



Surrey Learn

Learning together

Surrey Learn User Guide

Contents

Introduction	3
Accessing Surrey Learn	4
Homepage.....	7
We are the Surrey Learn Partnership	9
View and Book Courses	10
Evaluation process.....	14
Testimonials.....	15
e-Learning Portal.....	16
Questions and Answers	17
Contact Us.....	19

Introduction

The Surrey Learn Partnership (SLP) has worked in partnership to develop the Surrey Learn website so that all officers within Surrey's local authorities can access information about the shared training programme courses and related learning information easily.

The SLP shared programme is now in its 18th year and continues to be a great success. There are about 70 courses run each year delivered by external consultants. A small fee is payable for a place on a course and this usually about £100 per day. A variety of subjects are covered from Equality, Diversity and Inclusion to Resilience & Wellbeing.

The programme also provides a range of subjects aimed specifically at managers. Feedback from participants has been positive. Many have said the joint nature of the programme has benefited them by offering networking opportunities and the chance to share ideas, an important aspect in today's climate of partnership working.

Individually, the local authorities could not have provided the range of courses now offered. It's only through economies of scale that the shared programme has a breadth of courses that is impressive for districts and boroughs.

If you would like further information on the SLP partnership model please contact surrey.learn@waverley.gov.uk

Accessing Surrey Learn

1. To access this site, search for <https://www.surreylearn.co.uk/> NB. You can view course details at this stage but you will need to register on the site in order to book a course or add yourself to a waiting list.
2. If you **have already registered** please use the Log In link (top right row of the screen). If you have **not already registered** to use the website, please do so by clicking on the 'Register' link in the top row of the screen.

Upcoming courses

Management Dilemmas - Online
10 January 2023 – 11 January 2023
Delivered online

Leading Your Team - Online
17 January 2023 – 17 January 2023
Delivered online

Liberating Leadership (MDP) - Online
24 January 2023 – 14 February 2023
Delivered online

MDP for New Managers - Modules 1, 2, 3 and half-day Action Learning Set - Online

Search for a course ... **SEARCH**

Team, Communication Skills, Work Processes, Wellbeing, Personal Effectiveness, Management Development, E, D & I Awareness, Personal and Financial Wellbeing, Managing Performance, Introduction to Administration

3. Enter your full name e.g., John Smith and your work* email address john.smith@woking.gov.uk *This website can only be viewed by Officers working for a Local Authority in Surrey, SCC or other registered bodies.

You must also tick the box to confirm that you have read and agree to the SLP privacy notice.

Register

Please enter your details below to register with Surrey Learn.

Please note, only users from participating local authorities will be able to register.

Your name:

Your email address:

I have read and agree to the [Privacy Notice](#).

SEND

4. Click on the Send button. You will then receive an automated email from the site with a password, which you can later personalise.

If you already have a log-in please click on the 'Log in' link on the top row of the screen.

5. If you have forgotten your password, use the [blue link](#) 'Forgotten your password?' on the bottom right of the 'log in' page.

Log in

Your email address:

Your password:

Remember me on this computer

LOG IN

[Forgotten your password?](#)

The following page will open and, once you have entered your information and 'sent' it, the website will email you a new password (which can be personalised after the first use).

[Login](#)

Forgotten your password?

Please enter your email address below. We'll then send an email to you containing a link for you to reset your password.

