AfC CPD Online Frequently Asked Questions

Contents

Frequently Asked Questions: general user

Do I need to create an account?

The majority of users will have already been set up and sent their username and passwords to their email address. Please check your e-mails from workforcedev@richmond.gov.uk before trying to set yourself up as a new user. If you have not received any correspondence you can sign up by clicking 'New User' on the homepage. If you receive a message saying 'This user already exists' then you most likely have an account already set up, please email training@achievingforchildren.org.uk for further assistance.

How do I change my personal details?

Log into your account, choose the relevant sector then select 'My CPD Online'. Within 'My account' select 'Change contact details'.

Which 'Sector' do I choose?

Please choose the sector that is relevant to the organisation that you work at. For example; if you are a childminder or nursery nurse you will need to select 'Early Years and Childcare'. If you work in a school select 'Education Services' If you are a Social Worker select 'Social Family & Voluntary Support Services'.

What happens if I choose the wrong sector when I log in?

If you choose the wrong sector for your organisation when you log in you will not be able to see all of the courses that are relevant for your organisation. Simply click the 'home' button located in the yellow tab bar and select the correct sector for your organisation.

I have forgotten my User Name/Password

Please email: training@achievingforchildren.org.uk and we will re-send your details to your email address.

How do I search for courses?

Please log in and select the relevant sector. There are 3 ways you can search for a course 1) If you know the date of the course you are looking for then please select the date on the event calendar. 2) If you are looking for courses relating to a particular category, for example Health & Safety courses,

then please select the relevant course category 3) If you would like to browse all courses available for your sector or search by using a keyword for the course then select 'Search Events' this is located on the yellow tool bar at the top of the page. If you scroll down within 'search events' you will see a full list of courses available to your sector, these courses are listed in date order. If you know the course title please insert a keyword into the 'keyword box', for example, if you are wanting to book onto Paediatric First Aid please type 'paediatric' into the keyword box and click 'search'. This will show you all of the Paediatric First Aid courses we have to offer. Please note the keyword search is sensitive to spelling.

How do I request a place on a course?

Once you have found the course you would like to attend, select 'request a place' you will find this to the right hand side of the booking. You will need to agree to our terms and condition and then click 'submit'

How do I swap with a colleague?

If you would like to swap your place on a course with a colleague please email: training@achievingforchildren.org.uk

What happens when I have requested a place on a course?

Your booking will then be sent to your manager for their approval before being sent to a member of our team. Once a booking has been confirmed and you have been successful in gaining a place you will be sent a confirmation email.

How do I check the status of my booking?

Once logged in and the relevant sector for your organisation has been selected, select 'My CPD Online', you will find this in the yellow toolbar toward the top of the webpage. Within the 'Events' section select 'Events due to attend and booking status'. This will show you a full list of courses that you have requested a place on, if you look to the right hand side of the booking you will see 'booking status'.

What does un-authorised and un-confirmed mean?

If you have been successful in gaining a place on the course your booking status under 'My CPD online' will say 'Confirmed'. If your booking is 'Un-Authorised' this means that your manager has not yet approved your booking request. If the booking says 'Un-Confirmed' then we, the Children's Workforce Development Team, have not yet approved your booking request.

How do I know if I am going to get charged for a course?

You must be logged in to view the correct fees for your organisation; you will see the correct charges for your organisation at the time of 'requesting a place.' The confirmation e-mail will also re-confirm any costs.

How do I cancel my place on a course?

Once logged in and your sector chosen, select 'My CPD Online' you will find this in the yellow toolbar toward the top of the webpage. Within the 'Events' section select 'Cancel a booking'. Under the course title select 'cancel booking', insert your cancellation reason, agree to our terms and conditions and submit.

What notice period do I have to give to cancel a course free of charge?

To cancel a course free of charge we require at least 5 full working days' notice.

If I am on the waiting list for a course how will I know if I have a place?

You will be emailed with a confirmation email if a place becomes available.

How do I complete my evaluation?

It is important that all training activities are thoroughly evaluated in order to determine their impact, effectiveness and value for money. You will be sent an email once the register has been marked for the training course you recently attended. If you follow the link on the email this will automatically take you to the page where you can complete your evaluation form. Or alternatively, log in to AFC CPD Online, select the relevant sector for your organisation then select 'My CPD Online'. Within the FAQs 4 'Events' section select 'Events Attended'. To enter you feedback select 'enter evaluation' under the relevant course title.

Where is my certificate?

With the exception of a few courses the majority of the training that we provide will ask you to complete an evaluation form before releasing your certificate. Once the evaluation has been submitted you can download your certificate by logging in to AFC CPD Online, selecting the relevant sector for your organisation then 'My CPD Online'. Within the 'Events' section select 'Events Attended'. Under the relevant course title please select 'Download Certificate'. Any course that is accredited by an external provider please be aware that there is likely to be a 2/3 week wait for your certificate to be sent on to us.

