

Partner Guide

Learning as a Service



This guide provides an overview of our **asset wisdom empowerment** learning service for those considering offering it to their staff or clients under their own brand.

It's for those who recognise that 'the people factor' is essential for realising Asset Management goals.

awe!

The awe! education mark promises **asset wisdom empowerment**.

Preface

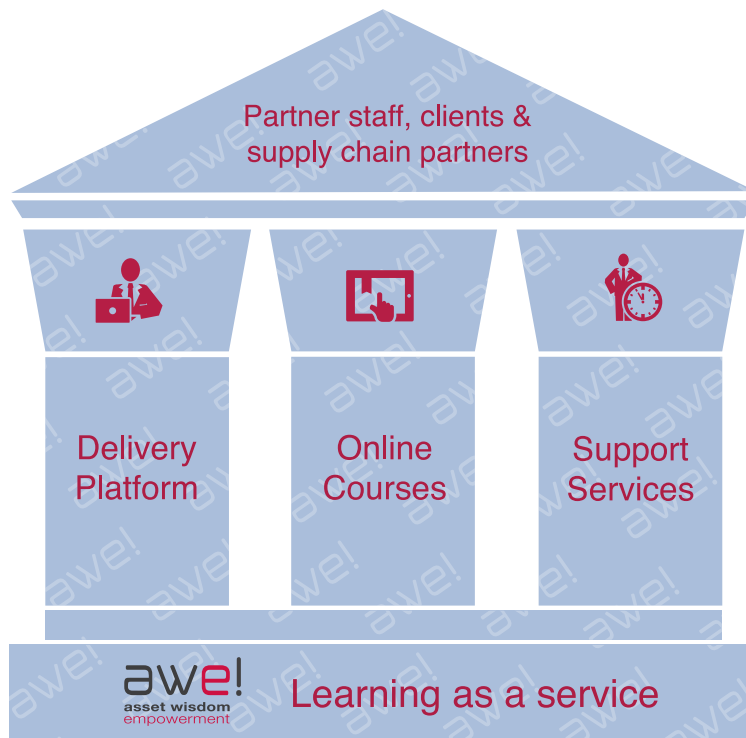
In an ever-changing world organisations are now looking for ways to redefine the 'new normal' and deliver their core services, where possible, at a distance. We all need to adapt and work together to make these changes a reality for the benefit of society, organisations and their staff.

Asset Wisdom believe online learning can be integral to making the 'new norm' a success, both in the current climate and in the future. By creating a structured approach to learning and embedding as an integrated part of your service delivery, it will offer a real step forward.

We are flexible and collaborative and offer a ready to go solution with clear guidance and support in the field of learning. We are committed to offering our Partners a service they can trust and enable you to navigate your way through today's challenges.



Learning as a Service



This guide outlines the key features and scope of the Asset Wisdom Learning as a Service offer.

Our Learning as a Service is a 'ready to go' and proven end to end learning solution consisting of three primary pillars. These enable our Partner to market, sell and deliver the online **awe!** asset management learning courses to their staff, clients, or supply chain partners, whilst we take care of the rest.

The details of each of the three pillars is overleaf.

Pillar 1:

Online Courses

There is a suite of 14 online asset management learning modules. These take between 40-60 minutes of learning time each. They can be completed in the learners' own time and they can stop and restart where they left off at their convenience. These modules are structured into the following courses.

awe! AM FOUNDATION AWARD COURSE


- AW001 Introduction to ISO 55000
- AW002 Introduction to AW
- AW003 Benefits of AM
- Reading Text + IAM Knowledge Test

awe! AM CERTIFICATE COURSE

- AW001, AW002 and AW003
- AW004 Risk and Risk Management
- AW005 Organisation Context and Stakeholder Expectations
- AW006 Scope of the Asset Management System
- AW007 Asset Management Policy, Strategy, Demand Analysis and Objectives
- AW008 Asset Management Planning
- AW009 Asset Information
- AW010 Asset Management Decision Making
- AW011 Leadership, Organisation and People
- AW012 Asset and Asset Management Systems Performance
- AW013 Life Cycle Activities – Part 1
- AW014 Life Cycle Activities – Part 2
- Recommended reading – The IAM's AM an Anatomy

awe! PROGRESSION TO AM CERTIFICATE COURSE

Based on modules AW004-AW014: For learners who have already completed the **awe!** Foundation Award Course and wish to progress and complete the **awe!** AM Certificate Course.



