**User Training Curriculum, Materials, and Training Completion Reports**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Training Curriculum Overview**

* Objective: Equip end-users and support staff with the knowledge and skills to effectively use the Odoo ERP system customized for telecom operations.
* Target Audience: End-users (billing, CRM, finance, inventory teams), support staff, and business analysts.
* Training Modes: Instructor-led sessions, e-learning modules, hands-on workshops, and job aids.

**B. Training Curriculum Modules**

| **Module No.** | **Module Title** | **Description** | **Duration** | **Delivery Mode** | **Audience** |
| --- | --- | --- | --- | --- | --- |
| 1 | Introduction to Odoo ERP | Overview of system capabilities, navigation, and access | 2 hours | Instructor-led / Video | All users |
| 2 | Billing Module Usage | Managing invoices, payment reconciliation, tariff plans | 3 hours | Hands-on Workshop | Billing Team |
| 3 | CRM Module Operations | Customer data management, lead tracking, support tickets | 3 hours | Instructor-led | CRM Team |
| 4 | Finance Module Basics | Ledger management, reporting, compliance workflows | 3 hours | E-learning + Workshop | Finance Team |
| 5 | Inventory Management | Asset tracking, procurement workflows, stock management | 3 hours | Hands-on Workshop | Inventory Team |
| 6 | Mobile Money Integration | Processing payments, troubleshooting transaction issues | 2 hours | Webinar | Billing & Finance Teams |
| 7 | Security & Compliance | Data privacy, user roles, and access controls | 2 hours | E-learning | All users |
| 8 | Change Management | Managing updates and navigating system changes | 1.5 hours | Workshop | All users |

**C. Training Materials**

* **User Manuals:** Step-by-step guides tailored per module.
* **Quick Reference Cards:** One-page cheat sheets for common tasks.
* **Video Tutorials:** Short clips demonstrating key functions.
* **FAQs and Troubleshooting Guides:** Address common user issues.
* **Interactive Simulations:** Sandbox environments for practice.

**D. Training Delivery Plan**

| **Activity** | **Timeline** | **Responsible Party** | **Location/Platform** |
| --- | --- | --- | --- |
| Training Needs Assessment | Month 1 | Training Coordinator | Surveys, interviews |
| Curriculum Development | Month 1-2 | Training Team | - |
| Material Creation | Month 2-3 | Training & Subject Experts | - |
| Scheduling & Communication | Month 3 | Project Manager | Email, intranet announcements |
| Training Sessions Delivery | Month 4-5 | Trainers | Onsite, Virtual platforms |
| Feedback Collection | Post-training | Training Coordinator | Surveys, interviews |

**E. Training Completion Reports**

| **Report Component** | **Description** | **Metrics / Data Points** |
| --- | --- | --- |
| Attendance | Participant sign-in and participation rates | % attendance per session |
| Assessment Scores | Results from quizzes and practical exercises | Pass/fail rates, average scores |
| Feedback Summary | User satisfaction and training effectiveness | Ratings, qualitative comments |
| Competency Validation | Post-training evaluation of user proficiency | Skills demonstration, certification |
| Completion Certificates | Formal acknowledgment of training completion | Number of certificates issued |