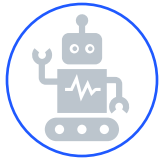




# Advancing Workforce Management

# 2024 WFM Roadmap Themes



Seamless workflows  
through  
automation



SELF SERVICE



Worker Led  
Accountability



Onboarding  
Transparency

# **Seamless workflows through automation**

**How do we simplify the administrative overhead?**

**What functions could be achieved through automation?**

# Why Automation

**Training:**  
**Large numbers of enrollments**


**Complexity:**  
**Competency requirements**

**Training Management:**  
**Classroom**

# Auto Enrolment

- Auto-Enrol to mandatory online training July 2023
- Reduce manual enrolment to online training
- Matched to Auto Assigned Roles

Worker's Competency  
Risk Management Procedure

  
In Progress


Person	John Citizen
Competency	Risk Management Procedure
Type	Safety.Trained
Location	
Issue Date	18 Apr 2023
Expiry Date	18 Apr 2026
Active	✓

Comment

Auto assigned for training enrolment during Role assignment (Online Security Training TEST [ID=27306])

Progress

Incomplete

 Train >

Documents


+ Add Document

# Auto Re-Enrolment


- Auto Re-enroll – delivered in July 2023
- Applied to free online training
- Ensures that workers complete training without the need to re-enroll a second time

Training Profile

P2P for Requisitioners



Active



When this course's delivered competencies are nearing its expiry date, workers will be automatically re-enrolled into the course and notified by email.

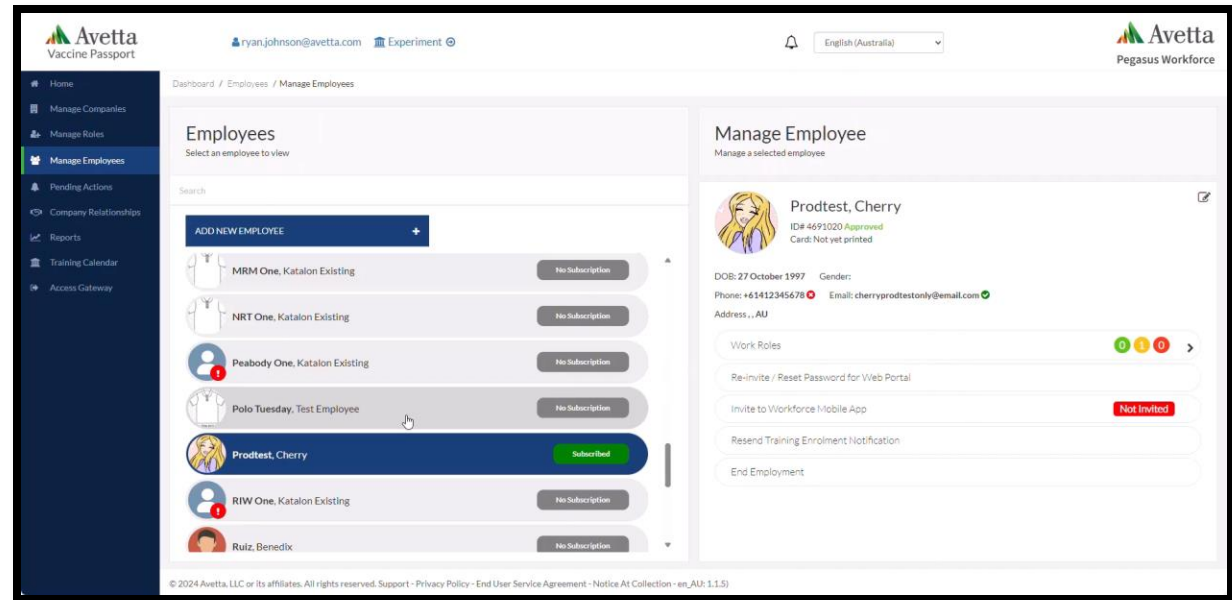
Training Name	P2P for Requisitioners
Description	P2P for Requisitioners
Site	
Type	Online
Duration	

Competencies

1 >

# Auto Invite to WMA

- Delivered May 2024
- Reduce manual admin to get mobile app into workers hands
- Efficiency improvement



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# Self Service

*Leading workforce management software does more than automate basic processes*

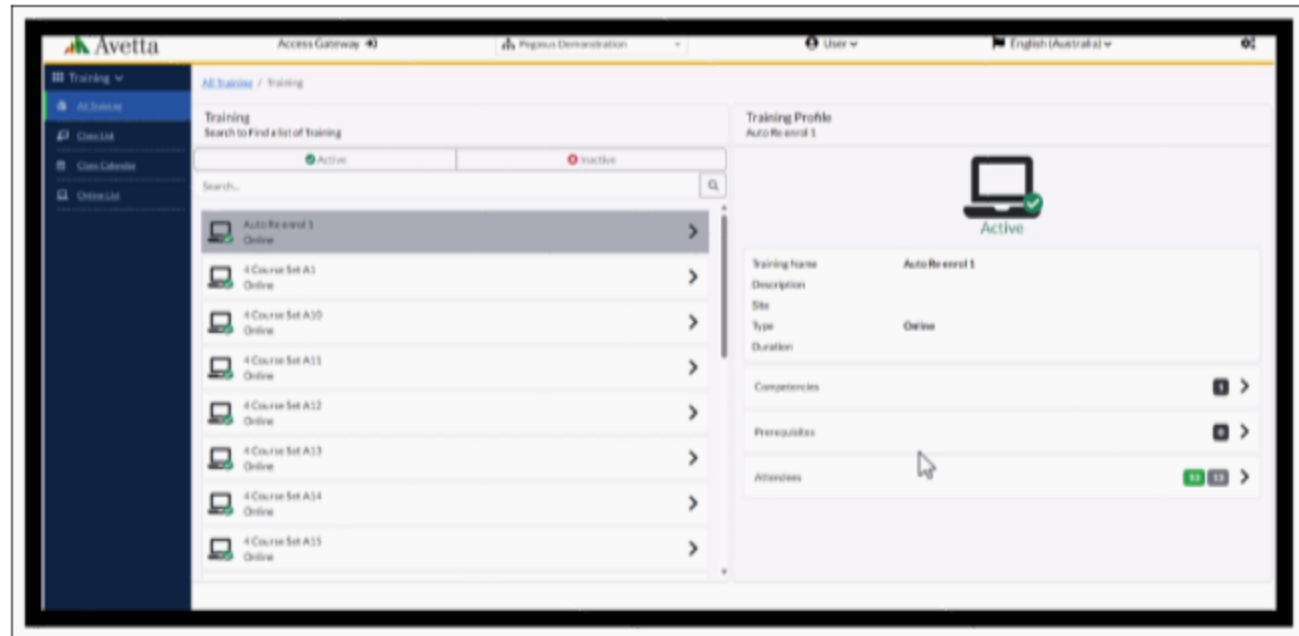
**What features could our clients and suppliers manage themselves?**

