



Gateshead
Council

www.gateshead.gov.uk

User Guide

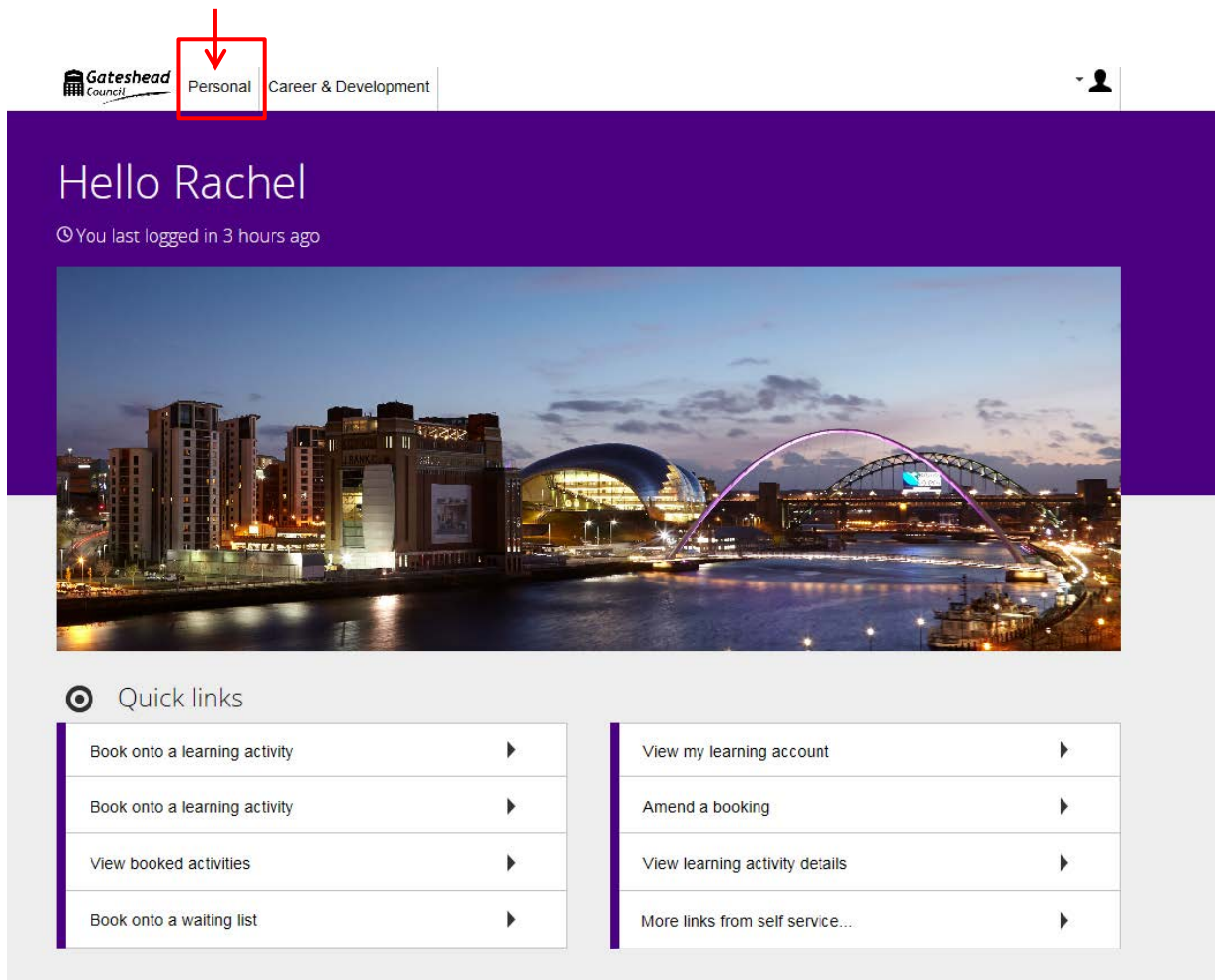
Event Bookings

**Learning & Development
Self Service**

APPLYING FOR TRAINING EVENTS

GETTING STARTED – PERSONAL DETAILS

1. Log into Learning and Development Self Service using the following link: [Self Service](#). Enter the username provided to you via email by Gateshead Council Workforce Development. Your password is the one created by you during your initial registration.
2. **It is vitally important at this stage that you complete your ‘Special Requirements’.** This area is broken down into **Special Requests and Mobility Constraints** which informs Workforce Development if you have any support requirements. In particular if stairs cause issues as the majority of our training rooms are on the 1st floor of a building that does not have a lift.



The screenshot displays the user interface of the Learning and Development Self Service portal. At the top, the navigation menu includes 'Gateshead Council', 'Personal', and 'Career & Development'. A red box highlights the 'Personal' link, with a red arrow pointing to it. Below the navigation, the user is greeted with 'Hello Rachel' and a notification that they last logged in 3 hours ago. A large image of the Gateshead waterfront at night is shown. Below the image, there is a 'Quick links' section with two columns of buttons, each with a right-pointing arrow:

Quick links	
Book onto a learning activity	▶
Book onto a learning activity	▶
View booked activities	▶
Book onto a waiting list	▶
View my learning account	▶
Amend a booking	▶
View learning activity details	▶
More links from self service...	▶

3. Please enter as much information as possible if applicable. Remember to click on **Save** to record the details. If you do not wish to enter any details please click on the **Cancel** button.