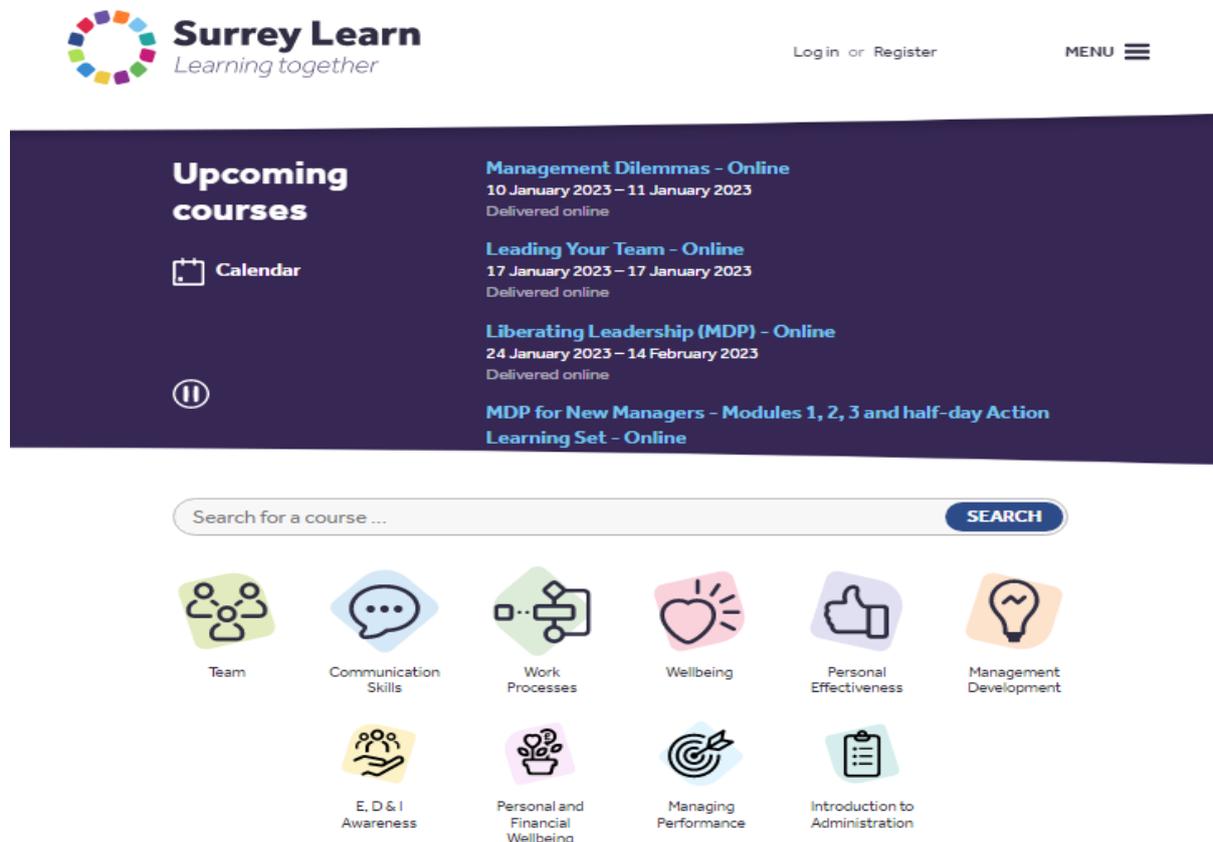
Your email address: *

* Required

Homepage

The **'Home'** page is the first page that opens once you access the Surrey Learn website.

It shows a scrolling list of upcoming courses which can be paused by hovering over the course title and date or using the 'pause' button under the 'Upcoming courses' title. Click the course title for more information. You can also see courses in a 'calendar' view.



Use the Menu icon (top right) to access the following information page links:



CLOSE X

Your profile

We are the Surrey Learn Partnership

View and Book Courses

Training Course Calendar

Testimonials

e-Learning Portal

Questions and answers

User Guide

Contact us

Log out

Upcoming courses

 Calendar

Management Dilemmas - Online

10 January 2023 – 11 January 2023

Delivered online

Leading Your Team - Online

17 January 2023 – 17 January 2023

Delivered online

Your Learning Profile

1. Use this link to view your account details (which you can update), forthcoming courses you're booked on and any course waiting lists that you're on. *You can print this page for your records (by right-click – print).*

We are the Surrey Learn Partnership

This page can be accessed by clicking the 'Menu' link on the Homepage.



Wendy Jenkins

MENU 

We are the Surrey Learn Partnership

The Surrey Learn Partnership consists of a Training/HR representative from each of the district, borough and county councils. [Contact us](#)

We work in partnership to bring you the best, most relevant training whilst ensuring excellent value for money.

[SLP Annual Review 2021-2022](#)

The Audit Commission define *partnership* as:

"a joint working arrangement where the partners are otherwise independent bodies; agree to co-operate to achieve a common goal; and to achieve it, create an organisational structure or process and agreed programme, whilst sharing information, risks and rewards."