**Empower users to make decisions**

**What can workers do themselves?**

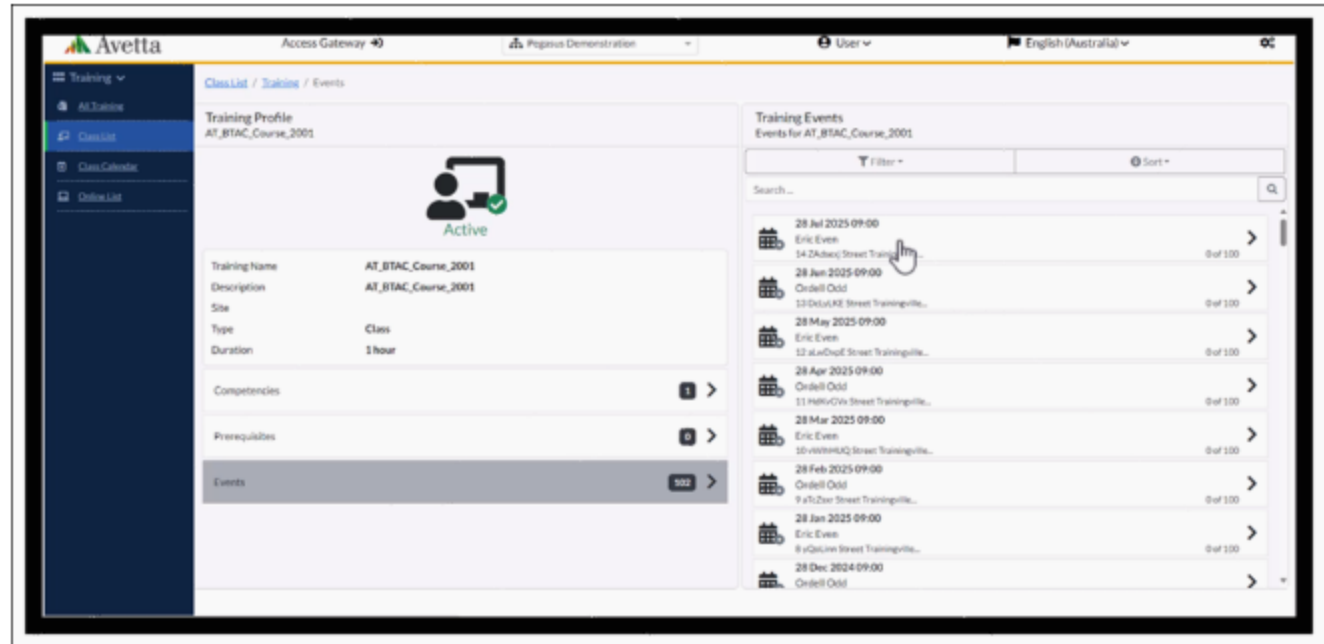
# Pre-Requisites

- Pre-reqs Feb 2023
- Training & Assessment
- Reduce the admin load
- Less Management from one competency to the next



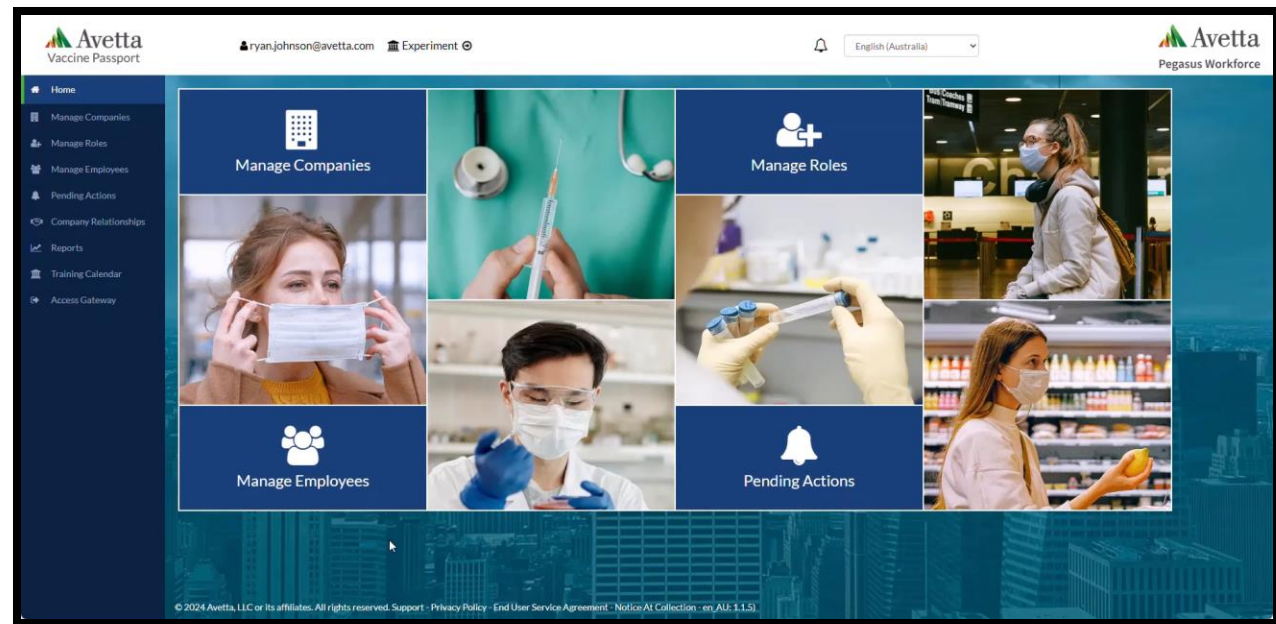
# Bulk Transfer & Remove Classroom events

- Bulk Transfer/Remove attendees from training events – Nov 2023
- Bulk Transfer/Remove – No Event Selected – Feb 2024



