

Trainee Quick-Start Guide

A novice-friendly, picture-led guide to joining, learning, practising and completing the programme.

Move through the portal in a simple loop: register, activate access, learn, practise, join a live session, review and certify.

- Register your correct name because it appears on certificates.
- Study Pillars 1–10 in order.
- Use Review when cards become due; consistency matters more than long sessions.

MAXIMISE IT

A focused 20–30 minutes most days is more effective than one long session each month.

Enter your full name, email address and phone number, then select Enrol and unlock Pillar 1.

- Use an email address you can access.
- Check the spelling of your full name before continuing.

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If you already have an account, use Sign In instead of creating another registration.


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Leading innovation and excellence solutions for tomorrow



ENTERPRISE LEARNING PROGRAMME

Welcome back, Michael Jackson.

The Petrazim Solutions curriculum, delivered exactly as facilitated in the classroom – with progress tracking, mastery checks and workplace commitment planning built in.

Programme progress
 0 / 230 stages - 0%

0%
Overall mastery
0 of 230 stages validated

0/10
Modules completed
Full 25-stage completion each

1540 XP
Experience
Level 4 - Advanced Practitioner

7 days
Learning streak
Consistency drives retention


Enrolled as
reader@example.com • +2348172075555 – update these in Settings.


2 of 25 badges earned
Next up: Unbroken – 25% there. Maintain a thirty-day learning streak.

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


MODULE 1
Customer Excellence
Building lasting customer relationships through empathy, responsiveness, and value creation.
0 / 23 stages


MODULE 2
Business Development
Master the art of identifying, creating, and capturing new business opportunities.
0 / 23 stages


MODULE 3
Financial Acumen
Build financial literacy, budgeting skills, and an ROI mindset for better decision-making.
0 / 23 stages


MODULE 4
Strategic Leadership
Develop the mindset and skills to lead with vision, empower others, and navigate complexity.
0 / 23 stages


MODULE 5
Innovation and Growth
Foster a culture of innovation, identify growth opportunities, and drive sustainable market expansion.
0 / 23 stages


MODULE 6
Problem Solving and Initiative in the...
Develop a structured approach to identify, analyse, and solve problems while taking proactive ownership.
0 / 23 stages


MODULE 7
Leadership Behaviour Across Teams
Develop consistent, empathetic, and accountable leadership behaviours to build trust and drive team...
0 / 23 stages


MODULE 8
Time Management and Productivity
Master the art of prioritisation, planning, and execution to maximise your impact and reduce overwhelm.
0 / 23 stages


MODULE 9
Operational Excellence
Master process optimisation, waste elimination, and continuous improvement to drive efficiency and quality.
0 / 23 stages


MODULE 10
Operational Compliance
Build a robust compliance framework to protect your organisation from legal, financial, and reputational risks.
0 / 23 stages

