these packages further, our team is ready and waiting to support and advise you. Contact us at [support@citationHR.com](mailto:support@citationHR.com) to learn more.

✉ [support@citationhr.com](mailto:support@citationhr.com)

🖱 [citationgroup.com.au/hr](https://citationgroup.com.au/hr) | [citationgroup.co.nz/hr](https://citationgroup.co.nz/hr)