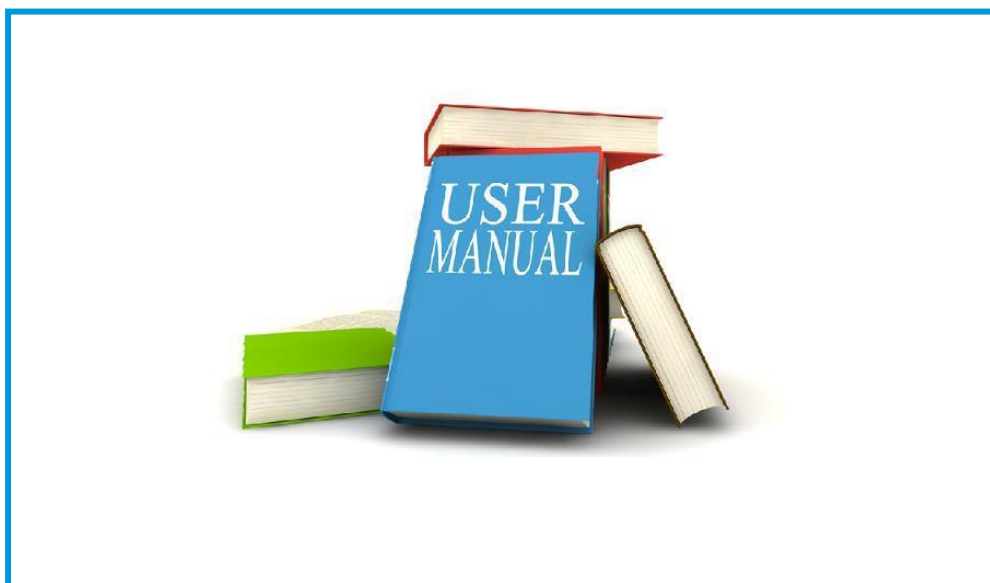




West Sussex Learning and Development Gateway



User Guide

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THE WEST SUSSEX LEARNING AND DEVELOPMENT GATEWAY

INFocus

The West Sussex Learning and Development Gateway has been designed as a one stop shop for all your learning and development needs. It allows you to search for, and book online, a range of learning opportunities, and will help support your continuing professional development and training needs.

Currently all courses provided by Corporate Learning and Development and Adult's and Children's services have been moved across to the gateway, with further courses from other areas being added over the next few months.

In this booklet we'll explore the Gateway so that you will be able to find a learning opportunity, book on it and navigate freely around your personal area of the site.

In this booklet we will show you how to:

- ✓ navigate the gateway
- ✓ request a user account
- ✓ manage your account
- ✓ search for an event
- ✓ make a booking
- ✓ save an event
- ✓ view events due to attend
- ✓ view events attended
- ✓ cancel a booking
- ✓ add external learning events

ACCESSING THE GATEWAY

The West Sussex Learning and Development Gateway is available on the Internet. This means that as well as accessing it via the Intranet you can access it on any computer that has an

Internet connection. You can also access the site via your Internet connected mobile phone or tablet pc (such as an ipad)

Try This Yourself:

- 1** From the Intranet home page, under **Working for WSCC** click **Learning and Development**
- 2** Click on **Learning opportunities** followed by **Learning and Development Gateway**
- 3** Click on **Access the West Sussex Learning and Development Gateway**

You will now be at the Learning and Development Gateway home page

Alternatively

- 4** In your Internet Browsers address bar type

<http://westsussexcpd.co.uk>

- 5** Press **Enter**

You will now be at the Learning and Development Gateway home page

The screenshot shows the website interface with four numbered steps indicating the navigation path:

- 1** Working for WSCC >> Jobs | Employment support | Learning and development | Quick guides | Equality and diversity | 360° of sustainability | New starters | The Way We Work More...
- 2** Learning opportunities >> Here you can find details of all the training courses available and instructions on how to book them. Courses available include personal development, IT courses and the European Computer Driving Licence.
- 3** Access the West Sussex Learning and Development Gateway
- 4** Address <http://www.westsussexcpd.co.uk/cpd/>

The main website content includes the West Sussex County Council logo, a navigation menu (Home, Advanced Search, Contact Us), a 'Welcome to West Sussex Learning and Development Gateway' message, a 'Logon' section, 'Latest News', and a 'Calendar' for January 2012.