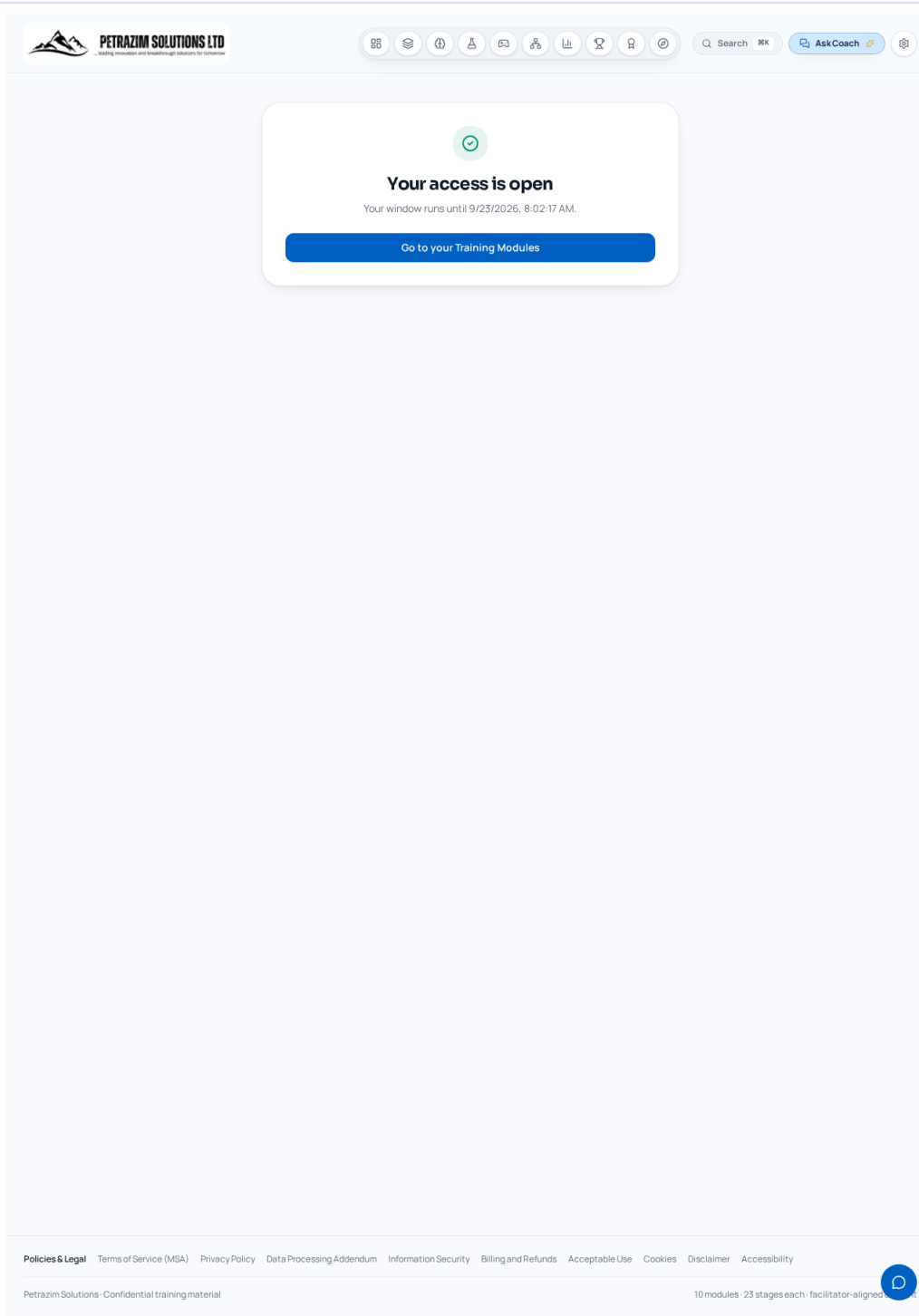


Join the Telegram or WhatsApp community, then pay for a programme or redeem a company access code at checkout.

- Choose the plan that matches your invitation.
- Corporate participants enter the one-time code supplied by their manager.

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Keep your payment confirmation email; it contains a direct link back to the portal and this guide.



The dashboard shows where to continue, your recent activity and the learning tools available to you.

- Use Continue learning to resume quickly.
- Check Review regularly for material due for recall.

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Let the dashboard guide your next action instead of jumping between unfinished modules.

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— Helping innovation and excellence flourish for tomorrow

Access active — 23h 59m left in your window. [Extend](#)

ENTERPRISE LEARNING PROGRAMME

Welcome back, Michael Jackson.

The Petrazim Solutions curriculum, delivered exactly as facilitated in the classroom — with progress tracking, mastery checks and workplace commitment planning built in.

[Start Customer Excellence →](#) [Start Here](#) Programme progress 0 / 230 stages 0%

0% Overall mastery
0 of 230 stages validated

0/10 Modules completed
Full 23-stage completion each

1540 XP Experience
Level 4 - Advanced Practitioner

7 days Learning streak
Consistency drives retention

Enrolled as reader@example.com +234812075555 — update these in Settings. [Edit details](#)

2 of 25 badges earned
Next up: Unbroken — 23% there. Maintain a thirty-day learning streak.
[View awards →](#)

Your learning path
Locked sequence — the same order as the facilitator-led programme. [All modules](#)

