

# **Complete Portal Handbook**

A comprehensive operating guide for trainees, trainers, managers and Super Administrators.

The Training Web Engine combines a ten-pillar learning journey with practice, recall, facilitated sessions, role-based oversight, payments and certification.

- Learners move from registration to certification.
- Trainers support sessions and assigned participants.
- Managers oversee organisation seats and progress.
- Super Administrators govern roles, commerce and platform operations.

## MAXIMISE IT

Use Help & Support for the latest trainee guide, complete handbook and walkthrough video.

A new trainee registers, joins the community, activates access and enters the learning portal. Access may come from direct payment, a promotion or a corporate seat code.

- An access code is single-use and belongs to one participant.
- An expired access window locks protected learning tools until renewal.
- Progress remains associated with the learner record across renewals.

### MAXIMISE IT

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The screenshot shows the Petrazim Solutions Academy learning portal dashboard for a user named Michael Jackson. The dashboard is titled "ENTERPRISE LEARNING PROGRAMME" and "Welcome back, Michael Jackson." It provides a progress overview for the "Start Customer Excellence" module, showing 0/230 stages completed (0%).

**Progress Overview:**

- Overall mastery:** 0% (0 of 230 stages validated)
- Modules completed:** 0/10 (Full 23-stage completion each)
- Experience:** 1540 XP (Level 4 - Advanced Practitioner)
- Learning streak:** 7 days (Consistency drives retention)

**User Information:**

- Enrolled as:** reader@example.com • +2348172075555 – update these in Settings.
- 2 of 25 badges earned:** Next up: Unbroken – 23% there. Maintain a thirty-day learning streak.

**Your learning path:** Locked sequence – the same order as the facilitator-led programme.

**Modules:**

- MODULE 1: Customer Excellence** (0/23 stages, 0%)
- MODULE 2: Business Development** (0/23 stages, 0%)
- MODULE 3: Financial Acumen** (0/23 stages, 0%)
- MODULE 4: Strategic Leadership** (0/23 stages, 0%)
- MODULE 5: Innovation and Growth** (0/23 stages, 0%)
- MODULE 6: Problem Solving and Initiative in the...** (0/23 stages, 0%)
- MODULE 7: Leadership Behaviour Across Teams** (0/23 stages, 0%)
- MODULE 8: Time Management and Productivity** (0/23 stages, 0%)
- MODULE 9: Operational Excellence** (0/23 stages, 0%)
- MODULE 10: Operational Compliance** (0/23 stages, 0%)

**Footer:** Policies & Legal, Terms of Service (MSA), Privacy Policy, Data Processing Addendum, Information Security, Billing and Refunds, Acceptable Use, Cookies, Disclaimer, Accessibility.

The dashboard is the learner's operational home. The top navigation keeps core study destinations visible while Settings and Help hold supporting actions.

- Use the dashboard card for XP, streak and rank.
- Use search to jump to a module, page or action.
- On mobile, swipe the bottom navigation when needed.

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The screenshot shows the Petrazim Solutions Academy dashboard for a user named Michael Jackson. The dashboard is titled "ENTERPRISE LEARNING PROGRAMME" and "Welcome back, Michael Jackson." It features a progress bar for "Start Customer Excellence" and "Start Here" buttons. Below the welcome message, there are four summary cards: "Overall mastery" (0% of 230 stages validated), "Modules completed" (0/10, Full 23-stage completion each), "1540 XP Experience" (Level 4 - Advanced Practitioner), and "7 days Learning streak" (Consistency drives retention). The user is enrolled as "reader@example.com" with a phone number "+2548172075555". They have earned "2 of 25 badges" and are next up for "Unbroken - 23% there. Maintain a thirty-day learning streak." The "Your learning path" section shows a locked sequence of 10 modules, each with a "Begin module" button and a progress indicator (0/23 stages, 0%). The modules are: 1. Customer Excellence, 2. Business Development, 3. Financial Acumen, 4. Strategic Leadership, 5. Innovation and Growth, 6. Problem Solving and Initiative in the..., 7. Leadership Behaviour Across Teams, 8. Time Management and Productivity, 9. Operational Excellence, and 10. Operational Compliance. The top navigation bar includes a search bar, an "Ask Coach" button, and a settings icon. The bottom right corner has a help icon.

Modules lists all ten pillars and preserves their established order. A learner should begin at Pillar 1 and advance through each stage sequentially.

- Every pillar contains the full locked learning content.
- Progress indicators identify completed work.
- A learner can return to completed stages for reinforcement.

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Leading provider of training and development solutions

Training modules  
10 pillars · 230 stages · locked facilitator sequence

**MODULE 1**  
**Customer Excellence**  
Building lasting customer relationships through empathy, responsiveness, and value creation. 0/23 stages - 0% [Begin](#)

**MODULE 2**  
**Business Development**  
Master the art of identifying, creating, and capturing new business opportunities. 0/23 stages - 0% [Begin](#)

**MODULE 3**  
**Financial Acumen**  
Build financial literacy, budgeting skills, and an ROI mindset for better decision-making. 0/23 stages - 0% [Begin](#)

**MODULE 4**  
**Strategic Leadership**  
Develop the mindset and skills to lead with vision, empower others, and navigate complexity. 0/23 stages - 0% [Begin](#)

**MODULE 5**  
**Innovation and Growth**  
Foster a culture of innovation, identify growth opportunities, and drive sustainable market expansion. 0/23 stages - 0% [Begin](#)

