Social Solutions

Apricot Train the Trainer

Training Overview:

One session of train the trainer will review the client's configuration and review tips and tricks for training end users. Up to 12 attendees per session. Trainings can be conducted virtually or onsite for an additional fee. Deliverables include:

- One Project Kick Off Meeting
- One PowerPoint Slide Deck with trainer script, trainer notes, and demo instructions
- One Train the Trainer Session for up to 4 hours

Train the trainer is intended to educate trainers on their organization's business process within Apricot and familiarize them with the end user training curriculum so that they can replicate the training for their users. This training session can not be used as an open consultation session. The SSG trainer will follow the agreed upon curriculum and is not permitted to make changes to the client's site.

Training Agenda

This session will review the following topics as they are demonstrated within the client's Apricot database.

- Apricot Terminology
- Logging In
- Navigating Apricot
- Entering data
- Viewing and Editing data
- Software Training Tips & Tricks
- Support & Resources

Preparing for the Training

Prior to the training, administrators must

- Complete the development and configuration of their Apricot database
- Create all permission sets
- Create user accounts for all attendees and ensure appropriate permission sets are applied to those users
- Attend the project kick off call and share all relevant information
- Provide the new user training guide to all attendees

Prior to the training, attendees must

- Watch the videos outlined in this new user training guide
- Have a computer with internet access, preferably using Google Chrome

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- Have a headset with a microphone or access to a telephone during the training (to ask questions and interact with the trainer)
- Have their Apricot username and password
- Plan to arrive in the virtual classroom 5 minutes before the start of class

Scheduling the Training

Within one week of purchase, the training team will contact the client organization to begin scheduling the training. We recommend scheduling training within one week of go live. Below is a sample schedule of the deliverables related to train the trainer.

- Training team contacts client to identify a date for the kick off meeting and the training session
- Client confirms those dates
- Client builds their Apricot configuration complete with permission sets and user accounts
- Client and SSG trainer attend the kick off call to review the configuration and business process
- SSG trainer creates training materials
- One week before the training takes place, the SSG trainer provides the materials to the client for feedback
- Client approves the materials
- Training session takes place

If you would like to begin scheduling immediately, please email us at training@socialsolutions.com

Cancellation Policy

If training is cancelled or rescheduled after it has been confirmed (as outlined in the training proposal), the customer will be billed a Cancellation Fee equal to two hours of additional administrative time at SSG's then current training rates to cover the administrative burden of rescheduling.   SSG shall not reschedule training until receipt of the Cancellation Fee.

In addition to the foregoing, if the customer cancels training within one week prior to the scheduled start date of the training, or if the required persons are not present at the start of training as required under Section III (Customer Responsibilities), in addition to the Cancellation Fee, the customer is responsible for the entire cost of the training as set forth in the proposal and such amount shall be non-refundable.   The foregoing may be waived for extenuating circumstances, solely by SSG in its sole and absolute discretion.

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