Special requirements ✕

Fields marked with ● are mandatory.

Special request information

Mobility constraints

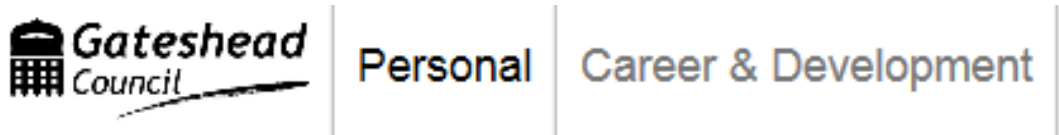
Mobility constraints details

↓

Save Cancel

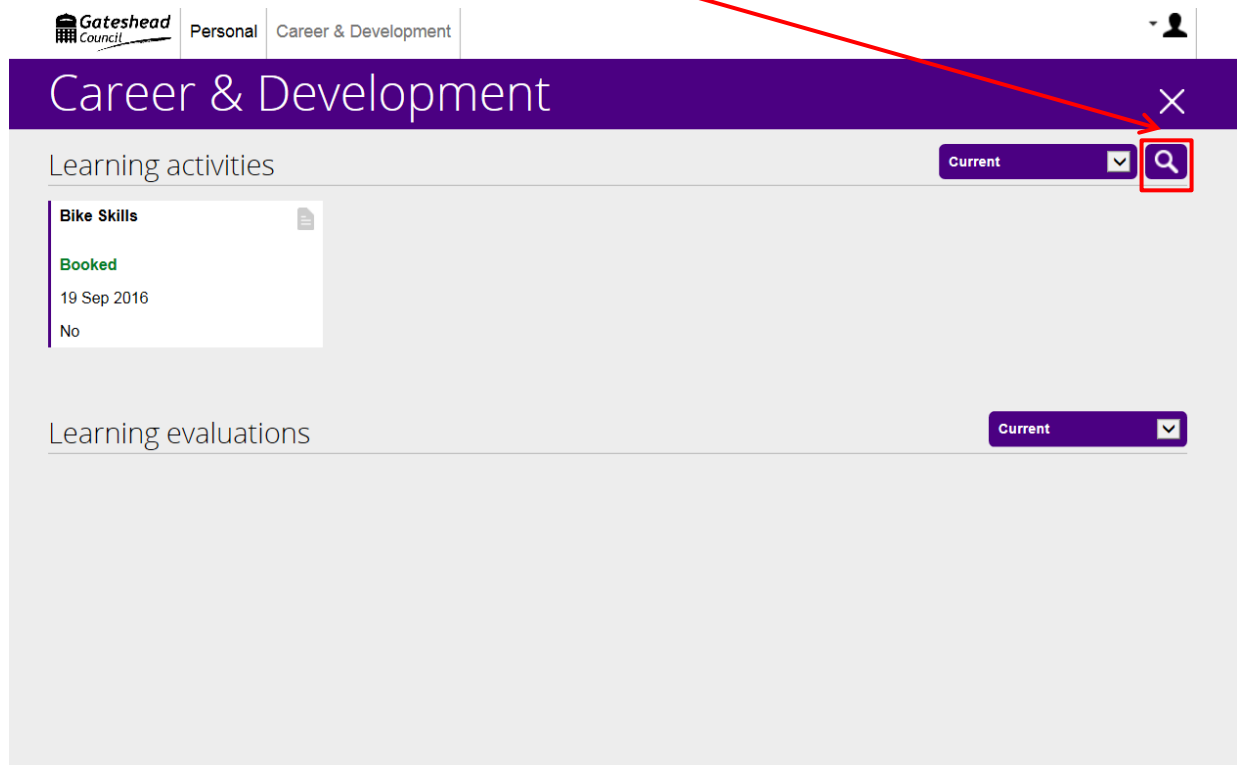
GETTING STARTED – REQUEST A TRAINING EVENT