**MODULE 6**  
**Problem Solving and Initiative in the Workplace**  
Develop a structured approach to identify, analyse, and solve problems while taking proactive ownership. 0/23 stages - 0% [Begin](#)

**MODULE 7**  
**Leadership Behaviour Across Teams**  
Develop consistent, empathetic, and accountable leadership behaviours to build trust and drive team performance. 0/23 stages - 0% [Begin](#)

**MODULE 8**  
**Time Management and Productivity**  
Master the art of prioritisation, planning, and execution to maximise your impact and reduce overwhelm. 0/23 stages - 0% [Begin](#)

**MODULE 9**  
**Operational Excellence**  
Master process optimisation, waste elimination, and continuous improvement to drive efficiency and quality. 0/23 stages - 0% [Begin](#)

**MODULE 10**  
**Operational Compliance**  
Build a robust compliance framework to protect your organisation from legal, financial, and reputational risks. 0/23 stages - 0% [Begin](#)

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Petrazim Solutions - Confidential training material

10 modules · 23 stages each · facilitator-aligned

A stage combines the original lesson slide with supporting controls for listening, video, tutoring, recap and completion.

- Listen provides spoken support.
- Related videos stay hidden until opened.
- The AI Tutor clarifies the current material without replacing it.
- Recap reinforces the stage before progression.

## MAXIMISE IT

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The screenshot displays the Petrazim Solutions Academy interface. At the top, the Petrazim Solutions Ltd logo is visible alongside a navigation bar with icons for various functions and a search bar. Below this, the 'MODULE 1' section is titled 'Customer Excellence'. A progress bar indicates '0/23 0%'. The 'STAGE SEQUENCE' shows seven stages, with '1 Customer Excellence' currently selected. The main content area for 'STAGE 1 OF 23 Customer Excellence' includes a title 'Customer Excellence', a subtitle 'Building Lasting Customer Relationships', and a description 'Empathy. Responsiveness. Value Creation.' A blue box contains the text 'Confidential | Customer Excellence Programme'. Below this, a progress indicator shows '1/22'. A section titled 'I acknowledge the programme title and objectives.' has a radio button. At the bottom of the stage, there are 'Previous' and 'Next' buttons, and a 'Validate this stage to advance' button. A 'Reset module progress' link is also present. The 'Module resources' section includes a 'Download PowerPoint' button and a link to 'Facilitator deck - 23 slides - pptx'. The 'Related videos' section shows '4 short, curated clips that reinforce Customer Excellence.' and a 'Show videos' button. The footer contains links for 'Policies & Legal', 'Terms of Service (MSA)', 'Privacy Policy', 'Data Processing Addendum', 'Information Security', 'Billing and Refunds', 'Acceptable Use', 'Cookies', 'Disclaimer', and 'Accessibility'. It also states 'Petrazim Solutions - Confidential training material' and '10 modules - 23 stages each - facilitator-aligned'.

Practice Studio moves learners from recognition to application through decisions, reflections and retrieval activities.

- Attempt first, then compare.
- Use workplace examples when reflecting.
- Repeat activities after feedback to improve judgement.

### MAXIMISE IT

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**PRACTICE STUDIO**  
**Apply what you have learned**  
Three transfer tools: judgement drills that put each pillar's frameworks under pressure, low-stakes retrieval quizzes with confidence checks, and a reflection journal that ties them to your own role.

**Decision Lab**  
Judgement drills that apply each pillar's frameworks to real workplace pressure. No scenario changes the course content – they test how you use it.

**SCENARIO 1 OF 2 - EMPATHY & ACTIVE LISTENING - VOICE OF CUSTOMER**  
**The escalating account**

A long-standing client emails at 08:10, furious that a delivery slipped for the second month running. Your operations lead says the root cause is a supplier issue outside your control.

**You have fifteen minutes before your first meeting. What do you do first?**

Call the client, acknowledge the impact in their words, then commit to a fix window.

Reply by email explaining the supplier issue and that it was not your fault.

Log the complaint into your VoC tracker and raise it at the weekly review.

20 scenarios across all ten pillars. Revisit the source module whenever a drill exposes a gap.

