# ERM User Manual

## Training a New Production Runner and the Training Steps to take.

**Updated 28 July 2020 23:18 by @Reception Staff at Iconic Productions Sydney - Faith**

1. The address of Iconic Studios, 93 Wardell Road, Earlwood NSW 2006 is no longer part of the storage facility. The lease ended today and the company has a new large Warehouse/Studios at
    - Iconic Productions Warehouse & Studios
      Unit 13 / 94 Bryant Street
      Padstow NSW 2211
      Australia
    - Access to the warehouse still requires permissions, unless you are authorised with Key Asset Authority. Speak to your Supervisor for approval.
2. Ignore all references to 93 Wardell Road Earlwood. They have been removed.
3. Updated the references of what to do with receipts and where to park the cars at the warehouse.

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The training of a Production Runner is crucial to the efficiency of the runs and their job as well as all safety related issues.

*During each training day or component, if you feel he is not coping, take over and re-train that area and let me know*

***DAY 1 TRAINING***

***8:00am to 9:00am***

1. Show TRAINEE how to use slack and communicate on slack including the use of threads
2. Express the iconic standard of LATE, COMMUNICATION, using slack to communicate and how to use voice to text and the policy on NEVER ASSUME.
3. Show TRAINEE how to use SLACK codes to start a shift on the right channel and how to do breaks etc.
4. Show TRAINEE how to access the FAQ in particular the Production Run Category FAQs.
5. Show TRAINEE the vehicle log and how to fill this out and where the company car keys are located.
6. Explain to TRAINEE how the property at Iconic Warehouse is used with how to get access to the garage if needed etc.
7. Show TRAINEE the programs that TRAINEE will need to load on a Production Run, including the Route Tracker. (His login details will be given to him after completing the weeks training).
8. Walk through the Zoom2U app and show TRAINEE the page on BOOKINGS, the Route Map, the videos (he can look at them on his own time), Inform TRAINEE to ignore BIDS as this is done from the office.
9. Explain to TRAINEE the policy of using company vehicles, fuel, driving safely, loading parcels.

***9:00am to 3:00pm***

1. Begin a real run (you DRIVE) and show TRAINEE how to use the app to ACCEPT a job, then status change to ON ROUTE, and then the rest while working.
2. This period of time you are to run the entire run with TRAINEE watching, taking notes (if TRAINEE wishes) and asking questions. Always ask TRAINEE periodically if TRAINEE has any questions.
3. During this time it is important TRAINEE is watching you do it and is always with you going to pickup and drop off each time showing TRAINEE how to use the program and procedures.


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4. Make sure you demonstrate how we interact with the customers how we introduce ourselves

***3:00pm to 5:00pm***

1. Allow TRAINEE to use the app and monitor and correct him if required.
2. You are to be with TRAINEE.
3. You are to do all the driving for TRAINEE focus on the app and procedures.
4. Demonstrate to TRAINEE how to end shift on slack and complete Event Job Sheet
5. *At end of training day, forward a group debrief to me and TRAINEE.*

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***DAY 2 TRAINING***

***8:00am to 12:00pm***

1. Begin a real run (you DRIVE) and show TRAINEE how to use the app to ACCEPT a job, then status change to ON ROUTE, and then the rest.
2. This period of time you are to run the entire run with him watching, taking notes (if TRAINEE wishes) and asking questions. Always ask TRAINEE periodically if TRAINEE has any questions.
3. During this time it is important TRAINEE is watching you do it and is always with you going to pickup and drop off each time showing TRAINEE how to use the program and the procedures.