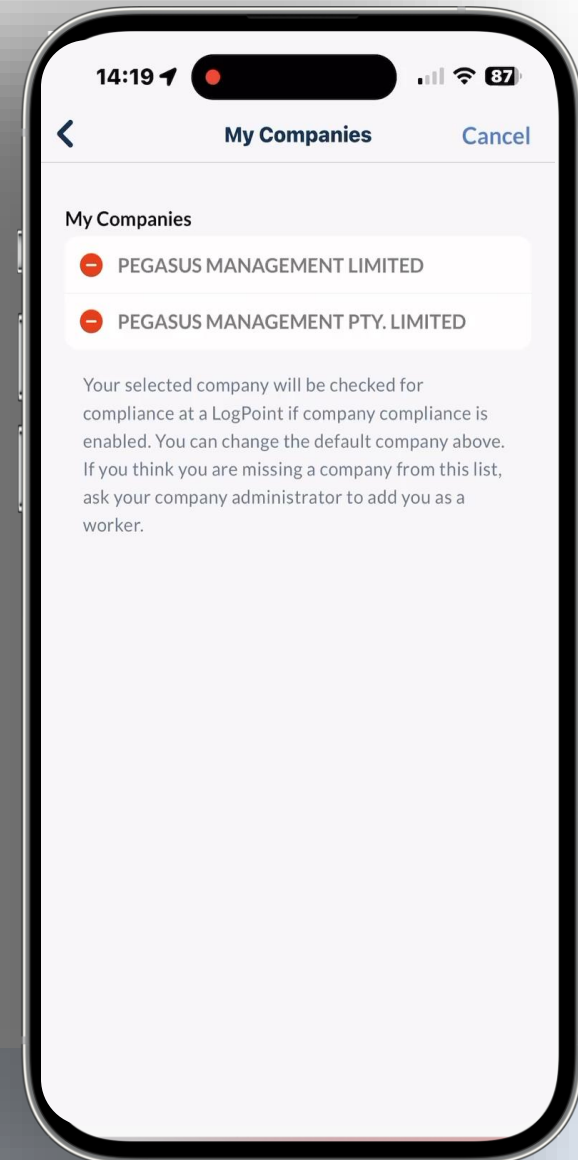
# Resend Training Notification

- Delivered – March 2024
- Assists the Supplier Admin in worker training
- Enable a self-service model



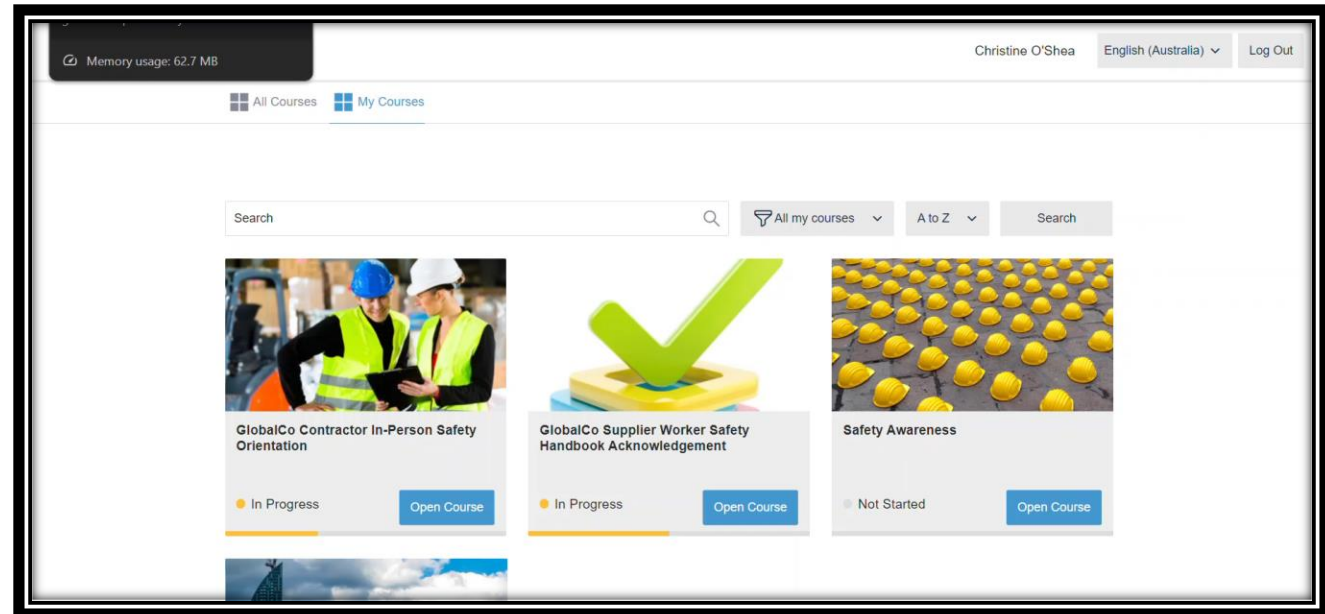
# Manage Supplier Companies

- Delivered – Q2 2024
- 11% of calls ›Add and Remove a company
- Single touch Connect