For Your Reference...

You can also access the Gateway from the Intranet home page by

1. Clicking **Training Courses** under **Book** on the left hand side
2. Clicking topics on the **Learning Opportunities** page

Handy to Know...

The Learning and Development Gateway is compatible with all browsers

REQUEST A USER ACCOUNT

If you are new to using the Gateway you will need an account before you can book a learning opportunity.

There are two ways to get an account. If you're a West Sussex County Council

member of staff you will already have one. If you're an external user you'll need to request an account.

Try This Yourself:

Before trying this ensure that the Gateway home page is on screen

For WSCC Staff members

- 1** Click **Forgotten Password** under **Login**

- 2** Enter your email address

- 3** Click **Enter**

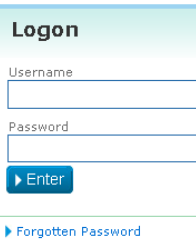
Your password will be emailed to you

For external users

- 4** On the Gateway home page click **General Enquiry & New User Request**

- 5** Fill in the onscreen form, making sure that you click **I would like a user account** and the extra fields that appear

- 6** Click **Send**



Login

Username

Password

[Forgotten Password](#)

Forgotten Password

▶ Thank you. Your account details have been emailed to xxxx.xxx@westsussex.gov.uk

▶ [Click here to log in](#)



About West Sussex

- ▶ Learning & Development Gateway
- ▶ Contact Us
- ▶ General Enquiry & New User Request
- ▶ Event Catalogue

5 I would like a user account ☐

For Your Reference...

You can contact us for help any time you are using the Gateway by:

1. Clicking **Contact Us** on the shortcut bar
2. Calling Learning and development Admin on 01243 756834

Handy to Know...

- If you're an external user your account will need to be verified before you are given access. This will take working days.

MANAGING YOUR ACCOUNT

Once you have logged in to the Gateway you have access to an area where you can manage all your personal preferences. These include: changing your password,

updating your contact details, your equal opportunity responses and whether you want to receive email updates about areas that interest you.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1 To access your account settings click **My Learning** on the shortcut bar

You can now change your:

- 2 **Username and password** (ensure you choose a memorable combination. If you forget them they will need to be reset)

- 3 **Contact details** (here you can add dietary and/or any other special requirements such as access needs)

- 4 If you would like to receive emails telling you when new events in your subject of interest are added to the Gateway click **update your email alerts**

- 5 Tick the subject/s and/or target audiences then click **Activate event alerts by email**

- 6 Before booking on your first course you will need to **update your equal opportunity responses**

The screenshot shows the 'My Learning' section of the Gateway. A red line connects the 'My Learning' link in the top navigation bar to step 1. Step 2 points to the 'change username & password' link. Step 3 points to the 'change contact details' link. Step 4 points to the 'update your email alerts' link. Step 5 points to the 'Activate event alerts by email' checkbox. Step 6 points to the 'update your equal opportunity responses' link.

1 Home My Learning Advanced Search Admin Event Admin Reports Documents Contact Us Log Out

2 change username & password

3 change contact details

4 update your email alerts

Subjects

☐ Assessment

☐ Child Protection and Safeguarding

☐ Coaching and mentoring

☐ Communication and Writing Skills

☐ Day Services

☐ Disability

5 Activate event alerts by email ☐

6 update your equal opportunity responses

Ethnic Origin:
I would describe my ethnic origin as (please select ONE from the following groups):

White:

☒ White Ethnic Origins

☐ British

☐ Irish

☐ Any other white background (please specify):

Mixed:

☐ Mixed Ethnic Origins

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Any other mixed background (please specify):

For Your Reference...