1. Click on the “Career & Development” section at the top of the screen.

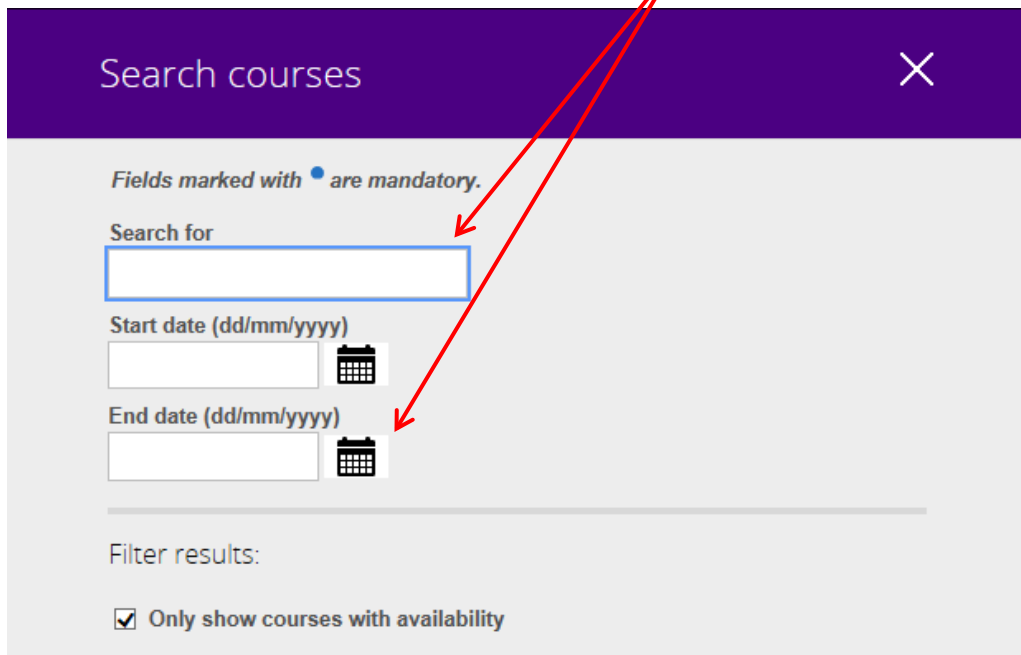


SEARCHING FOR AN EVENT AND REGISTERING YOUR INTEREST

1. Click on the magnifying glass



2. You can search for a specific event by entering its full or part name in the 'Search for' field. Events can also be narrowed down by entering the start and end date ranges using the calendar facility.

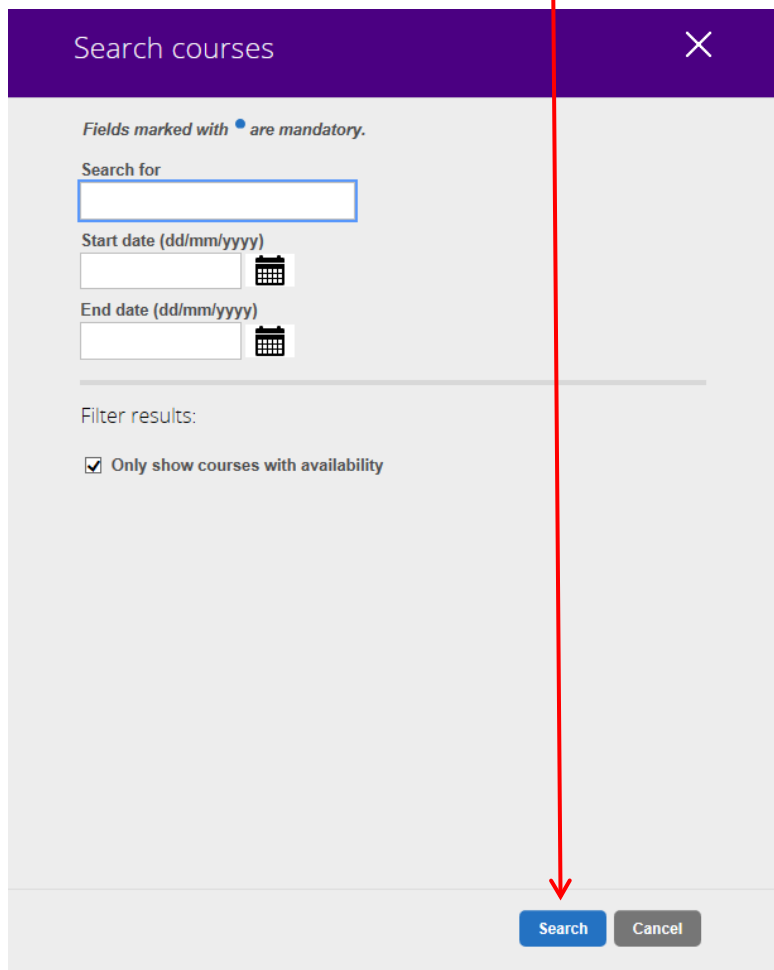


The screenshot shows a 'Search courses' dialog box with a purple header and a close button (X) in the top right. Below the header, there is a note: 'Fields marked with • are mandatory.' The form contains the following elements:

- 'Search for' label above a text input field.
- 'Start date (dd/mm/yyyy)' label above a date input field with a calendar icon.
- 'End date (dd/mm/yyyy)' label above a date input field with a calendar icon.
- 'Filter results:' label above a checkbox labeled 'Only show courses with availability' which is checked.

Two red arrows originate from the top right and point to the 'Search for' input field and the 'End date' input field.

3. If you would prefer to see a range of events available leave the fields blank and click the search button at the bottom of the page.




This screenshot shows the same 'Search courses' dialog box as above, but with a red arrow pointing from the top right down to the 'Search' button at the bottom right. The 'Search' button is blue and the 'Cancel' button is grey.


4. Events with availability will then be displayed showing details such as:
- a. Event dates
 - b. Event times
 - c. Duration
 - d. Venue and room details

Search courses ✕

Fields marked with • are mandatory.

Search for




Start date (dd/mm/yyyy)
 

End date (dd/mm/yyyy)
 

Filter results:

Only show courses with availability

Results:

Advanced Sugar Craft 2 days Technical Skills	14 Mar 2016 – 25 Apr 2016	09:00 – 16:00	2 Days 
Banana Loaf Catering & Food Hygiene	31 Mar 2016 – 31 Mar 2016 17 Aug 2016 – 17 Aug 2016 25 Oct 2016 – 25 Oct 2016	13:00 – 16:00 09:30 – 16:30 09:30 – 16:30	3 Hours  Emily Davies Room (Ground Floor, Dryden PDC)
Beginners Chocolate Work Catering & Food Hygiene	19 Apr 2016 – 19 Apr 2016	13:00 – 16:00	3 Hours 

5. If you wish to see further details of a particular event, click on the white box its details are contained in.

Search courses [X]

Fields marked with • are mandatory.

