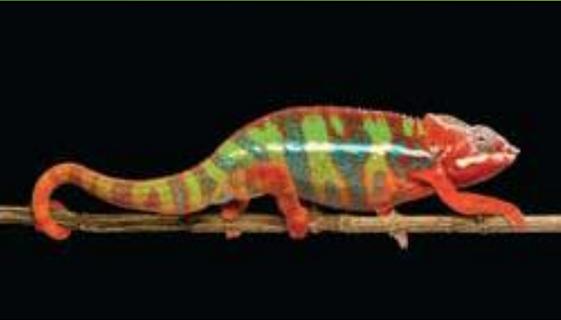


THOMSON REUTERS

e-Recruitment Solutions



# TRAINING DIRECTORY

EFFECTIVE 1ST SEPT 2012

# RAMS

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## Commercial In Confidence

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This **Commercial In Confidence** schedule of fees and charges is provided to client of Thomson Reuters eRecruitment Solutions as an addendum to the customer agreement and for the sole purpose as information for requisitioning additional services from Thomson Reuters (Professional) Australia Ltd. Thomson Reuters eRecruitment Solutions customers and users must regard this schedule of fees and charges as confidential and must not disclose to any person, other than a person approved by Thomson Reuters (Professional) Australia Ltd, any information acquired by the customer or user from this schedule of fees and charges.

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# E-RECRUITMENT SOLUTIONS

## IMPROVING RECRUITMENT PERFORMANCE

Thomson Reuters, e-Recruitment Solutions is a leading provider of eRecruitment Software as a Service (SaaS), with a comprehensive portfolio of products, including BigRedSky ASAP, ASAP SME, RAMS and cvmail.

In line with our mission to improve the efficiency and effectiveness of recruitment within our clients' organisations and provide them with a competitive edge in the labour market; Thomson Reuters e-Recruitment Solutions has a comprehensive training program designed to support our clients and ensure they maximise the benefits of using our software products.

A complete range of training services is available, ranging from introductory on-line sessions to full day classroom based courses and bespoke training consultancy services. Our approach to training is to provide highly practical learning solutions that are immediately effective in the workplace. The emphasis in all of our training programs is functional, directly applicable content, delivered by experienced facilitators who focus on performance improvement.

The e-Recruitment Solutions RAMS Training Directory is available for WA Government Agencies to review and select their programs of choice. The standard courses detailed in this directory are primarily aimed at new users. Agencies, whose training needs are not covered within these standard modules, should contact our training team, who will be happy to design a bespoke training solution. All training requirements can be booked by contacting our training team based in Perth or via the [ramstraining@bigredsky.com](mailto:ramstraining@bigredsky.com) mailbox.

The information outlined in this directory may be subject to change as we update and refresh material throughout the year. Please visit our website for the latest information [www.erecruitmentsolutions.com](http://www.erecruitmentsolutions.com)

## TRAINING DELIVERY OPTIONS

All training is conducted by qualified and experienced training personnel. Our delivery methods incorporate industry best practice and we rigorously implement continuous improvement procedures.

We know that quality feedback and input from our training participants is crucial to ensure we continue to exceed the expectations of our clients. The following training delivery options are available:

### ***FACE TO FACE (F2F) TRAINING, IN HOUSE***

All of our courses are available via this mode of delivery and this is our preferred option.

Due to the technical nature of the training content we incorporate a high level of practical application within our training sessions. This requires each participant to have access to a PC and the internet. To support this best practice approach, Thomson Reuters has fully equipped training rooms in each of our Perth & Melbourne Offices that can accommodate up to 8 participants.

The Thomson Reuters Perth office, situated in Murray St, is easily accessible either by train or the free CAT bus service. The Thomson Reuters Melbourne office, situated in Bourke St is accessible via Church St.

For groups of 5 or more, a private training event can be scheduled and the content tailored to meet the specific requirements and recruitment procedures of the client.

