User Training Plan: Barangay Management System

# 🎯 Objective

To equip all system users—Barangay Officials, Admins, and Residents—with the necessary knowledge and skills to efficiently navigate and use the Barangay Management System.

# 👥 Target Participants

- Barangay Officials

- Barangay Admin Personnel

- Residents/Users

# 🗓️ Training Schedule

|  |  |  |  |
| --- | --- | --- | --- |
| Day | Activity | Duration | Target Group |
| Day 1 | System Overview & Login Procedures | 1 hour | All Users |
| Day 1 | Dashboard & Navigation Walkthrough | 1 hour | All Users |
| Day 2 | Resident Profiling & Management | 1.5 hours | Officials, Admin |
| Day 2 | Request Handling (Certificate, Service, Blotter, Grievances) | 2 hours | Officials, Admin |
| Day 3 | Event Posting & Comment Moderation | 1 hour | Officials |
| Day 3 | Audit Logs & Role Management | 1.5 hours | Admin |
| Day 4 | Profile Editing, Request Tracking & Notifications | 1 hour | Residents |
| Day 4 | Viewing Events and Officials | 30 mins | Residents |
| Day 5 | Q&A, Troubleshooting, Feedback Collection | 2 hours | All Users |

# 🛠️ Training Methods

- Live Demonstrations

- Hands-on Practice

- Scenario-based Exercises

- Group Discussions

- Printed and Digital Training Manuals

- Post-training Feedback Survey

# 📦 Training Materials

- Barangay System Training Manual (DOC/PDF)

- PowerPoint Slides

- Training Video Clips

- Quick Start Guide (1-page cheat sheet)

- Role-based User Access Handouts

- Sample Data for Simulation

# 🎓 Assessment & Evaluation

- Role-based quizzes after each module

- System simulations (perform sample tasks)

- Feedback forms to assess training effectiveness

- Certificate of Participation (optional)

# 📞 Support After Training

Helpdesk: (02) 123-4567  
Email: barangay400support@example.com  
Walk-in Support: Barangay Hall, Zone 41, Sampaloc, Manila  
In-system support and guides

# 🧩 Performing Tasks and Actions

## 🔐 Admin

Training Admin functions again for familiarity and proficiency. Admins will perform real-time tasks such as editing resident data, switching official roles, managing audit logs, backing up data, and reviewing feedback reports. This hands-on training ensures mastery of all backend controls.

## 🏛️ Barangay Officials

Barangay Officials will undergo task-specific training including approving/denying requests, managing resident and official profiles, posting events, moderating user comments, and reviewing population reports. Each task will be simulated to practice decision-making using actual system interfaces.

## 👤 Residents (Users)

Residents will practice tasks such as editing personal profiles, submitting and tracking certificate/service/complaint requests, and participating in event discussions. Simulations will include uploading documents, navigating notifications, and interacting with event comment sections. This ensures users are confident in managing their accounts independently.