Key Facts

A summary of the key facts relating to the online suite of **awe!** learning includes:



EDUCATIONALLY SOUND:

Endorsed by the Institute of Asset Management (IAM), our training courses and modules give you the confidence of industry-approved asset management learning that has been rigorously tested, **proven**, and shown to be **engaging** and **effective**.

Continuous Professional Development: All our asset management courses have the globally recognised CPD certification, demonstrating external validation of continued learning with high-value and well-structured course content and allowing learners to earn CPD credits.

- | | |
|--|----------------|
| ● awe! AM Foundation Award Course | 5 CPD Credits |
| ● awe! AM Certificate Course | 25 CPD Credits |
| ● awe! Progression to AM Certificate Course | 20 CPD Credits |



FIT FOR PURPOSE

LEARNING CONTENT MAPPED TO:

- 39 AM subject areas as defined by ISO55001
- IAM's Competencies Framework, Professional AM Exam and Foundation Award
- Global Forum for Maintenance and Asset Management (GFMAM) AM Landscape

FLEXIBLE

- Access by any internet connected device, anytime, anywhere to suit your needs
- Access to the learning is licenced for one year
- Learners can revisit the modules as often as they need to refresh their learning

ENGAGING AND FUN

- All modules have interactive exercises throughout to reinforce learning

QUALITATIVE LEARNING

- All modules have an end of module Q&A assessment to evidence learning

QUALITY

- All modules are reviewed annually via Asset Wisdom's Quality Assurance Process

LEARNER EXPERIENCE

- Support available through the learning journey including the ability to track learning progress.

IAM'S AM CERTIFICATE EXAM

- Where learners wish to take the IAM's AM Certificate examination, Asset Wisdom can provide the required exam voucher. This is a video proctored exam that can be taken from the comfort of the learner's own home or in the office.

Value added learning services

Asset Wisdom can offer optional value added learning to help contextualise and apply the online learning to the workplace. These services along with the online learning can help form new ways of delivering embedded and integrated structured learning to meet the challenges of the current climate of distance working.

WEBINARS

Webinars provide an overview/recap of the learning outcomes that are covered when you work through the online learning modules. They offer the learner the opportunity to speak to an expert and their peers to round off their learning within a workplace context.

From the perspective of the AM Course there are three optional webinars designed to ensure the readiness of the learner to take the Institute of Asset Management's AM Certificate Exam. They give an insight to what to expect when they go on to take the exam for real. Each webinar allows time to practise example exam questions along with an open forum Q&A session, which will include guidance in terms of recommended reading.

