Shift Management Training Program – Learning Hub Guide

Important: To receive the SMTP Pilot assignment, the employee must be in the Shift Manager Trainee Arby's position and does <u>not</u> have the prior SMTP on their transcript/completed.

How to change an employee position:

With your Generic M Account:

1. Navigation Menu -> Admin -> Users
2. Click the red 'Search' button to bring up all users or search for the user with ID, Name, etc.
3. Select the employee's name and click 'Edit Record' in bottom right of the screen
4. Scroll down to Position and click the 'X' to clear the current position

5. Then click the icon to select a new position

6. Search for **Shift Manager Trainee** and select the position

7. Click **Save** in the bottom right corner

Now that the employee is in the Shift Manager Trainee position, please allow ~24 hours for the Pilot SMTP Curriculum to be assigned. We suggest changing the employee's position ~2 days prior to starting training.

To find the Shift Management Training Program, you will access the curriculum via the Transcript.

How to access your Transcript:
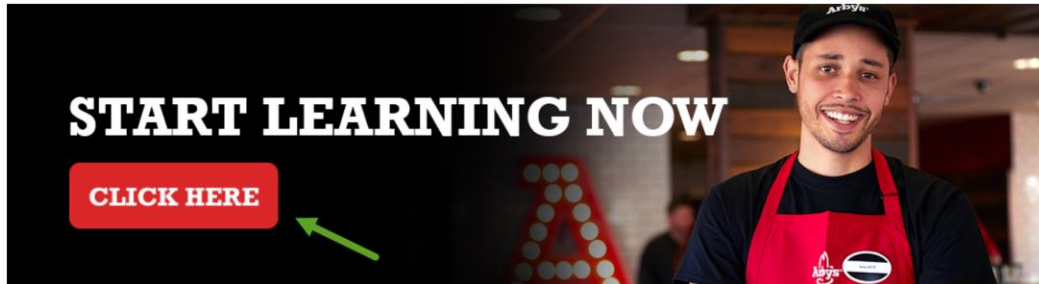
Accessing Course 201, 202, 203:

Once assigned the Shift Management Training Program, the employee needs to complete **both** the TMTP Knowledge Checks to unlock the rest of the courses.

What happens when the trainee completes the entire curriculum?

The employee will then be auto-assigned the SMTP Certification:

The employee must score ≥ 90% on the Shift Management Observation Checklist to then be certified in the Learning Hub via the Certification Checklist by their Manager: