



Surrey Learn

Learning together

Surrey Learn User Guide

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Introduction

The Surrey Learn Partnership (SLP) – *formerly known as the Surrey Training Officers Group (STOG)* - 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 17th 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 click on the Log in button which is in the 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.

The screenshot shows the Surrey Learn homepage. At the top, there is a navigation bar with the Surrey Learn logo, the tagline 'Learning together', and links for 'Login or Register' and a 'MENU' icon. Below the navigation bar is a dark blue banner with the heading 'Upcoming courses' and a list of courses with their dates and delivery methods. Below the banner is a row of six icons representing different topics: Team, Communication Skills, Work Processes, Wellbeing, Personal Effectiveness, and Management Development. Below the icons is a section titled '2006 - 2021: celebrating 16 years of the Shared Training Programme!' with a welcome message and a quote from a user.

Upcoming courses

- Unleashing with confidence and structure - Online
17 May 2022
Delivered online
- Assertive Approaches, Developing an - Online
19 May 2022 - 19 May 2022
Delivered online
- Time and Priorities, Managing myself for staff - Online
20 May 2022 - 20 May 2022
Delivered online
- Presentations, Giving Effective - Online
8 June 2022 - 8 June 2022
Delivered online
- Mental Health First Aid (MHFA) - Online
14 June 2022 - 15 June 2022
Delivered online
- Lone Worker Safety - Online
16 June 2022
Delivered online

2006 - 2021: celebrating 16 years of the Shared Training Programme!

Welcome to Surrey Learn (created by the Surrey Learn Partnership - SLP) where local district and borough councils can access relevant and up-to-date training courses at a reasonable cost. A variety of subjects are covered from Effective Presentations and Hybrid Working to Understanding Mental Health and Lone Worker Safety. The programme also provides a range of subjects aimed specifically at managers. We share our training provision so we can work together to develop skills and knowledge using each other's experiences. Course bookings are only available to officers working for a Local Authority in Surrey (or other selected bodies). If you have not done so already, please register.

“ This training has met my needs in terms of personal development in my field of work. I am now more aware of the components required in delivering key aspects of my workload and...”

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.

The screenshot shows the Surrey Learn registration form. At the top, there is a navigation bar with the Surrey Learn logo, the tagline 'Learning together', and links for 'Login or Register' and a 'MENU' icon. Below the navigation bar is a dark blue banner with the heading 'Register'. Below the banner is a form with the following fields: 'Your name:', 'Your email address:', and a checkbox for 'I have read and agree to the Privacy Notice.'. Below the form is a 'SEND' button. At the bottom of the page, there is a footer with links for 'Accessibility', 'Privacy', 'User guide', and 'Contact us', and the Surrey Learn logo and tagline.

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

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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.

The screenshot shows the Surrey Learn website header with the logo and navigation links. The main content area is titled 'Log in' and contains a form with two input fields: 'Your email address:' and 'Your password:'. Below the password field is a checkbox labeled 'Remember me on this computer'. A blue 'LOG IN' button is positioned to the left of a blue link that says 'Forgotten your password?'. The footer contains links for 'Accessibility', 'Privacy', 'User guide', and 'Contact us', along with the Surrey Learn logo.

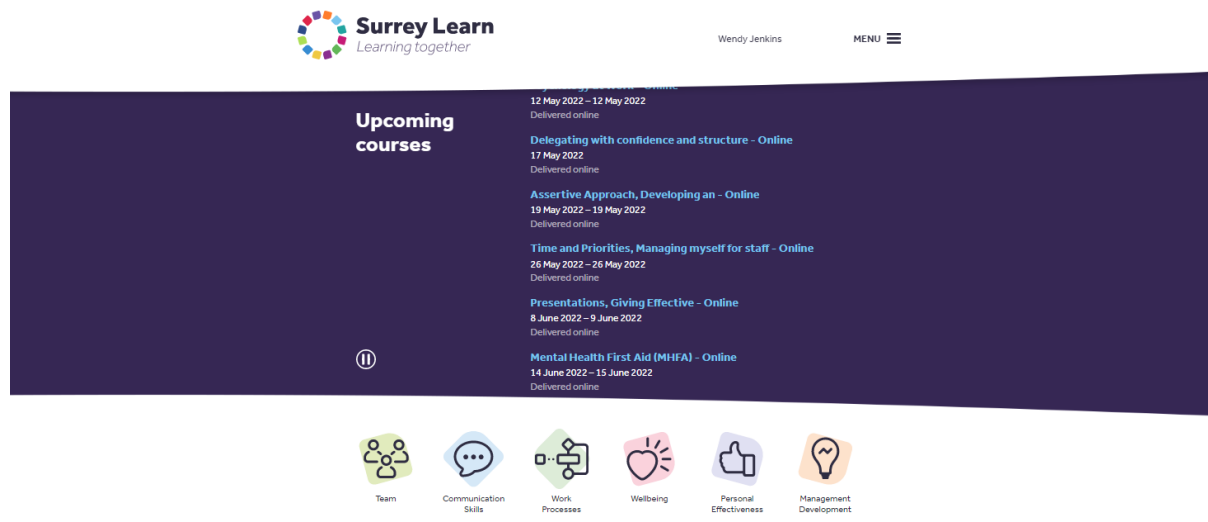
The following page will open and, once you have entered your information and ‘sent’ it, the website will email you a new password (which can be personalised after the first use).

The screenshot shows the 'Forgotten your password?' page on the Surrey Learn website. It features a blue link for 'Login' and the page title 'Forgotten your password?'. Below the title is a message: 'Please enter your email address below. We'll then send an email to you containing a link for you to reset your password.' There is a single input field labeled 'Your email address:' with a red asterisk indicating it is required. A blue 'SEND' button is located below the input field. The footer is identical to the previous screenshot, showing navigation links and the Surrey Learn logo.

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.



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



Your 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 (from the File menu, or by using 'ctrl + p' or right-click – print).*

'What is the SLP?'

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



Wendy Jenkins

MENU ☰

What is the SLP?

The Surrey Learn Partnership (formerly known as STOG - Surrey Training Officers Group) consists of a Training/HR representative from each of the district and borough councils. We work in partnership to bring you the best, most relevant training whilst ensuring excellent value for money.

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)

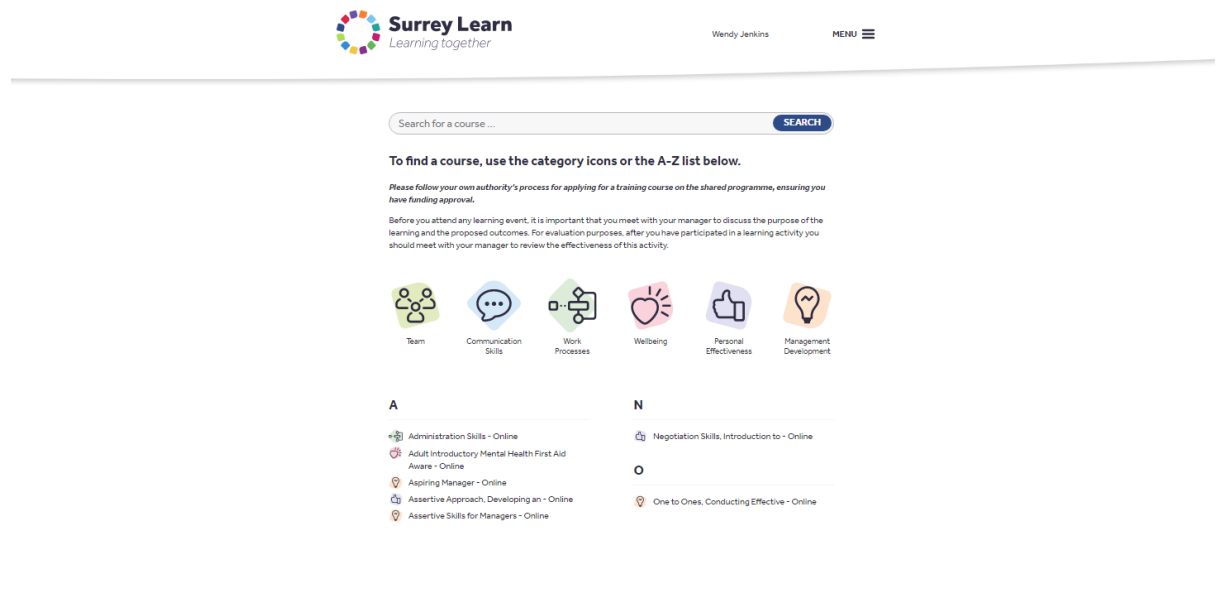
- Surrey wide Manager Development Programme
- Shared training programme
- Advanced coaching programme for senior and junior/middle managers.
- Development of Surrey Learn website.
- Mentoring programme.

It gives details joint Surrey-wide projects and includes 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.



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Wendy Jenkins MENU

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

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

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.

Team **Communication Skills** **Work Processes** **Wellbeing** **Personal Effectiveness** **Management Development**

