



A more human resource.™

ezLaborManager Training Catalogue

2015 Edition



Contents

Training Courses	4
What courses do I need?	4
How much do courses cost?	4
Training Discounts	6
Where do I go for training?	7
How to book training	8
Client etiquette	10
Our Terms and Conditions for training.....	11
Classroom Training Courses.....	14
ezLaborManager Administrator.....	15
Virtual Classroom Training (VCT) Courses.....	17
What is a Virtual Classroom Training Course?	18
How does a Virtual Classroom Training Course work?	18
ezLaborManager Supervisor	19
Contacting Us	20

About ADP

ADP UK is part of the largest supplier of payroll, time and attendance, and HR outsourcing services in the world, paying 31 million people worldwide each pay day.

Established in 1965, the UK operation has over 40 years' experience delivering a range of payroll service solutions across the spectrum of private industry sectors. The knowledge and experience we have gained has enabled us to develop a totally flexible solution portfolio, offering 'best-fit' payroll and HR service options to organisations of every size and requirement.

Who are ADP Training

ADP Training is a team of accredited TAP (Training Assessor Programme) professionals and proud to hold the Learning and Performance Institutes Gold Standard accreditation. We take pride in the service we provide our clients and make it our sole purpose to give the best training experience possible and create a relaxed learning environment for our clients.

About ezLaborManager

ADP time and attendance software has been designed to streamline a business's workforce management procedures through a web-based self-service facility that allows employees to enter their own working hours. Our proven solution, ezLaborManager, can be configured in accordance with existing payment policies to ensure a consistent approach across the entire business, no matter location, shift or role. With 24/7 remote access, this is the perfect solution for businesses with multiple offices, enabling employees to enter their working hours via online time sheets, various time clocks or hours-based exception reporting at any time.

How does ezLaborManager work?

ezLaborManager Administrator

As an administrator, you'd be responsible for getting your ezLaborManager ready for your managers to use. Setting up shift types, modifying employees, putting in changes and new information and even exporting information to your payroll if you've had us set that up for you – you'll have your managers in a position that they can use the system effectively and manage the time and attendance of their direct reports with ease.

ezLaborManager Supervisor

You're a manager who has multiple direct reports and you need to be able to monitor the time and attendance of your company or business unit. You'll use ezLaborManager to manage the schedules of your employees, check that there is adherence and even be able to cross charge someone working in another business unit if you need to. You'll have your time and attendance running like clockwork.

Training Courses

What courses do I need?

The courses you need to take are detailed below. Depending on your role within your company, you'll need to take different courses. The details of all courses can be found in this catalogue.



How much do courses cost?

In-Contract Training Days

In-contract training days can only be used on Core modules. Advanced modules are all chargeable. Training provided to you in your contract can be used during your implementation and are valid only up to six months after your 'Go Live' date. Any training days unused will be forfeited after you have been live with ADPfreedom for six months.

Outside of Contract Training Costs – At an ADP Training Centre

Standard Classroom Courses

£400 per person per day (excluding VAT)

Bespoke Classroom Courses

£500 per person per day (excluding VAT)

Virtual Classroom Training (VCT)

Virtual Classroom Training (VCT) Standard Course

£200 per person per session

Virtual Classroom Training (VCT) Bespoke Course

£300 per person per session

Train the Trainer (TTT)

Train the Trainer (TTT) is a minimum of two days and can be provided on a consultative basis.

Day One – ADP Training Consultant delivers the course content to your trainer(s).

Day Two – Your trainer(s) deliver the course content back to an ADP Training Consultant.

There will also be a written accreditation with a pass mark of 95% that your trainers must pass to deliver this training. The cost of a TTT course starts from £950 (excluding VAT) per day, if held at an ADP Training Centre. We will be happy to provide you quote; please e-mail us the courses or topics you'd like your trainers to be accredited in, how many trainers need accrediting and if you'd like it to happen at your offices or at one of our sites.

*Set Up fee for onsite training is mandatory and is required for a trainer to attend the day before training to assess the venue for training and ensure systems are set up and accessible on each delegates PC.

Training Discounts

The Training Passport

The Training Passport enables you to purchase multiple training days and receive significant discounts. The more training days you purchase in advance, the more considerable the discount you will receive per training day



Passport Type	No of Training Days Included	Fee	Equivalent Daily Rate	Discount	Validity
GOLD	15 days	£4,500 (excl VAT)	£300 + VAT	25%	12 months
SILVER	10 days	£3,200 (excl VAT)	£320 + VAT	20%	6 months
BRONZE	5 days	£1,700 (excl VAT)	£340 + VAT	15%	6 months

The Bronze and Silver passports will be valid for 6 months from the date of issue whilst the Gold passports will be valid for 12 months from the date of issue.

