Darwin Learning
Service Description

Introduction

Darwin Learning (DL) provides a range of training content to ensure you have a sufficiently strong understanding of your Darwin™ platform.

Service Benefits

During both the implementation phase of Darwin and its ongoing use within your organisation, it's vital that everyone who uses Darwin is comfortable with what Darwin does and how to use it.

Learning a new software product can be both daunting and time consuming but we ensure that all our learning is user friendly and tailored to the role that each user will have.

In our Core offer, we provide self-service content so that users can learn Darwin at times to suit them.

Our Premium services allow you to tailor your learning experience to better suit your learning needs.

Our Bespoke services allow you fully adapt your learning experience to your organization and support teams.

Scope of the Services

Core Darwin Learning Services

The Core Darwin Learning Services will give you access to a range of online resources, both during implementation and following the launch of the solution to a country and includes an entitlement to access online training modules covering all aspects of its use, including the following topics:

- **'Understanding Darwin!'** provides an overview of Darwin's purpose and main functionality. This is suitable for a wide range of users both during the implementation and in ongoing service.
- **'Information for Administrators'** provides learning on employee management in Darwin.
- **'Darwin Reporting'** provides learning material on using reports in Darwin.
- **'Data Uploads'** provides learning on performing and troubleshooting uploads.
- '**Closing Payroll**' provides training material related to performing the functionality of payroll close and payroll open also named as Process Manager.
- '**Enrolment Periods**' provides learning material related to building and maintaining selection windows for employee benefit selection in Darwin.
- '**The Reward Centre**' provides learning material related to managing site content and sending communications to employees from Darwin.
- '**Reading Employee Information**' provides learning material related to employee eligibility, audit notes, agreements/correspondence, quick links and proxy logins for administrators in Darwin.
- **Darwin Delivery Method Overview (DDM**): provides information on how we will work together with our clients in order to implement and manage change in Darwin efficiently and effectively.
- **Exploring Darwin:** provides an overview of Darwin's purpose and main functionality, as well as on end-to-end administration tasks in Darwin e.g. data management, payroll management, reporting, etc. and is aimed at users who will be administering Darwin.
- A **private** (client specific) live webinar and a recording available for future use on '**Administering Darwin**', during pre-UAT, to support the client's testing teams.

Training offering will vary according to the Darwin product the client currently uses. Availability of some training module content is dependent upon the Darwin product version being implemented.

Accreditation

In order to ensure training efficiency and self-evaluation, our clients may have access to a self-assessment that will serve as an accreditation. Attached to each module, this assessment will evaluate the core skills that a client needs to be able to administer Darwin and troubleshoot the organization.

The assessment is module based and hosted in the Darwin Learning Platform. Clients will have to pass the test in order to have the courses marked as completed. Clients can also request feedback following the assessment on learning gaps, as well as receive guidance on learning resources to fill the gaps.

The aforementioned accreditation is valid for the Darwin product on which the assessment was made and generic in terms of the tasks that an administrator performs in the system.

In the eventuality of a failure to pass the accreditation, the client can request to retake it, after a recommended time of self-study.

Access to online learning

For each course you will receive both mandatory (important learning that you will need to pass in order to complete the course), as well as optional content (that may not be suited for your organisation or not be critical in your day to day activities in Darwin). These units will be marked accordingly.

Each training module is delivered online, using our Darwin Learning Platform.

We will provide you with a set of up to 7 users per country of implementation. These users can be requested through an online form that can be completed either by a Darwin contact or by the client themselves.

Premium Darwin Learning Services

Premium Darwin Learning Services will give you the possibility to choose a live specific webinar that may be more suited to your learning needs.

Whilst the content covered includes Core Services, this tier will provide additional eLearning material, as well as the option to request live webinars that suit the learning needs of our clients.

Service	Details & Assumptions

A **private** (client specific) live webinar and a recording available for future use on **'Administering Darwin',** in following format:
 	
• provides training on a customizable agenda, in the limit of 2 hours/session
• depending on product version, clients can build an agenda using the following topics:
    ○ Reporting & Report Scheduling (0.5 hours, focuses on managing reporting in Darwin)
    ○ Reward Centre Configuration (1 hour, branding, site content, home page
	• The training will be run on a pre-built Demo company, adapted to client learning requirements.
	
	• All private live webinars recordings, will be stored on our Darwin Learning Platform (LMS), in the Client dedicated space, and made available to the client, within 5 working days.
	