### ***FACE TO FACE (F2F) TRAINING, ON-SITE OR EXTERNAL VENUE***

All of our courses are available via this method. Thomson Reuters can deliver training on-site or at a venue specified by the client.

There are specific requirements in terms of facilities, equipment and internet access to ensure the training can be delivered effectively. As a guide, we require a dedicated training room with a PC or laptop for each participant (with internet access) plus an internet enabled trainer PC or laptop connected to a projector. Our training team can discuss the feasibility of this option as part of developing the training plan.

### ***WEB BASED TRAINING***

Many of our courses are available via this method. This can be offered for one to one training or for groups. The facilities required will differ depending on the requirements of the client and the course content, however as a minimum, internet & phone access are needed for all participants.

This method is more effective in delivering refresher or additional training rather than new user training, however, our Training Team can discuss the feasibility of this option as part of developing the training plan.

## **PRIVATE TRAINING**

Our scheduled classroom based training sessions are open to all WA Gov Agencies. If an Agency requires their staff to be trained together and does not wish to participate alongside other Agency staff, the Agency can book a private training session. The training can also be tailored (not customised) to the procedures of the individual Agency. A minimum of 5 attendees is required; however, this may be negotiated with the training team.

It is also possible to receive multiple training sessions in a day to reduce time away from the workplace – a discount may be applied for multiple course delivered within a single session.

## **CUSTOMISED TRAINING**

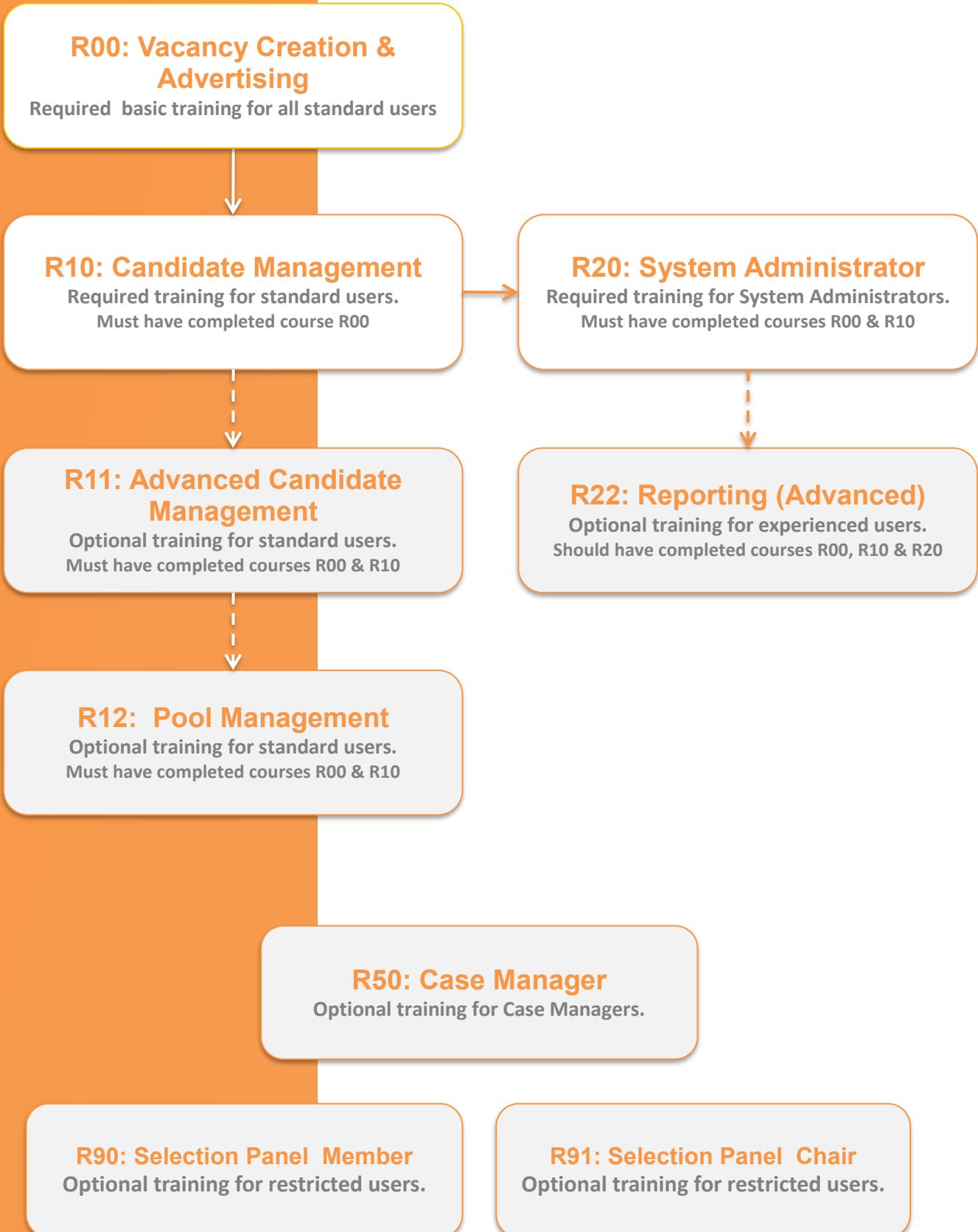
e-Recruitment Solutions can customise training to meet the needs of a particular Agency. Customised training is available on a time and materials basis only, to include course preparation, course delivery, materials and travel expenses.

