

Train the Trainer

Your staff; trained by you, for you

security.gallagher.com



The screenshot displays a security management software interface with several panels:

- Table:** A table with columns: Occurrence Time, Message, Alarm Zone, Event Source, Cardholder, Acknowledged By, and Count. It lists various system events such as "Service FT Import - Export Service on GNE-PC2162 Offline" and "FT Import - Export Ser...".
- Alarm Instructions:** A panel showing "No content to display".
- Event Trail:** A panel titled "Events between 20/08/2018 10:15 and NOW for FT Import - Export Service on GNE-PC2162" with a sub-table showing event types like "Service Online" and "Service Offline".
- Alarm Details:** A panel showing details for a "Service FT Import - Export Service on GNE-PC2162 Offline" event, including the event type, details, first occurrence (20/08/2018 10:15:06), and last occurrence (20/08/2018 10:15:06).
- Site Plan:** A panel on the right side of the interface, currently blank.
- System View:** A status bar at the bottom indicating "SYSTEM VIEW: No Operator Groups".



Train the Trainer: Introduction

Empowering your business to facilitate Gallagher training courses with the Train the Trainer certification.



What is Train the Trainer?

Gallagher Train the Trainer is a framework for Gallagher Channel Partners which empowers your training instructors to facilitate the exact same training courses that Gallagher Trainers do.

Using the Gallagher course materials to deliver timely and effective training, your instructors can ensure that your staff have no barriers to becoming Gallagher Certified.

Benefits of Train the Trainer:

- Flexibility and time savings, hold facilitated Gallagher certification courses at a time that suits you
- Tailored learning, with the ability to adapt content specific to your organisations training needs e.g. upcoming project
- Cost effectiveness; training when and where you want
- Unique Gallagher Train the Trainer Certification
- Shows your customers that you invest in your staff training and development
- High levels of confidence from customers and consultants that your trainers have been certified by the manufacturer
- Allows your employees to continually remain at the forefront of the latest features and solutions.

What do I get?

Our training team will work with you to build a tailored program designed to meet your organisation's training needs, the program can vary in length and scope as we have a range of courses available for you to select as part of your Train the Trainer solution.

Through a comprehensive Train the Trainer course your instructors will have the knowledge and confidence to run a Gallagher certification course to the Gallagher standard.

We will provide you access to everything you need to facilitate your courses, including training kits and hardware, course delivery guides, system version updates and course manuals.



Access to everything you need

- *Course delivery guides, manuals and course assessment matrixes*
- *Gallagher Security training demonstration kits*
- *Online access to each course type;*
- *Access to our Gallagher training team.*

Train the Trainer: The process

How does it work?

The Train the Trainer certification process is divided into three stages.



1. The Gallagher trainer presents the chosen course to your candidates. Up to 8 potential training facilitators can sit in on this first presentation stage, which is designed to ensure that the Gallagher course material, training method, and outcome expectations are familiar to all candidates.
2. Each candidate is provided up to 6-months per course to develop their own material and delivery method. During this time, each candidate receives the Gallagher course delivery guides, training manuals, unlimited access to the online version of the course, access to our training team for assistance, and the assessment criteria that they will be evaluated against during stage 3. When candidates feel they are ready to be evaluated, they can contact the Gallagher training team to organise a time to complete this assessment.
3. The candidate presents the course to the Gallagher trainer and is evaluated against the assessment framework. Each candidate is allowed two attempts at this evaluation process and on successful certification, the candidate will receive structured feedback from the Gallagher training team and be awarded their Train the Trainer Certification.

Once your trainers are trained, they'll be free to train your staff with the courses they've developed, with:

- *Free access to our online assessment test for the staff being trained*
- *Free of charge online recertifications in the nominated course types*
- *A three year certification to train*

What happens then?

Once certified, your instructor is qualified to train your staff in that course and organise post-course technician certification (via Gallagher's independent evaluation portal). This ensures you can manage technician competency, provide further assistance as required and/or identify staff who may qualify for more advanced training.

Staying certified

Train the trainer instructors will be required to complete a course-delivery evaluation by the Gallagher training team every 3-years to maintain Train the Trainer certification (and the ability to train staff).

Ongoing equipment maintenance

All training hardware will be covered under manufacturer warranty. Command Centre version updates and training will be provided twice per year, per the release cycle.

Staying up-to-date

Certified instructors will receive recorded software updates reviewing newly released Command Centre features as they are made available following the standard Gallagher Command version launch cycle.

Train the Trainer: Available courses

Gallagher certification courses

At Gallagher, we pride ourselves in quality from our product development to installation, and certification is a requirement of being a certified channel partner. Below are the certification courses that we currently offer as part of the Train the Trainer solution.

