



Learn the solution. Understand the workflow. Train for adoption.

The CenTrak Certified to Train Solution Enablement Program prepares partner trainers to effectively train their customers' end users on CenTrak solutions and software.

Effective end-user training requires more than knowing the technology. Trainers need to understand the workflow the solution is designed to support, the behaviors required for successful adoption, and the outcomes the customer is working to achieve.

Developed and delivered by CenTrak experts with clinical workflow, solution, and deployment experience, Certified to Train combines solution knowledge with facilitation capability.

Participants build knowledge of the solution and software in the context of real end-user workflows, while developing the training and facilitation skills needed to effectively transfer that knowledge to others. By connecting solution knowledge, workflow, and effective learning practices, partner trainers are prepared to deliver training that goes beyond features and functionality: helping end users understand what to do, why it matters, and how to apply the solution successfully in their day-to-day work.

What Makes Certified to Train Different?

More than product training. A solution-first approach grounded in workflow, adoption, and outcomes.



Built on CenTrak Clinical Excellence: Certified to Train incorporates principles from CenTrak's Clinical Excellence approach: deploying technology around the way care and healthcare operations are delivered so adoption holds and value can be realized and sustained.



Workflow Before Technology: Understand the end-user workflow first: what needs to happen, who is involved, and where the solution fits. Then teach the technology in the context of that workflow.



Adoption as the Goal: Technology only creates value when it is used effectively. Training reinforces the knowledge, behaviors, and confidence end users need to successfully adopt the solution.



Connect Training to Outcomes: Help end users understand the purpose behind the workflow and how effective use of the solution contributes to the outcomes their organization is working to achieve.



Learn How to Teach It: Develop the facilitation capability to turn solution knowledge into effective learning, helping end users understand, practice, and apply what they have learned.



Learn from CenTrak Experience: Bring CenTrak's real-world clinical workflow, solution, and deployment experience into end-user training, providing context that goes beyond what the technology does to why the workflow matters.

What You'll Gain

Solution-Specific Certification: Earn a CenTrak Certified to Train credential and digital badge identifying the solution you are certified to train.

Solution Knowledge in Context: Build an understanding of the solution, software, end-user workflows, and the behaviors that support successful adoption.

A Clinical Excellence Informed Perspective: Bring principles from CenTrak's Clinical Excellence approach into the training you deliver, connecting solution use to workflow, adoption, and intended outcomes.

Training & Facilitation Capability: Develop the skills to effectively transfer solution knowledge and create meaningful end-user learning experiences.

The Ability to Train for Adoption: Prepare end users to understand what to do, why it matters, and how to apply the solution within their day-to-day work.

Pathway to Annual Recertification (Separate Offering): Keep your knowledge and credential current as CenTrak solutions, software, and curriculum evolve.

Why Get Certified to Train?

- ✓ **Build Partner Training Capability:** Develop qualified trainers within your organization who can deliver CenTrak solution training to your customers' end users.
- ✓ **Deliver with Consistency:** Extend a standardized, CenTrak-aligned approach to end-user training across customer deployments.
- ✓ **Strengthen the End-User Experience:** Deliver training that connects solution functionality to the workflows, behaviors, and outcomes it is designed to support.
- ✓ **Support Successful Adoption:** Help prepare customers' end users to confidently apply the solution within their day-to-day roles.

Who Should Enroll

This program is designed for CenTrak partner team members who are responsible for delivering end-user training for CenTrak solutions.

Common eligible roles may include:

- Partner Training Leads
- Trainers/Facilitators
- Healthcare Educators
- Implementation Trainers
- Adoption or Change Management Lead
- Other designated partner personnel responsible for customer end-user training

Your Path to Certification: The CenTrak 5-Stage Framework

The CenTrak Certified 5-Stage Framework progresses participants from foundational learning through guided application, validation, credentialing, and continued development, consistent with the certification structure established for CenTrak's RTLS Deployment Program.



1. Ignite – Foundations: Build foundational knowledge of the CenTrak solution, end-user workflows, software, and the outcomes the solution supports. Establish the solution knowledge needed to effectively teach others.



2. Immerse – Guided Learning: Deepen your knowledge through instructor-led learning and hands-on activities, while developing the facilitation, coaching, scenario-based learning, and teach-back skills needed to effectively train end users.



3. Validate – Certification Assessment: Demonstrate both solution knowledge and training capability through teach-back and practical assessment according to CenTrak training standards.



4. Certify – Credentialing: Earn your official CenTrak Certified to Train credential after completing all required learning and assessments. Your credential identifies the specific CenTrak solution you are certified to train.



5. Evolve – Annual Recertification (Separate Offering): Stay current through annual recertification focused on solution enhancements, software updates, curriculum changes, and evolving training best practices.

Solution Enablement Pathways



Staff Duress

Who It's For: Partner trainers responsible for training their customers' end users on the CenTrak Staff Duress solution, Activate, and Duress^{RT} software.

Focus Areas

- Staff Duress Activate software solution and end-user workflows
- Duress^{RT} software navigation and functionality
- Initiating and responding to duress events
- Interpreting Staff Duress user reports for KPI metric reviews
- Interpreting location information and responder workflows
- Connecting end-user adoption to intended solution outcomes
- Reinforcing the role of training in the customer's Value Realization journey
- Facilitating live duress simulations and scenarios
- Coaching and debriefing end users
- Assessing end-user understanding and application



Asset Tracking & Management

Who It's For: Partner trainers responsible for training their customers' end users on the CenTrak Asset Management solution, Activate, and Assets^{RT} software.

Focus Areas

- Asset Management Activate software solution and end-user workflows
- Assets^{RT} software application workflows
- Locating assets by type and status
- Verifying location data and last-seen information
- RTLS tag integrity workflows
- PAR dashboard proactive planning
- Facilitating hands-on asset-finding exercises
- Coaching and assessing end-user understanding through teach-back
- Connecting end-user adoption to intended solution outcomes
- Reinforcing the role of training in the customer's Value Realization journey



Ready to Enroll?

Contact your **CenTrak sales representative** to begin the certification process or **scan the QR code** to enroll now.

You'll receive access to the training, schedules, and guidance needed to complete your CenTrak Certified to Train Solution Enablement pathway and prepare to effectively train your customers' end users.

[Enroll Now](#)