For details of the current time and materials rates, please contact the training team.

## **COMPLETION CERTIFICATES**

Regardless of the method of delivery, all participants will receive a completion certificate.

## TRAINING ROAD MAP



# R00: VACANCY MANAGEMENT

<b>Course Overview</b>	<p>RAMS is the whole of government solution for seeking redeployment clearance for vacancies prior to advertising, as well as being the gateway to advertise on the jobs.wa.gov.au website. It is important that all HR officers in the WA Government have the basic skills to efficiently use RAMS</p>						
<b>Recommended For</b>	<p>All HR officers, system administrators or other staff who are required to gather statistical information or generate reports from RAMS data.</p>						
<b>Learning Outcomes</b>	<p>By the end of this course, participants will be able to:</p> <ol style="list-style-type: none"><li>1. Log in to and navigate around RAMS</li><li>2. Create new vacancy records and post it for redeployment clearance</li><li>3. Manage redeployee referrals</li><li>4. Advertise a vacancy and view it on the jobs.wa.gov.au website</li><li>5. Close a vacancy</li><li>6. Search for current and closed vacancies</li></ol>						
<b>Materials Provided</b>	<p>RAMS Vacancy Management Workbook &amp; Completion Certificate</p>						
<b>Prerequisites</b>	<p>Nil</p>						
<b>Duration</b>	<p>2 hours (approx)</p>						
<b>Participant Fees</b>	<table><tr><td>F2F (in-house)</td><td>\$190 (inc GST)</td></tr><tr><td>F2F (client site)</td><td>\$180 (incl GST) + travel expenses</td></tr><tr><td>Web</td><td>\$170 (incl GST)</td></tr></table>	F2F (in-house)	\$190 (inc GST)	F2F (client site)	\$180 (incl GST) + travel expenses	Web	\$170 (incl GST)
F2F (in-house)	\$190 (inc GST)						
F2F (client site)	\$180 (incl GST) + travel expenses						
Web	\$170 (incl GST)						
<b>Group Requirements</b>	<ul style="list-style-type: none"><li>• Minimum of 5 attendees ( can be from multiple Agencies)</li><li>• Maximum of 8 attendees (In-house) or 15 attendees (external)</li></ul>						

# R10: BASIC CANDIDATE MANAGEMENT

## Course Overview

With RAMS you can efficiently manage the recruitment process as all applicant data is available to you online – all you need is internet access. Applicants can receive auto receipt notifications; applications can be searched and filtered against specific criteria and all correspondence can be sent and recorded within RAMS.