Each of the passports pages entitles one delegate to one day's standard training. (RRP £400per delegate per day)

For full Terms and Conditions of the Training Passport, please contact us and we shall send you a copy with an application form.

Last Minute Training and Seasonal Promotions

Periodically we will send out promotion emails advising of heavily discounted last minute courses and seasonal discounts*. To have your company added to this list please email the Client Training Team with the name of your contact along with email address.

For further information on either of these promotions please feel free to contact us on 01932 597 346 or email us at uktraining@adp.com

*Discounts are subject to availability. Courses booked prior to the opening of a season discount period cannot be canceled and rebooked to become eligible. ADP reserves the right to amend, withdraw or cancel any promotions at any time and without notice.

Where do I go for training?

ADP has 3 different training centres in the UK and we spread all of our training courses across all sites based on demand and delegate numbers.

Our Chertsey site (right) can accommodate the most number of simultaneous training sessions; holding five full training suites.

Our Cheadle office and Covent Garden sites hold one training suite.

The addresses for our three training centres are:

Chertsey, Surrey

ADP Employer Services
40-48
Syward Place
Pycroft Road
Chertsey
KT16 9JT

Cheadle, Manchester

ADP Employer Services
Southgate Centre
319 Wilmslow Road
Heald Green
Cheadle
SK8 3PW

Covent Garden, London

CIPP
One Arne Street
90 Long Acre
Covent Garden
London
WC2E 9RZ



If you need help finding us, please feel free to visit our website
<http://www.adp-es.co.uk/client-training/training-centres>

Scan to visit our Client Training Mobile Website Application



www.adp-client-training.co.uk



Using a smartphone? Scan the QR code (left) or type the following web address into your smartphone's web browser
<http://www.adp-client-training.co.uk>
(not currently supported on tablets)

Recommended hotels

Please contact us for our recommended hotels in all three of our locations and we'll send you details of ones nearby and what to quote for a corporate rate.

How to book training

Please copy and paste or replicate the below form into an e-mail, complete it and send it to uktraining@adp.com. All fields marked with an asterisk are mandatory for your request to be processed efficiently.

Company Details

Name of contact :
Company Name* :
Parent Company (if applicable) :
Contact Details* :
Product(s) held* :
Courses needed* :
Dates available (in weeks)* :
e.g. w/c 4th November :
Training centre requested* :

Delegate Details

Please note: an e-mail address is required for each delegate attending

Name :
E-mail address :

Name :
E-mail address :

Name :
E-mail address :

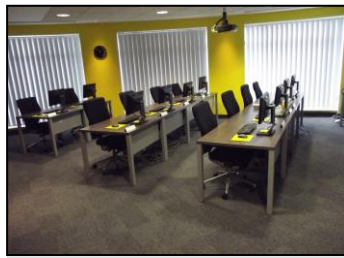
Name :
E-mail address :

Name :
E-mail address :

Name :
E-mail address :

Any other information/Special requirements:

Our training centre facilities



Training rooms

All rooms have water provided and are near bathroom facilities. Each delegate has their own PC during the course. Smart board technology is in each room as well as SynchronEyes software allowing the trainer to observe and share delegate screens. We offer a state of the art training environment that is creative, modern and fun.

Break rooms

Your training day will include two 15 minute outside your lunch. In the break out rooms you will have access to a range of hot drinks and some small snacks.

Individual requirements

If you have any particular needs for your training day, for example if you need to be seated towards the front of the room for viewing purposes, or if you

need wheelchair access please let us know beforehand so we can make the necessary arrangements. We will do everything we reasonably can to make the course as comfortable as possible for all delegates

Upon arrival

- At our Chertsey Training Centre, please note that entry to the building is at the rear of our premises, through our car park, and not through the doors opposite the roundabout
- At our Cheadle Training Centre, please use the front doors to enter the building.
- At our Covent Garden Training Centre, please use the side entrance of the CIPP building from whom we rent the training room.

Please report to reception when you arrive and you will be handed your security pass for the day. You will be directed to the break room where you should remain until your trainer comes to meet you.

Lunch

At our Chertsey site you will be taken out for an hour lunch during your course to an Italian restaurant within walking distance. In Cheadle and Covent Garden, food will be delivered to the training centre. If you have any particular dietary requirements please let us know and we will endeavour to accommodate your request.