(Audit Commission, 2003)

Examples of projects completed by the Surrey Learn Partnership (SLP)

- Shared training programme
- Surrey wide Manager Development Programme
- Development of Surrey Learn website.
- Advanced coaching programme for senior and junior/middle managers.
- Mentoring programme.

If you would like further information on the SLP model please contact surrey.learn@waverley.gov.uk

It gives details joint Surrey-wide projects and includes a link to the current 'Annual Review' document and a contact email hyperlink at the bottom of the page.

View and Book Courses

This process assumes that you have discussed your learning needs with your Line Manager and have their agreement to book/register interest for a course.

1. Access the Surrey Learn website
2. Use the menu link to access “View and Book Courses” -- **please note that courses are shown by classification and in an A-Z list below.** You can also ‘search’ for a course.

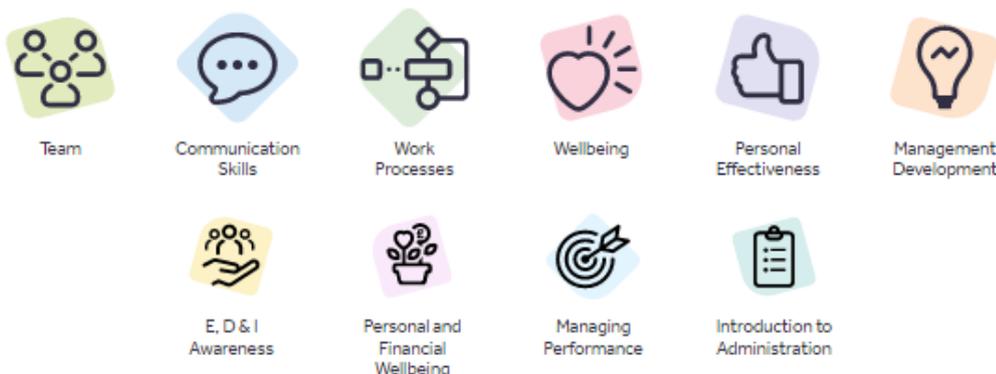
Search for a course ... SEARCH

To find a course, use the category icons or the A-Z list below.

You must have access to a private, quiet room before joining an online course as group discussions must be kept confidential. You will be expected to use your camera (if possible) during the sessions. We recommend everyone tests their microphone/camera etc. beforehand just to make sure everything runs smoothly. Please check your own authority's Zoom instructions and ensure you have the most up to date version.

Please follow your own authority's process for applying for a training course on the shared programme, ensuring you have funding approval.

Before you attend any learning event, it is important that you meet with your manager to discuss the purpose of the learning and the proposed outcomes. For evaluation purposes, after you have participated in a learning activity you should meet with your manager to review the effectiveness of this activity.



A

- Absence Management - Online
- Administration Skills - Online

N

- Negotiation Skills, Introduction to - Online
- Neurodiversity in the Workplace - Online

3. Select the type of course you're looking for within the classification row or choose from the A-Z list. Click the title of the course you want (e.g., **Women and Money – Online**)
4. The course information page will then open.



Courses

Women and Money - Online

Category	Wellbeing
Pathway	Personal and Financial Wellbeing
Audience	Anyone interested.
Duration	1 hour
Delegate rate	Approximately £50 per delegate. Charges depend on how many book.

Women face specific financial issues during employment. This session provides advice and information so that you are in the best financial position possible.

- Motherhood
- Returning to Work
- Benefits
- Divorce & Separation
- Menopause
- Womens Pensions



2 February 2023 at 11:15

Delivered online. You must attend all the sessions.

BOOK THIS

Online sessions include usual breaks. Zoom link(s) are auto-sent from info@surreylearn.co.uk a few days in advance of delivery. Full instructions and course handouts will also be sent in advance.

14 spaces remaining

JOIN THE WAITING LIST

5. Check that the course objectives and content meet your Learning & Development needs.
6. Either select 'Book This' or 'Join the waiting list'.