Search for

Start date (dd/mm/yyyy)
 [Calendar icon]

End date (dd/mm/yyyy)
 [Calendar icon]

Filter results:

Only show courses with availability

Results:

Bike Skills General Training & Development	19 Sep 2016 – 19 Sep 2016	09:30 – 13:30	4 Hours [Green arrow]	Emily Davies Room (Ground Floor, Dryden PDC)
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6. You will then be presented with the event aim. If you are interested in attending click on the white box again

Course details [X]

Fields marked with • are mandatory.

Bike Skills

This course will cover the fundamentals of being safe whilst riding a bike on the road.

19 Sep 2016 – 19 Sep 2016	09:30 – 13:30	[Green arrow]
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Mr Alan Ross
Emily Davies Room (Ground Floor, Dryden PDC)
4 spaces available

7. The screen will then display additional information regarding the event such as:
- Event information
 - Event booking details
 - The aim
 - Objectives
 - Other information

Course booking details

Fields marked with • are mandatory.

Bike Skills (XBS)

Course information
Date: 19 Sep 2016 – 19 Sep 2016
Venue: Emily Davies Room (Ground Floor, Dryden PDC)
Time: 09:30 – 13:30
Tutor: Mr Alan Ross

Event booking details

Origin of request Reason

This course will cover the fundamentals of being safe whilst riding a bike on the road.

Objectives
By the end of the session, participants will have:

- A good knowledge of Bike Safety Gear
- An understanding of the Gateshead Council Bike Scheme
- Reviewed the Highway code and considered its implications

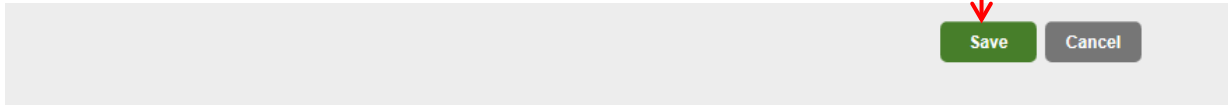
Other participants

8. It is vitally important at this stage that you check what the system has stored for you against '**Special Requirements**' in the **Personal** section at the top of the page.

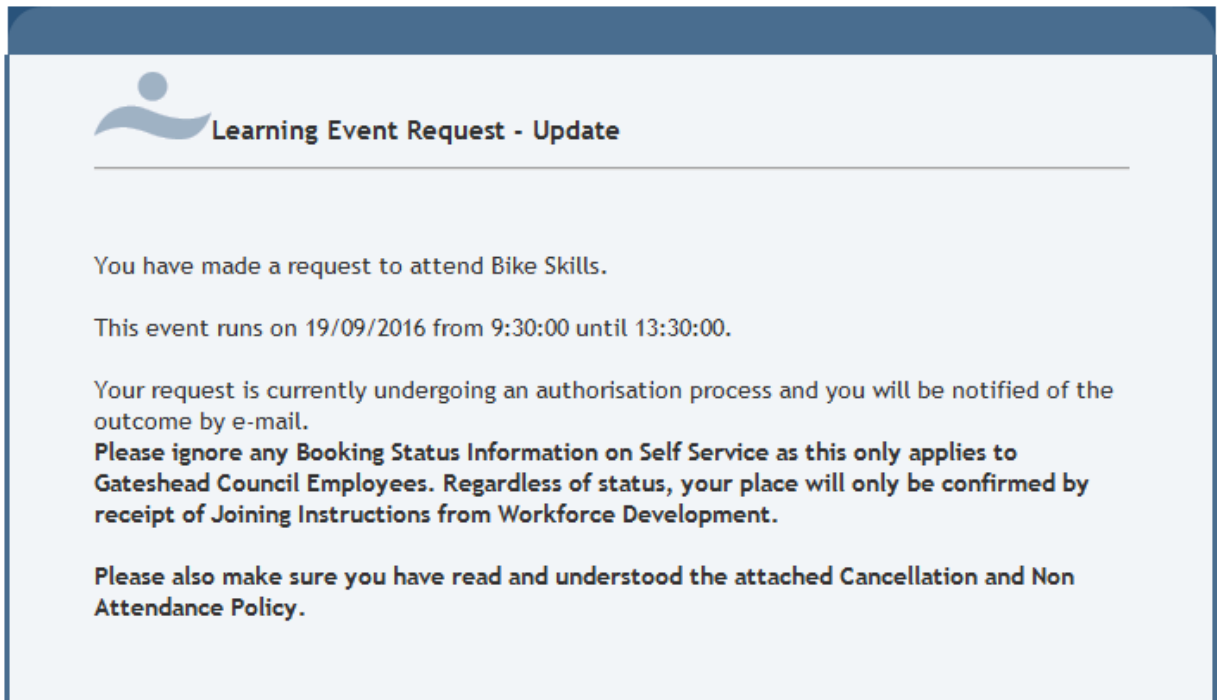
Other information
Mobility constraints: No

The majority of training rooms are on the 1st floor of a building only accessible by stairs. If this presents difficulties or if you require additional support during training you must update the **Special Requirements Area** within the Personal section at the top of the My HR and Payroll Home page. This will notify Workforce Development who can plan for your needs.

