

What to expect during training WA Works and WorkSourceWA



See.

Start by watching

- Get familiar with new terms and what they mean.
- See a video demonstration of the process.
- Understand the “why” behind the actions.



Try.

You try it

- Follow along with a guided activity.
- Go through each step with prompts and help text.
- Repeat as needed to get used to the actions.



Do.

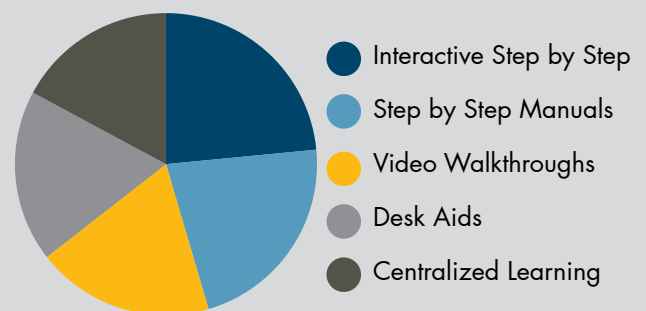
Practice

- Perform tasks on your own in a training sandbox.
- Test it out where it is safe to make mistakes.
- Build your confidence for the real thing.

See. Try. Do. Learning that sticks

- **Learn by doing** - Hands-on activities build muscle memory to help you remember.
- **Practice anytime** - Go back and repeat courses multiple times to refresh.
- **Step-by-step guides** - Desk aids, troubleshooting tips and support paths are available for training and beyond go-live.
- **Standard guidance** - Same materials in one place for consistent learning across the state.
- **Local support** - Help is available in your area for extra guidance.

Top 5 requested tools and resources



By the end of training, you'll be able to:

Navigate and complete tasks with confidence.

Know where to go for help and resources.

Support customers.