Dependent on how your authority manages course bookings and/or applications, the next screen will give information on what action is required.

You may be asked to confirm that you have discussed your learning need with your Line Manager.



Courses

Women and Money - Online

2 February 2023

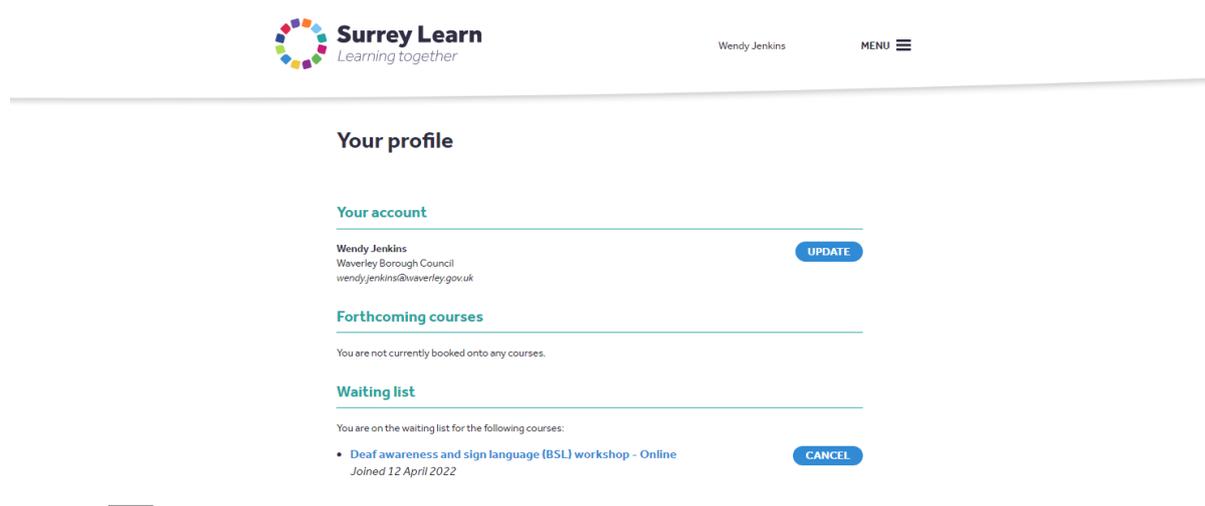
Please confirm that you wish to book this course.