9. If you wish to register your interest in attending please complete the **Origin of Request** and **Reason Details** then click **Save**.



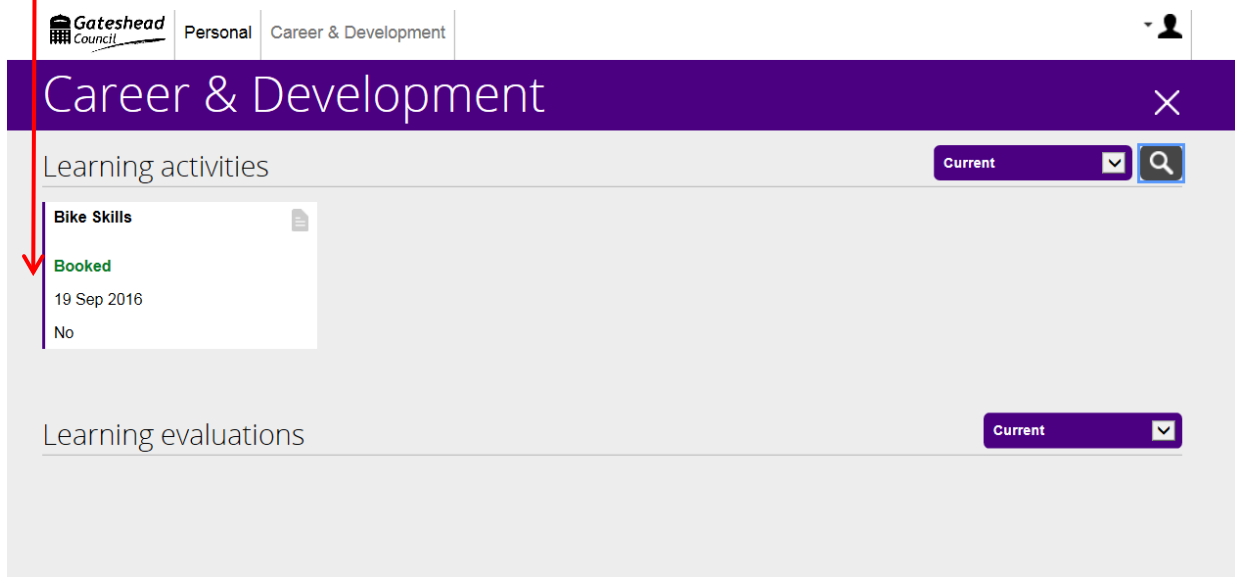
10. If you change your mind at this stage simply click the **Cancel** button to go back a page. Click **Cancel** again to take you back to the search list to view other events or click **Cancel** again to go back to the main page.
11. If you click **Save** it will trigger an email that confirms that your request has been received by the system. An example of the email can be seen below. The email will also contain an attachment containing our Charging, Cancellation and Non Attendance Policy. It is very important that you read these policies as failure to do so may incur a fee.



12. **Please do not presume you have a place as most courses are very oversubscribed.**

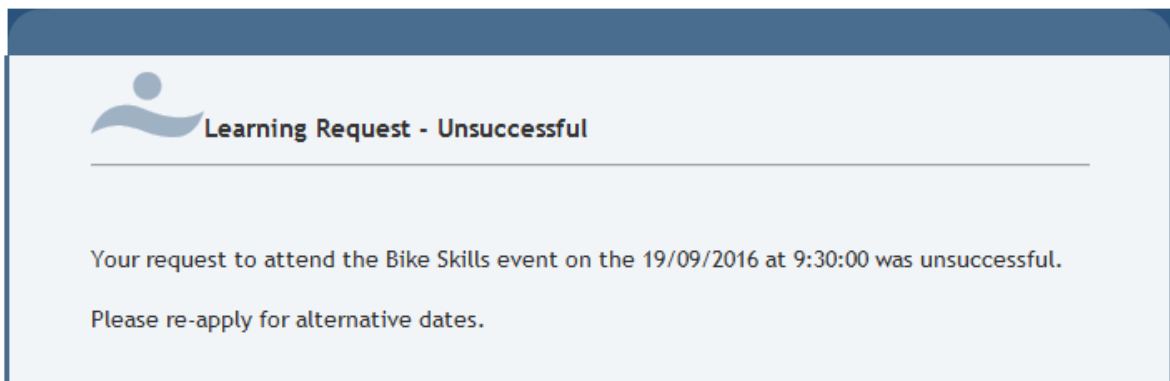
Please ignore the STATUS of the event listed under Learning Activities – this is only applicable to Gateshead Council Employees.

If successful you should receive an e-mail containing joining instructions to the event you have applied for – this is the only way your place is confirmed.