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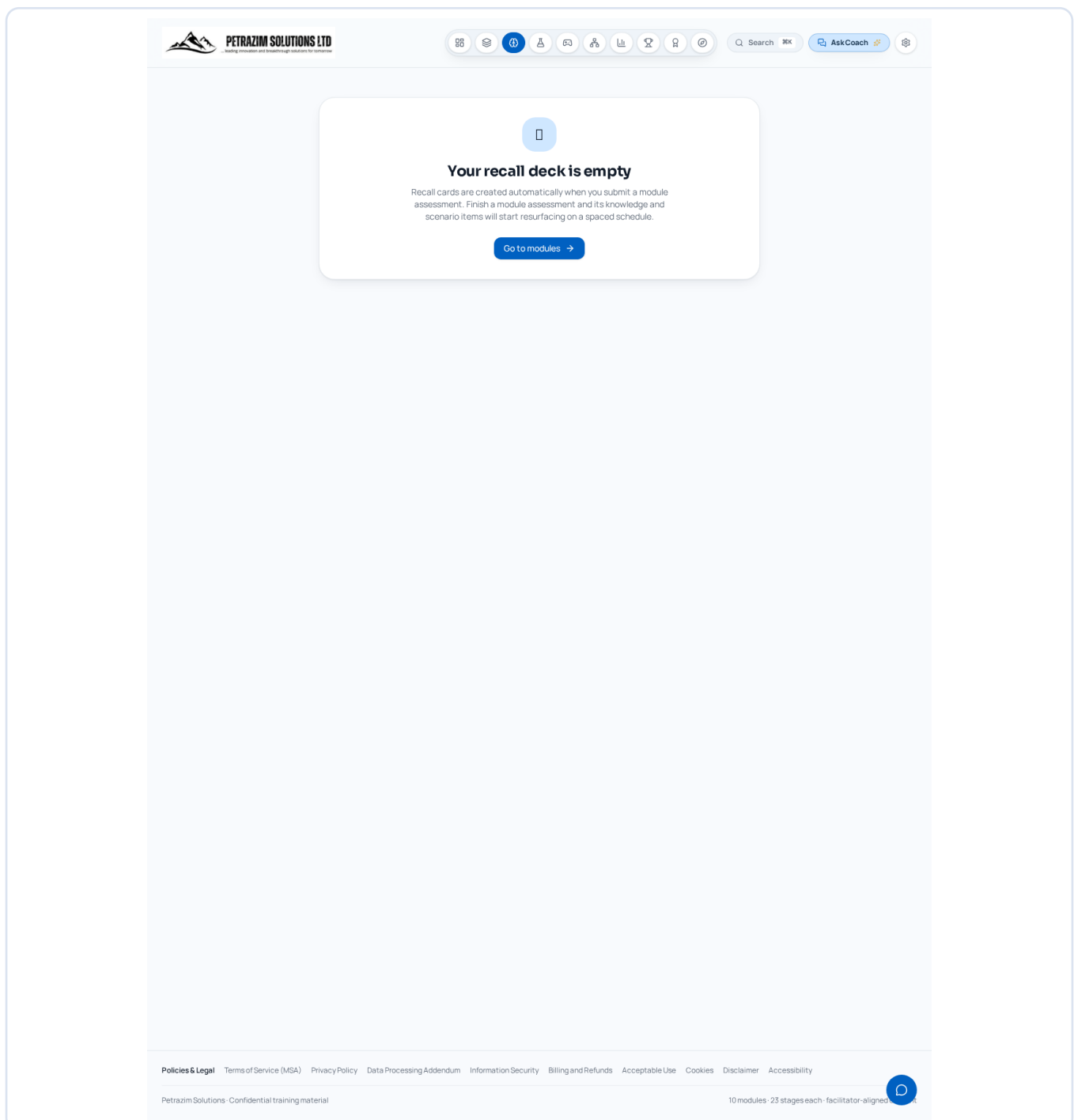
Petrazim Solutions - Confidential training material 10 modules - 23 stages each - facilitator-aligned

The spaced-review queue schedules material at useful intervals. Due cards should be answered from memory before notes are consulted.

- Again brings a card back sooner.
- Good or Easy extends the review interval.
- Short frequent sessions produce the best recall.

### MAXIMISE IT

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Games turn pillar concepts into decisions with consequences, scores and structured feedback.

- Read the situation fully.
- Choose the response that best reflects the relevant framework.
- Use the result explanation to correct reasoning.

### MAXIMISE IT

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Leading in Innovation and Technology Solutions

**PILLAR GAMES**  
**Play the pillar, not the quiz**  
Each game puts one pillar's own frameworks under live pressure – meters move with your decisions and every turn explains the strongest available move. Nothing here replaces the module content; it rehearses it.

**MODULE 1 - CUSTOMER EXCELLENCE**  
**Service Recovery Run**  
Five turns to turn a failing account into an advocate.  
LIVE-CALL TRANSCRIPT UNDER AN ESCALATION CLOCK - PATIENCE DRAINS WHILE YOU HESITATE  
Empathy & Active Listening | The 4-Layer Mechanism | Service Recovery & Complaint Handling  
NPS, CSAT & CES Metrics | Voice of the Customer  
Not played yet [Start game](#)

**MODULE 2 - BUSINESS DEVELOPMENT**  
**Pipeline Pursuit**  
One quarter, limited effort, five decisions that decide the number.  
EFFORT-ALLOCATION BOARD - SPLIT 3 CHIPS A WEEK ACROSS COMPETING PLAYS  
Prospecting & Lead Generation | Value Proposition Design  
Networking & Stakeholder Mapping | Pipeline Management | Negotiation Essentials  
Not played yet [Start game](#)

**MODULE 3 - FINANCIAL ACUMEN**  
**Capital Case**  
One capital budget, four funding calls, every number on the record.  
INVESTMENT LEDGER - SPEND A CAPPED CAPITAL BUDGET AND DEFEND EACH CALL WITH PAYBACK AND RATIO EVIDENCE  
Financial Statements Deep Dive | Key Financial Ratios & Metrics | Cost-Benefit Analysis Toolkit  
Capital Investment Decision-Making  
Not played yet [Start game](#)

**MODULE 4 - STRATEGIC LEADERSHIP**  
**Situational Command**  
Four people, four readiness levels, one leadership dial.  
LEADERSHIP STYLE DIAL - READ EACH PERSON'S READINESS, THEN SET DIRECTING, COACHING, SUPPORTING OR DELEGATING  
Leadership Styles & Situational Theory | Decision-Making Frameworks  
Leading Through Uncertainty | Stakeholder Engagement & Influence  
Not played yet [Start game](#)

**MODULE 5 - INNOVATION AND GROWTH**  
**Innovation Portfolio**  
Six ideas, four gates, and the discipline to kill your favourite.  
STAGE-GATE PIPELINE - ADVANCE, TEST OR KILL IDEAS AT EACH GATE AND KEEP THE PORTFOLIO BALANCED  
Innovation Mindset & Foundational Theories | Practical Innovation Tools  
Case Study - FutureEdge | Measuring Innovation Progress  
Not played yet [Start game](#)

