



3. **FAQ's - Frequently Asked Questions**

You will find below a selection of some of the many questions we have come across and the explanations we have provided. In addition to these you may wish to look at section 0.7.2. as this also provides Q&A type explanations. Alternatively we offer an insight into the questions we used to drive the product development process, which you can find at www.fastraksolutions.co.uk/toolbox/demo_animateb.html. Should you fail to find clear answers to any of your questions please let us know by any of the means shown in the contact section 4.1

How does it work?

The application is designed to support the IIP framework, becoming an integral part of your workforce development process. It replaces cumbersome paper-based systems with an efficient and affective, exciting new alternative. It provides an e-based framework to support and drive your overall appraisal process, along with a unique approach to preparing, delivering and managing a professional workforce development program.

Can the system work for me?

Does presenting a professional image to your staff interest you? Are you tired of constantly chasing reviews? Do you wonder how your employees perceive the review process? Would you like to see a clear picture of what skills your team really do possess? Could you benefit from a clearer understanding of what real development needs your staff have? Is there any advantage to having direct links to a national database of training providers offering discounted rates?

Our system is purpose built to offer great value for money right through the full spectrum of business extremes - Single figure staff through to Multi National Corporations.

Will this system help our effort to achieve and maintain IIP accreditation?

Our application has been developed to support IIP principles. IIP accreditation will ultimately be determined by how you and your organisation approach your staff and their role in your company's development. However, what the system will do is provide the user with an excellent platform from which to apply, monitor and develop their staff development strategy

Some of our team have limited PC skills - Will this stop us using the application?

No - All that is required to complete a review are the most basic operating skills. What is more important is the ability to consider and cater for the person receiving the reviews development needs as this is where we feel the effort should go

Are there any limitations to the type of organisation the application can support?

No - The set-up flexibility is such that any industry / service sector - 5 people / 50,000 people can benefit. Each organisations different requirement are catered for as the system provides you with unique value-adding features

Time is very important to us - Will this add to our level of administration?

Quite the opposite. Our development team have between them spent many years conducting reviews and managing this process in fast moving environments. As such we understand very well the heavy demands this processes can bring. Our system removes; unnecessary duplication, the need to plan every round of reviews, the need for time consuming filing, the need to extract information from each review to understand training needs - The list goes on. It also guides the reviewer through a quick, yet very effective sequence of questions that ensure time spent is applied wisely.

What happens if a newer version of the application is launched?

You are made aware of the update and what it consists of and receive it at no extra cost - Simple BUT very rarely done!

Once purchased and launched how can I ensure the system is used as designed?

Senior managers can feel compromised as they hold overall accountability yet find it difficult to keep up to date on the status of the development program. The larger the organisation the more difficult it gets - Not any longer! Click of a button Review Status reports and Feedback Analysis provide real-time progress reports from any PC. There is literally no-where to hide!

What level of user support will I receive?

When you take out a user licence you are offered various levels of support. In its basic form you will receive a full set of user manuals and access to our online toolbox support site. We will guide you through your initial set-up and offer ongoing phone and email support during normal working hours. Beyond this we offer bespoke support to cater for clients in the most effective way to suit their individual needs.