## Recommended For

Human Resource Officers

## Learning Outcomes

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

1. Identify all applicants for a position
2. Manually add an applicant
3. View/ add attachments & notes to an applicant's record
4. Contact an applicant through ASAP by email or post
5. Print and/or forward an application to a third party
6. Update an application to reflect its progress
7. Search for application against specific criteria
8. Download application information to Excel
9. Customise and save reports and allow access for other team members
10. Search for applicants in the Talent Pool

## Materials Provided

RAMS Basic Candidate Management Workbook & Completion Certificate

## Prerequisites

Completed R00: Vacancy Management

## Duration

2 hours (approx)

## Participant Fees

F2F (in-house)	\$190 (inc GST)
F2F (client site)	\$180 (incl GST) + travel expenses
Web	\$170 (incl GST)

## Group Requirements

- Minimum of 5 attendees (can be from multiple Agencies)
- Maximum of 8 attendees (In-house) or 15 attendees (external)

# R11: ADVANCED CANDIDATE MANAGEMENT

## Course Overview

Once familiar with the standard candidate management functions within RAMS, this course will enable the user to employ the more sophisticated candidate management tools that are available.

## Recommended For

Human Resource Officers who wish to use advanced features of RAMS to improve the application management process.

## Learning Outcomes

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

1. Generate an automated selection report
2. Manage recruitments with multiple sub vacancies
3. Manage pool recruitments
4. Conduct round management
5. Create interview sessions and schedule appointments for applicants
6. Create and send post application questionnaires
7. Set up a RAMS registry for online expressions of interest

## Materials Provided

RAMS Advanced Candidate Management Workbook & Completion Certificate

## Prerequisites

Completed R10: Basic Candidate Management

## Duration

3 hours (approx)

## Participant Fees

F2F (in-house)	\$275 (inc GST)
F2F (client site)	\$265 (incl GST) + travel expenses
Web	\$250 (incl GST)

## Group Requirements

- Minimum of 5 attendees (can be from multiple Agencies)
- Maximum of 8 attendees (In-house) or 15 attendees (external)

# R12: POOL RECRUITMENT

## Course Overview

RAMS has been specially tailored to efficiently manage large recruitment pools, such as graduate intakes.

This course provides the skills and knowledge to use the enhanced features of RAMS to efficiently manage pool recruitment.

## Recommended For

Human Resource Officers who manage recruitment pools

## Learning Outcomes

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

1. Use multi-level sub-vacancies to manage recruitment pools
2. Optimise questions to manage applicant preferences
3. Manage multiple selection panels
4. Manage and control the offer and acceptance rounds

## Materials Provided

RAMS Pool Recruitment Workbook & Completion Certificate

## Prerequisites

Completed R00:Vacancy Management

Completed R11: Advanced Candidate Management

## Duration

2.5 hours (approx)

## Participant Fees

F2F (in-house)	\$220 (inc GST)
F2F (client site)	\$210 (incl GST) + travel expenses
Web	\$200 (incl GST)

## Group Requirements

- Minimum of 5 attendees (can be from multiple Agencies)
- Maximum of 8 attendees (In-house) or 15 attendees (external)

# R20: SYSTEM ADMINISTRATOR

## Course Overview

As an Agency administrator you will be required to create and manage all RAMS user logins for your department. You will also customise your standard correspondence, vacancy templates, questions and advertisements. This course covers all of these areas.