**MODULE 6 - PROBLEM SOLVING AND INITIATIVE IN THE WORKPLACE**  
**Root Cause Hunt**  
Descend the why-ladder before you spend a pound on a fix.  
FIVE-WHYS LADDER - EACH LEVEL YOU PICK THE REAL CAUSE OR FALL INTO A SYMPTOM TRAP  
Problem Identification Tools | Root Cause Analysis Deep Dive  
Solution Generation & Evaluation | Implementation & Review  
Not played yet [Start game](#)

**MODULE 7 - LEADERSHIP BEHAVIOUR ACROSS TEAMS**  
**Trust Ledger**  
Four leadership moments, one team watching how you behave.  
NAMED-TEAMMATE TRUST BOARD - EVERY BEHAVIOUR MOVES SAFETY AND ACCOUNTABILITY CHIPS PER PERSON  
Trust-Building & Psychological Safety | Communication & Feedback Frameworks  
Leading Diverse & Virtual Teams | Measuring & Tracking Progress  
Not played yet [Start game](#)

**MODULE 8 - TIME MANAGEMENT AND PRODUCTIVITY**  
**Focus Blocks**  
Place the work where your energy actually is.  
DAY-GRID PLACEMENT - CHOOSE THE PLAY, THEN THE ENERGY BLOCK - MATCHING COGNITIVE LOAD TO PEAK ENERGY MULTIPLIES THE PAYOFF  
Time Audit & Awareness | Prioritisation Tools | Scheduling & Deep Work  
Energy & Focus Management  
Not played yet [Start game](#)

**MODULE 9 - OPERATIONAL EXCELLENCE**  
**Flow Line**  
Tag the waste before you fix the process.  
VALUE-STREAM BOARD - TAG THE TIMWOODS WASTE FIRST, THEN CHOOSE THE COUNTERMEASURE - A CORRECT TAG AMPLIFIES THE FIX  
Process Mapping & Value Stream | Waste Identification (TIMWOODS) | Standard Work & SOPs  
Kaizen & Continuous Improvement  
Not played yet [Start game](#)

**MODULE 10 - OPERATIONAL COMPLIANCE**  
**Control Room**  
Rate the risk, then design a control that would actually hold.  
RISK HEATMAP - SCORE LIKELIHOOD AND IMPACT FIRST, THEN PICK THE CONTROL - RATING ACCURACY SCALES THE RESULT  
Compliance Risk Assessment Tools | Control Design & Implementation  
Service Recovery & Incident Response | Monitoring, Reporting & Continuous Improvement  
Not played yet [Start game](#)

These views reveal skill development, learning consistency, stage completion and milestone achievements.

- Mastery identifies strengths and gaps.
- Insights reveals patterns over time.
- Awards recognise sustained action.

### MAXIMISE IT

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**PROGRESSION**

## Your mastery map

The ten pillars grouped into capability tiers. A pillar counts as mastered at 80% mastery – stage coverage, assessment score and recall strength combined. Nothing is locked: the tiers are a recommended route, not a gate.

0 of 10 pillars mastered

**BEST NEXT STEP**

★ **Pillar 1 - Customer Excellence**  
0% mastery - 23 stages remaining

[Open pillar →](#)

**TIER 1 Foundations** 0% mastery

The habits every role needs before scale: serving customers, solving problems, owning your time.

**PILLAR 1**  
★ **Customer Excellence**

Recommended next

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 6**  
📄 **Problem Solving and Initiative in the Workplace**

Recommended next

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 8**  
🕒 **Time Management and Productivity**

Recommended next

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**TIER 2 Commercial Core** 0% mastery ⚠ Not on your recommended path yet

Turning capability into value – winning work and reading the numbers behind it.

**PILLAR 2**  
📈 **Business Development**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 3**  
💰 **Financial Acumen**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**TIER 3 Leading Others** 0% mastery ⚠ Not on your recommended path yet

Direction and behaviour: setting strategy and modelling it across teams.

**PILLAR 4**  
📋 **Strategic Leadership**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 7**  
🗣 **Leadership Behaviour Across Teams**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**TIER 4 Enterprise Mastery** 0% mastery ⚠ Not on your recommended path yet

Running and improving the system: innovation, operational excellence and compliance.

**PILLAR 5**  
💡 **Innovation and Growth**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 9**  
⚡ **Operational Excellence**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

**PILLAR 10**  
🛡 **Operational Compliance**

Open anytime

Mastery 0%

Stages 0/23

Assessment —

Recall —

[Start →](#)

Eligible learners can access a certificate with a verification route and QR code.

- Check the certificate name in Settings.
- Share the verification link when authenticity must be confirmed.
- Keep a downloaded copy for your records.

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**CREDENTIALS**

## Certificates & verified completions

A certificate unlocks only when every stage of a pillar has been validated – no shortcuts. Each sheet carries a verification code derived from your actual completion record.