WORKSHOPS

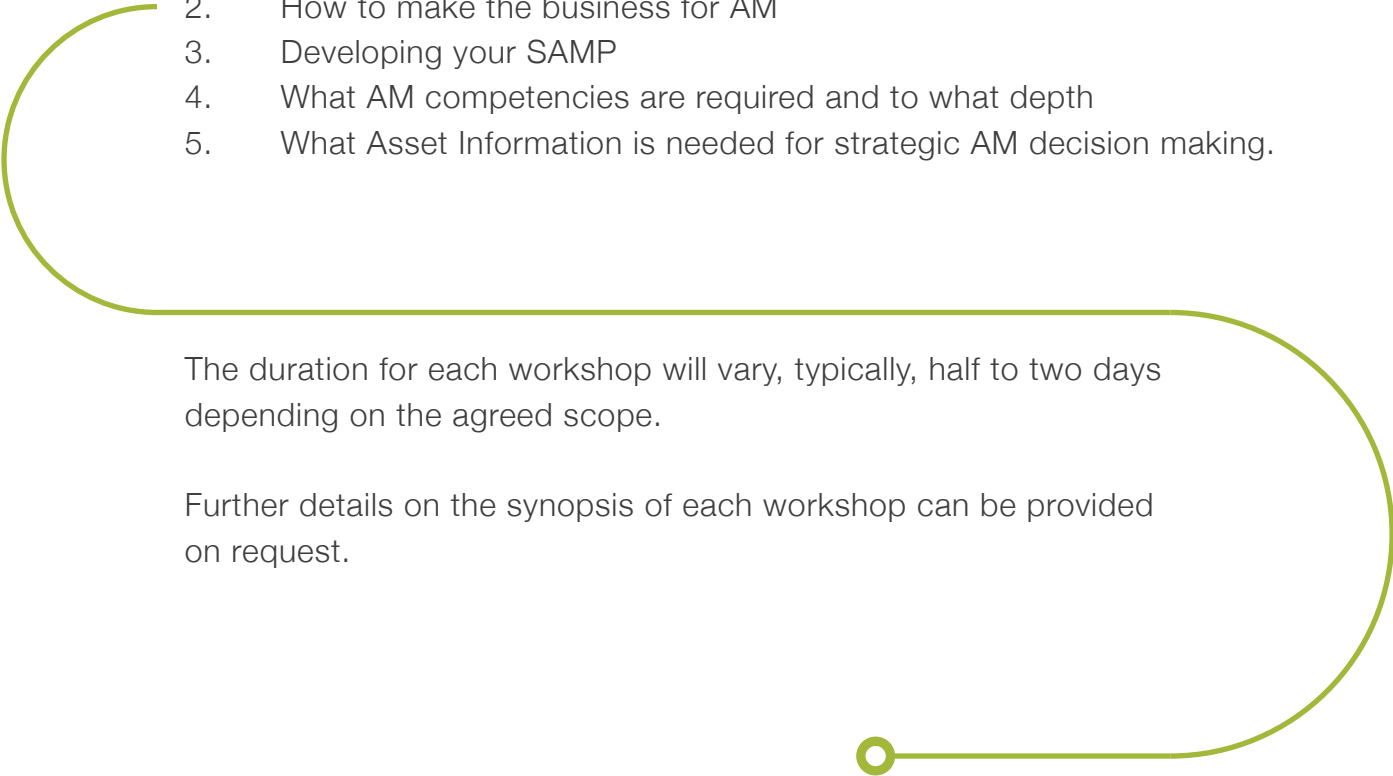


Whilst gaining personal recognition in the form of the AM certificate is a good thing, from a business perspective how do you begin to apply individual learning to the benefit of the organisation?

We have developed a series of complementary and interactive workshops that blend with the online modules.

The workshop packages comprise a selection of the online modules that are completed prior to each workshop. This ensures that all participants are at a common level of AM knowledge and understanding before attendance. This helps to make the workshop more effective.

We have five workshop packages that you can offer. These include:

1. Explore the opportunities that AM can offer
 2. How to make the business for AM
 3. Developing your SAMP
 4. What AM competencies are required and to what depth
 5. What Asset Information is needed for strategic AM decision making.
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The duration for each workshop will vary, typically, half to two days depending on the agreed scope.

Further details on the synopsis of each workshop can be provided on request.

Pillar 2:

Delivery Platform

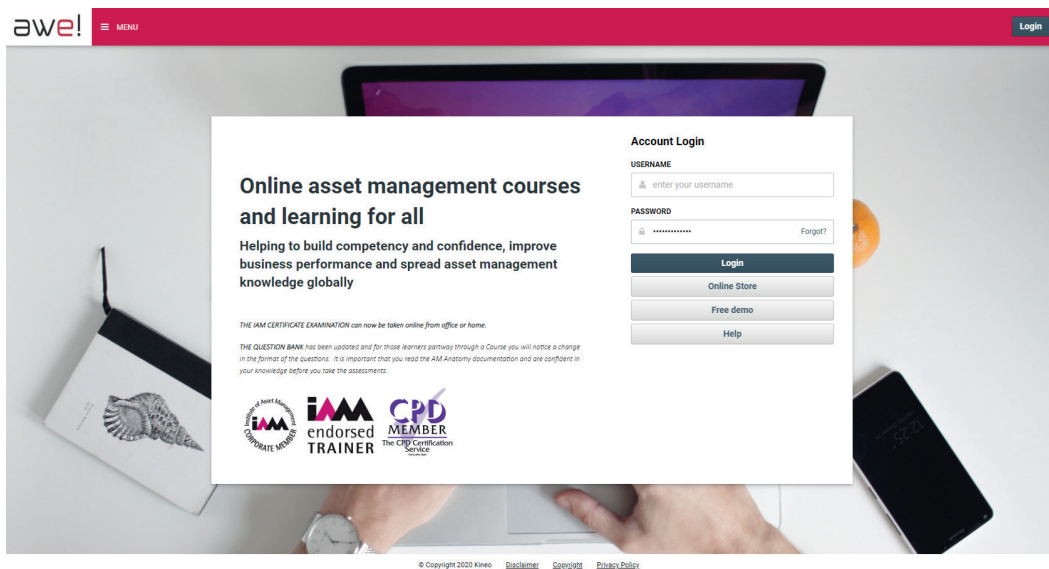
Whilst courses and learning content are the core of our business, we work with a technology partner, who is a lead player in the education sector, to provide our learning delivery platforms.