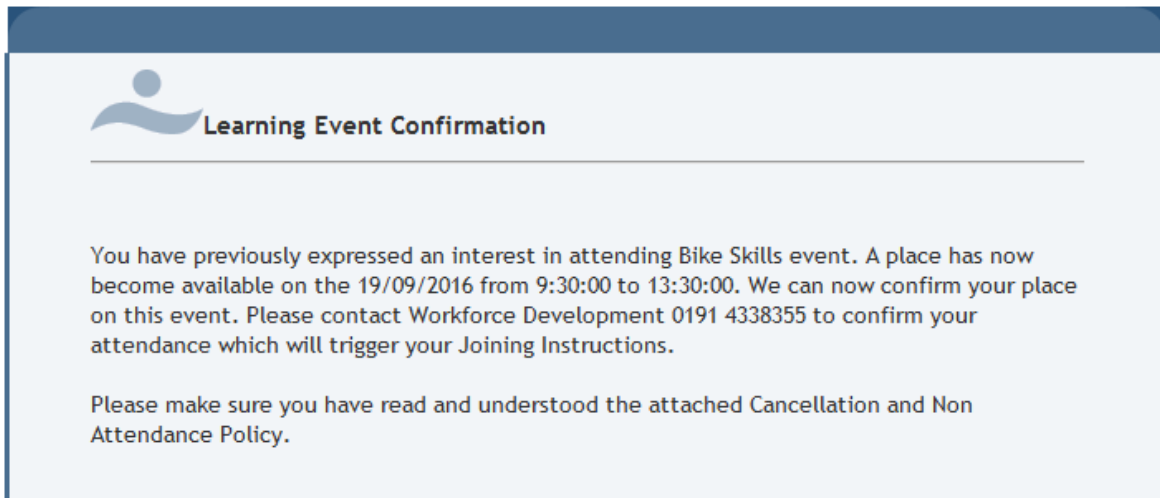
The screenshot shows the 'Career & Development' section of the Gateshead Council website. The navigation bar includes 'Gateshead Council', 'Personal', and 'Career & Development'. The main heading is 'Career & Development'. Below this, there are two sections: 'Learning activities' and 'Learning evaluations'. The 'Learning activities' section has a 'Current' filter and a search icon. A card for 'Bike Skills' is displayed, with a green 'Booked' status, the date '19 Sep 2016', and the text 'No'. A red arrow points to the 'Booked' status.

13. If you are unsuccessful you will receive an email similar to the one below.




The screenshot shows an email titled 'Learning Request - Unsuccessful'. The email content reads: 'Your request to attend the Bike Skills event on the 19/09/2016 at 9:30:00 was unsuccessful. Please re-apply for alternative dates.'

14. If spaces on an oversubscribed course become available you may receive an email similar to the one below.



The image shows a screenshot of an email template. At the top left, there is a logo consisting of a stylized human figure with arms raised, next to the text "Learning Event Confirmation". A horizontal line separates the header from the main body of the email. The main body contains two paragraphs of text. The first paragraph states: "You have previously expressed an interest in attending Bike Skills event. A place has now become available on the 19/09/2016 from 9:30:00 to 13:30:00. We can now confirm your place on this event. Please contact Workforce Development 0191 4338355 to confirm your attendance which will trigger your Joining Instructions." The second paragraph states: "Please make sure you have read and understood the attached Cancellation and Non Attendance Policy."

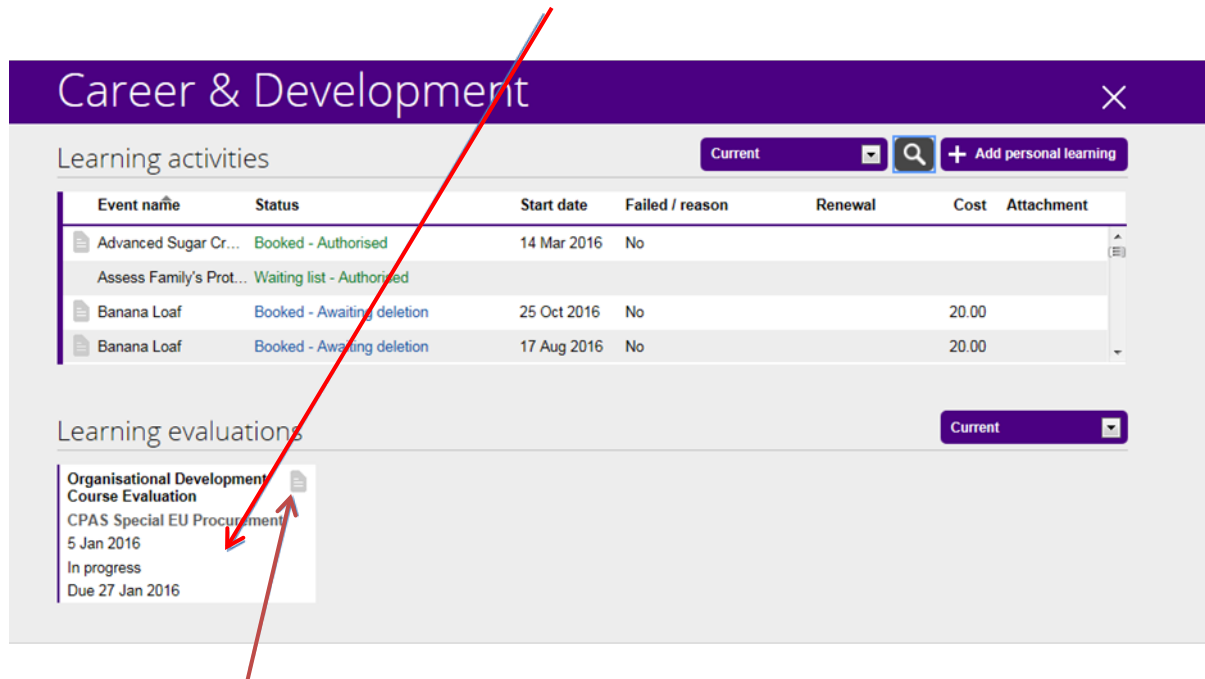
 **Learning Event Confirmation**

You have previously expressed an interest in attending Bike Skills event. A place has now become available on the 19/09/2016 from 9:30:00 to 13:30:00. We can now confirm your place on this event. Please contact Workforce Development 0191 4338355 to confirm your attendance which will trigger your Joining Instructions.