0 of 11 credentials earned

Name printed on your certificates  
Michael Jackson

Verify a certificate Continue learning →

### Credential wall

| PROGRAMME                                                                                                                                   | PILLAR 1                                                                                                                      | PILLAR 2                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Petrazim Ten-Pillar Programme</b><br>0/230 stages validated<br>0% complete – finish every stage to unlock.                               | <b>Customer Excellence</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.                            | <b>Business Development</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.                          |
| <b>PILLAR 3<br/>Financial Acumen</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.                                | <b>PILLAR 4<br/>Strategic Leadership</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.              | <b>PILLAR 5<br/>Innovation and Growth</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.            |
| <b>PILLAR 6<br/>Problem Solving and Initiative in the Workplace</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock. | <b>PILLAR 7<br/>Leadership Behaviour Across Teams</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock. | <b>PILLAR 8<br/>Time Management and Productivity</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock. |
| <b>PILLAR 9<br/>Operational Excellence</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.                          | <b>PILLAR 10<br/>Operational Compliance</b><br>0/23 stages validated<br>0% complete – finish every stage to unlock.           |                                                                                                                              |

**No certificates yet**  
Complete every stage of a pillar – including its assessment and closing commitment – to unlock your first credential.  
[Open modules →](#)

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10 modules - 23 stages each - facilitator-aligned

Weekday sessions cover the programme pillars, Saturday supports catch-up and Sunday has no sessions. Each session has a fixed capacity.

- Book before the session fills.
- Use the confirmation room link.
- Read available recaps after the session.

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Search

[Ask Coach](#)

**LIVE COACHING**

### Facilitator sessions

Classes follow a weekly cycle: two pillars a day Monday to Friday – 09:00 and 21:00 Lagos time – plus a Saturday catch-up clinic at 14:00. Pick a date to see what is being taught, and Fireflies.ai joins each session to write up the minutes and action points.

**AVAILABILITY**

**September 2026**

| MON | TUE | WED | THU | FRI | SAT | SUN |
|-----|-----|-----|-----|-----|-----|-----|
|     | 1   | 2   | 3   | 4   | 5   | 6   |
| 7   | 8   | 9   | 10  | 11  | 12  | 13  |
| 14  | 15  | 16  | 17  | 18  | 19  | 20  |
| 21  | 22  | 23  | 24  | 25  | 26  | 27  |
| 28  | 29  | 30  |     |     |     |     |

Classes run Monday to Friday – two pillars a day – with a Saturday catch-up clinic. A faint dot means a session is still open; a solid dot marks a day you already hold a seat on. Pick a date to see what is being taught.

**I need a specific pillar**

Choose a pillar and we will show the next dates it comes round.

[Pillar 1](#)
[Pillar 2](#)
[Pillar 3](#)
[Pillar 4](#)
[Pillar 5](#)
[Pillar 6](#)
[Pillar 7](#)
[Pillar 8](#)
[Pillar 9](#)
[Pillar 10](#)

**Your sessions**

No sessions booked yet. Pick a date above – sessions run at 09:00, 14:00 and 21:00 Lagos time, and Fireflies joins to capture the minutes for you.

**Session recaps**

After each live session you get a written summary with key points and action items – taken from the meeting notes when they were captured, and from the programme material otherwise.

No finished sessions yet. Book a session above and its recap appears here once it has run.

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10 modules - 23 stages each - facilitator-aligned

Settings contains the learner profile, access codes, theme, data backup, app installation, Help and sign out.

- Export before changing devices.
- Import replaces the record on the current device.
- Listen, Recap and Coach require a connection.

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**SETTINGS**

### Your profile, your data

The engine keeps your entire learning record on this device only. Use the backup file to move it to another browser or laptop, and install the app to keep studying without a connection.

**LEARNER PROFILE**  
Name on your certificates, plus the email and phone the programme uses.

**HELP & GUIDES**  
Watch the portal walkthrough or download the picture-led trainee and complete guides.

[Open Help & Support](#)

**LOCAL RECORD**

|                             |                          |                          |
|-----------------------------|--------------------------|--------------------------|
| STAGES COMPLETE<br><b>0</b> | XP<br><b>1540</b>        | STREAK<br><b>7d</b>      |
| BADGES<br><b>2</b>          | RECALL CARDS<br><b>0</b> | GAMES PLAYED<br><b>0</b> |

Approximately 0.5 KB stored locally, including 0 reflection entries.

[Export backup](#) [Import backup](#)

Importing replaces the record on this device – export first if you have progress here you want to keep.

**INSTALL & OFFLINE**

Installed, the engine opens in its own window and the module shell, styles and artwork are cached – so slides, recall practice, games and certificates keep working on a weak connection. Listen, Recap and the Coach need the network.

Use your browser's "Install app" or "Add to Home Screen" option – some browsers only offer it on the published site. ✓ Online

**SIGN OUT**

Ends your current session on this device and returns you to the sign-in screen. Your local learning record and progress stay on this device.

[Log Out](#)

**RESET EVERYTHING**

Clears stage completions, XP, streak, badges, recall cards, journal entries and game records on this device. Certificates already downloaded stay valid.

