**Education Onboarding 2023**

**Day 1: 16 January 2023**

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| Time | Purpose | Person | Includes |
| 9:30 am | Welcome to Grok | Kylie Williams, Head of People | Welcome   * Company overview incl org chart * Administration   + Organisational structure   + Enterprise agreement   + Pay and superannuation   + Work Health and Safety briefing incl emergency briefing/WFH briefing   + Employee Assistance Program   + Information regarding the CCTV in the Chocolate Factory   + Building orientation including local cafes, meetings room & bookings, bathrooms, etc   + Office supplies, desk space, business cards, etc   + Policies and Procedures including, code of conduct, applying for leave, etc |
| 10:30 am | Engineering team | Geoff Ford (Head of Engineering) and team | Setup and test accounts   * Laptop * Microsoft, Jira, Confluence, etc * Slack * Grok * etc |
|  |  |  |  |
| 12:30 pm | Lunch |  |  |
| 1:30 pm | Education – meeting your manager | Jane Abrams and Bruce Fuda, Heads of Education | How we work   * Portfolio structure * Squad composition * First week expectations * Jira   Working bee   * NCSS Challenge February 2023 |
| 3:30 pm | Break |  |  |
| 4:00pm | Line managers |  | Line manager to set up Zoom link |
| 5:00pm | End first day |  |  |

**Day 2: January 17 2023**

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| Time | Purpose | Person | Includes |
| 9:00 am | Welcome Day 2 | Jane/Bruce/Line Manager |  |
| 9:45 am | Squad stand-up | Line manager | Invitation to come from Line Manager |
| 10:00 am | Grok Platform Intro | Geoff/Kylie | Run through the Grok platform  - Learn  - Admin  - Course, module, problem  relationship  - How a course is configured |
| 11:30 am | Education – NCSS Challenge | Line manager | NCSS Challenge authoring |
| 12:30 pm | Lunch |  |  |
| 1:30 pm | Karsten |  | Projects and time recording   * introduction to projects * partners, PMs * Lead Educator and PM relationship * Time recording and why |
| 2:30 pm | Line Mangers |  | Assign work |
| 5:00 pm | Close 2nd day |  |  |

Day 3: Wednesday 18 January 2023

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| Time | Purpose | Person | Includes |
| 9:00 am | Welcome Day 3 | Jane/Bruce/Line Manager |  |
| 9:45 am | Social stand-up | Whole team – Kylie will introduce |  |
| 10:00 am | Customer support overview | Kylie/Saritha | What is customer support   * HelpScout * FAQ’s * Customer support staff * Support from Education/Engineering |
| 11:00 am | Education | Line manager | NCSS Challenge authoring |
| 12:00 pm | Lunch |  |  |
| 1:00 pm | Team meeting |  |  |
| 2:00 pm | Education | Line manager | NCSS Challenge authoring |
| 5:00 pm | Close 3rd day |  |  |