Module	Title	Description	Progress	Action
MODULE 1	Customer Excellence	Building lasting customer relationships through empathy, responsiveness, and value creation.	0/23 stages 0%	Begin module
MODULE 2	Business Development	Master the art of identifying, creating, and capturing new business opportunities.	0/23 stages 0%	Begin module
MODULE 3	Financial Acumen	Build financial literacy, budgeting skills, and an ROI mindset for better decision-making.	0/23 stages 0%	Begin module
MODULE 4	Strategic Leadership	Develop the mindset and skills to lead with vision, empower others, and navigate complexity.	0/23 stages 0%	Begin module
MODULE 5	Innovation and Growth	Foster a culture of innovation, identify growth opportunities, and drive sustainable market expansion.	0/23 stages 0%	Begin module
MODULE 6	Problem Solving and Initiative in the...	Develop a structured approach to identify, analyse, and solve problems while taking proactive ownership.	0/23 stages 0%	Begin module
MODULE 7	Leadership Behaviour Across Teams	Develop consistent, empathetic, and accountable leadership behaviours to build trust and drive team...	0/23 stages 0%	Begin module
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
MODULE 9	Operational Excellence	Master process optimisation, waste elimination, and continuous improvement to drive efficiency and quality.	0/23 stages 0%	Begin module
MODULE 10	Operational Compliance	Build a robust compliance framework to protect your organisation from legal, financial, and reputational risks.	0/23 stages 0%	Begin module

Open Modules, select Pillar 1 and complete its stages in order. Every stage preserves the full facilitated learning content.

- Read the slide before moving on.
- Use Listen for audio support.
- Open the AI Tutor when you need a clearer explanation.
- Finish with Recap and any mastery check.

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Explain the idea in your own words before you mark the stage complete.

The screenshot displays the Petrazim Solutions Academy interface. At the top, the logo and name 'PETRAZIM SOLUTIONS LTD' are visible, along with a navigation bar containing icons for various tools and a search bar. Below this, the 'Modules' section shows 'MODULE 1 ★ Customer Excellence' with a progress bar indicating '0/23 0%'. The 'STAGE SEQUENCE' section lists seven stages, with '1 Customer Excellence' selected and highlighted. 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.' Below this is a blue box labeled 'Confidential | Customer Excellence Programme'. A progress indicator shows '1/22'. A checkbox labeled 'I acknowledge the programme title and objectives.' is present. At the bottom of the stage, there are buttons for 'Previous', 'Validate this stage to advance', and 'Next'. A 'Reset module progress' link is also visible. The 'Module resources' section includes a 'Download PowerPoint' button and a link to 'Facilitator deck - 23 slides - pptx'. The 'Related videos' section mentions '4 short, curated clips that reinforce Customer Excellence.' and has 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, Recall Review and Games turn reading into usable workplace judgement.

- Complete retrieval prompts without looking back first.
- Return to due review cards.
- Use games to apply ideas under pressure.

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A difficult recall attempt is useful learning—even when your first answer is incomplete.

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Leading innovation and breakthrough solutions for tomorrow

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

Open Meetings to reserve a facilitator session. Choose a date with space available and use the room link in your confirmation.

- Weekday sessions cover the ten pillars.
- Saturday is reserved for catch-up.
- Join prepared with one question or workplace example.

MAXIMISE IT
Write down one action you will test after each facilitator session.



Search 🔍

AskCoach

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

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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.

Policies & Legal

Terms of Service (MSA)

