**End-User Training Materials & Workshop Plans**

**Objective:** To ensure successful onboarding and system adoption by providing comprehensive learning tools and facilitated sessions tailored to diverse user groups.

**Detailed Components:**

* **Role-Specific Training Manuals**
  + Admin Guide: Permissions, backend configuration, data backup, security protocols
  + Field Officer Guide: Mobile app usage, offline mode, geo-tagging, M&E submission
  + Program Manager Guide: KPI dashboards, donor reporting, grant lifecycle workflows
* **Multilingual Interactive Tutorials**
  + Localized to Swahili, French, Amharic, and English
  + Includes simulations and guided “click-through” activities
* **Live Webinars and Virtual Labs**
  + Delivered regionally with language interpreters
  + Live sandbox sessions for hands-on experience
* **Onsite Workshops & Training Bootcamps**
  + Country-level bootcamps with printed guides and exercises
  + Pre- and post-training assessments to measure learning
* **Train-the-Trainer Kits**
  + PowerPoint decks, facilitation guides, certification assessments
  + Issued to local IT staff and “digital champions” within NGOs
* **Tracking & Evaluation Tools**
  + Attendance registers, engagement analytics from LMS, knowledge checks
  + Training feedback forms and Net Promoter Scores (NPS) for trainers