# CPD Online User Guide

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Accessing Peterborough CPD Online

Click on the Login link in the top right hand corner, seen in the below screen image, to enter your login details.

Once logged in, select your appropriate channel on the home page.

Forgotten your login details

If you can’t remember your login details, you can reset them by clicking on the **Forgotten your login details** link.

Enter your email address and click Enter, to receive an email reminder of your password details.
New user

If you do not have a user account, please do not use the Register option offered.

Instead, contact the relevant support team, via the relevant email address shown at the end of this document, with the following details:

1. Your first name
2. Your last name
3. Your job role
4. Your work base
5. Your email address
6. Your contact number
7. Any special requirements to assist you with training (relating to access, health, or learning needs)
8. Which channel you will require access to (ie. Adult Services training, Children’s Services training, or Schools Services training).

My CPD Tab

Manage your account and track your event bookings via the My CPD tab on the top menu bar.
My Learning

My Learning - My Profile & Bookings

- Change password
- Change contact details
- Course Alerts

My Learning - Events

- Events
- Cancel a booking
- Saved events

Other Events, Qualifications and CPD

- View other events
- Add event

My Learning - My Profile & Bookings

Once in the My CPD tab, you are able to manage your profile to update the following:

Change password

Update your profile using the Change contact details option.

- Edit the following on your My CPD profile:
  - Your name
  - Your job title and job role
  - Your establishment / team Edit your contact details
  - Ongoing special requirements for appropriate support in your training, relating to access, health, or learning needs. This will result in the information being applied to all of your bookings which you can edit at any time.
  - Alternatively, requirements for a particular event only should be added to your specific event booking, and will only be applied to that particular training (see later).
Course Alerts

Use this option to update your event preferences for receiving alert emails. Event alerts are sent weekly on a Friday evening for any new courses that you may be interested in.
My Learning- Events

Events

On the **My Learning- Events** section of the **My CPD** tab, all upcoming and attended events bookings will be displayed, with options to manage each.

Here you can track statuses for bookings you have made, and there will be two sections:
- Events you are due to attend.
- Events you have attended.
Cancel a booking

This can be done, whilst in the My Learning- Events section.

Select Cancel booking, underneath the course title, as shown in the screen image below.

You will be prompted to complete a cancellation request, giving a clear reason.
Please read the cancellation policy click on the **Cancellation Policy** link. If you agree to these terms, tick the tick-box and select **Submit** at the bottom of the cancellation request.

Your booking will not automatically be cancelled. The cancellation request will be sent to an Administrator to process and you will be notified when your booking has been fully cancelled.
Useful cancellation information to understand

This section only relates to Adult and Children's Social Care training, managed by Peterborough City Council's Workforce Development team.

There are separate cancellation policies for the School Improvement team, and SEN & Inclusion team, so please see the relevant brochure, as failure to attend schools training, without prior notification will incur a full charge. The above instructions on how to cancel should still be followed.

- If you have a place confirmed, but are unable to attend, the training place should be cancelled / re-arranged as soon as possible, with clear reasons (eg. annual leave, or the priority meeting to be attended). This is a very simple procedure, and only takes a few minutes.
- A minimum of 7 days notice is required for ALL cancellations of training managed via the CPD Online platform.
- If you are unable to provide the correct 7 days notice, you will be considered a non-attendee, and your organisation / service will be charged in accordance with the terms and conditions, so please make every effort to investigate all alternative arrangements (eg. workload to be managed, or delegated) to avoid late cancellations.
- It is possible to avoid a charge in these circumstances, by transferring the booking to a suitable colleague, who requires the training, and is available to attend.
- A late cancellation can deny others sufficient notice to accept the available place, reducing the cost-effectiveness of the training, potentially causing it to be cancelled for all delegates. There may not always be the possibility to run another of these courses.
Saved Events

Other Events, Qualifications and CPD

Create and manage other events you have attended outside of CPD Online.

Events Tab

Search for Events

Events can be searched for in the following ways:

1. Select ‘Search Events’ in the top menu.

2. Alternatively if you know the date of the event you are looking for, click on the date in the Event Calendar on the search events homepage.
3. You can also enter a search term on the homepage in the keyword search box. You will be taken to the *Search Events* page.
If you wish to find events that start during or after a certain month select a month from the **Starts during or after** drop down.

Enter your search criteria and click the **Search** button to search for events.

Results will be displayed on screen that matches your criteria, as per the example below:

Viewing event information

Date, time, venue and map
Once you have selected the training course, the essential logistical information for attendees will be displayed, and you may also view a map / directions to the venue at this point.