Please make sure you have read and understood the attached Cancellation and Non Attendance Policy.

COURSE EVALUATION

1. After attending a course, you should see a learning evaluation form appear in your Career & Development page:



The screenshot shows the 'Career & Development' interface. At the top, there is a purple header with the text 'Career & Development' and a close button. Below the header, there are two main sections: 'Learning activities' and 'Learning evaluations'. The 'Learning activities' section contains a table with columns: Event name, Status, Start date, Failed / reason, Renewal, Cost, and Attachment. The 'Learning evaluations' section shows a list of evaluations, with one highlighted: 'Organisational Development Course Evaluation' for 'CPAS Special EU Procurement' on '5 Jan 2016', which is 'In progress' and 'Due 27 Jan 2016'. A red arrow points from the 'Organisational Development Course Evaluation' entry in the 'Learning evaluations' section to the 'Advanced Sugar Cr...' entry in the 'Learning activities' table.

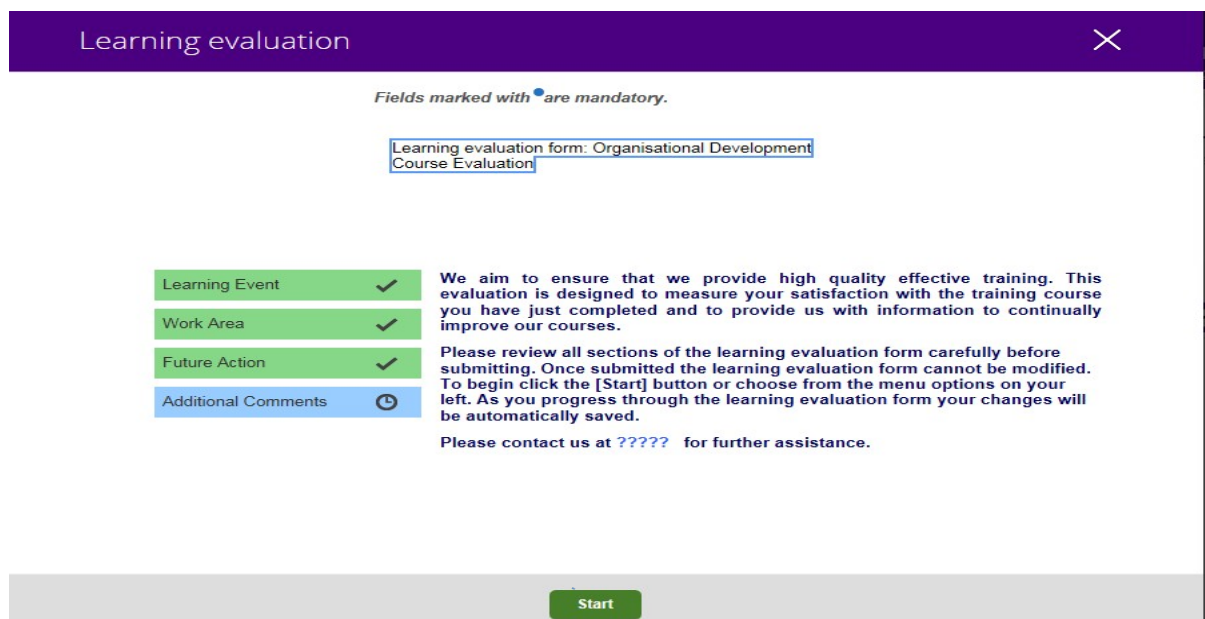
Event name	Status	Start date	Failed / reason	Renewal	Cost	Attachment
Advanced Sugar Cr...	Booked - Authorised	14 Mar 2016	No			
Assess Family's Prot...	Waiting list - Authorised					
Banana Loaf	Booked - Awaiting deletion	25 Oct 2016	No		20.00	
Banana Loaf	Booked - Awaiting deletion	17 Aug 2016	No		20.00	

Learning evaluations

- Organisational Development Course Evaluation
CPAS Special EU Procurement
5 Jan 2016
In progress
Due 27 Jan 2016

2. You should click on the document icon in the top left hand corner of the box to open the form.

The form will open up as follows:



The screenshot shows the 'Learning evaluation' form. At the top, there is a purple header with the text 'Learning evaluation' and a close button. Below the header, there is a note: 'Fields marked with * are mandatory.' The form title is 'Learning evaluation form: Organisational Development Course Evaluation'. There are four sections: 'Learning Event' (checked), 'Work Area' (checked), 'Future Action' (checked), and 'Additional Comments' (with a clock icon). The 'Additional Comments' section contains the text: 'Please review all sections of the learning evaluation form carefully before submitting. Once submitted the learning evaluation form cannot be modified. To begin click the [Start] button or choose from the menu options on your left. As you progress through the learning evaluation form your changes will be automatically saved. Please contact us at ?????? for further assistance.' At the bottom, there is a green 'Start' button.

Learning evaluation

Fields marked with * are mandatory.