We provide our Partner with their own branded web-based shop window to enable them to market, sell and deliver the online asset management courses. The delivery platform comprises the following elements:



Portal

The portal provides the web-based access for the learner to select, register, purchase and carry out their learning. An example of a portal front screen is shown below.



The portal front screen can be configured and designed to suit the Partner's specific needs.



The Store

BROWSE

This acts as the shop window through which learners can view and select the online course and modules on offer. The store works in the same way as many web-based shopping sites. It describes the synopsis, learning outcomes and price for each course and module.

SELECT

A purchase is made by selecting the course you want to take and the quantity you wish to buy (single or multiple access licences are available). This is then added to the 'shopping cart'.

REGISTER

Once the course(s) selected is in the shopping cart the learner is invited to proceed to the checkout. If this is the first occasion the learner has visited the portal, they will be invited to register their contact details, set up a username and password and agree to the terms and conditions of use of the learning courses.

PAYMENT

Once registered the learner is routed to the checkout where payment is made. There are three payment methods:

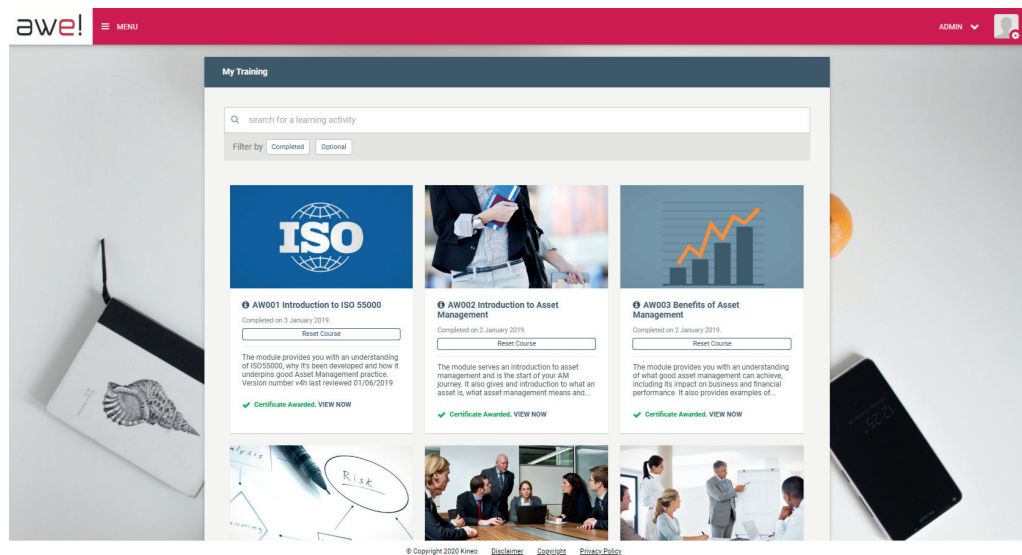
- PayPal via the store
- WorldPay where credit card payment is preferred
- Purchase Order/Invoice

On confirmation of payment, the learner's login details will be emailed to them so they can access the course(s) they have purchased and start their learning.