## Recommended For

RAMS users with System Administrator access

## Learning Outcomes

By the end of this course, participants will be able to create & maintain:

1. User Accounts & User Groups
2. Vacancy & Correspondence Templates
3. Questions and Question Response Lists
4. An internal re-deployment programme
5. Advertisement details
6. The details and status of vacancies in internal transfer

## Materials Provided

RAMS System Administration Workbook & Completion Certificate

## Prerequisites

Completed R00: Vacancy Management

Completed R10: Basic Candidate Management

## Duration

3 hours (approx)

## Participant Fees

F2F (in-house)	\$275 (inc GST)
F2F (client site)	\$265 (incl GST) + travel expenses
Web	\$250 (incl GST)

## Group Requirements

- Minimum of 5 attendees (can be from multiple Agencies)
- Maximum of 8 attendees (In-house) or 15 attendees (external)

# R22: REPORTING

## Course Overview

RAMS reporting capabilities have been specifically designed to allow flexibility to build reports required by the organisation.

This course covers how to create reports, how to obtain relevant data and how to save the reports for later use.

## Recommended For

System Administrators who are responsible for managing the reporting capabilities of RAMS.

## Learning Outcomes

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

1. Log on to the RAMS Data Warehouse
2. Create and save standard reports
3. Download saved standard reports to Excel
4. Access the optional Data Warehouse either via a browser or within Microsoft Excel
5. Build reports and save them to report builder
6. Update existing excel reports with new data
7. Create and save ad-hoc reports in the Data Warehouse

## Materials Provided

RAMS Reporting Workbook & Completion Certificate

## Prerequisites

Completed R20: System Administrator

## Duration

3 hours (approx)

## Participant Fees

F2F (in-house)	\$275 (inc GST)
F2F (client site)	\$265 (incl GST) + travel expenses
Web	\$250 (incl GST)

## Group Requirements

- Minimum of 5 attendees (can be from multiple Agencies)
- Maximum of 8 attendees (In-house) or 15 attendees (external)

# R50: CASE MANAGER

<b>Course Overview</b>	<p>RAMS users with Case Manager access are responsible for managing WA Government employees without a current position.</p> <p>The entire process including employee registration, nomination for a new position and acceptance of a severance package can be managed from with RAMS.</p>						
<b>Recommended For</b>	Staff responsible for managing surplus employees.						
<b>Learning Outcomes</b>	<p>By the end of this course, participants will be able to:</p> <ol style="list-style-type: none"><li>1. Create an internal surplus employee</li><li>2. Nominate a surplus employee for PSMD redeployment</li><li>3. Place a vacancy on hold</li><li>4. Refer a redeployee to a vacancy</li><li>5. Review and respond to a referral report</li><li>6. Nominate a redeployee for severance, accept a package and sever the redeployee</li></ol>						
<b>Materials Provided</b>	RAMS Case Manager Workbook & Completion Certificate						
<b>Prerequisites</b>	Nil						
<b>Duration</b>	3 hours (approx)						
<b>Participant Fees</b>	<table><tr><td>F2F (in-house)</td><td>\$275 (inc GST)</td></tr><tr><td>F2F (client site)</td><td>\$265 (incl GST) + travel expenses</td></tr><tr><td>Web</td><td>\$250 (incl GST)</td></tr></table>	F2F (in-house)	\$275 (inc GST)	F2F (client site)	\$265 (incl GST) + travel expenses	Web	\$250 (incl GST)
F2F (in-house)	\$275 (inc GST)						
F2F (client site)	\$265 (incl GST) + travel expenses						
Web	\$250 (incl GST)						
<b>Group Requirements</b>	<ul style="list-style-type: none"><li>• Minimum of 5 attendees</li><li>• Maximum of 8 attendees (In-house) or 15 attendees (external)</li></ul>						

# R90: SELECTION PANEL MEMBER

## Course Overview

Once applications for a position have been received the entire selection process can be managed from within RAMS.

Panel members can log into the system to review the applications, and see at a glance how the recruitment is progressing.

## Recommended For

Panel Members who need introductory training in the use of RAMS in order to participate in reviewing, short-listing, interviewing and selecting candidates.