1. Any fields in these areas marked with a red asterisk (*) must be filled in
2. If you receive too many email notifications you can always turn them off again

Handy to Know...

- If you make a mistake when filling in the forms, click **cancel** to come out without saving the changes

THE EVENT CATALOGUE

There are many ways to search for events within the Gateway. You can even search for events before logging in.

The Event Catalogue allows you to list events by subject or key area so you can easily see the dates of when the event you are interested in is coming up.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway (but remember you don't have to be)

- 1 On the Gateway home page click **Event Catalogue**

You can now display the events list in 2 different ways:

- 2 Click on **Display Events by Subject**

This displays a list of subjects with the number of events available

- 3 Clicking on the subject of interest will show all events with date, venue and location

Click the event title

Alternatively:

- 4 Click on **Display Events by Key Area**

This displays a list of key areas with the number of events available

- 5 Clicking on the key area will show all events with date and venue

Click the event title

1 On the Gateway home page click **Event Catalogue**

2 Click on **Display Events by Subject**

3 Clicking on the subject of interest will show all events with date, venue and location

4 Click on **Display Events by Key Area**

5 Clicking on the key area will show all events with date and venue

Click the event title

For Your Reference...

1. You can print out the event list by clicking **Printer Friendly**
2. You can save the event list as an Excel file by clicking **Excel Version**

Handy to Know...

- The event lists are displayed in date order. If you want to put the lists into alphabetical order of events you will need to open them as Excel files and sort there

SEARCHING FOR EVENTS

If you want to attend an event but you're not sure of the name of it you can use the **Search** facility to find it.

You can also quickly display a list of events running today.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway (but remember you don't have to be)

- 1** On the Gateway home page, in the **Search Events** area enter the words you are searching for in the **Keyword** box
- 2** Click the drop down arrow to narrow down results to a specific area (or leave **All Events** displayed if you are unsure which option to choose)
- 3** Click **Search**
- 4** Your search results will now appear
The word/s you searched for will be highlighted in yellow (be aware that when searching it will look for your words in the event title and the event overview)
- 5** The results box shows the number of results found
- 6** It also shows how many pages of results there are
- 7** To display the event click **Full details**

Search Events

Keyword

All Events ▼

Search

Today's Events

Development Opportunities

Keyword Event Code

Starts during or after Event type

Subject Key Area

Target Audience

Search

35 results found. 1 2 3 4

Telephone Customer Service Skills

Overview This interactive workshop aims to enable participants to develop and enhance their telephone **customer service** skills. It will introduce you to the core skills that underpin effective communication using the telephone, namely attentive listening and skilled questioning. It will help to improve confidence when dealing with internal and external **customers**. **Who should attend?** This course is aimed at anyone who provides telephone **customer service** and who needs to enhance their basic communication skills.

Event closed

Full details

For Your Reference...

1. When searching, the search box is not case sensitive. This means that Customer, CUSTOMER, customer, CUSTOMER all return the same results
2. When looking for results, the Gateway will match any word you enter in the search box so you may need to scroll through a few pages to find your result

Handy to Know...

- To find out what training events are available on the current day, click on **Today's Events** in the main search box

ADVANCED SEARCHING

You may find that when you use the standard search feature the Gateway returns too many results for you to look through.

Alternatively you may be interested in a particular area, type of event, subject or even be part of a particular audience. If so, advanced searches will help you find this information quicker.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway (but remember you don't have to be)

- 1** Click **Advanced Search** on the shortcut bar
- The **Advanced Search** options will now appear*
- 2** Click the selection arrow to see the list of **Event Types**
- 3** Click the selection arrow to see the list of **Subject Areas**
- 4** Click the selection arrow to see the list of **Key Areas**
- 5** Click the selection arrow to see the list of **Target Audiences**
- 6** Once you have made your selection/s click the **Search** button
- Your search results will now appear*
- 7** The results box shows the number of results found
- 8** It also shows how many pages of results there are
- 9** To display the event click **Full details**

For Your Reference...