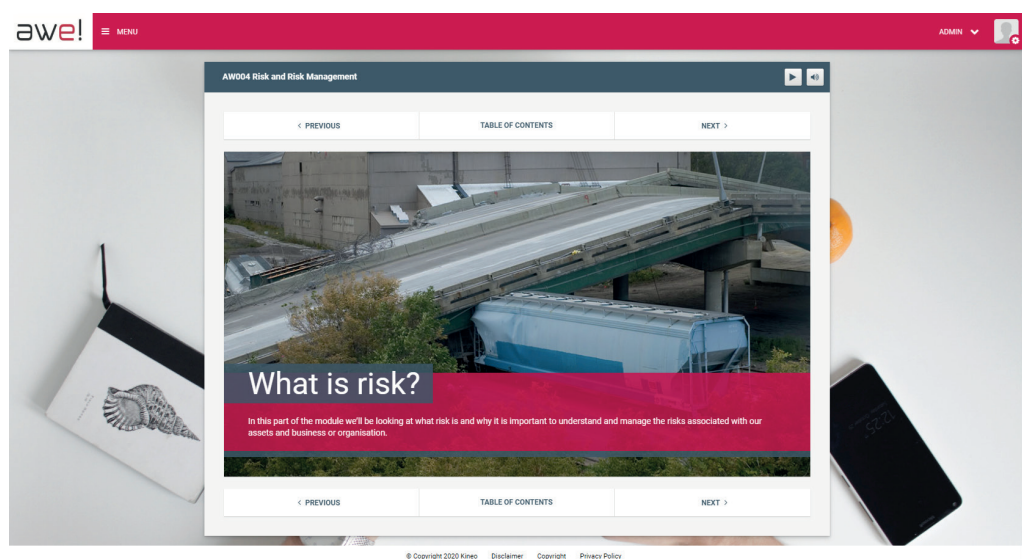
Training login

Access to the courses is via the 'Training Login' menu from the portal front screen.

MyLearning – access to the learner's courses



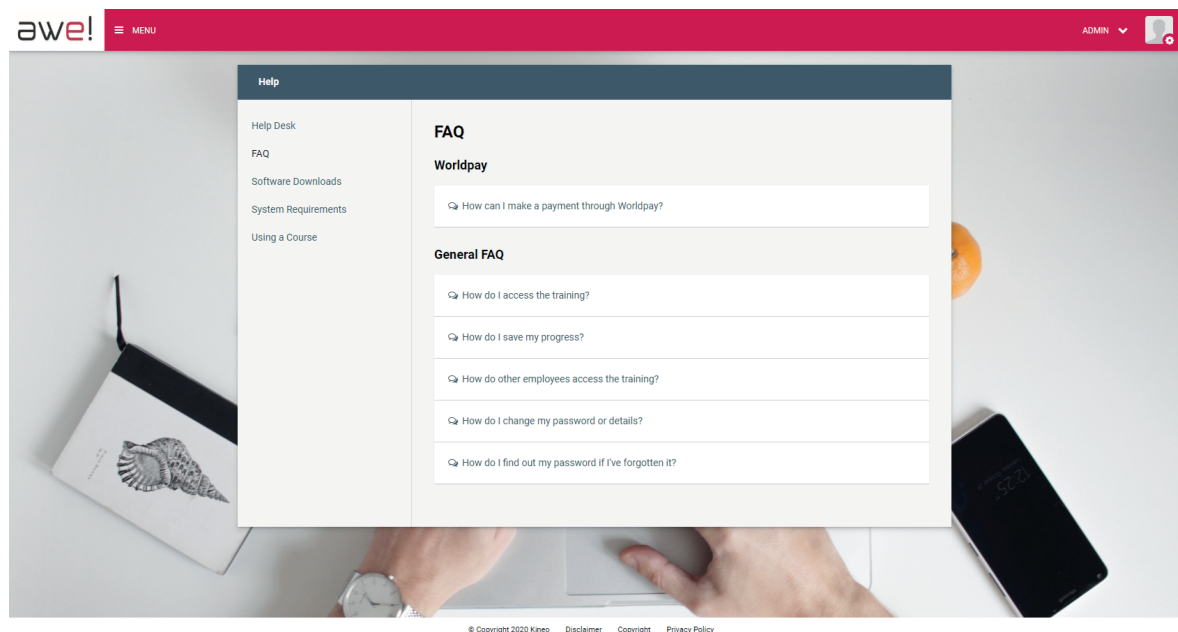
An example of a screen from one of the courses



Support

The portal gives access to the Asset Wisdom help desk function and provides answers to FAQs.