[Reset progress](#)

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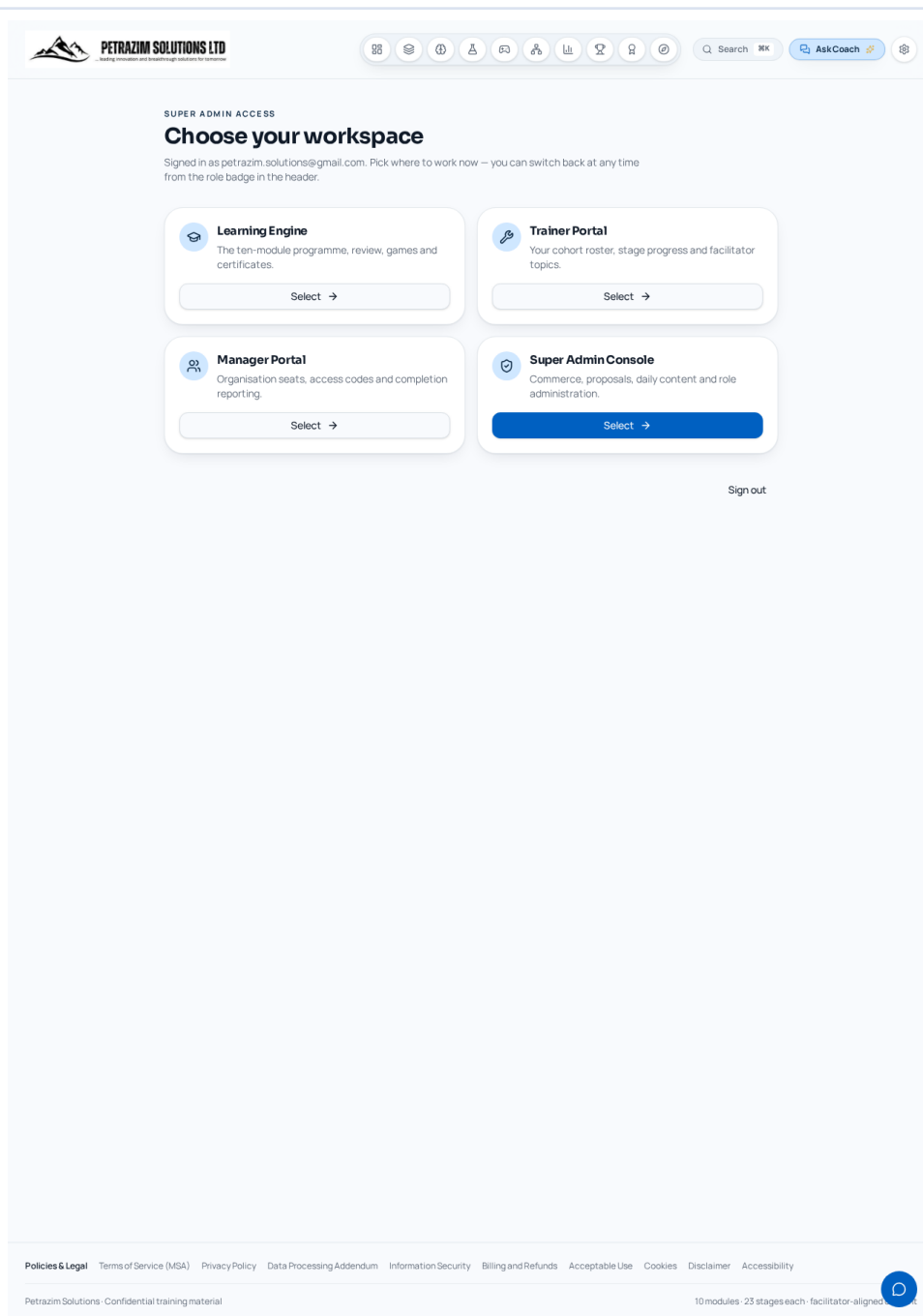
10 modules - 23 stages each - facilitator-aligned

The portal selector directs authorised users to the workspace appropriate to their role. Access is cumulative: Super Administrator includes Manager and Trainer capabilities.

- Trainee: learns and practises.
- Trainer: supports sessions and assigned trainees.
- Manager: oversees organisation seats and progress.
- Super Administrator: controls roles, commerce and operations.

## MAXIMISE IT

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The trainer cockpit centres on session topics, assigned learners and delivery preparation.

- Review upcoming session topics.
- Monitor the assigned roster.
- Use participant context to prepare focused support.

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Leading innovation and breakthrough solutions for tomorrow

Search  Ask Coach

### TRAINER PORTAL

#### Your cohort and your sessions

See who is on the programme and how far they have come, and set the working topic for each upcoming facilitator session so trainees know what to prepare.

|                                                      |                                                               |                                                                |                                                            |
|------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------|
| <b>TRAINEES</b><br><b>6</b><br>On your roster        | <b>ACTIVE (30 DAYS)</b><br><b>5</b><br>Made progress recently | <b>AVG COMPLETION</b><br><b>2%</b><br>0 finished the programme | <b>COMMUNITY JOINED</b><br><b>2</b><br>Telegram linked     |
| <b>SEATS BOUGHT</b><br><b>40</b><br>Across all plans | <b>ACTIVE PLANS</b><br><b>12</b><br>Currently in access       | <b>CODES LIVE</b><br><b>30</b><br>Ready to share               | <b>CODES REDEEMED</b><br><b>0</b><br>Seats claimed         |
| <b>ORGANISATIONS</b><br><b>0</b>                     | <b>STAFF ACCOUNTS</b><br><b>5</b><br>Trainer and above        | <b>DAILY SENDS</b><br><b>28</b><br>Telegram dispatches         | <b>LIVE BOOKINGS</b><br><b>7</b><br>Facilitator seats held |

**NEXT SEVEN DAYS**  
Upcoming facilitator sessions

**FURTHEST ALONG**  
Top progress on your roster

**FACILITATOR SESSIONS**  
Set the working topic and grab the room link

**ROSTER**  
6 trainees on your list

**EVERYTHING INCLUDED AT THIS LEVEL**  
Every tool this portal inherits

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10 modules - 23 stages each - facilitator-aligned

Managers coordinate organisation access, invitations, seats and participant progress.