***12:00pm to 5:00pm***

1. Allow TRAINEE to use the app and monitor and correct TRAINEE if required.
2. You are to be with TRAINEE and monitor and support.
3. You are to do all the driving for TRAINEE focus on the using the programs only.
4. Demonstrate to TRAINEE how to end shift on slack and complete vehicle log and Event Job Sheet.
5. *At end of training day, forward a group debrief to me and TRAINEE.*

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***DAY 3 TRAINING***

***8:00am to 5:00pm***

1. Begin a real run (you DRIVE).
2. You are to do all the driving for TRAINEE focus on the using the programs only.
3. TRAINEE is to take on all the use of the programs, and use the app to ACCEPT a job, then status change to ON ROUTE, and then the rest.
4. You are to monitor TRAINEE and support where his weaknesses are.
5. Always ask TRAINEE periodically if TRAINEE has any questions.
6. During this time it is important YOU ARE watching TRAINEE do it and YOU ARE always with TRAINEE going to pickup and drop off.
7. Allow TRAINEE to use the app and monitor and correct TRAINEE if required.
8. You are to be with TRAINEE and monitor and support.
9. Demonstrate to TRAINEE how to end shift on slack, complete vehicle log and event job sheet.
10. *At end of training day, forward a group debrief to me and TRAINEE.*

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***DAY 4 TRAINING***

***8:00am to 3:00pm***

1. Begin a real run (you DRIVE).
2. You are to do all the driving for TRAINEE focus on the using the programs only.
3. TRAINEE is to take on all the use of the programs, and use the app to ACCEPT a job, then



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status change to ON ROUTE, and then the rest.
4. You are to monitor TRAINEE and support where TRAINEE weaknesses are.
5. Always ask TRAINEE periodically if TRAINEE has any questions.
6. During this time it is important YOU ARE watching TRAINEE do it and YOU ARE always with TRAINEE going to pickup and drop off.
7. Allow TRAINEE to use the app and monitor and correct TRAINEE if required.
8. You are to be with TRAINEE and monitor and support.

***3:00pm to 5:00pm***

1. Allow the TRAINEE to take on the driving while monitoring his ability to handle the car while also using the programs. SAFETY IS IMPORTANT here. If TRAINEE cannot do it and is driving unsafe, take over the driving
2. TRAINEE is to take on all the use of the programs, and use the app to ACCEPT a job, then status change to ON ROUTE, and then the rest as well as drive.
3. You are to monitor TRAINEE and support where TRAINEE weaknesses are.
4. Always ask TRAINEE periodically if TRAINEE has any questions.
5. During this time it is important YOU ARE watching TRAINEE do it and YOU ARE always with TRAINEE going to pickup and drop off.
6. Allow TRAINEE to use the app and monitor and correct him if required.
7. Only monitor TRAINEE uses correct procedures to end shift on slack, complete vehicle log and event job sheet.
8. *At end of training day, forward a group debrief to me and TRAINEE.*

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***DAY 5 TRAINING***

***8:00am to 5:00pm***

1. Begin a real run (you DRIVE).
2. Allow the TRAINEE to take on the driving while monitoring TRAINEE ability to handle the car while also using the programs. SAFETY IS IMPORTANT here. If TRAINEE cannot do it and is driving unsafe, take over the driving
3. TRAINEE is to take on all the use of the programs, and use the app to ACCEPT a job, then status change to ON ROUTE, and then the rest as well as drive.
4. You are to monitor TRAINEE and support where TRAINEE weaknesses are.
5. Always ask TRAINEE periodically if TRAINEE has any questions.
6. During this time it is important YOU ARE watching TRAINEE do it and YOU ARE always with TRAINEE going to pickup and drop off.
7. Allow TRAINEE to use the app and monitor and correct TRAINEE if required.
8. You are to be with TRAINEE and monitor and support.
9. Only monitor TRAINEE uses correct procedures to end shift on slack, complete vehicle log and event job sheet.
10. *At end of training day, forward a group debrief to me and TRAINEE.*

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At the completion of 5 days of training the New Production Runner should be ready to commence work on his own.
Please make sure that the Production Runner is aware of this and if they are not confident or have further questions they are to ask the person training them, or a Supervisor.

Attached files:


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URL: https://staff.iconic.productions/KB/content/0cat=34/387/en/training-a-new-production-runner-and-the-training-steps-to-take.html

Unique solution ID: #1386
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