

Training Access for External Service Providers

Kitchens and Appliances



Training Curriculum

**About IKEA**

A 3 hours learning to gain a general understanding about IKEA and to be able to represent IKEA well (act as IKEA ambassador) in front of the customer.

**Safety, Compliance and Sustainability**

A 35 minute training to be able to understand frames of Service Partner responsibility in order to fulfil services according to IKEA standards of doing business.

**Meeting IKEA Customers**

A 1 hour training to understand the crucial role as Service Partner in the customer journey and how to handle difficult situations.

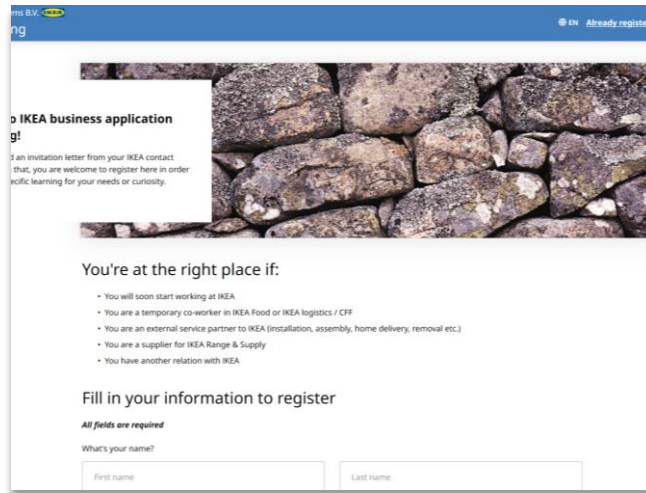
**METHOD Kitchen Product Knowledge**

A 3 hour training to help you understand the basics of the METHOD Kitchen and Appliances range and how to install it.

**ENHET Kitchen Product Knowledge**

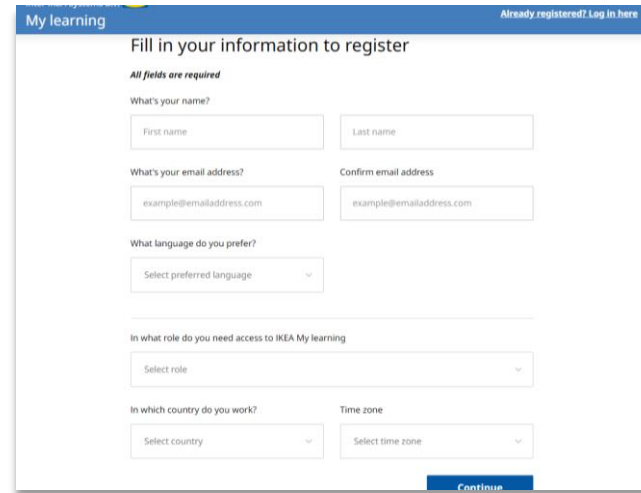
A 2 hour training curriculum to help you understand the basics of the ENHET Kitchen range and how to install it.

Accessing the Learning Portal



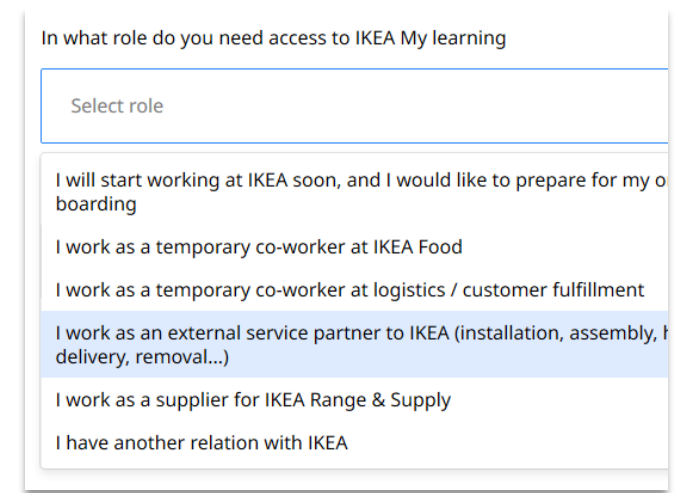
Step 1

Go to the [registration page](#) & select your language by clicking on the globe.



Step 2

Scroll down to fill out your contact details.



Step 3

Make sure to select '**I work as an external service partner to IKEA**' to get access to the right content.

Accessing the Learning Portal

In what role do you need access to IKEA My learning

I work as a temporary co-worker at logistics / customer fulfillment

In which country do you work?

Poland

Time zone

(UTC+01:00) Sarajevo, Skopje, W

Please enter the ID-code that was provided to you by IKEA

What's the name of your company

Your IKEA ID-code

Name of the company

Continue

Step 4

When you have filled out *country* and *time zone*, a field will appear asking for the ID-code, which is: 2222

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☐ I agree to Terms and Conditions

Step 5

After clicking *Continue* on the registration you read the terms & conditions. Click 'I agree to Terms and Conditions' to continue.

Inter IKEA Systems B.V.  **My learning** [Already registered? Log in here](#)

Done! But what happens next?

Thank you for registering, we are excited that you are joining us!

In a moment you will receive an email with a verification link. Follow the link to verify your account. Kindly note that it could take up to a few minutes before you receive this email.

When your account is verified you will receive a confirmation email containing your temporary password which you can use to log in to IKEA My learning.

Need help?

If you need help with registering your account or have any questions please contact the person who asked you to register here. If you already registered but did not receive a verification email please check your spam inbox.

