

# Suffolk CPD Online

Your career is our business



## Case Study



Promote, manage, monitor and review Professional Development across the workforce



## Why we rolled out CPD Online across Suffolk Children's workforce

The vision for Suffolk County Council CYP and the Suffolk Children's Trust in 2010 was to bring all professional and Multi-Agency training into one area. Training was previously operated and managed by many back-end databases, spreadsheets and processes and we knew that one system would deliver an improved service to end users and reduced administration/printing costs.

### We needed a system to:

- Provide inclusive access to professionals from Suffolk Police, NHS (Public Health staff), Private and Voluntary Sector organisations (Children's Centres, Care Homes etc) as the system is online and available to all.
- Make a wide range of training accessible to a number of different categories of non-employed individuals (e.g. Foster Carers/Adopters/Parents/Childminders).
- Give Tutors/Course Directors and Administrators the opportunity to manage the courses from wherever they are.
- Give access to comprehensive reporting and an overview of all training records.

CPD Online made this all possible along with efficiency savings and increasing CPD take up across the area. It also made possible Suffolk's vision of Multi Agency/ Integrated team working to best support children and young people as well as vulnerable adults.

CPD Online went live in April 2011 and has grown ever since.

## Who uses Suffolk CPD Online at the current time?

### Suffolk County Council Directorates:

- Children & Young People
  - Schools & FE (7,500 users)
  - Early Years (4,000 users)
  - Social Care (1,700 users)
  - Multi Agency (3,700 users) – including some Police, Health and private/voluntary/independent sector staff.
- Adults and Communities (1,500 users)
- Economy, Skills and Environment

## How the Council manages the system effectively

### CPD Online Steering Group

The Steering Group is made up of Senior Managers representing each channel (Schools & FE/Early Years/Social Care/Adults & Communities/Multi Agency).

The group meets every 2 months to make decisions on developments, issues and queries which have large implications for all channels – for example, updating the site's terms and conditions, design changes and charging policies.

### Channel Leads Group

A group of Channel Leads (one expert from each area) meets every 2 months to share any issues, review new modules/features and to discuss the priorities for the next two months.

### Full time Project Manager

The Project Manager is responsible for implementing, managing and running CPD Online across all directorates and audiences, as well as managing the implementation and development of Suffolk Learning (an educational resources website linked to CPD Online).

The Project Manager creates and delivers presentations to encourage the wide use of the system, to a variety of audiences (from Senior Managers in all directorates and externally, as well as administrative staff).

The Project Manager works closely with each of the Channel Leads who look after the day to day management of training. The brief includes facilitation of any future developments (e.g. organising demonstrations of new modules for Senior Managers, discussing exact requirements and progressing implementation as required), managing the Steering Group and Channel Leads groups, initiating any system developments which would solve operational issues, acceptance testing, collating any issues/queries to report and training a wide range of staff who administer the system.

“ I have worked with a number of IT providers over the past 20 or more years, and WebBased is definitely the best and most responsive to our needs. ” Karen Bainbridge, Suffolk County Council - CPD Online Project Manager

## Benefits for Users

### End users

- Intuitive and easy to use – available 24/7
- Registration is quick and easy. Information is then attached to every booking (e.g. dietary requirements)
- Quick course booking
- Terms and conditions are visible
- Cancelling is easy and includes a reminder of the price for late cancellation, depending on the particular channel's terms and conditions
- News pages for each channels target audience (Schools/Early Years/Multi Agency/Social Care/Adults & Communities) to keep everyone up to date on current training topics
- A single place for all organisations to access training
- Electronic personal development records for individuals
- Expertise Directory helps schools find the professional support they need
- Certificates available for users to download once evaluations are completed

### Administrators

- 2,600 courses annually with almost 30,000 separate bookings handled by a small team of administrators
- All information is in one place and kept up to date
- Easier, more flexible searching
- Transparent authorisation and confirmation process
- Audit log for all activities which can be monitored
- Easy communication with delegates via email
- Flyers are automatically produced from a suite of approved designs
- Individuals and CPD Leaders can view history of course attendance and future courses booked
- Flexible, on demand reports to cover all eventualities
- Schools can use CPD Online to advertise and manage their own School to School training
- Newly divested services (such as Libraries and School Swimming) can also use the system to manage their own training
- Comprehensive finance module- finance reports can be run off the system
- No more disputed cancellation charges

## How CPD Online was rolled out to end users



- Communication plan was created and distributed
- Time slots for the Head of CYP Workforce Development were arranged to inform Directors and Assistant Directors at their scheduled monthly meetings
- Suffolk CPD Online Project Manager joined teachers' CPD Leader meetings to present CPD Online and answer any queries
- The Project Manager attended a range of different regular managers' meetings in Adults & Communities to present and talk about CPD Online
- Leaflets about the system were designed and sent out with payslips to all teachers
- Bite size information in a PowerPoint was distributed as part of regular staff meetings
- Articles were made available on the Council's intranet about the system
- E-mails were sent to staff leading up to the roll out
- A series of hands-on training courses for administrators were run
- Posters of courses were sent each term to schools which included the web address for CPD Online
- Training for Business Support Managers was provided by Channel Leads, so they could look after enquiries
- Contact details for each channel were included on the front page of the website – phone lines were staffed on a rota basis to ensure full support for users

“ Suffolk Learning and Improvement Service is building on the success of CPD Online by working closely with WebBased to extend learning opportunities to schools through a new Suffolk Learning website.”

## New modules/plans

CPD Online offers many modules which can be tailored to meet our needs – we are excited about new development and module opportunities going forward where it solves a problem, improves a business process, reduces costs or improves services to our users. See some of our roadmap items below:

- Printed Directories (updated automatically overnight)
- Text messaging for urgent messages (e.g. winter weather cancellations)
- Mobile App
- Online payment system



## Some stats!

Since 2011 the number of visits, visitors and page views has more than doubled!

	2011	2012
Visits	67,908	148,615
Unique visitors	30,119	64,904
Pages viewed	1,178,625	2,034,503
Courses advertised	1,460	2,670

Visit Suffolk CPD Online – [www.suffolkcpd.co.uk](http://www.suffolkcpd.co.uk)

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