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:

5.

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

Position: *	Team Member (50106)	×
Then click the ic	on to select a new position	

6. Search for Shift Manager Trainee and select the position

Select Position

shift manager tra	inee		Q Search	
Title		ID	Parent	
Shift Manager	'rainee Arby's	50099	Arbys Company Positions	
osition: *	Shift Manager Train	ee Arby's (5009	99)	->

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.

Shift Management Tra Program (FRA) O TMTP KNOWLEDGE	aining	re lessons are not intended to be stand-alone training but are considered to be a come to of the overall staining method. Be sure to complete each lesson prior to starting training tr	5-step it function. Details
SMTP 201 SMTP 202	>	SMTP 201 0% Completed: 0 Min Required: 3 Total Items: 3	Details
O SMTP 203	>	SMTP 202 0% Completed: 0 Min Required: 3 Total Items: 3	Details
		SMTP 203 0% Completed: 0 Min Required: 2 Total Items: 2	Details

What happens when the trainee completes the entire curriculum?

The employee will then be autoassigned the SMTP Certification:



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

Quick Links		
XP Leaderboard		
Certification Checklist		
User's Guide		
My Team		