How do I pay for chargeable courses?

You or your organisation will be invoiced following the course.

I no longer work at the organisation you have listed for me

Your AFC CPD Online account is your personal training record so you can take your account with you if you get a new job at another organisation, all you will need to do is email us telling us of your leave date and letting us know your new organisation details. Please email: training@achievingforchildren.org.uk with your new details.

How do I find out who the authorising manager is in my organisation?

Please contact training@achievingforchildren.org.uk we will be able to give you the name of the person responsible for approving bookings in your organisation.

Frequently Asked Questions: managers

How do I activate my manager rights on the system?

If you are the CPD bookings manager for your organisation then our team will happily set you up with 'manager's rights'. To request this function please email: training@achievingforchildren.org.uk

I want to book courses for my colleagues

Once you have found the course you would like your colleague to attend please select 'request a place', you will find this to the right hand side of the booking. Then select 'request a place on behalf of a colleague'. If your colleague does not appear in the drop down list then please 'add colleague to CPD online'. Please agree to our terms and conditions and click 'submit'.

When 'requesting a place' my colleagues are not showing in the drop down list, but I know they are on CPD Online

If your colleague does not appear in the drop down list when 'requesting a place on behalf of a colleague' please check that you have selected the correct 'colleague department', this is located in the drop down above 'colleagues name'.

How do I download reports?

To create an attendance report for your setting log in to CPD online, select the relevant sector then select 'My CPD Online', within 'Managers Tools' click 'Colleague Report'. Select the start date and the end date you would like to report on and click 'submit'. If you scroll down you will see the report, you can download this report to excel by clicking 'excel version'.

How do I cancel a place on a course for my colleagues?

To cancel a colleagues booking, please log in, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' you will see 'events colleagues are due to attend' under the course title you will have the option 'cancel booking' please insert a reason and click submit. As long as you provide us with 5 full working days cancellation notice the booking will be cancelled free of charge.

How do I substitute one of my team on to a course someone else was due to attend?

If you would like to swap a colleagues place on a course with a different colleague please email: training@achievingforchildren.org.uk

How do I check the cost of a course?

You must be logged in to view the correct fees for your organisation; you will see the correct charges for your organisation at the time of 'requesting a place.' As a manager you will also receive the

course costs on the email sent to you asking you to approve/deny your colleagues booking. You will also receive a copy of the confirmation e-mail which will re-confirm any costs.

How do I find the courses my colleagues are due to attend?

To check the status of a colleagues booking, please log in, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' you will see 'events colleagues are due to attend', select this, now you will see a list of future events colleagues have requested a place on, to the right hand side will be the status of that booking. If the booking status says 'un-authorised' this means that the manager from your setting (you) have not yet approved the booking. If the status says 'un-confirmed this means that the Children's Workforce Development Team has not yet confirmed the booking. If the status says 'Confirmed' this means your colleague has been successful in gaining a place on the course.

How do I approve/deny a colleagues booking request?

If a colleague from your organisation requests a place on a course through their personal log in you as the manager will be sent an email asking you to approve/deny the booking. You can follow the link on the email to action this request or you can: log in to CPD online, select the relevant sector then select 'My CPD Online', within 'Managers Tools' click 'Unapproved booking requests' to action the booking request tick the box next to the delegate's names, choose the action you would like to take in the drop down list and click 'next'.

How do I pay for a course?

You or your organisation will be invoiced following the course.

I have a query about my colleague's course attendance, who do I contact?

To view courses attended by colleagues, log in to AFC CPD online, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' select 'Events attended by colleagues', if you scroll down you will see a full list of attended courses. Please note; attendance will only be visible once the register for that course has been marked by our admin team. For further queries please email: training@achievingforchildren.org.uk

Can I complete evaluations for colleagues?

No, your colleagues must log in to their personal AFC CPD online account to complete the evaluation for the course that they attended.

Can I print certificates for colleagues?

No, your colleagues must log in to their personal AFC CPD Online account to download their certificates.

Our organisation bought a Service Level Agreement (SLA), how can I check our usage?

Log in to AFC CPD online, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' select ' SLA usage report'. Select the financial period for the SLA and scroll down to view SLA usage.

Why can I not see courses for colleagues?

If you are linked to more than one organisation or department then you will have to 'choose establishment to manage'. You will only be able to view courses for colleagues if you have selected the correct organisation/department. To choose the organisation/department log in to AFC CPD online, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' select 'Choose establishment to manage'. Tick the organisation/department you require and 'save'.

For further information please contact:

Children's Workforce Development Team Achieving for Children

Phone: 020 8831 6353

Email: training@achievingforchildren.org.uk

Web: www.afccpdonline.co.uk

AfC CPD Online FAQs: Version 3 (updated 22 May 2017)