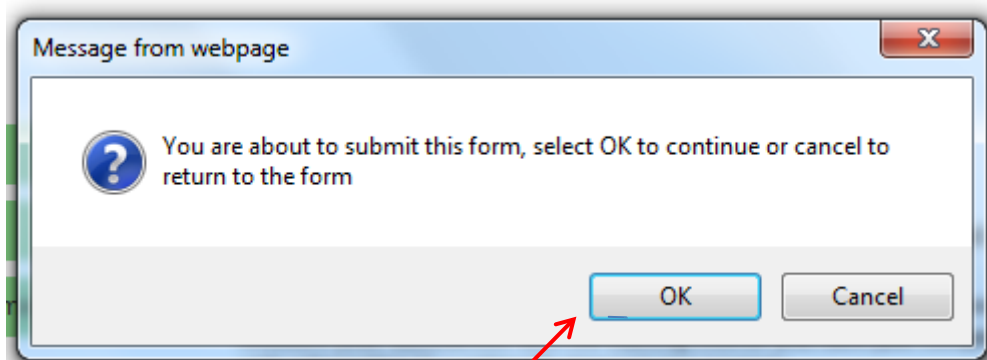
Learning evaluation form: Organisational Development Course Evaluation

Learning Event	✓	<p>We aim to ensure that we provide high quality effective training. This evaluation is designed to measure your satisfaction with the training course you have just completed and to provide us with information to continually improve our courses.</p> <p>Please review all sections of the learning evaluation form carefully before submitting. Once submitted the learning evaluation form cannot be modified. To begin click the [Start] button or choose from the menu options on your left. As you progress through the learning evaluation form your changes will be automatically saved.</p> <p>Please contact us at ?????? for further assistance.</p>
Work Area	✓	
Future Action	✓	
Additional Comments	🕒	

Start

3. When you have completed the form you should return to this page, where a **Submit** button has appeared - select the **submit** button at the bottom of the summary page.

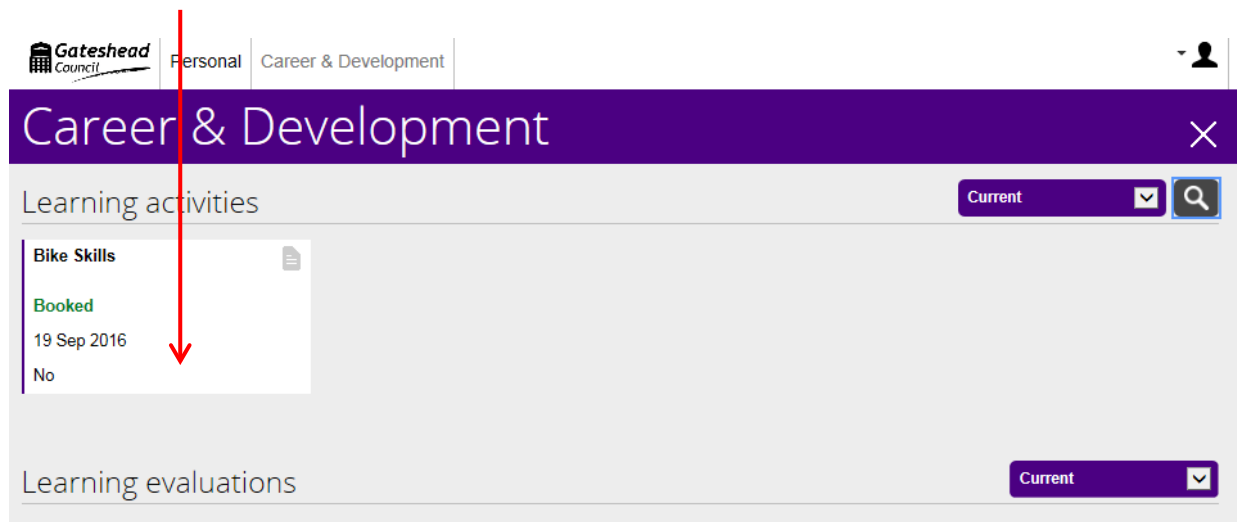
You should see the following message displayed:



Select **OK** to submit the form.

CANCELLING YOUR COURSE

1. If you no longer require a course, you can cancel it by going to the Learning activities details page within Career and Development.
2. Click on the event you want to cancel which will be listed under learning activities which will take you to the next screen.



3. You should enter a cancellation reason by using the drop down box.

The screenshot shows the 'Course booking details' form for 'Bike Skills (XBS)'. The form is divided into several sections: 'Course information', 'Event booking details', 'Objectives', and 'Other participants'. The 'Event booking details' section contains a 'Cancel reason' dropdown menu, which is highlighted by a red arrow. The form also includes a 'Save' button and a 'Cancel' button at the bottom right. The course information includes the date '19 Sep 2016 - 19 Sep 2016', venue 'Emily Davies Room (Ground Floor, Dryden PDC)', time '09:30 - 13:30', and tutor 'Mr Alan Ross'. The objectives section lists three points: 'A good knowledge of Bike Safety Gear', 'An understanding of the Gateshead Council Bike Scheme', and 'Reviewed the Highway code and considered its implications'. The 'Other participants' section is currently empty.

4. When you have finished entering the details, select the **Save** button at the bottom of the page. You should receive an e-mail confirmation of the cancellation.

