



XO Limited

PREPARATION FOR TRAINING

[www.barter-software.com]

What XO will give you prior to Training

Task	Notes
Website Address	<ul style="list-style-type: none">• Administration access to your website• Front end access to your website
Project Plan	Complete project plan detailing data migration requirements, Telephone Banking, SMS and POS if required
Software Training Manual	In both PDF format and hard copy posted
Instructions on how to translate the software into your local language	<p>This depends on whether or not we already have software translated into your local language.</p> <p>Local language translations are always the responsibility of the customer unless otherwise specified</p>
Instructions on how to log help requests with XO	Provided by project manager in the Project Plan or as a separate document
Training manuals	<ol style="list-style-type: none">1. Software training manual2. Barter training manual
This training document	
Graphic design templates	Templates of graphics which you can customize for your website
SMS Banking account set up in the exchange	As per project Plan. Our project manager will enable SMS banking and set up the account once you have applied for a Clickatell account and sent a GSM SIM card to XO.

Pre-Requisites for Training

The following things must be completed in order for training to commence:

Task	Notes	When it must be completed by
List of people to be trained	<p>You must provide a list of all the names of people who will be trained.</p> <p>The maximum number of trainees is 4.</p> <p>Those people being trained will be awarded training certificates at the end of their training.</p> <p>The list must be emailed to miriam.worsnop@barter-software.com</p>	1 week prior to training
All people being trained must have computers	<p>Computers must have the following programs installed on them:</p> <ul style="list-style-type: none">• Internet Explorer• Microsoft Word• Microsoft Excel• Outlook (or similar email programme)	2 days prior to training
All computers used for training must be connected to the Internet	<p>Internet must work when the computers are started</p>	2 days prior to training
White board	<p>A white board and markers (4 different colours) to write on</p>	2 days prior to training
English translator (if required)	<p>If your business operates in a foreign language you will need to provide an English translator</p>	Translator to meet with trainer 1 day prior to training commencing.
Website translated into your local language	<p>Your website needs to be translated into your local language yourself (unless otherwise specified)</p>	2 days prior to training
Graphics for your website	<p>Your graphics for your website need to be complete and translated into your local language</p>	2 days prior to training
Pricing Plans are decided and provided	<ul style="list-style-type: none">• Annual fees• Monthly fees• Joining fee• Commission on transaction fees• SMS / Mobile banking fee• Interest on credit limit (if applicable)	2 days prior to training

Commission rates for brokers are decided	These are the rates which the brokers will get paid every time a transaction occurs. It is expressed as a percentage of the whole transaction fee charged to the customer.	2 days prior to training
Terms and Conditions of membership are available in WORD format	These are the terms and conditions of membership for your exchange	2 days prior to training
Privacy Policy for members is available in WORD format	This is the privacy policy for your exchange	2 days prior to training
Contact Us information is available in WORD format		2 days prior to training
Email addresses set up for all of your staff	This is required to create new staff accounts	2 days prior to training
Ways your members can pay you when they join	Details of what will appear on customers statements (i.e. whether you accept Credit Card, Direct Debit, Direct Credit, Posted Checks and what types of credit cards you accept).	2 days prior to training
Pay Anyone fee	Decide how much you will charge someone who receives a barter dollar payment if they are not a member of the system – Pay Anyone	2 days prior to training
Credit Limit options	The various credit limits that people can apply for when registering to join	2 days prior to training
Projector	To project training lesson onto screen	2 days prior to training
Projector screen or white wall	As above	2 days prior to training

If you are an existing exchange you must also provide us with the following:

Task	Notes	When it must be completed by
Your data in an EXCEL or CSV format	All of the data to be in one Excel spreadsheet or CSV file. We will not merge files together as we often find data to be incorrect between files sent to us by customers. We may accept other data formats at our discretion. An example data file will be provided.	2 days prior to training

Training Room Layout

Seating arrangements for training participants can greatly influence group dynamics and participants' ability to communicate and cooperate with the trainer and with one another. The XO training programme includes activities that involve traditional lecture formats, practical exercises on the computer and role-play activities.

No single seating configuration can ideally accommodate each kind of activity; however, a U-shaped seating arrangement works best if possible.

Computers

It is a requirement that each person being trained has their own computer. This computer must have the following programs loaded onto it as a minimum:

- Internet Explorer
- Microsoft Word (or Open Office)
- Microsoft Excel (or Open Office)
- WinZip
- Freecall (download at www.freecall.com) – This application allows you to make free calls to local numbers in different countries and is ideal for calling XO for support without any toll charges.
- An email application such as Microsoft Outlook
- A working internet connection

If computers are not ready prior to training then a penalty free for lost training time WILL apply. This penalty fee is \$200 USD per hour of the trainers time wasted.

What to bring to training

Participants are required to bring the following items to training:

- Notepad with lined paper
- Pens (2 different colours)
- Copy of training materials given by trainer
- Laptop or desktop computer

Ground rules for participants

Each training session will begin with a brief review of “ground rules.” Ground rules are guidelines that help you to create and maintain an effective learning environment.

Some of the ground rules are as follows:

Punctuality and attendance: The trainer will begin and end each session on time; participants will arrive

on time and stay for the entire session. Those who miss out on sessions required of them or who fail to attend on time or who leave early may be expelled from training unless otherwise pre-arranged with the trainer

Questions: It is important to stop and ask questions along the way to ensure that nothing is missed. Please raise your hand if you have a particular question.

Respectful interaction: Trainer and participants will not interrupt one another; participants will actively contribute during group activities.

Confidentiality: Disclosures of sensitive business information that are communicated during training sessions will not be shared outside of the training group.

Giving feedback on Training

Both the trainer and participants benefit from receiving constructive feedback, especially during exercises when they are practicing new skills. The following guidelines will help to improve feedback throughout the training programme.

Frame your feedback in positive, rather than negative, terms. Help and feedback need to be given and heard as an offer, not an imposition.

Be specific in your feedback; avoid being general.

Feedback is most useful when it is solicited rather than imposed.

Respectful interaction: Trainer and participants will not interrupt one another; feedback will be given in constructive ways.

Offer your feedback as immediately as possible in order to be concrete and free of the distortions that come with the lapse of time.

Check with the receiver of your feedback to ensure clear communication. Ask the participant to rephrase the feedback to see whether it matches what you had in mind.

Give your feedback in a measured amount. Overloading a participant with feedback reduces the possibility that he/she will use it effectively.

At the end of the training programme all participants will be given the opportunity to fill in a training feedback form which they should hand to the trainer. This form is used to help XO in its further development of its training curriculum.