Parking

Both our Chertsey and Cheadle centres have limited free visitor parking.

Smoking

All our Training Centres are non-smoking. There are smoking areas and provision for disposing of used cigarettes and rubbish.

Client etiquette

Behaviour

ADP has set guidelines on acceptable behaviour. These guidelines are to be followed by everyone

Expected behaviour includes (but is not limited to):

- Respectful toward all others
- Being polite and courteous
- Punctuality
- Being patient and sensitive to the needs of others
- Active, constructive and responsible participation in all activities
- Asking relevant questions
- Participation that add to the learning experience of participants in the group

Unacceptable behaviour includes (but is not limited to):

- Swearing
- Language that may be considered as offensive
- Harassment / abuse
- Vilification
- Slander, ridicule and/or using demoralising or other comments or language that erode the dignity of the subject
- Intimidation
- Libel or libellous acts or comments
- Inciting others to any unacceptable behaviours
- Discrimination and behaving in an insensitive manner toward individuals regarding their race, religion, sex or other aspect of their person or that may be considered as offensive or discriminatory

The decision to continue to allow a candidate to participate in a training course is at the discretion of the trainer and the ADP training team.

Attire / Dress code

Please wear neat, tidy casual or business clothing. As a guideline, neat jeans and a shirt are fine. Hats, caps and sunglasses are not to be worn while indoors.

Punctuality

Please arrive at our site half an hour before the course start time. If you are going to be late please let us know. If you are late, we reserve the right to refuse entry to the course. Please return from breaks and lunches at the time requested by your trainer.

Implementation action list

As the courses are generic, in cases where you need to ask specific questions around your company set-up, your trainer will direct you to log these questions as an action list to then discuss with your implementation or HR consultants.

Our Terms and Conditions for training

In-contract Training Days

You will have been provided a number of training days for your company to take. These training days are allocated per person, for example, two delegates taking two days training would be 4 training days.

The days you have been provided will usually be taken before you go live with our product. If you have days remaining after this day, they are only valid for a further 6 months. After 6 months they become invalid and all training requests become chargeable.

Making your booking

We will endeavor to meet all requests for training. At peak times, there may be circumstances that we may not be able to accommodate all training requests and will work with you to get you the training you need. All bookings require the information as detailed in the 'How do I book training' section of this catalogue any missing information could delay bookings and result in missing availability.

Onsite training

Training on your site requires as much notice as possible. We have a number of requirements for setting up the day and have a pre-training questionnaire that you must complete prior to training and dates being agreed. Please note that in-contract training days cannot be used for onsite training.

Changes to bookings

Places on training courses are transferable to other employees from within the same company. Please inform us of the employees name at least 24 hours prior to the course date for security reasons.

Cancellations

All course cancellations must be made through the client training department either by email uktraining@adp.com or by contacting the Training Team on 01932 597 346.

Cancellations for courses conducted at our Chertsey or Manchester training centers must be notified to ADP at least five working days prior to the day of delivery. A £100 cancellation fee will be applicable if the cancellation is not confirmed before this time.

Cancellations for courses conducted on client site must be notified to ADP at least five working days prior to the day of delivery. A £100 cancellation fee will be applicable, plus any additional expense incurred by ADP, if the cancellation is not confirmed before this time.

If a delegate fails to attend training, the full course fee will be payable.

Training complaints procedure

Should you wish to provide feedback regarding training please contact the training department either by email uktraining@adp.com or by contacting telephone on 01932 597 346. We will endeavor to get back to you within two working days to resolve your query.

If you are not satisfied with the outcome of your complaint please escalate to The Learning and Performance Institute. Details as follow

Website: <https://www.thelpi.org/wp-content/uploads/2015/12/Code-of-Practice-Learning-Providers.pdf>

Address:

Head Office
The Learning and Performance Institute Ltd.
Westwood House, Westwood Business Park Coventry,
CV4 8HS
T. +44 (0) 2476 496210
E. info@thelpi.org

ezLaborManager

Classroom Training Courses

ezLaborManager Administrator

Course Summary

This course has been designed for company HR administrators or company administrators who manage the time and attendance of your employees. It provides the skills and knowledge necessary to use ezLaborManager to complete all aspects of schedules, end-of-period processes and create or maintain employee information.

Course Information

Duration: 1 full day
Start time: 10:00
End time: 16:00
Maximum: 10 delegates

Prerequisites for attending the course

In order to attend this course you must:

- Be an administrator for your businesses ezLaborManager
- Be able to use English to a working level
- Be computer literate and able to use Microsoft Windows and Microsoft Office

Course Objective

By the end of this course, you will be able to:

Update all aspects of ezLaborManager for your employees and provide required information in the system, that will be required by your supervisors.