	• All webinars will have a maximum participant number of 14

configuration, total reward statement and benefits page configuration)
  - o Administration and Troubleshooting (1.5 hours, navigation, payroll management, audit, eligibility)
  - o Uploads & Enrolment Periods (1 hour, managing uploads and selection windows)
  - o Basic Report Writer (1 hour, building and testing reports)
  - o Communications (1 hour, administering notifications and campaigns)

- • The cost for one 2-hour webinar within the Premium offering is USD 1,500.00.

- • If Premium offering is included in contract, one session will be offered as covered by the agreement, while subsequent Premium offering sessions will incur the USD 1,500.00 per session.

Bespoke Darwin Learning Services

Bespoke Darwin Learning Services will give you the possibility to choose a live specific webinar that may be fully customized to your learning needs.

Whilst the content covered includes Core Services, this tier will provide our clients with the option to request live webinars that with a customized agenda that exactly fits the client's specific Darwin configuration and process.

Service	Details & Assumptions
A **private** (client specific) live webinar and a recording available for future use on **'Administering Darwin',** in following format: • Provides training on a customizable agenda, in the limit of 2 hours/session • Clients can build an agenda and send it over to the Darwin Learning team to agree on duration (number of sessions) and sign off agenda points.	• The training will be run on the client build (Production or UAT environment, depending on product). • Upon agreeing the request, the Darwin Learning team can take up to 14 days to analyse the agenda and study the client build, in preparation for the session. • Depending on the product, training sessions can be facilitated using test users, on test payrolls only. • Darwin Learning will not deliver training on closing live payroll, troubleshooting live users, reports, campaigns and notifications, will not edit/delete/unpublish of live items or trigger any action that would result in the generation of an audit note on a live user. • Darwin Learning will not deliver Service & Administration or BDS/SRD walkthroughs

- Darwin Learning can request a briefing on the training requirement and client scheme from a Client Success Manager, Consultant/Project Lead and/or a client contact beforehand.

- All private live webinars recordings, will be stored on our Darwin Learning Platform (LMS), in the Client dedicated space, and made available to the client, within 5 working days.

- All webinars will have a maximum participant number of 14

- The cost for one 2-hour webinar within the Bespoke offering is USD 4,750.00.

- Bespoke offerings are not included in service contracts and thus incur costs.

Requesting information and training

Darwin Learning will not present the training offering or proposition to clients, nor will they negotiate contractual amendments and/or training pricing with the client directly. All of the aforementioned details are to be discussed and agreed with the client by the respective roles with client facing responsibilities (client managers, delivery managers, etc.).

Darwin Learning will thus only accept training requests from these roles, via dedicated request channels (online forms or email) communicated internally.

Supported Languages & Accessibility

All training content delivered by the Darwin Learning team will be in English and it is required that your teams are able to speak, read and write reasonable quality English, even if English is not their native language.

Our online learning offering contains images (screenshots and pictures) as well as text that can be selected and translated using various translation tools. Video content is stored in Vimeo and contains closed captions in English.

Operating Hours

Operating hours are aligned with Darwin's normal business hours in the countries from which the Darwin Learning Services are delivered, these being the UK, Singapore, Romania and India.

- 09:00 to 17:30 GMT/BST (UTC/UTC+1) for the UK, supporting clients in EMEA
- 09:00 to 17:30 EET/EEST (UTC+2/UTC+3) for Romania, supporting clients in EMEA
- 09:00 to 17:30 SGT (UTC+8) for Singapore, supporting clients in the APAC region
- 09:00 to 17:30 IST (UTC+5.30) for India, supporting clients in the APAC region

While operating hours are not yet fully aligned to the majority of the business day in the Americas (EST to PST), the Darwin Learning team will employ reasonable efforts to support client teams based in the Americas. Requests for live training sessions from these time zones are subject to approval by the Darwin Learning team.

Service Exclusions

Darwin Learning will not provide handouts or internal documentation used for training delivery (scripts, presentations or associated documentation) to the client, with the exception of online learning material and training session recordings (for Premium and Bespoke offerings).

All online training materials will be based on general examples and developed using a Darwin generic organisation.

Client Responsibilities

We are committed to our clients' success and we know that an important part of it is dedicating time to learning Darwin.

Our training courses are developed by our experts who have created them having that success in mind.

We are expecting all of the teams involved in Darwin implementation and use to complete Darwin training accordingly.

During project implementation, the client's Darwin contact will guide the client to complete their training, with the support and documentation from the Darwin Learning team.

After project close and during BAU it is recommended that the client completes training before attempting to perform tasks in Darwin as per the Service & Administration documentation.

We recommend our clients complete and pass accreditation on the Core offering before requesting Premium and/or Bespoke services, to ensure optimal learning efficiency and autonomy.