I have spoken to my manager and gained approval to book on this course

CONFIRM

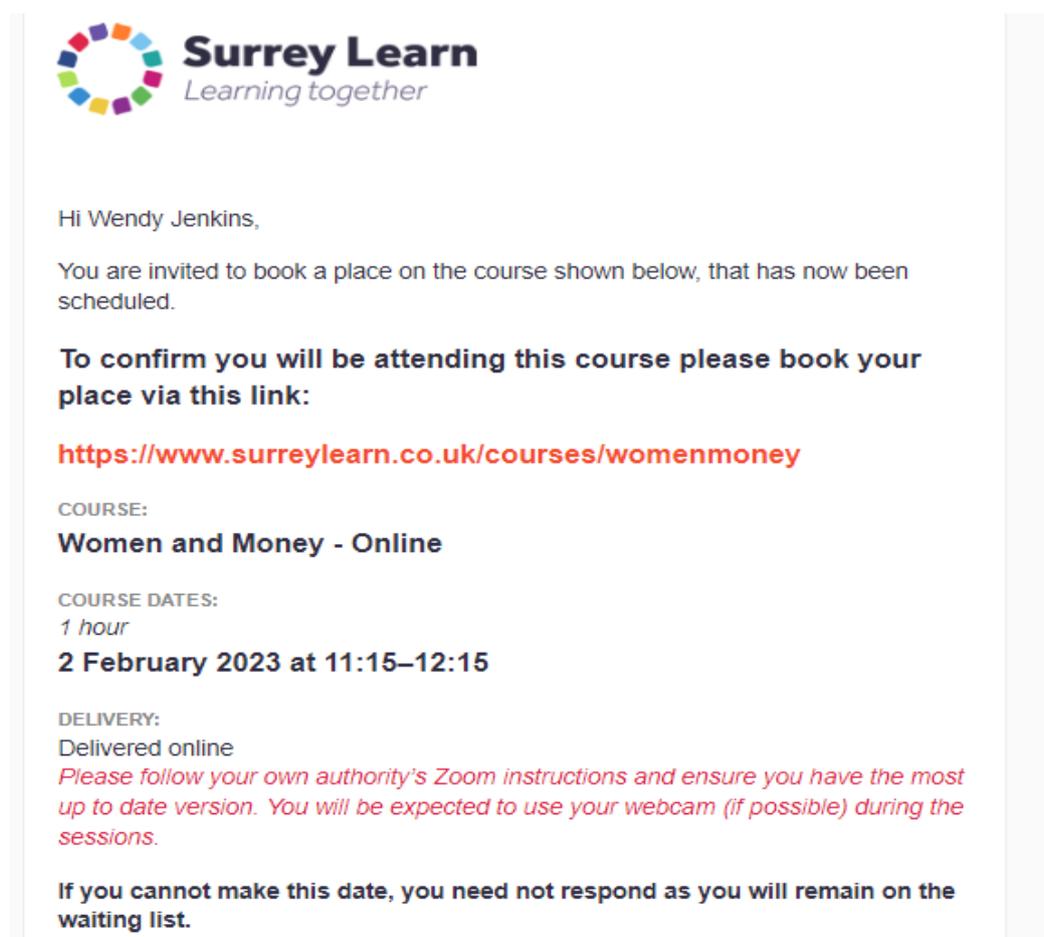
If the course date isn't suitable OR no dates are shown, select the 'JOIN THE WAITING LIST' button at the bottom of the screen (see page 11) for a future date. NB. Courses are scheduled when there are enough waiting to make it financially viable to run so it's important to add yourself to the waiting list!

'Your profile' page (accessed via the Menu hyperlink when logged in) will be auto-updated and show all the courses you are currently waiting for AND those you are booked on.



The screenshot shows the 'Your profile' page on the Surrey Learn platform. At the top left is the Surrey Learn logo with the tagline 'Learning together'. To the right of the logo, the user's name 'Wendy Jenkins' and a 'MENU' icon are visible. The main content area is titled 'Your profile' and is divided into three sections: 'Your account', 'Forthcoming courses', and 'Waiting list'. The 'Your account' section shows the user's name 'Wendy Jenkins', their affiliation 'Waverley Borough Council', and their email 'wendy.jenkins@waverley.gov.uk', with an 'UPDATE' button to the right. The 'Forthcoming courses' section states 'You are not currently booked onto any courses.' The 'Waiting list' section states 'You are on the waiting list for the following courses:' and lists one course: 'Deaf awareness and sign language (BSL) workshop - Online', which was 'Joined 12 April 2022', with a 'CANCEL' button to the right.

Once a course date is scheduled, you will receive an automated email from info@surreylearn.co.uk



The screenshot shows an automated email from Surrey Learn. At the top left is the Surrey Learn logo with the tagline 'Learning together'. The email body starts with 'Hi Wendy Jenkins,' followed by the text 'You are invited to book a place on the course shown below, that has now been scheduled.' Below this, it says 'To confirm you will be attending this course please book your place via this link:' followed by the URL <https://www.surreylearn.co.uk/courses/womenmoney>. The email then lists course details: 'COURSE: Women and Money - Online', 'COURSE DATES: 1 hour', and '2 February 2023 at 11:15–12:15'. Under 'DELIVERY: Delivered online', it includes a note: 'Please follow your own authority's Zoom instructions and ensure you have the most up to date version. You will be expected to use your webcam (if possible) during the sessions.' The email concludes with 'If you cannot make this date, you need not respond as you will remain on the waiting list.'

7. Use the link within the email to go straight to the course page and 'book' a place. If the course date offered does not suit you, no action is required as you will automatically remain on the waiting list for the next date available.
8. Once you book a place, you will be sent the joining instructions by automated email and will contains an iCal file to download to your calendar.

NB. Online Zoom links are not included and are sent out from info@surreylearn.co.uk a few days before delivery.