Privacy & Cookie policy

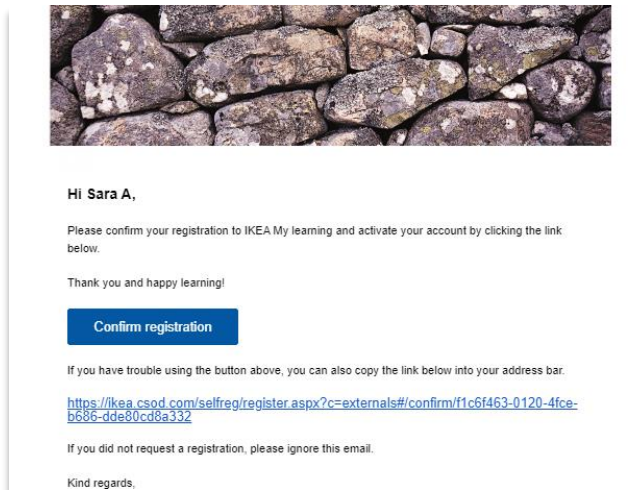
Read our [privacy policy](#).

Read our [cookie policy](#).

Step 6

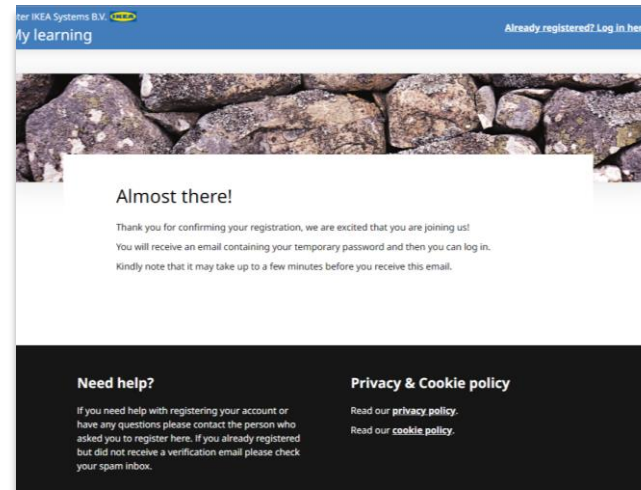
After clicking *Register!* this screen should appear.

Accessing the Learning Portal



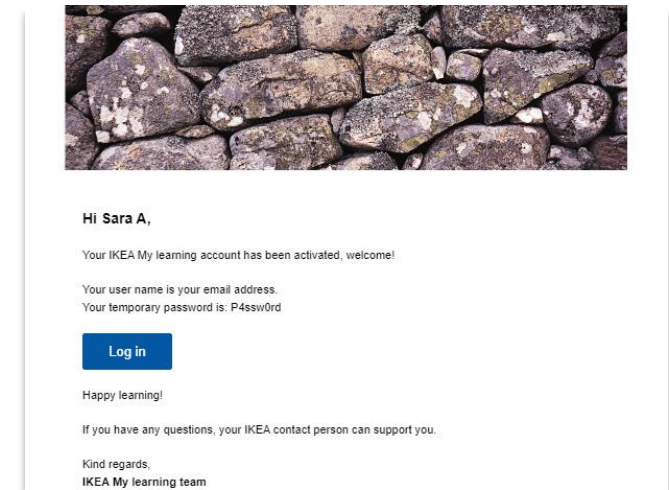
Step 7

Check your email account for the confirmation email.



Step 8

Click the *Confirm registration* button to be directed to a webpage and a password will be sent to you.



Step 9

Check your email box for the password email and click the *Log in* link.

Accessing the Learning Portal

Step 10

Login with your email address and the temporary password.

Step 11

You will be directed to a page to create your own, personal password.

Step 12

Once your password fits the criteria, you will be sent to the login page.

Login with your email address and new password and you will be in the portal!

About IKEA

A 3 hours learning to gain a general understanding about IKEA and to be able to represent IKEA well (act as IKEA ambassador) in front of the customer.

- This is IKEA (Video)
- This is IKEA (Material)
- IKEA Key Values
- Introduction to the IKEA Product Range
- Supplying IKEA Products to our Customers

[Click here to access the curriculum.](#)



Safety, Compliance & Sustainability

A 35 minute training to be able to understand frames of Service Partner responsibility in order to fulfil services according to IKEA standards of doing business.

- Introduction to IWAY
- Securing Furniture – What You Need To Know
- Secure it! Creating Safer Homes Together
- Sustainability at IKEA

[Click here to access the curriculum.](#)



Meeting IKEA Customers

A 1 hour training to understand the crucial role as Service Partner in the customer journey and how to handle difficult situations.

- Better Together
- The Smile Effect
- Overcoming Challenges

[Click here to access the curriculum.](#)



METHOD Kitchen Product Knowledge

A 3 hour training to help you understand the basics of the METHOD Kitchen and Appliances range and how to install it.

- Kitchen & Home Appliances Basic Range Knowledge
- METHOD
- Installing METHOD: Prepare the Room
- Installing METHOD: Assemble Cabinets
- Installing METHOD: Installing Cabinets
- Installing METHOD: Doors and Drawers
- Installing METHOD: Appliances and Sinks
- Installing METHOD: Lighting
- Installing METHOD: The Final Touches
- Introduction to the IKEA Product Range

[Click here to access the curriculum.](#)

Training Access for External Service Providers - MAY 2022



ENHET Kitchen Product Knowledge

A 2 hour training curriculum to help you understand the basics of the ENHET Kitchen range and how to install it.

- ENHET
- Installing ENHET: Prepare the Room
- Installing ENHET: Cabinets
- Installing ENHET: Appliances, Sinks and Taps
- Installing ENHET: Drawers, Doors and Accessories
- Installing ENHET: Kitchen Island
- Installing ENHET: Lighting
- Introduction to the IKEA Product Range

[Click here to access the curriculum.](#)



Questions? Queries? Feedback?

Contact IKEA in a way that suits you
by clicking [here](#).

