REACH SERVICE BLUEPRINT – TRAINING PROCESS

STAGE	NEW FIT / FAC			TRAINING		FAILS ACCR.		ACCREDITED
EVIDENCE	Internal Workshops	External Workshops		Performance Review Sheet		Accreditation Meeting		Development Plan
JOURNEY	Attends training →	Conducts / observes workshops →	Receives feedback from team members →	Finds FAC to receive performance review from →	Implements feedback →	Applies for accreditation	Fails accreditation →	Given development plan →	Accredited

LINE OF INTERACTION

FRONTSTAGE *PT / Facilitator Actions*	Delivers training		Provides feedback	Delivers PR		Provides input and votes during meeting	Helps provide development plan	Provides input and votes during meeting

PAIN POINTS	Training caters to too many skill levels			People have to go out of their way to find a FAC	Lack of resources provided for self-learning	FAC in meeting have different understandings of the criteria	Criteria is confusing and not well understood	

LINE OF VISIBILITY

BACKSTAGE *L&D Actions*	Helps plan training	Assigns people to workshops				Provides input and votes during meeting	Helps provide development plan	Provides input and votes during meeting

Beyond the line of visibility, people aren't able to see what happens.

PAIN POINTS		Lack of opportunities to run workshops	Perceived bias in assignment, lack of transparency				Perceived bias in accreditation, lack of transparency	