Course Content

- Setting up ezLaborManager
- Time entry methods
- Accessing ezLaborManager
- ezLaborManager navigation
- Editing employee timecards
- Scheduling employees
- Requesting time off
- Adding and modifying employee information
- Adding and modifying user information and groups
- User emulation
- Report functions
- End of period tasks

ezLaborManager

Virtual Classroom Training (VCT) Courses

What is a Virtual Classroom Training Course?

A Virtual Classroom Training course is a modern and cost effective way of being trained through a tool called Adobe Connect. You'll log onto our virtual classroom and be guided through with from our trainers who are skilled in virtual training.

You'll need to have access to Adobe Connect and your system administrator might need to get involved. Once you have been set up, your trainer will guide you through the rest and we'll send you a guide to help you if you need it.

Test your systems using the following link:

http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm

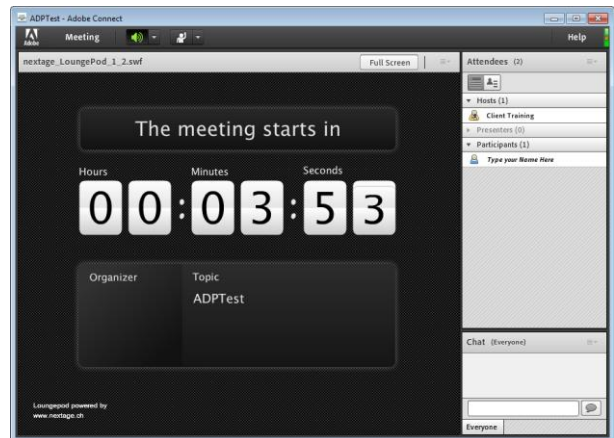
How does a Virtual Classroom Training Course work?

Welcome to the lobby of the Virtual Classroom. Your trainer will meet you here before the start of your course to make sure you can see everything you need to see and hear everything you need to hear.

Adobe Connect is one of the most modern virtual meeting and training facilities on the market and enables participants to raise questions, vote and even take control of the trainers screen to get interactive with the systems that the trainer will be covering with you. Just because the trainer isn't in the room, doesn't mean they won't be able to get you involved and end the session leaving you confident and happy.

When you've booked on your course you'll receive a booking confirmation from us that will include a personalised link for you to access your session. Try getting on there 10-15 minutes before your session starts and your trainer will be there waiting to help you if you have any issues you didn't get in the test.

Now you know what a VCT is and how it will work, feel free to browse through the catalogue of virtual training we have for ADPfreedom.



ezLaborManager Supervisor

Course Summary

This Virtual Classroom Training course has been designed to equip managers to maintain and change information regarding their direct reports and manage their time and attendance effectively. It will enable them to perform day to day processes that will ensure timekeeping and staff levels are managed accurately.

Course Information

Duration: 2 hours
Start time: 10:00 OR 14:00
End time: 12:00 16:00
Maximum: 6 delegates

Prerequisites for attending the course

In order to attend this course you must:

- Manage direct reports who will be clocking in using ezLaborManager
- Be able to use English to a working level
- Be computer literate and able to use Microsoft Windows and Microsoft Office
- Be able to access Adobe Connect

Course Objective

By the end of this course, you will be able to:

Effectively manage the timecards of your direct reports, process time off requests and utilise system information to monitor the time and attendance in your company and business units.

Course Content

- Introducing ezLaborManager
- Time entry methods
- Editing employee timecards
- Editing supplemental earnings
- Scheduling employees
- Quick shifts
- Requesting time off
- Viewing employee information
- Report functions

Contacting Us

There will be times that you'll want to contact us here at ADP. If your query is regarding training that you would like to book, change or just want to ask us a question, here are the Client Training contact details below.

By post

Client Training
ADP Employer Services
40-48
Syward Place
Pycroft Road
Chertsey
KT16 9JT

By e-mail

uktraining@adp.com

By telephone

01932 597 346

Other contacts at ADP

Sometimes you may need other contacts or departments at ADP. Below are some other useful contact numbers that you might need:

ADP Reception (Chertsey)	-	01932 597000
ADPfreedom Helpdesk	-	0845 230 2373
SurePay Helpdesk	-	0845 230 4358
HR.net Support	-	0871 474 2145
HR.net Express and Professional	-	0845 260 1431