Portal Support Screen

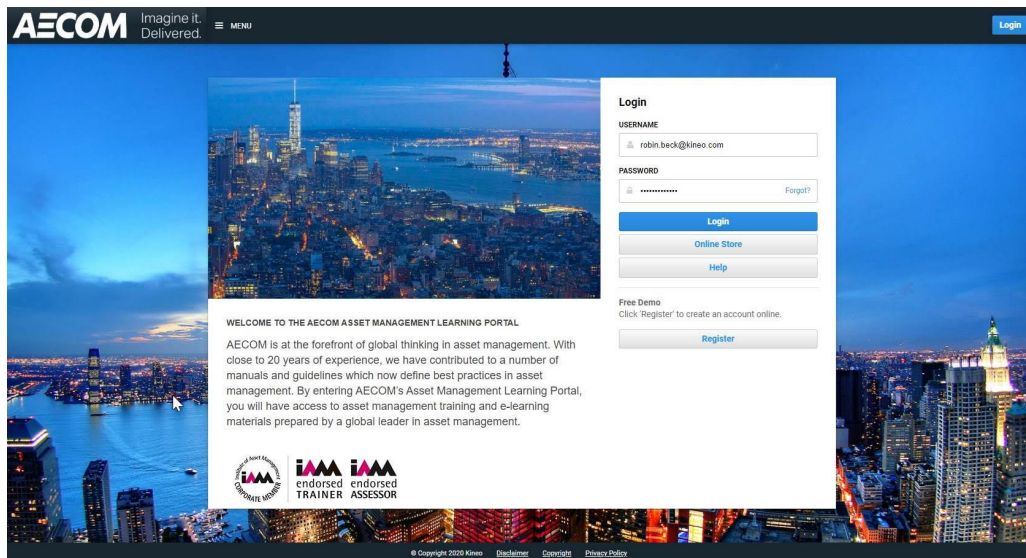


Your Branded Portal

We configure the portal and store to be branded in line with the Partner's own corporate brand guidelines. This includes the use of text and images the partner wishes to use to meet their requirements. This offers the partner the ability to market the **awe!** learning modules as if they were their own.

We also provide the option for the Partner to be able to amend the front page of the portal. This enables flexibility to update and refresh the text and images to reflect new marketing messages you may wish to promote without the need to engage third party development resource.

Example of AECOM's branded portal*



Pillar 3:

Support Services

Asset Wisdom offers a range of services that gets the Partner up and running and keeps them going. We take on the day to day activities that enables our Partner to free up important resource and focus on marketing and selling the learning. These support services include:

- Portal and Store Implementation
- Ongoing Support for the learner and Partner
- Marketing Support

Branded Portal and Store

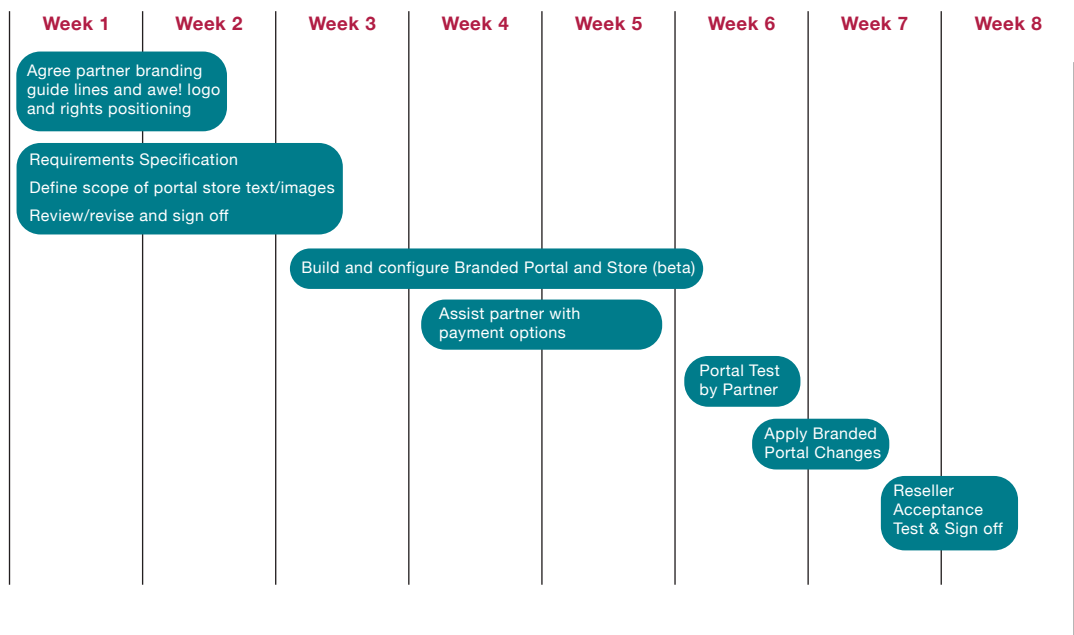
Build and Configuration Process

A Partner's branded portal and store will be based on the following proven Asset Wisdom service activities:

- Agree Partner branding guidelines and **awe!** logo and rights positioning
- Define scope of portal and store text/image requirements – using a standard requirements specification template
- Review text/image requirements, refine and sign off
- Build and configure the Partner's portal and store
- Assist Partner with payment options
- Partner test, review and refine
- Apply any changes
- Partners acceptance test and sign off

Project Timeline

For guidance, the actions typically take between six and eight weeks to be delivered as illustrated in the timeline below. Shorter timescales are possible subject to resource availability.



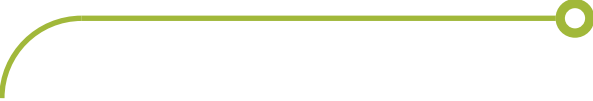
Timeline to build and configure branded portal

Resource input from the Partner is required for specifying the text and image requirements and the review and acceptance of testing points. This takes approximately two to five-man days from the Partner.

Use of standardised Asset Wisdom text is available to the Partner to adapt, or use as is, to simplify the build process.




Online Support Services



Learners accessing online training will have access to an efficient support service to enable them to get the most out of their learning experience.

Asset Wisdom provide a help desk function to give first line support services to partners and learners. This is manned by the Asset Wisdom administrator who will manage the following Learner Management System/portal support and maintenance activities:



ONGOING SUPPORT

- The Asset Wisdom administrator will set up new learners as requested using the Account Creation Form process, will monitor online learner accounts and ensure that the master Account Creation Forms for Company purchases are maintained and kept up to date.
- The Asset Wisdom administrator will provide customised learning progress reports for the Partner to pass onto their clients. The frequency and content of the reports will be agreed with the Partner.
- All learner access rights for purchased modules will be archived by the Asset Wisdom administrator after a period of twelve months from the registration date. Archiving will be undertaken monthly. The “demos” will be disabled after a period of one month from date of registration.
- All learner access rights for ‘demos’ will be disabled by the Asset Wisdom administrator after a period of one month from the registration date.
- The Asset Wisdom administrator will check the Partner support emails daily and take appropriate action and/or escalate.
- The Asset Wisdom administrator will support the password reset process.
- Asset Wisdom will provide learner administration training for the nominated Partner administrator as required.
- The Asset Wisdom administrator will manage the process to award CPD credits and will request learner Certificates.
- The Asset Wisdom administrator will manage the acquisition of the IAM Certificate Exam voucher process that enables learners to take the online exam.

MANAGEMENT AND ADMINISTRATION OF THE PORTAL AND LEARNING CONTENT



- Asset Wisdom will apply new system updates as required. The Partner will be informed prior to any updates taking place.
- Asset Wisdom will conduct an annual quality assurance review of the online learning content and schedule content updates as required. This will include consideration of feedback relating to content enhancement requests from the partner and learners.
- Asset Wisdom will request learner feedback via their evaluation process.

BUSINESS REVIEWS

Regular business reviews between the Partner and Asset Wisdom will cover:

- Sales progress
- Learner progress
- Quality/feedback

Intervals for the business review are subject to agreement but are typically conducted quarterly.



Marketing

Along with this guide, we will make the following material available to assist your Partner marketing activities:

- AM Foundation Award Course brochure
- AM Certificate Course brochure
- One-page descriptors of each online **awe!** module
- Case studies and papers

Subject to the joint agreement between the Partner and Asset Wisdom, we are happy for the Partner to co-brand our published materials using its logos and marks. The design will be shared and agreed between both parties prior to publication.

Asset Wisdom is also happy, subject to agreement, for its existing marketing materials to be modified or joint branded by the Partner to suit the language of the Partner's market.

These materials are available via our website, www.asset-wisdom.com, or if you prefer we can send them to you.

Associated information

We can provide further associated information relating to the delivery of our Learning as a Service and this can be provided on request. These include:

- Portal reporting facility
- Criteria for use of CPD logo
- Learner account creation process
- Provision of learner support
- Archiving learner accounts process
- GDPR and Privacy Policies



"The future does not belong to the strongest,
the future belongs to those who can adapt to change"

Darwin



We look forward to working with you for mutual success.



Get in touch...

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