Please note: Your action(s) will result in an automated email to your SLP representative for their information (and any action required).

Cancelling your training?

Cancellations within 4 weeks of the course will always attract a charge unless your authority sends a replacement (please discuss this with your SLP representative and let surrey.learn@waverley.gov.uk know the details).

Cancellations can only be made by the Surrey Learn administrators. To notify us, use the 'cancel' button beside the course you are booked on (see 'Your profile' page), give your reason for cancellation on the contact form that opens and 'send'.

Evaluation process

Once your attendance has been recorded, an automated email will be sent to you containing a link to enable you to complete and submit the online evaluation form. *You will receive a reminder email one week following the original email if you haven't completed the evaluation form.*



Hi [name],

Thank you for attending the following course.

Please now complete the course evaluation form.

COURSE:

Telephone Aggression, Managing

COURSE DATES:

24 June 2019

EVALUATION FORM:

Please complete the evaluation form here

Thank you.

Testimonials

Comments about the courses (taken - with the delegate's permission - from their Evaluation forms) are found on this page.

A scrolling selection are also shown at the foot of the Home Page.

e-Learning Portal

SLP have also identified and commissioned shared, cost-effective access to e-Learning to complement the shared programme courses.

This link will take you to the Learning Pool e-learning portal. *If you have access to e-learning at your authority and you have forgotten your password/username please contact your SLP representative shown on the Menu 'Contact Us' link.*

Questions and Answers

[How do I access the website?](#)

[How do I get a password?](#)

[What do I do if I've forgotten my password?](#)

[What does 'join the waiting list' mean?](#)

[How will I know when the course I'm interested in is due to run?](#)

[How will I know if I've got a place on the course I want to attend?](#)

[How do I evaluate a course that I've attended?](#)

[How do I cancel my place?](#)

[Will there be a charge if I don't attend the course that I've booked?](#)

[Who is my SLP representative?](#)

How do I access the website?

Use an internet browser (e.g. Edge/Chrome) - or your work intranet site if it contains a direct link – and search for www.surreylearn.co.uk

How do I get a password?

If you have never used the website before and want to add yourself to a waiting list or book a scheduled course date, you must access the site and click on the 'register' link at the top of the Homepage screen.

What do I do if I've forgotten my password?

When you access the website and are asked to log in, there is also a [blue link](#) (bottom right corner of the page) to use if you've 'Forgotten your password?' (See page 5 above for more information).

What does 'join the waiting list' for a course mean?

As there are no current dates booked for the course you're interested in, the 'join the waiting list' button opens a form which you can complete and 'send'. Once your details are received, they will be added to the waiting list for the next available course.

How will I know when the course I'm interested in is due to run?

If there is a booked date for your course, the date and spaces remaining will be shown on the course details page. You can use the 'Book' button to book a place. (See page 11 for more information).

If the course is not due to run (there are no dates shown), you should 'join the waiting list' for the next available course. Once a date is booked, you will receive an automated email from the website offering you a place.

How will I know if I've got a place on the course I want to attend?

You will receive an automated email containing joining information from the website, confirming your place on the course you have booked.

How do I evaluate a course that I've attended?

After attendance, an automated email will be sent to you containing a link to enable you to complete and submit the online evaluation form.

How do I cancel my place?

You should discuss the proposed cancellation with your Line Manager and/or SLP representative as there may be a cancellation charge. Use the 'cancel' button for the course you've booked on 'Your profile' page to notify the SLP administrators. (see page 13 for more information).

Will there be a charge if I don't attend the course that I've booked?

Yes - if it's within 4 weeks of the course date and you have not officially cancelled your place. If you do not attend the course (and no substitute from your authority has taken your place), there will be a charge made.

Who is my SLP representative?

Click the 'Contact Us' within the Menu and use the email link to contact your current SLP rep.

Contact Us

The 'Contact Us' page can be accessed by the Menu icon on the Homepage

It contains names and email details of all the SLP representatives (create an email to yours by clicking the relevant hyperlink), the SLP Training Project Manager and the training course administrator.

There is also a general enquiry form (which will auto-fill with your name and work email address) which you can complete and send for any course/learning related enquiry you may have.