foundU

Training Packages

Training packages

To help you change over to foundU, starter training is included as part of your implementation journey on our Help Centre. If you need more support, we also offer additional paid custom training options.

Included training options

Online Help Centre guides and resources

Navigate to our Help Centre by selecting the (?) **icon** in your platform to explore our extensive knowledge base, where you'll find detailed guides, instructional images, gifs, and virtual tours on all foundU features. Our Help Centre guides are among the best software guides in the industry and will be the most effective way for you to:

- Understand how foundU works
- Learn about new platform feature releases
- Build your expertise
- Troubleshoot issues

Webinars (45 mins – 1 hour)

Register your email to view our Core Topic Webinars that cover the key workflows and features of the foundU platform. We make our webinars convenient and enjoyable. You can watch them:

- On-demand at a time that suits you with the option to pause and restart.
- In chapters –so you can easily navigate ahead to your topic.
- While asking questions via the webinar chat function with responses within 48 hours.

Topics available:

- Getting started with foundU
- Onboarding & setting up new employees
- Building rosters & managing time off
- Clocking & approving shifts
- Payroll processing

- Quarterly masterclasses on various topics
- EOFY webinars

These webinars form the basis of your learning and operation of the platform. Access all our current webinars here.

Included training features

Core webinars	✓
Masterclasses	✓
In webinar Q & A	✓
Admin Help Centre	✓
Employee Help Centre	✓
Step by step visual guides	✓

Paid Custom Training options

You might want more than the included training options to help your team feel confident using the platform. We have you covered with three paid custom training options that can help your team use foundU to its full capability. You'll be provided with valuable takeaway resources, such as a copy of the training recording (for online sessions) and a tailored guide. You can also ask questions throughout the interactive session lasting a minimum of 1.5 hours.

To book a training session, please contact help@foundU.com.au. You'll then be booked into a 30-minute planning session with one of our trainers so we can assess the best session type for your needs and set a future date for training. Travel costs will apply for face-to-face sessions

outside of Metro Brisbane.

Please note our [cancellation/ reschedule policy](#) for all sessions.

Below is a brief description of our three paid custom training options to help you understand them in detail.

Core topic session ($250/hr)

- Our training experts will help your business identify its training needs, then design a tailored session that considers your processes and covers the end-to-end processes tailored for your manager's roles. It will be facilitated using a copy of your company data from the platform.

- These sessions are perfect for new customers and admins to foundU, or as refresher training for large groups. *For example, you may want all your managers to learn the processes for leave approvals, roster building, and shift approvals simultaneously.*

- You can choose from the following core topics:

  - Recruitment and onboarding
  - Position management
  - Employee management & HR functions
  - Leave and casual availability
  - Building rosters and shift offers
  - Clocking and approving shifts
  - Payroll processing
  - Invoicing
  - Other topics which may be considered on request.

Scenario-based session ($250/hr)

- Build on and expand your team's existing knowledge while enhancing their understanding of how to use the platform. Our training experts will create a facilitated training session based on custom scenarios or business processes you've provided and deliver it to you online in a copy of your foundU

platform. Ideally, you'll already have a great base of foundU knowledge and have accessed our standard webinars.

- These sessions are perfect for current users of the platform who want to fully utilise platform features to help them in specific scenarios. *For example, you need your team to learn more about the HR functions and communication options so they can offer new roles and roster employees faster.*

- Typical topics may be but **are not limited** to:

  - Making your rostering process more efficient
  - Using shift offers and bulk shifts in your business
  - Setting up new clients and rates books
  - Managing attendance and tracking employee performance issues
  - Adding positions to an Award
  - Setting up new admins and permission groups

New admin session ($200/hr)

- When you hire new admins, they will often need to be upskilled on how to use the foundU platform fast to perform their roles. Our training team can offer expedited training so your employees can learn from the experts and get started! *For example, you might have a new roster manager or payroll officer who needs to understand the basics of the platform quickly.*

- To deliver these sessions fast, we will not use your business data. We will use demonstration data and run the session online. If you would training to be completed with your business data, please opt for the core topic session and note that slightly longer wait times will apply.

- You can choose from any of our core topics for the session (refer to the list in the Core topic section).

Custom Training Session Options

Criteria	Core topic session	Scenario based session	New admin session
Training delivered in a copy of your foundU platform with your business data	✓	✓	
Training delivered in demo platform with demonstration data			✓
Pre-scope call with a trainer to assess your training needs	✓	✓	✓
Training on the full end-to-end workflow of one of our core topics	✓		✓
Training will be tailored to your pre-submitted specific scenarios and sub-topics		✓	
Question and answer time during the session	✓	✓	✓
Available as in-person or online	✓ *	✓ *	Online only
Recording available for **online sessions**	✓	✓	✓
Training notice period (subject to trainer availability)	10 business days	10 business days	3 business days
Attendees	1 - 30	1 - 30	1 - 3 new admins
Minimum session time	1.5 hours	1.5 hours	1.5 hours
Cost*	$250/hr	$250/hr	$200/hr

*Travel costs will apply for face-to-face training outside of Brisbane metro