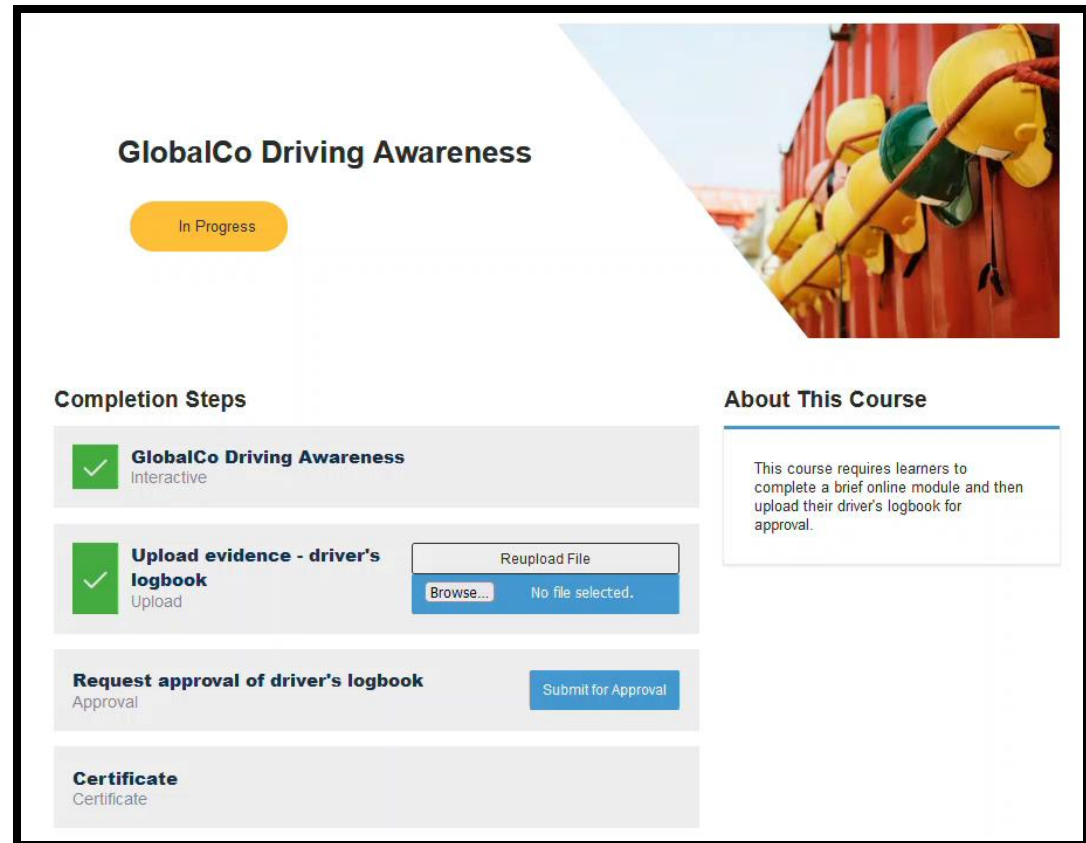
# Mark Classroom

- Delivered – Q1 -2024
- Allow client users to assign results at Classroom sessions
- Full control over grading learners
- No delays in updating competencies
- Assign results individually or in bulk



# LMS Approval Unit

- Delivered Q1/Q2 – 2024
- Course settings force sequential unit access.
- Achieve a final course completed status (passed or failed).
- Approver can grant authorization for learners to move forward
- Learners are informed of outcomes by email



The screenshot displays the 'GlobalCo Driving Awareness' course interface. At the top, the title 'GlobalCo Driving Awareness' is shown next to a yellow 'In Progress' button. A banner image of yellow and green hard hats on a red container is visible in the top right. Below the title, the 'Completion Steps' section lists four items: 'GlobalCo Driving Awareness' (Interactive, marked complete with a green check), 'Upload evidence - driver's logbook' (Upload, marked complete with a green check, featuring a 'Reupload File' button and a 'Browse...' button with the text 'No file selected.'), 'Request approval of driver's logbook' (Approval, featuring a 'Submit for Approval' button), and 'Certificate' (Certificate). To the right, the 'About This Course' section contains a text box stating: 'This course requires learners to complete a brief online module and then upload their driver's logbook for approval.'

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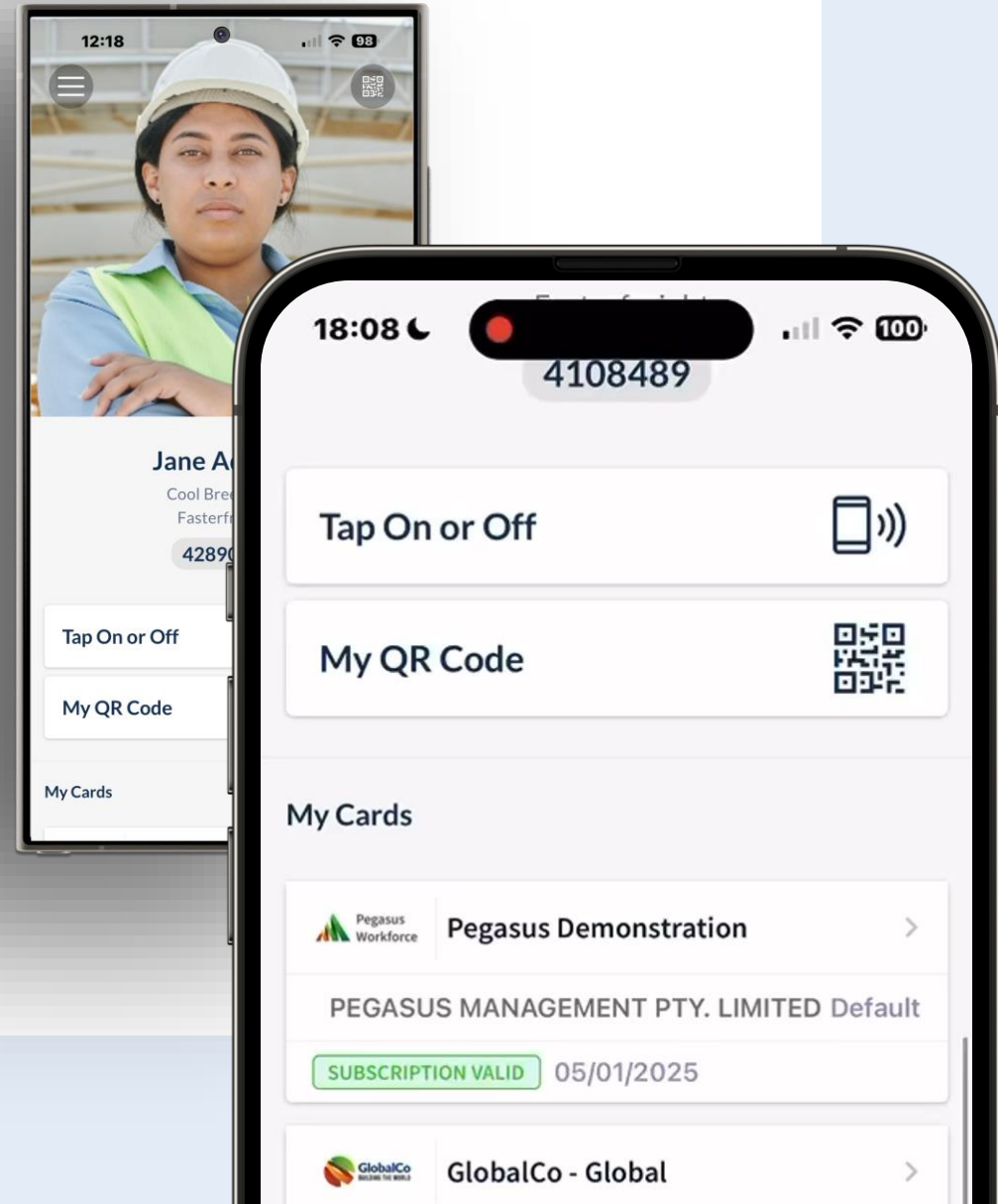
# **Worker led behavior**