3. The more selections you make, the better your chance of narrowing down the search results
4. If you're not too sure where your event lies try each option separately

Handy to Know...

- The **Key Areas** list features the same areas as the boxes on the Gateway home page. You may find it easier to click on those boxes first before using the Advanced Search options

SEARCHING BY DATE

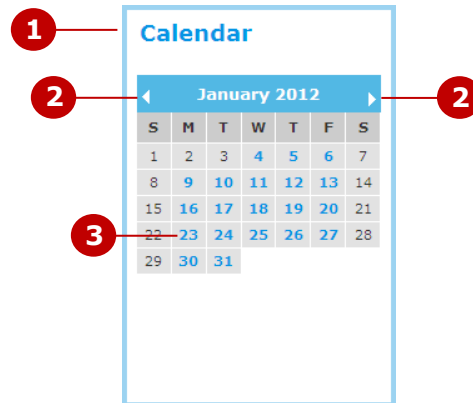
The gateway also has the option of searching for events by date. This is very useful if you know you have dates available for training and want to see what

events are happening on those dates. Also if you have an event booked it's a great way to easily find the event.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway (but remember you don't have to be)

- 1** On the Gateway home page, the calendar appears on the right hand side
- 2** Clicking on the white arrows to the left and right of the month will take you a month in that direction
- 3** In the date area, if a number appears in blue it indicates that there are events on that date. Clicking the date will take you to that list of events
*A quicker way to jump forward several months is to use the date option in the **Advanced Search** area (see previous topic **Advanced Searching** for how to access the advanced search options)*
- 4** Click the selection arrow to see the list of months available to view
- 5** Click the month you are interested in. All events running that month will now be displayed



Development Opportunities

Keyword Event Code

Starts during or after **4** Event type

Subject Key Area

Target Audience



For Your Reference...

1. The list of months available to view will contain 3 years worth of dates, the current year, the last year and the next year

Handy to Know...

- For a quick way to find out what training events are available on the current day, click on **Today's Events** in the main search box

MAKING A BOOKING

The Gateway makes booking on a training event quick and simple. Before, when you booked on a training event, you had to fill in an application form for each event. Now

the Gateway will use the information you fill in to the **My Learning** area to populate the form for you (see the topic **Managing your account**).

Try This Yourself:

Although you can start this process before being logged into the Gateway it is easier to log in first

- 1** Start by finding the event you want to book onto
- 2** Click on the **Request a place** icon
*The **Request a Place** form will now appear pre-populated with the information from your **Managing your account** area*
- 3** Add any further requirements or notes into the **Booking Requirements** box
- 4** Read the **Terms and Conditions** by clicking the link (this will open the terms and conditions in a new window)
- 5** Once you have read the terms and conditions click the agreement box
- 6** Click the **Submit** button
- 7** Your request has now been sent. Please note that you won't be booked on an event until your manager authorises your request

View Details

Cost Audience Trainers Venue

2 Request a place Full details Print event Save event Event list

Write it Right

Event Code CO 11/382

Event Type(s) Course / Workshop

Event Description **Overview**
This interactive workshop aims to enable you to develop and enhance your writing communication skills. It will introduce you to the principles of plain English and the essential skills needed to produce written work that is easily understood, accessible and meets corporate standards.