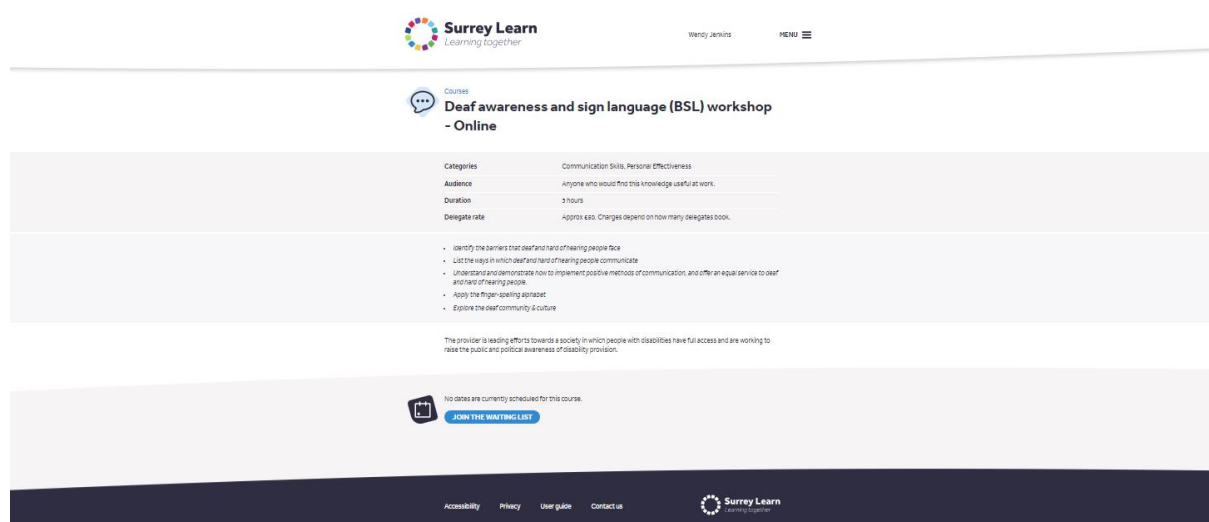
A

- Administration Skills - Online
- Adult Introductory Mental Health First Aid Aware - Online
- Aspiring Manager - Online
- Assertive Approach, Developing an - Online
- Assertive Skills for Managers - Online

N

- Negotiation Skills, Introduction to - Online
- O
- One to Ones, Conducting Effective - 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., **Deaf awareness and sign language (BSL) workshop – Online**)
4. The course information page will then open.



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Wendy Jenkins MENU

Courses

Deaf awareness and sign language (BSL) workshop - Online

Categories Communication Skills, Personal Effectiveness

Audience anyone who would find this knowledge useful at work.

Duration 3 hours

Delegate rate Approx £60. Charges depend on how many delegates book.

- Identify the barriers that deaf and hard of hearing people face
- List the ways in which deaf and hard of hearing people communicate
- Understand and demonstrate how to implement positive methods of communication, and offer an equal service to deaf and hard of hearing people.
- Apply the finger-spelling alphabet.
- Explore the deaf community & culture

The provider is leading efforts towards a society in which people with disabilities have full access and are working to raise the public and political awareness of disability provision.

No dates are currently scheduled for this course.

JOIN THE WAITING LIST

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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.

The screenshot shows the Surrey Learn interface. 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. Below the header, the page title reads 'Courses Deaf awareness and sign language (BSL) workshop - Online'. A confirmation message states: 'Please confirm that you wish to be added to the waiting list for this course.' Below this message is a checkbox with the text 'I have spoken to my line manager and gained approval to book on this course'. A blue 'CONFIRM' button is positioned below the checkbox. At the bottom of the page, a dark blue footer contains links for 'Accessibility', 'Privacy', 'User guide', and 'Contact us', along with the Surrey Learn logo and tagline.

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 8) for a future date.

'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 displays the 'Your profile' page on the Surrey Learn platform. The header includes the Surrey Learn logo and tagline, the user's name 'Wendy Jenkins', and a 'MENU' icon. 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 organization 'Waverley Borough Council', and their email address 'wendy.jenkins@waverley.gov.uk', with an 'UPDATE' button to the right. The 'Forthcoming courses' section indicates that the user is not currently booked onto any courses. The 'Waiting list' section shows that the user is on the waiting list for the 'Deaf awareness and sign language (BSL) workshop - Online' course, which they joined on 12 April 2022, with a 'CANCEL' button to the right. A 'CONTINUE' button is visible at the bottom left of the page.

Once a course date is scheduled, you will be notified of by automated email from info@surreylearn.co.uk



Hi [name]

You are invited to book a place on the course shown below, that has now been scheduled.

To confirm you will be attending this course please book your place via this link:

<https://www.surreylearn.co.uk/courses/wellbeingandWFHZ>

COURSE:

Wellbeing and Home Working - Online

COURSE DATES:

3 hour on-line training session

13 May 2021 at 10:00–13:00

DELIVERY:

Delivered online

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.

If you cannot make this date, you need not respond as you will remain on the waiting list.

If you are unable to make this date but don't want to wait for the next scheduled course date, please contact your SLP rep about possible alternative learning methods available.

You joined the waiting list for this course on 11 January 2021 at 14:26.

Should you have any special need/access issue for which arrangements may need to be made, please do not hesitate to contact the Surrey Learn Partnership (SLP) at surrey.learn@waverley.gov.uk.

Any cancellations must be notified to SLP by email (as above) and **your SLP rep(s)**:

Cancellations made within 4 weeks of an event will always be charged the full price (approximately £100/day dependent on delegate numbers) unless your authority sends a replacement (please let SLP know their details).

Thank you.

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 contain 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, 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 9 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 11 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.