



## The On-line Booking Tool Training Program

Under the Shared Travel Services Initiative (STSI), the contract for delivery of government travel services has been awarded to a new supplier, Accenture and its team of subcontractors, American Express, Concur Technologies, and Bell Canada. Collectively, the services provided by the new contractor are known as Travel AcXess Voyage.

When Travel AcXess Voyage is fully implemented, employees will benefit from an automated and integrated travel experience – from start to finish. With a new full-service travel agency, an on-line booking tool, a convenient government travel card, responsive 24/7 traveller support, and eventually automated authorization and expense management processes, employees will be able to manage travel simply and efficiently.

One of the first on-line components of the Travel AcXess Voyage solution that will be introduced is the on-line booking tool (OBT) for air, rail, car and hotel reservations.

In order to support the launch of the OBT, a training program has been developed to promote skill development within departments, which will ultimately contribute to increased adoption of the OBT.

### **Training Methods**

Delivering training to a large, geographically dispersed and diverse workforce such as the Government of Canada, requires a flexible approach to training. Therefore, in order to provide the 90 participating departments and agencies with the knowledge and support they need to deliver OBT training, a “Train-the-Trainer” approach will be used. This approach will allow departments and agencies a significant amount of flexibility when implementing training.

“Train-the-Trainer” is an approach whereby experienced OBT instructors will train approximately 3,000 identified Government of Canada trainers (approximately 30 trainers per participating department or agency, as identified by each department or agency). These trainers, equipped with a portfolio of training support material, will then be responsible for delivering end user training to their departments. Departments and agencies will need to select the training method that is the most appropriate for their employees.



The following training methods are being supported for the OBT training program:

- **Instructor-Led Training**, appropriate for individuals who learn best from direct communication with instructors;
- **Computer-Based Training**, appropriate for individuals who learn best when using computer-assisted, self-directed learning; and
- **Self-Study Training**, appropriate for mobile employees or independent learners.

### Training Tools

The following table lists the training tools that will support trainers and end users to develop their OBT skills. Departments may choose to mix and match the tools in order to provide their employees with the tools that best meet their end users' specific needs.

Instructor Led Training	Computer-Based Training	Self-Study Material
PowerPoint Learning Modules	Click & Learn	Detailed User Guide
Help Desk	My Tutorial	Quick Reference Guide
-	Demo Site	FAQ Sheet
-	On-line Help Files	-

The definitions below provide key features of each training tools:

- **PowerPoint Learning Modules** - PowerPoint presentations that contain screen shots of the OBT, accompanied by speaker's notes and tips;
- **Help Desk** – a staffed help desk that will be available 24/7 after OBT goes live, to support trainers and end users;
- **Click & Learn** – an animated, downloadable presentation that walks participants through scenario-based learning modules;
- **My Tutorial** – an animated, on-line presentation that leads participants through the key steps of OBT functionality;
- **Demo Site** – a functional OBT site, where trainers can practice using the tool before and after attending the OBT Train-the-Trainer session;
- **On-line Help Files** – a printable list of OBT help procedures embedded within the tool itself;
- **Detailed User Guide** – a document that outlines the procedures for completing OBT tasks;
- **Quick Reference Guide** – a guide that highlights key OBT procedures; and
- **FAQs** – a comprehensive list of frequently asked questions.

### About the STSI

The Shared Travel Services Initiative is a Government of Canada initiative jointly led by Public Works and Government Services Canada and the Treasury Board of Canada Secretariat.

More information on the STSI and Travel AcXess Voyage is available at <http://gtmo.gc.ca>.