- Distribute one access code per participant.
- Monitor seat use and learner progress.
- Coordinate trainers without exposing administrator controls.

### MAXIMISE IT

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The screenshot displays the Petrazim Solutions Manager Portal. At the top, the Petrazim Solutions Ltd logo is on the left, and a navigation bar contains icons for various functions, a search bar, and an 'Ask Coach' button. The main heading is 'MANAGER PORTAL' followed by 'Your organisation, seats and cohort'. Below this, a subtext explains the portal's purpose: 'Invite trainees straight onto your roster, attach or detach them from your cohort, release corporate access codes, and set the topic on any upcoming facilitator session.'

The dashboard features a grid of 12 summary cards:

- TRAINEES**: 6 On your roster
- ACTIVE (30 DAYS)**: 5 Made progress recently
- AVG COMPLETION**: 2% 0 finished the programme
- COMMUNITY JOINED**: 2 Telegram linked
- SEATS BOUGHT**: 40 Across all plans
- ACTIVE PLANS**: 12 Currently in access
- CODES LIVE**: 30 Ready to share
- CODES REDEEMED**: 0 Seats claimed
- ORGANISATIONS**: 0
- STAFF ACCOUNTS**: 5 Trainer and above
- DAILY SENDS**: 28 Telegram dispatches
- LIVE BOOKINGS**: 7 Facilitator seats held

Below the grid are several expandable sections:

- NEXT SEVEN DAYS**: Upcoming facilitator sessions
- FURTHEST ALONG**: Top progress on your roster
- INVITE A TRAINEE**: Add someone straight onto your roster
- ROSTER**: 6 trainees on your list
- ACCESS CODE GENERATOR**: Mint single-use seat codes
- SEATS & PROGRAMMES**: What your organisation has bought
- ACCESS CODES**: Release or hold a seat code
- FACILITATOR SESSIONS**: Set the working topic and grab the room link
- EVERYTHING INCLUDED AT THIS LEVEL**: Every tool this portal inherits

The footer contains a 'Policies & Legal' section with links to Terms of Service (MSA), Privacy Policy, Data Processing Addendum, Information Security, Billing and Refunds, Acceptable Use, Cookies, Disclaimer, and Accessibility. It also includes the text 'Petrazim Solutions - Confidential training material' and '10 modules - 23 stages each - facilitator-aligned'.

The Super Administrator governs role assignments, access-code generation, commerce, daily content and operating mode.

- Keep Test mode active while validating payment changes.
- Generate codes only for the intended tier and seat count.
- Review role changes carefully before saving.

### MAXIMISE IT

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The screenshot displays the 'SUPER ADMIN' dashboard for Petrazim Solutions Ltd. The header includes the company logo, a navigation bar with icons for various functions, a search bar, and an 'AskCoach' button. The main content area is titled 'The whole platform, one console' and provides a comprehensive overview of the platform's status and management tools.

**Platform Overview Metrics:**

- TRAINEES:** 6 (On your roster)
- ACTIVE (30 DAYS):** 5 (Made progress recently)
- AVG COMPLETION:** 2% (0 finished the programme)
- COMMUNITY JOINED:** 2 (Telegram linked)
- SEATS BOUGHT:** 40 (Across all plans)
- ACTIVE PLANS:** 12 (Currently in access)
- CODES LIVE:** 30 (Ready to share)
- CODES REDEEMED:** 0 (Seats claimed)
- ORGANISATIONS:** 0
- STAFF ACCOUNTS:** 5 (Trainer and above)
- DAILY SENDS:** 28 (Telegram dispatches)
- LIVE BOOKINGS:** 7 (Facilitator seats held)