Request a Place

Home Request a place

Request a place Full details Print event Save event Event list

Complete the form below to request a place on the event

| | |
|----------------------|--|
| Event Title | Write it Right (CO 11/382) |
| Venue | County Hall North, Chart Way, Horsham, , , RH12 1XA Map |
| Start time and date | 09:30 - 16:30 Wednesday 25 January 2012 |
| Your name | Tommy Bye |
| Your email address | tommy.bye@westsussex.gov.uk |
| Your Establishment | Learning & Development - L&D Operations Team |
| Cost | £0 |
| Funding option | |
| Booking Requirements | Dietary and other requirements can be updated through My Learning. If you have any requirements or notes to add specific to this booking please complete the 'Booking Requirements' field below. (Please leave blank if not applicable) |

3

☐ I have read and agree to the terms and conditions | [Terms and Conditions](#) **4**

5

6 Submit Cancel

Request a Place

Home Request a place

Request a place Full details Print event Save event Event list

Your request reference number is: BRCPD/19162

Thank you for booking your training with West Sussex Learning and Development Gateway. A confirmation email will be sent to you if a place is available and your request is approved.

IMPORTANT - Please note: you will not be allocated a place on this course, or the reserve list, without your Line Manager's authorisation

Request another place on Write it Right

Back to event list

For Your Reference...

1. You will only receive a confirmation email if a place is available and your manager has approved your request

Handy to Know...

- If there are no places available on the event you are requesting you will be placed on the reserve list
- Once your manager has approved your request you will receive an email
- You are not booked on an event until you receive an email confirming a place

SAVING EVENTS

As you begin to use the Gateway more, you may come across courses of interest that you didn't know were available in

West Sussex. You can save these courses to your **My Learning** area to explore in more depth at a later date.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1** Start by finding an event you are interested in
- 2** Click on the **Save event** icon
*A message box will now appear confirming your event has been saved. Click **OK***
- 3** To view your saved events click on **My Learning**
- 4** Click on the **saved events** icon
- 5** You will now see a complete list of all your saved events
- 6** To delete a saved event click **Remove from saved events**
- 7** *A message box will now appear asking for confirmation of removal. Click **OK***
- 8** Your saved event will now be removed

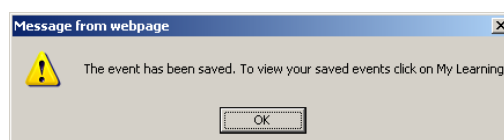
Common Assessment Framework

Integrated tools such as the Common Assessment Framework (CAF), Team around the Child, Lead Professional role, are central in how we work together to support vulnerable families at an earlier stage. This course is designed to enable those working with children and families to use the Common Assessment Framework effectively within their work place to ensure that the assessment and analysis are transferred into robust plans and improved outcomes for children, young people and their families. You will be part of a mixed multi agency group where networking and relationship building will be enco ...

Course Code: CH 12/059

| Session | Session Date | Session Time | Session Venue | Room Name | Map |
|-----------|----------------------------|---------------|---------------|-----------|---------------------|
| Session 1 | Wednesday 22 February 2012 | 09:30 - 15:30 | Edes House | TBA | Map |

2



Home **My Learning** Advanced Search Admin Event Admin Reports Documents Contact Us Log Out

3

My Learning - Events

events due to attend and booking status cancel a booking events attended **saved events**

4

Saved Events

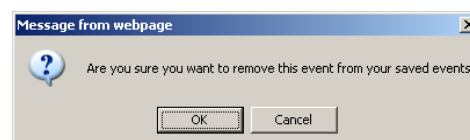
You have saved the following events
3 events found

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Staff Selection and Interviewing
Date and time: Tuesday 17 January 2012 09:30 - 16:30
Willow Park, 4B Terminus Road, PO19 8ER | Map | Show details | Remove from saved events | Code: CO 12/018

Common Assessment Framework
Date and time: Wednesday 22 February 2012 09:30 - 15:30
Edes House, Edes House, PO19 1RG | Map | Show details | Request a place | Remove from saved events | **6** Code: CH 12/059

Communicating Differently
Date and time: Thursday 8 March 2012 09:30 - 16:30
County Hall North, Chart Way, RH12 1XA | Map | Show details | Request a place | Remove from saved events | Code: CO 12/009



For Your Reference...