**How can workers assist in Site Safety?**

**What tools can suppliers support?**

# Site Safety Workforce Mobile Application

- Workforce application updated to allow workers to empower themselves
- Take ownership of their work status



# 2024 WFM Roadmap Themes



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# Onboarding Transparency

**How do we simplify the onboarding process for workers and suppliers?**

**How do we improve visibility to workers and suppliers?**

# Transparency Value

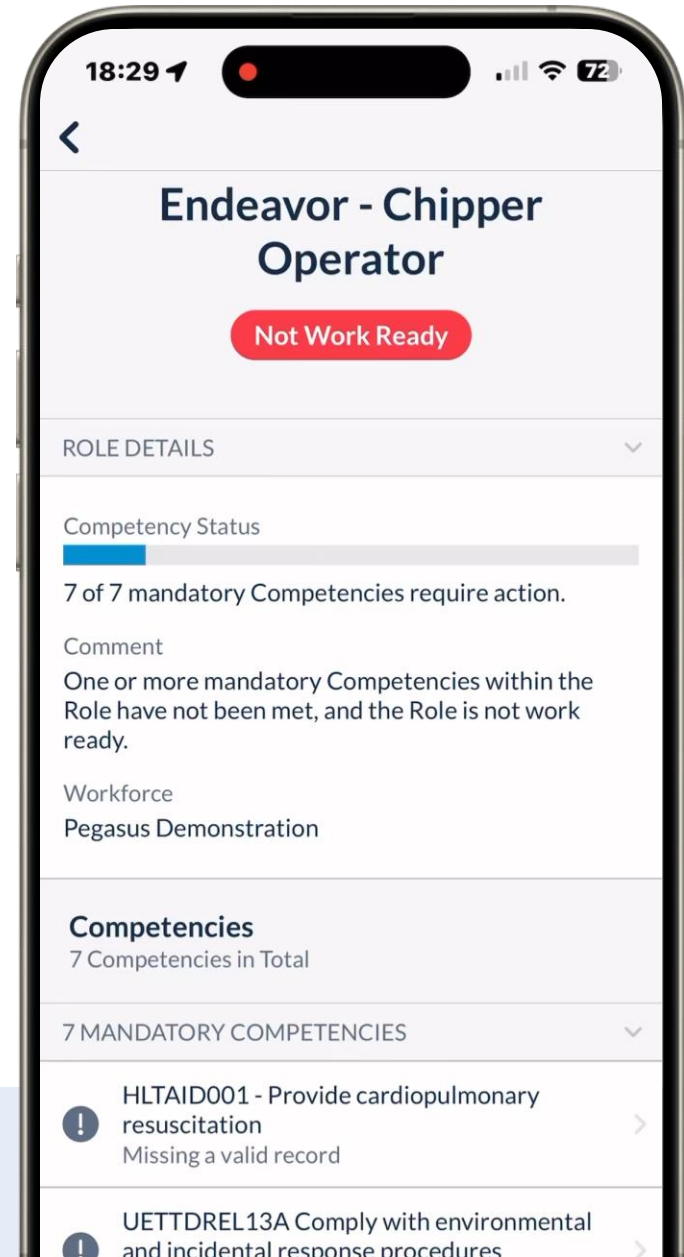
**Collaboration**

**Worker Compliance time**

**Speed to Site**

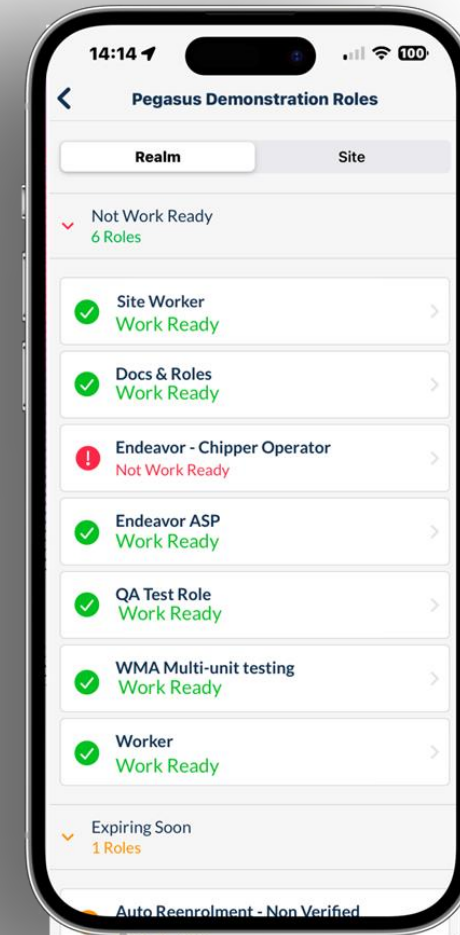