**Next Seven Days:** Upcoming facilitator sessions

**Furthest Along:** Top progress on your roster

**Platform Overview:** Trainees, programmes, bookings, organisations

**Role Administration:** Promote or demote by email

**Payments:** Test mode – sandbox only

**Invite a Trainee:** Add someone straight onto your roster

**Roster:** 6 trainees on your list

**Access Code Generator:** Mint single-use seat codes

**Seats & Programmes:** What your organisation has bought

**Access Codes:** Release or hold a seat code

**Facilitator Sessions:** Set the working topic and grab the room link

**Everything Included at this Level:** Every tool this portal inherits

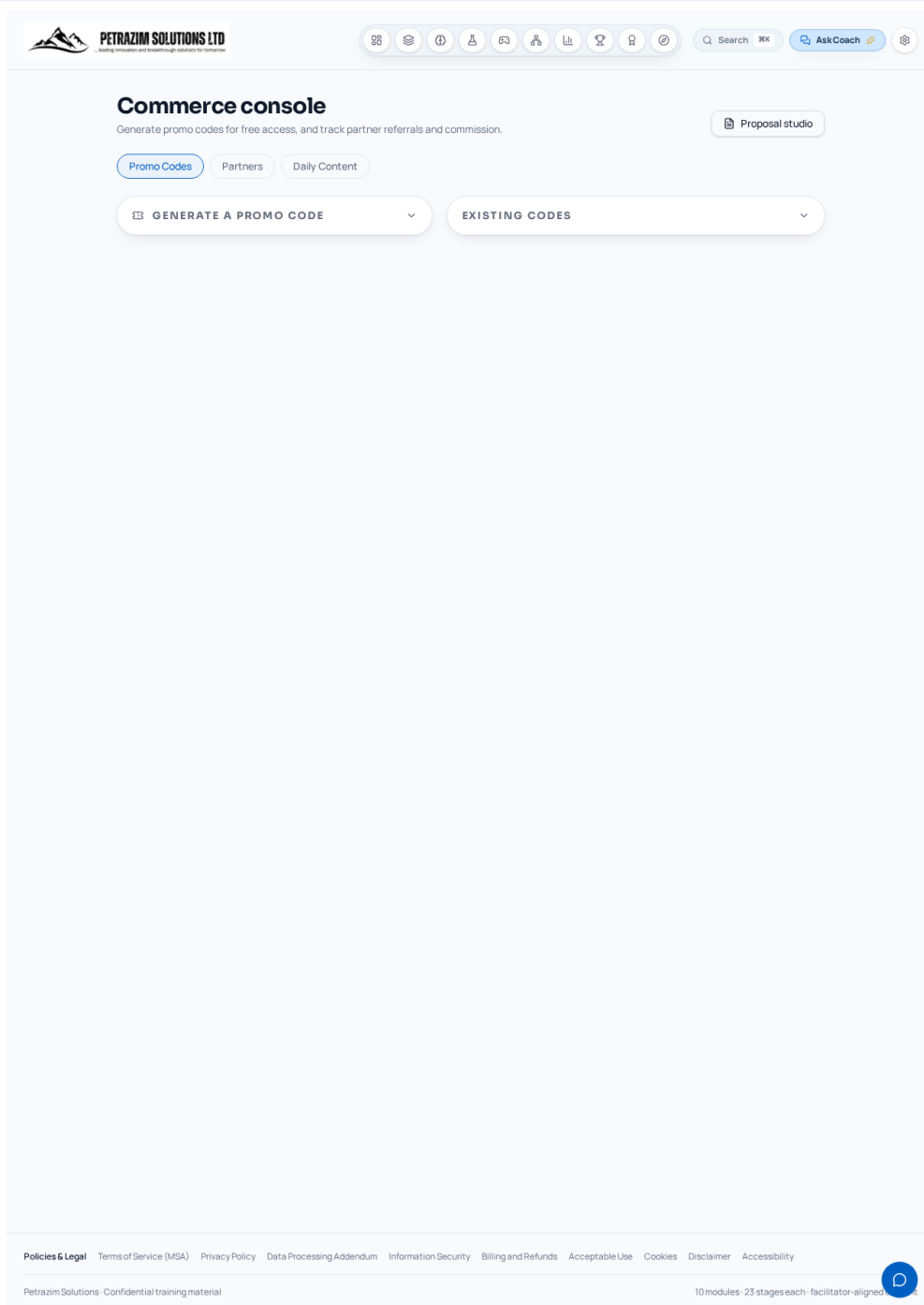
**Footer:** Policies & Legal (Terms of Service (MSA), Privacy Policy, Data Processing Addendum, Information Security, Billing and Refunds, Acceptable Use, Cookies, Disclaimer, Accessibility). Petrazim Solutions - Confidential training material. 10 modules - 23 stages each - facilitator-aligned.

The commerce area manages programme tiers, promotions, partners and payment configuration.

- Test and Live modes must remain visibly distinct.
- Payment confirmation activates the appropriate access window.
- Crypto rails remain unavailable while Test mode is active.

## MAXIMISE IT

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The legal centre groups the platform policies, terms and notices that apply to participation and payment.

- Read the refund and access terms before purchase.
- Use the current published policy version.
- Obtain legal review before formal publication.

## MAXIMISE IT

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**PETRAZIM SOLUTIONS LTD**  
Learning Technology and Training Solutions for the Education Sector

**POLICIES AND LEGAL**

### Trust, privacy and contract documents

Everything a corporate client, procurement team or individual learner needs to review before buying seats on the Petrazim training platform.

Petrazim Solutions Ltd - Lagos, Nigeria - Last updated 17 September 2026 - petrazim.solutions@gmail.com

**CORPORATE LEGAL AND EVERY ACCOUNT HOLDER**

**Terms of Service (MSA)**

The contract that governs access to the Petrazim training platform: licensing, seats, availability, support and liability.

**LEARNERS, HR TEAMS AND END USERS**

**Privacy Policy**

What personal information the platform collects, why we hold it, how long we keep it, and the rights you can exercise.

**COMPLIANCE OFFICERS AND PROCUREMENT**

**Data Processing Addendum**

Our binding processor commitments for employee personal data, including sub-processors, transfers, breach notice and audit rights.

**IT PROCUREMENT AND SECURITY REVIEWERS**

**Information Security**

How the platform is hosted, encrypted, access-controlled, backed up and monitored, written for procurement review.

**FINANCE, PROCUREMENT AND INDIVIDUAL BUYERS**

**Billing and Refunds**

Plans, currencies, seat changes, renewals, invoicing, cancellation and the refund rules that apply to each.

**EVERY ACCOUNT HOLDER**

**Acceptable Use**

The behaviour required of everyone using the platform, and what happens when the rules are broken.

**EVERY VISITOR**

**Cookies**

The small number of cookies and local storage keys the platform uses, and how to control them.

**EVERY LEARNER AND CLIENT**

**Disclaimer**

What the training is and is not, including how AI-generated study aids should be treated.

**EVERY LEARNER**

**Accessibility**

Our commitment to WCAG 2.1 AA, the accessibility features already built in, known gaps and how to ask for help.

Use this checklist to keep the platform safe and effective.

- Learner: study, practise, review and back up progress.
- Trainer: prepare sessions and review assigned trainees.
- Manager: monitor seats, invitations and progress.
- Administrator: review roles, codes, payment mode and communications.

## MAXIMISE IT

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