Privacy Policy

Data Processing Addendum

Information Security

Billing and Refunds

Acceptable Use

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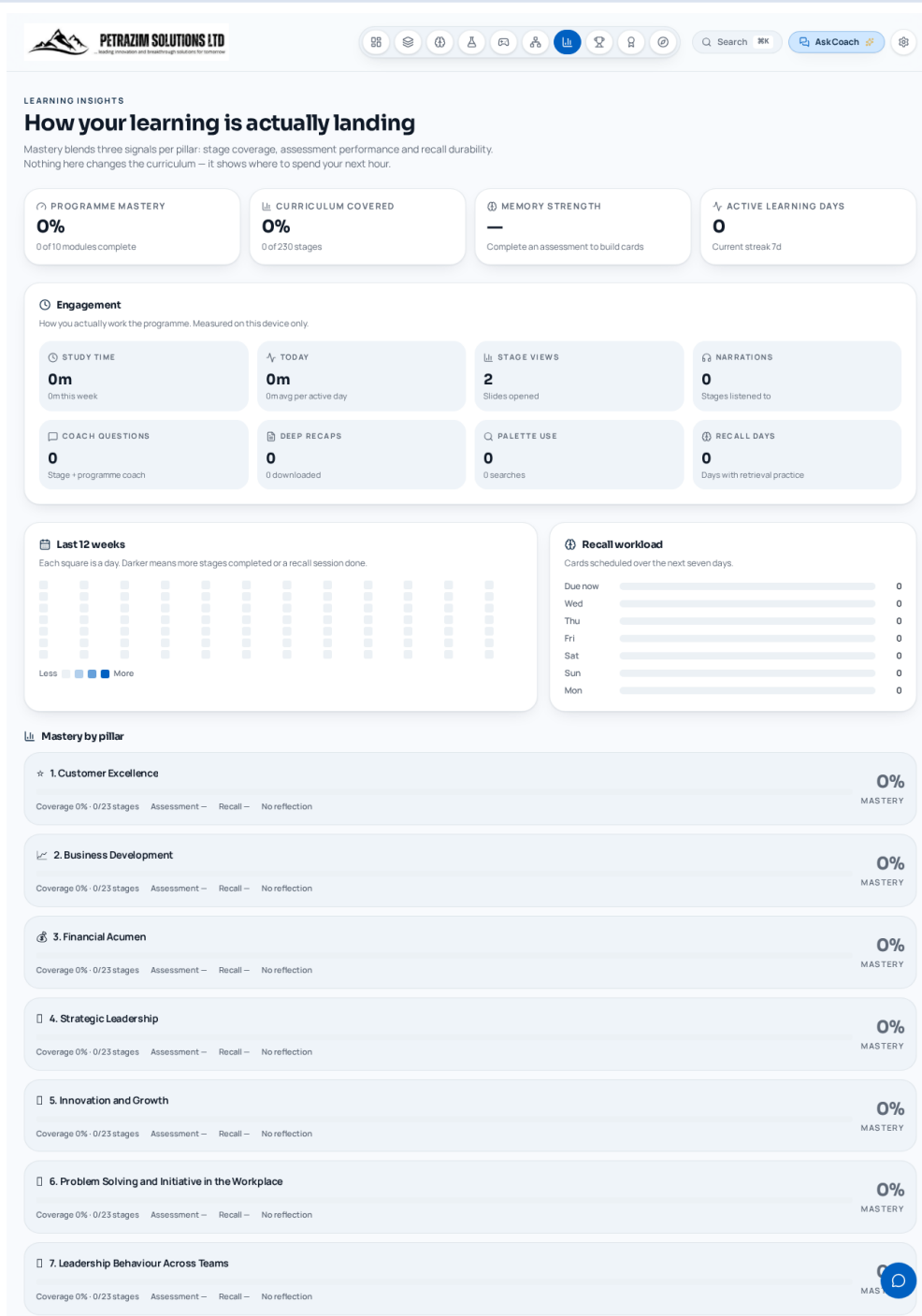
10 modules - 23 stages each - facilitator-aligned

Use Mastery, Insights and Awards to see strengths, learning consistency and completed challenges.

- Mastery shows development across skills.
- Insights reveals study patterns.
- Awards recognise meaningful milestones.

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Treat XP and badges as feedback, not the goal; workplace application is the goal.



When the required programme work is complete, open Certificates to view, download and verify your award.

- Confirm your learner name is correct in Settings.
- Use the verification page or QR code to confirm authenticity.

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Export a progress backup from Settings before moving to another device.

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

- Learn: complete one or more focused stages.
- Apply: answer a scenario or write a reflection.
- Recall: complete due review cards without notes.
- Connect: attend a facilitator session when available.
- Reflect: record one workplace action and its result.
- Protect: export a backup regularly from Settings.

MAXIMISE IT

Need help? Open Settings → Help & Support for the video and downloadable guides.

Dashboard → Modules → Practice / Review / Games → Mastery / Insights / Awards → Certificates. Meetings supports live learning; Settings contains your profile, access codes, backup, offline installation and Help.

- Dashboard: your next step and progress summary.
- Modules: the complete ten-pillar programme.
- Practice, Review and Games: active application.
- Meetings: facilitator booking and recaps.
- Settings: profile, backup, access and help.

PETRAZIM SOLUTIONS LTD
Building resilient and sustainable organisations

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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