

Journey map



Kickoff

Welcome to Riipen!

- Welcome package
- Team introductions
- Explore your Riipen vision
- Help you to get started
- Book in your Onboarding

1

- Meeting 1
Account Manager
Experience Consultant

Experience Consultant
Business Consultant

2

- Receive a tailored *Journey map*
- Explore 3 project candidates sent to you for calibration
- We will campaign for new projects based on your needs

Post-kickoff

Onboarding

- Choose between *Self-guided* or *virtual*
- Learn how to:
 - Publish your Riipen experience
 - Navigate the Riipen marketplace
 - Communicate with employers
 - Invite your learners

3

- Meeting 2
Experience Consultant

Experience Consultant
Business Consultant

4

- Search the marketplace for project candidates, sending match requests
- We will support your search by:
 - Staying in touch and monitoring progress, recommending projects
 - Sourcing new projects

Matchmaking

Pre-experience

- 2 weeks before your experience begins
- Ensure your learners are added to Riipen
- We will gather feedback on:
 - Your journey so far
 - Match quality
 - Employer communication

5

- Meeting 3
Experience Consultant
Account Manager

Meeting 4
Account Manager
Experience Consultant

6

- 2 weeks after your experience begins
- We will check in on:
 - How your experience has progressed
 - Employer involvement
 - Learner engagement and milestones
 - Provide you with received feedback

Experience begins!

Wrap up

- 1 week after your experience has concluded
- We will gather your feedback on:
 - Riipen overall
 - Your Riipen experience
 - The support you have received
- We will explore future opportunities

7

- Meeting 5
Account Manager
Experience Consultant