## Learning Outcomes

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

7. Identify all applicants for a position
8. View and add attachments to an applicant's record
9. View and add any notes relevant to the application
10. Print a complete record of an application
11. Forward an application to a third party
12. Download customised application information to Excel

## Materials Provided

## Prerequisites

Nil

## Duration

1.5 hours

## Participant Fees

F2F (in-house)	\$150 (inc GST)
F2F (client site)	\$145 (incl GST) + travel expenses
Web	\$135 (incl GST)

## Group Requirements

- Minimum of 5 attendees
- Maximum of 8 attendees (In-house) or 15 attendees (external)

Staff who have attended 'R10: Candidate Management' do not need to attend this course.

# R91: BASIC SELECTION PANEL CHAIR

## Course Overview

Once applications for a position have been received the entire selection process can be managed from within RAMS.

Panel Members can search for and filter applications to meet specific criteria, all correspondence can be sent from and recorded within RAMS.

## Recommended For

Selection Panel chairs responsible for administering panel recruitment.

## Learning Outcomes

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

1. Identify all applicants for a position
2. Manually add an applicant
3. View/ add attachments & notes to an applicant's record
4. Contact an applicant through RAMS by email or post
5. Print and/or forward an application to a third party
6. Update an application to reflect its progress
7. Search for application against specific criteria
8. Download application information to Excel
9. Customise and save reports and allow access for others
10. Search for applicants in the Talent Pool

## Materials Provided

RAMS Selection Panel Chair Workbook & Completion Certificate

## Prerequisites

Nil

## Duration

2.5 hours (approx)

## Participant Fees

F2F (in-house)	\$255 (inc GST)
F2F (client site)	\$235 (incl GST) + travel expenses
Web	\$220 (incl GST)

## Group Requirements

- Minimum of 5 attendees
- Maximum of 8 attendees (In-house) or 15 attendees (external)

Staff who have attended "R10 Basic Candidate Management" do not need to attend this course.

# R92: ADVANCED SELECTION PANEL CHAIR

## Course Overview

Once familiar with the standard candidate management functions within RAMS, this course will enable the user to employ the more sophisticated candidate management tools that are available.

## Recommended For

Selection Panel chairs responsible for administering panel recruitment who wishes to use the advanced features of RAMS during the selection process

## Learning Outcomes

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

1. Generate an automated selection report
2. Manage recruitments with multiple sub vacancies
3. Manage pool recruitments
4. Conduct round management
5. Create interview sessions and schedule appointments for applicants
6. Create and send post application questionnaires

## Materials Provided

RAMS Selection Panel Chair Workbook & Completion Certificate

## Prerequisites

Completed R91: RAMS Basic Selection Panel Chair

## Duration

2 hours (approx)

## Participant Fees

F2F (in-house)	\$190 (inc GST)
F2F (client site)	\$180 (incl GST) + travel expenses
Web	\$170 (incl GST)

## Group Requirements

- Minimum of 5 attendees
- Maximum of 8 attendees (In-house) or 15 attendees (external)

Staff who have attended "R11 Advanced Candidate Management" do not need to attend this course.

# TERMS AND CONDITIONS

## CANCELLATION POLICY

Once training has been booked and confirmed the following training cancellation fees apply:

Cancellation of registration 10 full business days or more before the commencement of the training session – **No Charge**

Cancellation of registration less than 10 full business days, but more than 2 full business days before the commencement of the training session – **50% fee payable.**

Cancellation of registration less than 2 full business days before the commencement of the training session – **100% fee payable.**

Substitution of attendees may occur up to 1 hour before commencement of their training session.

## FEES AND CHARGES

Specific prices are detailed in the course overview for each training module as listed earlier in this document. All prices set out in this directory are in Australian Dollars and are **inclusive** of GST.

All prices are subject to change without prior notice.

## GROUP DISCOUNTS

Where a client requires more than 15 employees to attend the same training course, please contact our training team to discuss group discount options.

## PAYMENT TERMS

Payment terms are strictly 30 days from date of invoice. Payment can be made by credit card, direct debit or cheque.

GST will be charged on all invoices in accordance with Clause 3.10 and Clause 3.11 of the Terms and Conditions of the Customer Agreement.



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