# Worker Quick Submit Verification

- Delivered – July 2023
- Allow workers to submit via the WMA



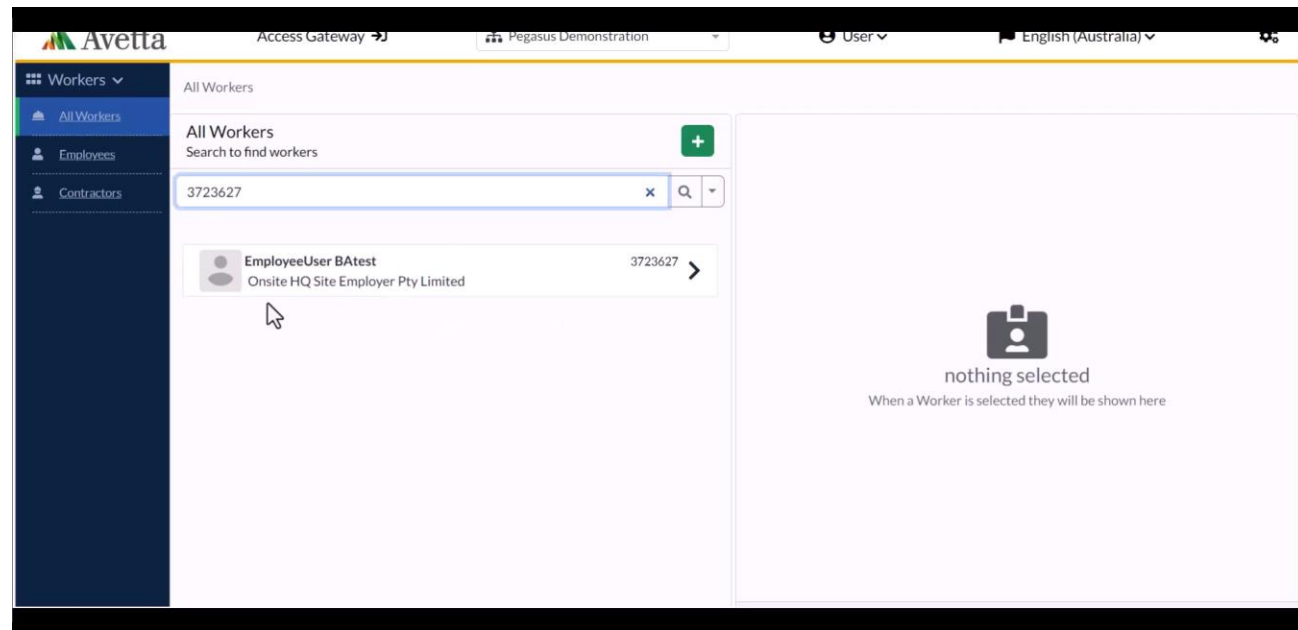
# Site Roles – Status

- Delivered – Q4 2023
- Allow visibility of both Realm and Site Roles and Competencies
- Workers take more ownership and control on their work status



# Competency History

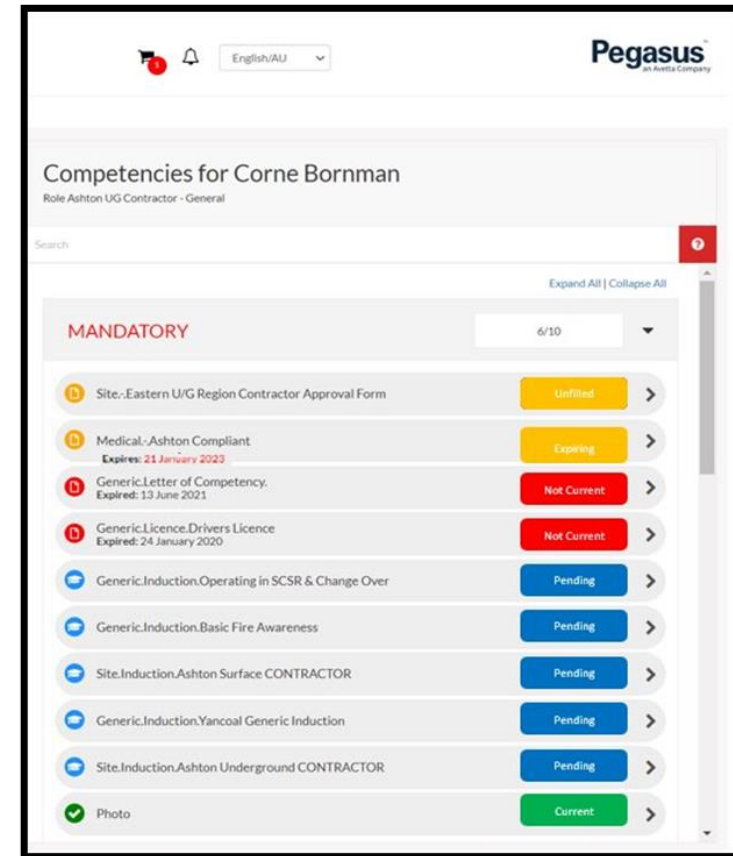
- Individual Training Plan – Feb 2024
- Competency History – May 2024
- Improve view in CP to see the entire history





# Competency Status

- Roles achieved incrementally & reduce time-to-compliance for workers,
- Remove bottlenecks for Supplier Admins



