

AGILE LEADERS TRAINING CENTER

DOCUMENT TITLE: CUSTOMER JOURNEY

Document Code: QP-CJ-2022-01

For Internal & External Use



CUSTOMER JOURNEY

Document Code: QP-CJ-2022-01

1 - Pre Registration

2 - Registration

3 - Coordination

4 - Delivery

5 - Post Delivery



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1 - Pre Registration

- 1.1. Available Channels
- 1.2. Determine Request
- 1.3. Data Input Requirement
- 1.4. Stakeholders Involved

2 - Registration

- 2.1. Pre Confirmation and Confirmation
- 2.2. Cancellation Policy

3 - Coordination

- 3.1. Must Get
- 3.2. Must Provide
- 3.3. Forms Used & Stakeholders Involved

4 - Delivery

- 4.1. Focal Points
- 4.2. Additional Services
- 4.3. Quality Assurance Provisions

5 - Post Delivery

- 5.1. (2) Ways Evaluation
- 5.2. Certificate Delivery and Testimonials
- 5.3. Post Training Records and Reports
- 5.4. Personal Data, and Marketing Communication Preference

1- PRE REGISTRATION

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Available Channels

A-Official Phones (Published on Website)

B- Official Emails (@Agile4training.com)

C- Chat Box on Website

D- Registration Forms on Website

E- Inquiry Forms on Website

1- PRE REGISTRATION

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Determine Request	Action Plan	Estimated Time Per Minutes
A- Standards from our Training Plan	- Registration	-10 Minutes Per Participant
B- Customized Date and City	- Create Event	-10 Minutes Per Event
C- Customized Curriculum	- Create Curriculum	-180 Minutes Per Curriculum
	- Create Event	-10 Minutes Per Event
	- Registration	-10 Minutes Per Participant

1- PRE REGISTRATION

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Data Input Requirement

A-Names of Participants

B- Numbers of Participants

C-Job Titles of Participants

D- Suggested Dates

E- Suggested City

Cost of Not Having Data

A-Mistakes in Certificates - Name Tag

B- Mistake in Logistics

C-Variance in Training Levels & Quality

D- Misunderstandings in Arrangements

E- Misunderstandings in Arrangements

1- PRE REGISTRATION

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Type of Request

Involved Stakeholders

A- Standards from our Training Plan

Sales / Registration Specialist

B- Customized Date and City

Sales / Registration Specialist
System Admin

C- Customized Curriculum

Sales / Registration Specialist
System Admin
Academic Affairs Consultant(s)

2 - REGISTRATION

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Pre Confirmation Steps

- A- Issue Invoice With QR Code
- B- Get The Payment Receipt
- C- Send Confirmation Emails to participant(s) .
- D- Send Embassy Invitation Letter upon request

Payment Methods

- A- Swift / IBAN Transfer / Credit Card /
- B- Cash in Special Cases
(Paid on the First Day of Training with
condition of PO)
- C - For Cash Payments Official Purchase
Order is Strictly Required

CANCELLATION

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Cancellation Provisions:

- These are the Scenarios That Agile Leaders Training Center Accept for Cancellations any other conditions does not fit into cancellation category
- Agile Leaders Training Center Do not refund at any circumstances, thus Remaining Balance means that the amount will be held for any future purchases.

CANCELLATION

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Timing of cancellation	Accepted Reasons for Cancellation	Action Taken
A- Less than 72 Hours to Training	- Sickness, Death, Airways Problem	30 % Deduction, 70% Remaining Balance
B- More than 72 Hours to Training	- Any Reason	100% Remaining Balance

3 - COORDINATION

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Data Sales Specialist Must Get

- 1- Participants Mobile Number
- 2- Training Needs Assessment (TNA)
- 3- Flight Tickets & 2 Transfer Forms (Arrivals & Departure)
- 4- Accommodation Assistance Requirements

3 - COORDINATION

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Data Sales Specialist Must Get

- 1- Coordinator Name and Mobile Number
- 2- Venue Name and Google Maps Location
- 3- Timing and Daily Schedule.
- 4- Lunch (Time and Place)
- 5- Info Regarding Tablets and/or Books, Kits... etc
- 6- Accommodation Assistant Information including (Discount Rates, Number or email for reservation)

3 - COORDINATION

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Forms Used

Stakeholders Involved

A- Training Needs Assessment (TNA)

Sales/ Registration Specialist Then Central Coordinator

B- Transfer Forms Arrivals

Sales/ Registration Specialist Then Central Coordinator

C- Transfer Form Departure

Sales/ Registration Specialist Then Central Coordinator

4 -DELIVERY

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Focal Points

- 1- City Coordinator will Be at the Venue and Open the Course she/he will stay near by the venue for all the course duration
- 2- Instructor Will be at the venue till Lunch but in rare cases she/he will take the coordinator place
- 3- Sales / Registration Specialist will Follow up for all the course duration

4 -DELIVERY

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- 1- One city tour will be offered by the City Coordinator among several options in each city.
- 2- Each Trainee Will get to choose her/his tour.
- 3- City Coordinator will assist in any emergency, and will provide the needed information for basic touristic spots, halal food, and basic telecommunication, and transportation related information.
- 4- One Tablet will be provided for each participant

4 -DELIVERY

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Quality Assurance Provisions

- To Avoid Any quality variance during delivery phase we encourage our beloved clients to report any issue immediately after occurrence to the Sales / Registration Specialist who will Follow up for all the course duration
- We At Agile Leaders Training Center Put transparency, quality, & customer satisfaction Above All, for That reason if you felt that non of the above-mentioned focal points resolved the issue you can send it directly to our Managing Partner Office through tarik@agile4training.com our management will handle the issue and compensate any unsatisfactory case properly.

5 -POST DELIVERY

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(2) Ways Evaluation

- 1- Participant will get an evaluation Form and will be able to fill up the form privately.
- 2- Trainer will get an evaluation Form and will be able to fill up the form privately.
- 3- City Coordinator will ensure that evaluation forms will be filled and collected with privacy, transparency, and independence.
- 4- City Coordinator will be sending Daily reports to Central Coordination including attendance, compliance, and Smoothness of the training process , the report is backed with pictures taken daily. with taking participants privacy concerns into consideration.

5 -POST DELIVERY

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Certificate Delivery and Testimonials

- 1- Each Participant Will be Entitled for a hard copy certificate issued by Agile Leaders Training Center and Verified by A QR Code that shows the learning Badge an (encrypted soft copy) of the certification that can be shared on Social media or downloaded as a PDF.
- 2- With the Help of City Coordinator Each Participant will optionally Record A (90) seconds testimonial video , this video will be shared on Agile Leaders Training Center Website and/or Social Media Platforms
- 3- We Value our Community and their word of mouth, However, Non of the participants data will be published or shared with any third party without taking both Oral & written Approvals .

5 -POST DELIVERY

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Post Training Records and Reports

- After 10 Working days the participant or her/his person responsible for training will have the right to ask for the post training reports that are issued automatically, but shared upon requests this report includes the data interpretations of the attendance sheet, the 2 way evaluation forms, and the ROI Calculation using Artificial Intelligence software.
- The Records are saved for 10 years and our clients have the right to ask for a copy of any document related to the course, the requested document should be delivered within 10 working day.

5 -POST DELIVERY

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Personal Data, and Marketing Communication Preference

As We Value our Clients we added additional form that they should fill upon the completion of the training course, this includes the personal data usage, & the preference of marketing communication

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Implementation and Review:

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