



TN-PERI Scheduling, Training & Documentation Process

I. Scheduling

Responsible Person	Process Step
Perseverant Solutions	• Perform research and make initial contact with training requester and other interested parties to gather relevant information. • Record initial contact in the Stakeholder Management System (SMS). • Generate a training scheduling template with initial information and forward to Chief Tuggle.
Chief Tuggle	• Upon receipt of training scheduling template from Perseverant, assign a trainer and forward the template.
Assigned Trainer	• Review the information provided in the training Scheduling Template. • Contact the training requester (may be a pipeline operator or an emergency responder) to discuss the training. • Complete the Training Schedule Template, filling in required information, including: • Date(s) and time(s) for training • Meeting location, address • Estimated attendance • Availability of audio/visual equipment (AV) and Internet at training site • Whether a meal will be required • Contact information (email and phone) if different from the original requester • Other county agencies/departments requester wants to invite to training • Note any other information that would be helpful such as requests for multiple classes to accommodate ER crews, seating limitations, lack of AV, etc. <i>NOTE: It may take more than a single call to obtain/confirm all relevant information.</i> • Enter the confirmed training date and relevant data into the SMS by opening the requestor's file and clicking the + button in the Notes Section. Record the contact and date and time of scheduled training.



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	Email the completed template to Chief Tuggle and Perseverant at administrator@perseverantsolutions.com. Label the email as <i>[County name] TN-PERI Training Scheduling Template</i>.
Perseverant Solutions	- Upon receipt of the final Training Schedule Template, post the training dates and times to the TN-PERI calendar. - At least two weeks prior to training, email training invitations to county pipeline operators and emergency responders, as indicated.

II. Training

Responsible Person	Process Step
Assigned Trainer	- At least two weeks prior to the training date, contact the requestor to confirm training and number of students expected. Email administrator@perseverantsolutions.com with any relevant changes. - After confirming number of students expected, obtain relevant handouts and giveaways from central storage location: - Student sign-in sheets - Printed handouts - Test materials/feedback sheets - Giveaways - Pens and small notebooks at every desk - Other giveaways to be awarded to students for their active participation, as determined by the trainer - If additional training materials or AV equipment (e.g. projector) are required, Contact Chief Tuggle at least a week before the scheduled training so that materials may be shipped to you. - On the date of training, arrive at the training site in advance of the scheduled start time to set up the room and distribute student materials. - Following class presentation, administer tests/feedback sheets.



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III. Post Training Documentation

Responsible Person	Process Step
Assigned Trainer	- Scan documents and email Chief Tuggle and Perseverant at administrator@perseverantsolutions.com . Include the following: - Sign-in sheets - Test/Feedback sheets - Return AV equipment and unused materials to central storage.
Perseverant Solutions	- Process scanned documents and email to Perseverant at adminstrator@perseverantsolutions.com . - Post training completion information to the TN-PERI Dashboard

IV. Questions or Assistance

Responsible Person	Process Step
Assigned Trainer	- For questions about materials or equipment needs, scheduling conflicts or cancellation, contact: - Ken Tuggle Cell: 865.389.8811 Email: kenneth.tuggle@ruralmetrofire.net
	- For questions about documentation and Stakeholder Management System use, contact: - Stephen Hart Cell: 865.389.8811 Email: kenneth.tuggle@ruralmetrofire.net - Brett Lester Cell: 865.389.8811 Email: brett@perseverant.com
	- For questions about communications or general process questions, contact: - Dona Harrington-Burns Cell: 404-754-1808 Email: harringtonburnsd@gmail.com



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