# 2024 WFM Roadmap

**How do we continue to support client, supplier  
and workers in the areas of:**

Training

Compliance

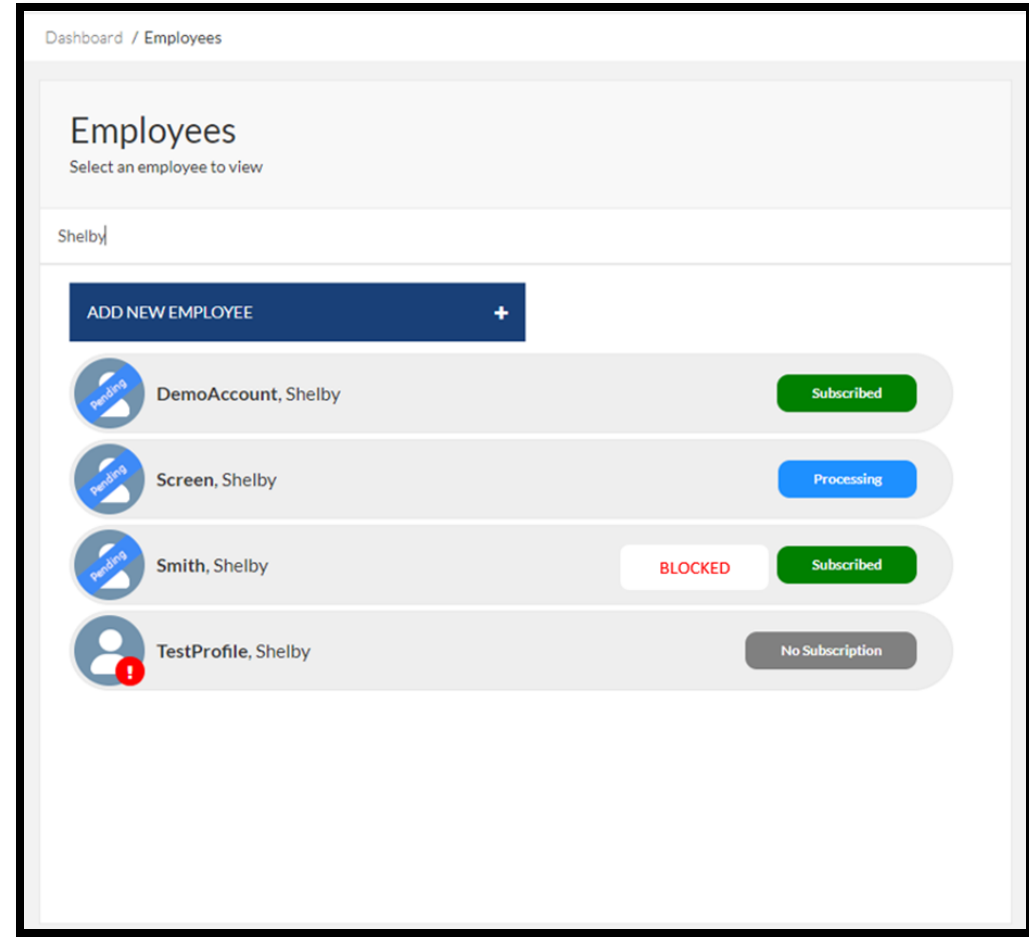
Supplier Visibility

# 2024 WFM Roadmap Schedule

Now & Next	Discovery
Block Status	Deactivate Roles
Global Competency Part 1	Global Competency Part 2
PLMS Improvements – Assessment Unit	Two Factor Authentication
WMA – Display Competency History	Role Hierarchy

# Now Block Status

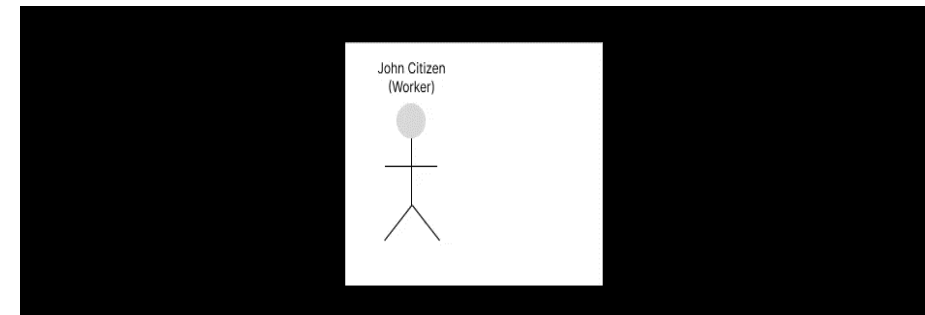
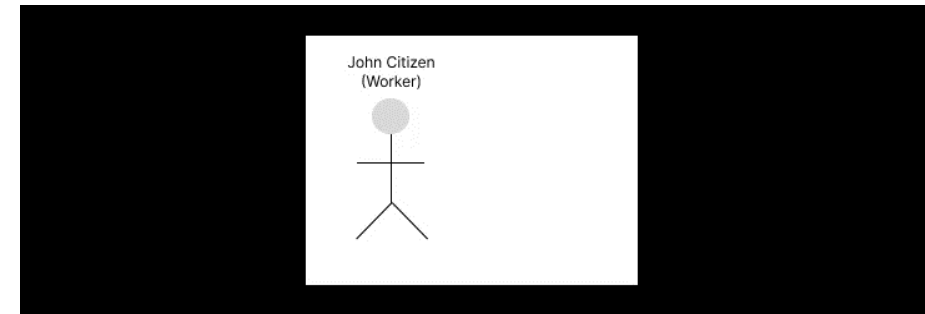
- Transparency between client and supplier
- Supplier Admin can see if worker is not able to work for a client



# Now

# Global Competencies

- CURRENT STATE
- Multiple Submissions for the same competency
- FUTURE STATE
- A single submission for a globally recognized competency
- Enable a more efficient process
- Less repeat documents, faster processing, less storage



# GLOBAL COMPETENCIES



68K  
Competency  
Library



280  
Drivers License –  
C Class



78  
Proof of ID



400  
Heavy Vehicle  
License



5k  
Electric



2k  
Vehicle



11k  
Statement of  
Attainment



55  
HLTAID003  
First Aid



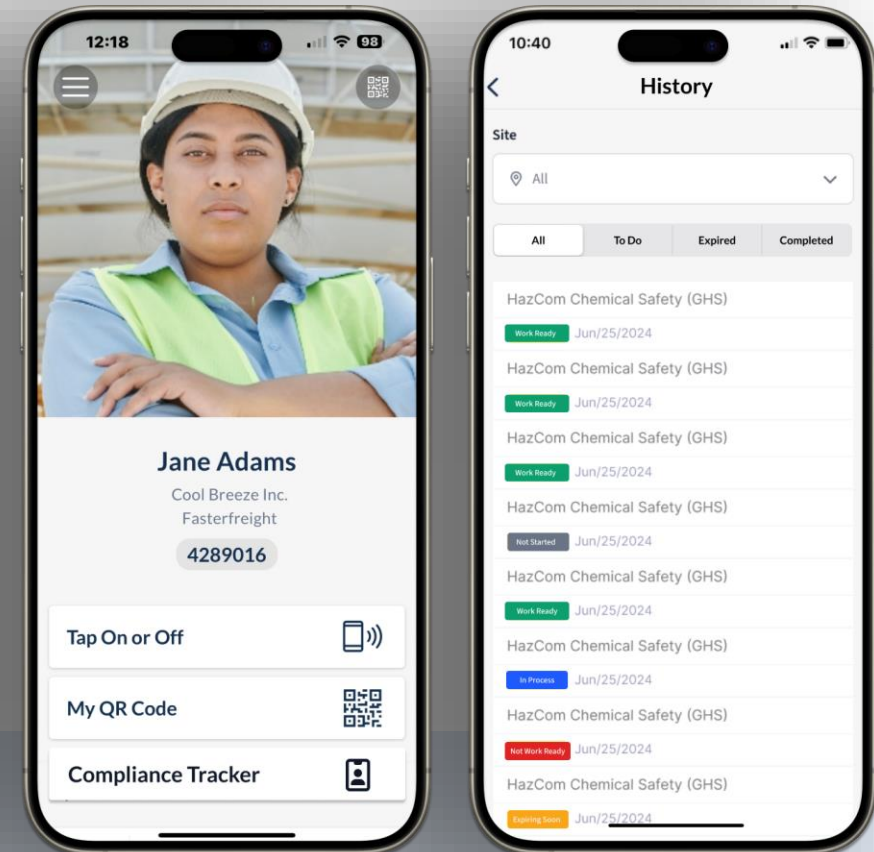
10  
RIIBLA201  
Support shot  
firing operations

“License/Licence”  
License is both a noun and a verb in the United States. If you live in any other English-speaking country, you will spell it licence when you use it as a noun and license when you use it as a verb.

