Learning & Development Quick Guide

This quick guide has been developed to help signpost staff to useful links, contacts and resources in relation to the learning and development offer at Wokingham. It has been put in place to support colleagues to access the opportunities that are available to them, and to encourage staff to take ownership of their personal development.

Children's Services Learning & Development Team –
CSClearninganddevelopment@wokingham.gov.uk
The Children's Services Learning & Development Team are responsible for the development, provision and delivery of the Childrens Social Care (CSC) service specific training programme. The team works to ensure that the programme is responsive to our evolving learning needs as an organisation, drawing on various sources of feedback and intelligence – such as QA processes and audits, complaints, inspections, as well as other local and national drivers of change. The team works closely with colleagues in Adult Services and Corporate L&D.

Corporate Learning & Development –
Corporatelearninganddevelopment@wokingham.gov.uk
The Corporate Learning & Development Team provide all organisational mandatory, management and wellbeing training, as well as related tools and resources to help staff with their own self development. If you have an enquiry that relates to corporately delivered training, please contact the team via the above email.

Please note: All general booking, cancellation and access issues for MyLearning should be directed to **HREnquiries@wokingham.gov.uk** in the first instance. For urgent or unresolved issues please also contact **CSClearninganddevelopment@wokingham.gov.uk**

Induction - Onboarding
Full information for staff and managers on all aspects of onboarding can be located on the HR Hub, which can be accessed via the WBC intranet SharePoint homepage quick links section **Learning and Development (sharepoint.com)** In addition new starters can log directly into their MyLearning account to access the training onboarding section found via the top menu bar "home" drop down. **Homepage: Onboarding (learningpool.com)**
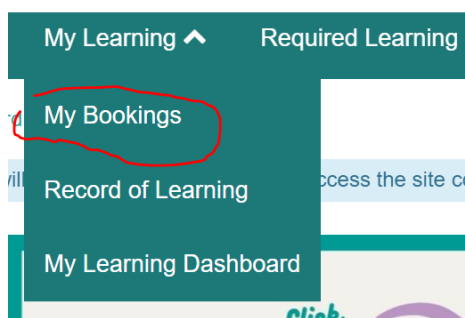
MyLearning
MyLearning is Wokingham Borough Council's Learning Management System (LMS) which supports the self-service booking processes and recording of most learning opportunities available to our staff and partners. It is internet based, allowing you to access it anytime, anywhere and from any mobile device. You do not need to be connected to the WBC network or using a WBC device. To create a MyLearning account please follow the link. **https://wokingham.learningpool.com/**

Points to note when using MyLearning

- **Bookings** Upon booking you will receive an email confirmation and any related joining links from **noreply@learningpool.com.** This email will also provide you with the option of adding the event to your Outlook calendar which is recommended. A reminder of your booking will be sent around 5 days prior to the event.

- Online bookings are closed 7 days prior to an event. If spaces are available, late bookings can be made by emailing: **HREnquiries@wokingham.gov.uk** to request a space.

- **Cancellations** If you need to cancel your booking please log into your account and cancel your place. A quick way to access the course is via the "My Bookings" section which is located under the "My Learning" menu at the top of your home page (see below). It lists any courses you are currently booked to attend and by clicking on the course you will be able cancel your booking if more than 7 days before the event.

  If online booking for the event has already closed (normally 7 days before the event) you will not be able to cancel the booking yourself and will need to contact **HREnquiries@wokingham.gov.uk** to ask them to remove you from the session. **Please note you will need to provide a reason for the late cancellation.**

- **Urgent assistance** For urgent booking or training access issues and last minute requests please email both **HREnquiries@wokingham.gov.uk** and **CSClearninganddevelopment@wokingham.gov.uk**

Practice Model signsofsafety@wokingham.gov.uk

The practice model team provide support for the practice framework (Signs of Safety) and the wider Practice Models – such as training courses, group supervisions, 1-2-1 coaching, reflective sessions. Email them directly to book onto a half day practice model induction or to request support.

Me Learning – Mosaic Training

Mosaic training is managed by the Systems Support Team. Despite the similarity in names, please note that this is separate to any training provided via MyLearning. New staff needing Mosaic access will be contacted and set up for the Me Learning training automatically.

Capita One Training

The Systems Support Team can also provide training for new users of Capita One. This is provided via Teams on a 1:1 basis or in small groups.

If you have any queries relating to Mosaic or Capita One or need help with any issues please log a call on the IT portal accessed using the shortcut on your desktop:

Training Requests and Expressions of Interest

Individual and Team training requests can be submitted to the CSC Learning and Development Team on completion of a training request or expression of interest form. Full guidance and copies of the relevant forms to submit are available on our Tri.x Practice Guidance Library **here**.

Please note that any training requested must be relevant to your role and/or your team/service needs and will need to support individual development and be used to improve practice. Funding is limited so managers/service managers must ensure training is relevant and provide authorisation prior to submitting the request. For further information please email **CSClearninganddevelopment@wokingham.gov.uk**

Making Research Count

Wokingham Children's Services has a membership with Making Research Count (MRC), a national collaborative research dissemination initiative, established by a consortium of universities (including the University of Bedfordshire and Kings College London). Our membership provides us with access to practice development events, webinars, conferences, quarterly newsletters, book groups, research forums and resource information provided by the collaborative. Promotions for their events are regularly sent out via the Childrens Services L&D Team and events are free to attend. Please note all booking requests for MRC Bedfordshire University events must be sent to **CSClearninganddevelopment@wokingham.gov.uk** MRC Kings College London events can be booked directly via the provided Eventbrite booking link.

Community Care Inform

Community Care Inform (CCI) is available to all Children's Services staff at Wokingham. CCI supply market leading online resources, eLearning, podcasts, learning tools and legal and practice guidance to the social work profession. Key features include; **Knowledge and Practice Hubs; Learning Tools; Practice Guidance; Legal Summaries; Research; Management & Supervision Hub; Case Studies; Webinars and Podcasts**.

Please contact **impactandinspectionteam@wokingham.gov.uk** to request access and the Policy and QA team will be happy to organise this for you.

The Training Hub

Wokingham Childrens Services fund access to the Training Hub which provides a large catalogue of eLearning modules for staff and service users. The Training Hub was created specifically for social care sectors including Foster Carers, Early Years, Children Residential Units, SEND, Care Leavers and Service Users. With more than 200 eLearning modules available they offer CPD accredited and compliant online training on a wide variety of subjects and covering all standards and regulations. Contact **CSClearninganddevelopment@wokingham.gov.uk** for further information.