Access Technician

This course enables technicians to attain the skills and confidence to configure and support a Gallagher system, introducing technicians to Gallagher Command Centre and hardware products. Once achieved, technicians can install Gallagher hardware and software.

Access Engineer

Introduces an advanced understanding of Command Centre functionality, designed to empower technicians working with more complex sites with the necessary skills to configure and implement advanced technology, providing easy site management and improved productivity.
Prerequisite qualification: Access Technician

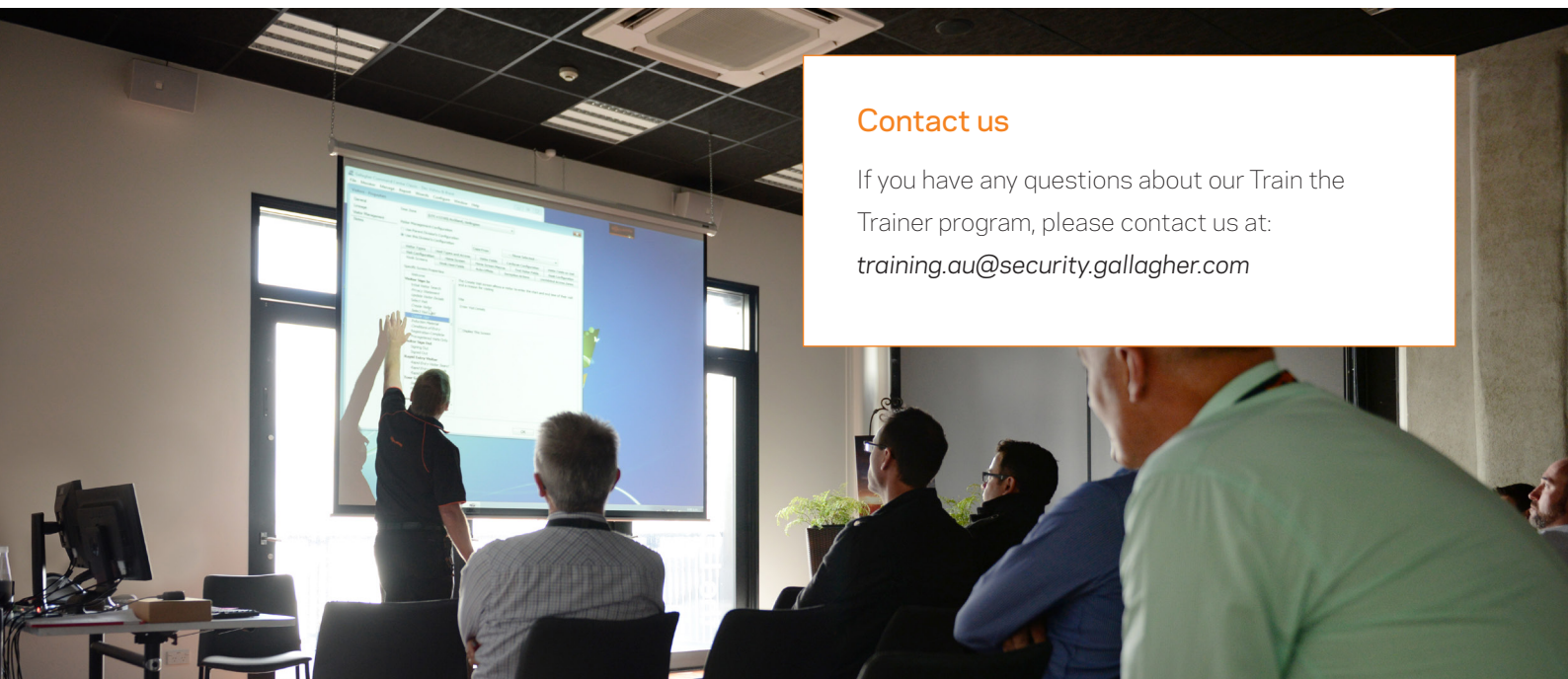
Access Integrator

Expands Gallagher Access Engineers' knowledge, familiarising Gallagher's integration processes and providing the skills and expertise required to install a fully integrated Gallagher system including middleware and APIs.
Prerequisite qualification: Access Engineer

Networked perimeter for Access Technicians

Further expands Gallagher Access Technician, Engineer, or Integrator's skill set. Introduces perimeter system architecture and hardware and explains how to configure networked perimeter systems with Gallagher Command Centre. Once achieved, technicians can integrate Gallagher perimeter solutions with Gallagher Command Centre.
Prerequisite qualification: Access Technician or higher

Coming Soon



Contact us

If you have any questions about our Train the Trainer program, please contact us at:
training.au@security.gallagher.com