**Full details**

For detailed information on an event, click on the Full details link on the right hand side. You will be taken to a page with the full event information.

### Print Course

To print the details of an event, click on the ‘Print Course’ link.

### Save Course

To save the details of an event, click on the Save Course link. The event will be saved in your ‘Saved Events’ page within My CPD

### Attached documents

If there are any documents attached to the event you will see an Attached document icon.

To view and download the attached document, click on the link and a pop-up will appear where you can download the document.
Request a Place

When you have found an event you would like to book onto, you may do so, after ensuring that your current skills, knowledge and ability have been jointly assessed with your line manager, and you have their permission to attend, and also agree to complete the three-step evaluation process.

You must ensure that both you and your line manager are fully aware of the terms and conditions, found on CPD Online.

By requesting a place, you are confirming that you have a sufficient understanding of the English language, to fully participate in discussions, group work, and assessments of learning. If you wish to proceed, select Take this course, as seen on the screen image below.

You will be taken to the Request a Place page for courses.
Select your line manager from the dropdown box.

Click on the **Terms and Conditions** link to read the booking terms and conditions in the pop-up box which will appear.

*Only* select the **Submit** button to request your place, if you agree to these terms and conditions.

A confirmation message will display on screen to confirm the request process is complete.
Line manager’s authorisation

Where an establishment requires booking authorisation by a Line Manager, they will be sent an email, for them to authorise the booking. Places are limited, so in order to avoid disappointment, it is advised that your line manager actions this, promptly.

The Workforce Development Team are only able to confirm your booking, once the manager’s authorisation step has been completed. This step only applies to staff outside of Peterborough City Council.

Booking restrictions

If the course is unavailable to you or your establishment, you will see a message in red, alerting you to this, as seen in the screen image below. Please contact the relevant support team, via the relevant email address shown at the end of this document.

Confirmation of booking

Once the place is confirmed, an email will be issued to identify you, and you are expected to attend.

Applicants should not attend the event(s) applied for, unless they have received an email from CPD confirming a place has been allocated.

Delegates who attend without having received a confirmation will be turned away on the day. You can follow the progress of your booking from ‘My Profile & Bookings’.
Events Due to Attend and Events Attended

To view your events, click on *My Learning - Events* in the *My CPD* tab, and there will be two sections, to enable you to track the booking status, and view the full details for:

1. Events Due to Attend
2. Events Attended

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**Evaluations**

These forms take just a few minutes to complete, but are essential in developing your learning, and helping us continue delivering the highest quality training for you and your colleagues.

Please remember *all three* evaluations:

**Pre-course evaluation Form**
You will be sent this prior to the course, essential for tailoring the training to the group's needs.

**On The Day Evaluation Form**
This will be completed at the end of your session, and will let us know your initial experience of your training.

**Impact Evaluation Form**
Please don't forget to complete this final but important step, let us know if has the training worked! You will be sent this form to complete with your manager in your supervision, to tell us the longer term success of the learning. We do listen to this feedback, and it informs our commissioning of future courses.
If an event has an evaluation for you to complete, you will receive an email to prompt you to complete this, as seen in the screen image below.
Completing an evaluation

If an event has an evaluation for you to complete, you will receive an email to prompt you. The evaluation can be accessed by following the link received in the email, or alternatively by logging into CPD Online, and visiting the MyCPD tab.

Within this tab, select My Learning - Events.

The evaluation links will be found under either the Events due to attend or the Events Attended, as applicable.

Click on the Enter Evaluation link, to complete the responses, and following the on-screen prompts.

Click Save, and Submit Evaluation when you are satisfied it is complete.
Contact details

If you have any difficulties or would like further advice and guidance, please do not hesitate to contact your relevant support team using the details below.

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<th>Contact Email</th>
<th>Contact Telephone</th>
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<td>Workforce Development Team</td>
<td><a href="mailto:workforcedevelopment@peterborough.gov.uk">workforcedevelopment@peterborough.gov.uk</a></td>
<td>01733 207133</td>
</tr>
<tr>
<td>School Improvement Team</td>
<td>School Improvement Team</td>
<td>01733 863631</td>
</tr>
<tr>
<td>Special Educational Needs and Inclusion Team</td>
<td><a href="mailto:SENandInclusion@peterborough.gov.uk">SENandInclusion@peterborough.gov.uk</a></td>
<td>01733 454460</td>
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