**INDUCTION PROCESS – SCENTRE APP**

(National Induction is done on App /Web, Centre Induction done at Shopping Centre not on App/Web)

**1. User Installs App**

**2. User Opens App and Registers**

Registration Details to be captured include Full Name,  
Work Email, Work Mobile, Company Name, Job Title, Photo of User, Facial Recognition Set up, Voice Recognition Setup  
Successful Registration takes User back to Login Screen

**3. User Logs in**

**4. Upon Successful login – Induction Required notification appears if either the National or Centre Inductions have not been completed (The app will need to receive this information from the main GNIS/Web via a quick update check once only on the start-up of the app)**

National Induction Required = The notification on the app needs to advise the user they need to complete the National Induction before they are able to access keys for Scentre Group. There should be a link that takes the user to the Induction section on the app to start the process. If the user declines there should be a reminder each time the user opens the app (again the app should check against the GNIS upon opening)

Centre Induction Required = The notification on the app needs to advise the user they need to complete the Centre Induction before they are able to access keys for Scentre Group. There should be a link that takes the user to a page on the mobile app explaining they need to visit a centre to complete the Centre training. If the user declines there should be a reminder each time the user opens the app (again the app should check against the GNIS upon opening)

Both National and Centre Induction Required – A not aknowledge linkification should pop up advising that both need to be completed before key access is given with links to both inductions

**5. National Induction Section on App**

**Stage 1**

Four Videos to be watched (to be supplied by Scentre).

At the end of each video 3 to 4 multiple choice questions (to be supplied by Scentre) are provided to confirm understanding of key content. User is advised if an answer is wrong – and given the opportunity to attempt again until correct.

When all answers are correct, the app will record this information and allow the next video section to start.

Date and results are stored on the app and also sent through to the GNIS system to store against that users account (Date, Time recorded along with successful induction section completed).

**Scentre Administration Require**

(Is there a webpage we can provide for them to facilitate the below? Perhaps we can link :

* Ability to amend questions and answers
* Ability to replace media for each chapter
* Record maintenance of superseded questions and media so the specific induction a person completed in the past can be confirmed
* Maintenance of historical induction data for users
* App account linked to induction completion dates

**Stage 2**

On completion of induction user is required to complete steps within app

1. Confirm they were the person who completed the induction

2. Review and acknowledge link to WH&S handbook

The National Induction Training is now complete. The information, questions, answers, time and date need to be stored and made available through the website/GNIS

**6. Centre Specific induction**

This is currently and will continue to be a face to face induction at the centre – required re-completion annually. This is not done through the App (except for the last part – see below). The Contract Manager will however need access to the system through either a website or GNIS to do the following:

Scentre Administration will require the following:

* Scentre Induction presenter can log attendance at the induction + confirm the user has successfully completed the centre induction via web/gnis. Only induction presenters authorised to present the induction at the centre can do this. Once they do this a notification must appear on the user’s mobile app to do the next step below:

Upon the Scentre Induction Manager confirming the induction has been completed successfully the App User and Centre Management, the user will need to access a section in the App under Inductions to do the following:

Stage 2

On completion of induction user is required to complete steps within app – validating their identity

1. Review and acknowledge centre rules

2. Confirm they were the person who completed the induction and scope was covered

3. Review and acknowledge link to WH&S handbook

Once they have done this, this information needs to be stored and made available for historical viewing in the GNIS/Website.

An option on the Users profile in the GNIS/website needs to be ticked to say Centre training complete. Access to the Key Watcher will only be provided once both the National and Centre Induction Training Options Completed are ticked in the GNIS/website

• Re-Induction is required each 12 months – Notice is provided to the Users App when an expiry of either the Centre or National Induction is due within 30 days of expiry. An email should also be sent to their email address automatically to advise they need to review their induction training (national or centre) at 30 days, 7 days and 1 day prior to the expiry.