1. All saved events will remain in your saved events area until you remove them

Handy to Know...

- If the event is not full or closed you can request a place from your saved events area

VIEWING YOUR EVENTS

As you begin to use the Gateway more you will want to keep track of events you are booked on and events you have attended. This is very useful for PDR or supervision discussions with your manager or just for

keeping your Continuing Professional Development (CPD) records up to date. The Gateway makes finding out this information easy.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1** To view your events click on **My Learning**
- 2** To see what events you have got coming up click **events due to attend and booking status**
- 3** Your list of upcoming events will now appear along with the **Booking status**
Alternatively
- 4** To see what events you have attended click **events attended**
- 5** Your list of attended events will now appear

The screenshot displays the 'My Learning - Events' interface. At the top, a navigation bar contains links: Home, My Learning, Advanced Search, Admin, Event Admin, Reports, Documents, Contact Us, and Log Out. Below this, the 'My Learning - Events' section features four tabs: 'events due to attend and booking status', 'cancel a booking', 'events attended', and 'saved events'. The first tab is active, showing a list of events. The first event listed is 'Write it Right' with details: Date and time: Wednesday 25 January 2012 09:30 - 16:30, Location: County Hall North, Chart Way, RH12 1XA, and Booking status: Confirmed. The second tab, 'events attended', is also shown, displaying a list of attended events. The first event listed is 'Substance Misuse Awareness' with details: Date and time: Tuesday 27 September 2011 09:30 - 16:30, Location: Field Place, The Boulevard, BN13 1NP, and Booking status: Confirmed.

For Your Reference...

1. All events you attend will stay in your events attended area for the lifetime of the Gateway
2. In time all events attended before the Gateway was launched will be added too

Handy to Know...

- If you have completed the evaluation form for the event you attended you will be able to download your **Attendance Certificate** from the events attended area

CANCELLING EVENTS

When you have booked on an event you may find that you need to cancel it for some reason. Once again the Gateway has made this a very simple process.

Please note: Please be sure to read the course terms and conditions before cancelling as there may be a charge involved if it is short notice.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

1 To cancel an event click on **My Learning**

2 Click on **cancel a booking**

Your list of upcoming events will now appear

3 Click on **Cancel booking**

4 Complete the **Reason for Cancellation** box

5 Enter the 2 words into the **reCAPTCHA** box (this is a security measure, the words must be entered in the same case as they appear). If you have any problems with this step please contact Learning and Development for help.

6 Read the **Cancellation Policy** by clicking the link (this will open the cancellation policy in a new window)

7 Once you have read the cancellation policy click the agreement box

8 Click **Send**

The screenshot shows the 'My Learning - Events' section with a navigation bar at the top. Step 1 points to 'My Learning' in the navigation bar. Step 2 points to 'cancel a booking' in the 'My Learning - Events' section. Step 3 points to the 'Cancel booking' button. Step 4 points to the 'Reason for Cancellation' text area. Step 5 points to the reCAPTCHA box. Step 6 points to the 'Cancellation Policy' link. Step 7 points to the 'I have read and agree to the cancellation policy' checkbox. Step 8 points to the 'Send' button.

For Your Reference...

1. Your event will still appear in the **events due to attend and booking status list** until the cancellation has been confirmed

Handy to Know...

- Have you considered offering the place to a colleague instead of cancelling?