Accounting.Bachelor Degree.Accounting or equivalent
Accounting.Bachelor Degree.Accounting
Accounting.Bachelor Degree.Accounting or equivalent
Accounting.Bachelor Degree.Accounting or equivalent
Accounting.Bachelor Degree.Bachelor of Commerce - Accounting
Accounting.Bachelor Degree.bean counter
Accounting.Bachelor Degree.

# Next Displaying Competency History in WMA

- Allow worker to view their past competencies that they have submitted (Work Ready, rejected or Expiring or Expired) all in one consumable form.
- This ensures quick action from the worker to get compliant.



# Later Deactivate Roles

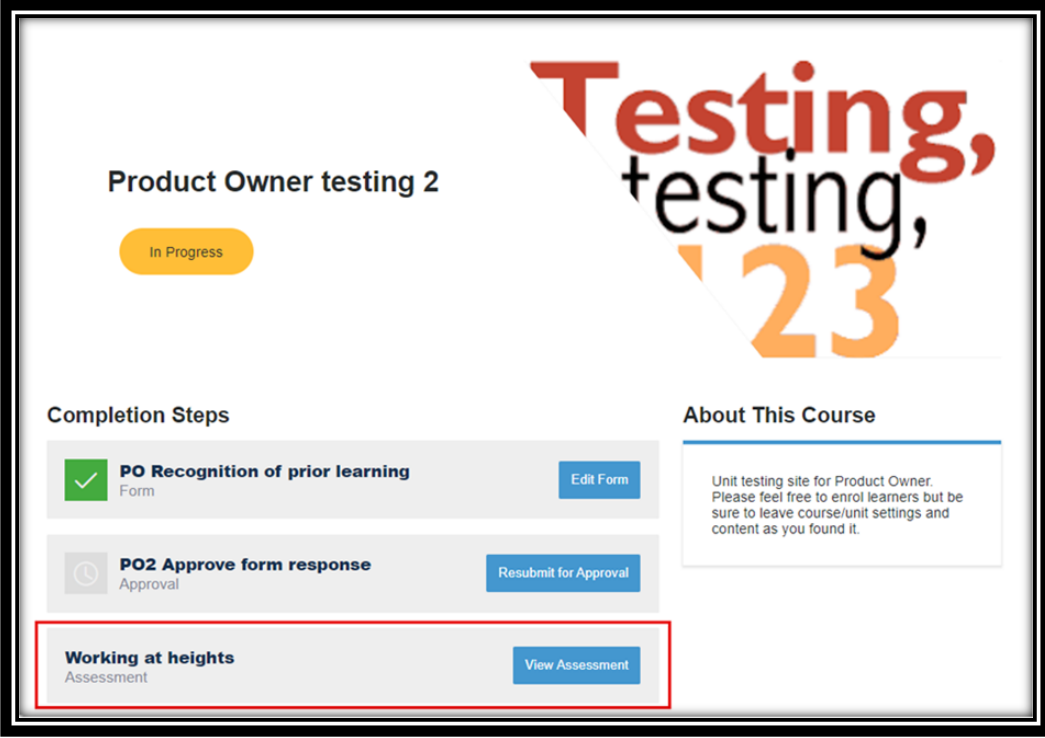
- Reduce contractor role management at the client side
- Improve supplier visibility on contractor management.
- Configurable to client to specify roles for deactivation
- Reduce calls to support for role deactivation

The screenshot displays a web application interface for managing roles. The top navigation bar includes a 'Client Logo', user information '<Users Email>', 'Company Name Selected', a language dropdown set to 'English (Australia)', and an 'Avetta Log' button. A left sidebar contains a menu with 'Home', 'Manage Companies', 'Manage Roles', 'Manage Employees', 'Pending Actions', 'Reports', 'Training Calendar', and 'Access Gateway'. The main content area is titled 'Sites/Roles for Worker Name' and contains the instruction 'Select all roles for Worker Name or the site they are working on.' Below this are two buttons: 'All Roles' (dark blue) and 'Site Name' (light grey). To the right, the 'All Roles Deactivate Mode' section features a search bar and a list of roles with status indicators: 'Compliant' (green), 'Pending' (blue), 'Not Compliant' (red), and 'Expiring Soon' (orange). A confirmation dialog box is overlaid on the bottom right, asking 'The selected role(s) against this worker will be deactivated. Are you sure you wish to proceed?' with 'OK' and 'Cancel' buttons. The bottom footer contains three buttons: 'Back to Manage Employees', 'ADD SITE', and 'MANAGE ROLES'.



# Later LMS Assessment

- Assessor to grade a learner against a prepared set of criteria.
- Learner is observed and assessed & can upload evidence
- Assessor completes a checklist, assigns as Passed or Not Yet Competent.





The screenshot shows a web interface for 'Product Owner testing 2'. At the top right, there is a large graphic that says 'Testing, testing, 23' in red and orange. Below the title, there is a yellow 'In Progress' button. The interface is divided into two main sections: 'Completion Steps' on the left and 'About This Course' on the right. The 'Completion Steps' section contains three items: 'PO Recognition of prior learning' (Form) with a green checkmark icon and an 'Edit Form' button; 'PO2 Approve form response' (Approval) with a clock icon and a 'Resubmit for Approval' button; and 'Working at heights' (Assessment) with a red border around it and a 'View Assessment' button. The 'About This Course' section contains a text box with instructions: 'Unit testing site for Product Owner. Please feel free to enrol learners but be sure to leave course/unit settings and content as you found it.'

**Product Owner testing 2**

In Progress

**Completion Steps**

-  **PO Recognition of prior learning**  
Form [Edit Form](#)
-  **PO2 Approve form response**  
Approval [Resubmit for Approval](#)
- Working at heights**  
Assessment [View Assessment](#)

**About This Course**

Unit testing site for Product Owner.  
Please feel free to enrol learners but be sure to leave course/unit settings and content as you found it.

# Questions?

I would like to see how Avetta is working towards improving the user experience for the admin side of the system and what improvements they have for bulk updates and changes, especially in the user permissions area.

I would like to understand how Avetta is enhancing the product to accommodate and be ready for new privacy laws to be released in August.

# Thank You!