ADD EXTERNAL LEARNING EVENTS

The Gateway records West Sussex learning events. What happens if you attend an event that is external? Or read a journal or book relevant to your work? Or attend an

online event? You can record all these different types of events within your **My Learning** area.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1** To record an external learning event click on **My Learning**
- 2** Click on **my cpd**
- 3** Click **Other Ways of Learning**
- 4** To add new learning click **Add Other Learning Opportunity**
- 5** Click the drop down arrow and select the learning activity you have carried out
- 6** Complete the rest of the form with the relevant information
- 7** Click **Add**

*A message appears saying **You have successfully added a new learning opportunity***

*Click **Back to other Learning Opportunities***

Your learning will now be added

The screenshot shows the 'My CPD' section of the Gateway. The top navigation bar includes 'Home', 'My Learning', 'Advanced Search', 'Admin', 'Event Admin', 'Reports', 'Documents', 'Contact Us', and 'Log Out'. The 'My CPD' section has a sub-navigation bar with 'Basic Details', 'Employment History', 'Qualifications', 'Training History', 'Other Ways of Learning', 'Professional Membership', 'Performance Review', 'Training Needs Identified', and 'Download My CPD'. The 'Other Ways of Learning' section is active, showing a list of learning opportunities. The 'Add Other Learning Opportunity' button is highlighted. The form for adding a new opportunity is shown, with fields for 'Select Learning Activity', 'Main Learning Points', 'Cost', and 'Date'. The 'Add' button is at the bottom left of the form. A success message is displayed at the bottom right: 'You have successfully added a new learning opportunity. Back to Other Learning Opportunities'.

For Your Reference...

1. All events you add will stay in your **Other Ways of Learning** area for the lifetime of the Gateway

Handy to Know...

- If your event has no cost involved, for example, reading a book, enter £0 in the cost box
- You can edit or delete these external events at any time

COMPLETING AN EVALUATION FORM

After you have attended an event you will be sent an email with a link asking you to complete an evaluation form. Once the form is completed you will be able to

download an attendance certificate. If you have inadvertently deleted the email the you can follow these steps to complete the evaluation.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1** To see events you have attended click on **My Learning**
- 2** Click on **add event**

The Add CPD Event/Activity form will appear
- 3** Complete all the fields on the form. The fields with red asterisks (*) indicate that they must be completed.
- 4** Click the **Save** button
- 5** Your event is now recorded in your **Other Events/Activities** area
- 6** To view your other events click **view other events**

All external learning events entered by you will now appear

The screenshot shows the 'My Learning' section of the Gateway. A red circle with the number 1 points to the 'My Learning' tab in the top navigation bar. Below this, the 'My Learning - Events' section contains four buttons: 'events due to attend and booking status', 'cancel a booking', 'events attended', and 'saved events'. A red circle with the number 2 points to the 'saved events' button. Below this is the 'Add CPD Event / Activity' form. A red circle with the number 3 points to the 'Title of Event / Activity' field. A red circle with the number 4 points to the 'Save' button at the bottom of the form. Below the form is the 'Other CPD Events' section, which contains two buttons: 'view other events' and 'add event'. A red circle with the number 5 points to the 'view other events' button. Below this is the 'Other Events / Activities' section, which displays a list of events. A red circle with the number 6 points to the 'view other events' button in the 'Other CPD Events' section.

For Your Reference...

2. All events you add will stay in your **Other Events/Activities** area for the lifetime of the Gateway

Handy to Know...

- If your event has no cost involved, for example, reading a book, enter £0 in the cost box
- You can edit or delete these external events at any time

CONCLUDING REMARKS

Congratulations!

You have now completed the **West Sussex Learning and Development Gateway** booklet. This booklet was designed to get you to the point where you can competently perform a variety of operations as outlined in the task list on page 3.

We have tried to build up your skills and knowledge by having you work through specific tasks. The step by step approach will serve as a reference for you when you need to repeat a task.

Where To From Here...

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the Gateway's features. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it - small is a good way to start.
- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go - these step-by-step notes were designed to help you in the work place!

Here are a few techniques and strategies that we've found handy for learning more about using the Gateway:

- add all and any external learning that you do: magazine/journal articles, books, dvds, podcasts, webinars. They all count
- take an interest in what your work colleagues have done and how they did it – you can certainly learn from the techniques of others
- finally, don't forget to contact Learning and development Admin on **01243 756834**