Education Academy Course Booking System

Basic User Guide and FAQ's

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Users – staff and students

The new booking system is designed to be a self-service portal for staff to browse, book and manage their own bookings The system makes it easier to cancel and to view bookings.

- You will need to have a Profile ID and this Profile ID to be registered to your NHS email address.
- This is to ensure that only Barts Health staff and students can book on for our training.

Confirmation e-mails

Once you have booked on for a course or programme you will receive a confirmation email confirming the details of your booking. The conformation email will be sent to the same email address as is registered to your Profile ID. The conformation email will contain:

     Course Title:
     Event:
     Site:
     Location:
     Date:
     Time:

Your line manager/PDN will also get an email notification with the same details letting them know you have booked the training.

Calendar invites

Your booking confirmation email will contain an ICS file (calendar invite), to help remind you of your upcoming booking and to make sure the time has been blocked out in your calendar.

You must manually accept it to make sure it gets added on to your Outlook calendar.
Declining a calendar invite will not cancel your booking.

Cancellation

If you can no longer make the booking its important to cancel your place to make sure others can get the chance to attend instead. You can cancel your place from the confirmation email by clicking on the cancellation link:

If you need to cancel this booking, please click HERE.

Alternatively, you can go to "Manage Booking" on the booking system, log in with your NHS email address and Profile ID, and it will let you manage your bookings.

Your line manager/PDN can also cancel your booking from the confirmation email they get when you make your booking.

Once your booking has been cancelled, you and your Line manager/PDN will get a cancellation email confirming the cancellation. The calendar invite will have to be deleted or declined manually from your outlook calendar.

Reserve list

If a course is fully booked but you are still interested in attending, there is an option to sign up for the reserve list. The reserve list doesn't guarantee you a place but means you will be in line if someone can no longer make the booking and cancels.

If someone cancels and you are next in line, you will be sent a conformation email to confirm the details. If the course closes for booking and you are still on the waiting list, you will be sent an email to let you know that you have not made it on to the course or programme.

Attendance

In order for your attendance and training history to be recorded accurately you must have CATQR downloaded on your mobile device in advance of your training session. You will need to log in with your NHS email address and Profile ID on the CATQR app and use the app to scan the code for the session to mark yourself as attended.

If you did not scan the CATQR code or alert the trainer to the fact that you do not have the CATQR app to enable them to record your attendance, you will be marked as a Did Not Attend (DNA).

DNA E-mail

If you do not attend the training you were booked on for and did not cancel it, an e-mail will be sent to your line manager/PDN to advise them.

It's therefore really important to:

- Make sure you have scan the CATQR code, to avoid being marked as a DNA for something you attend.
- Make sure you cancel the booking if you know you will no longer be able to attend.

To book on and navigating the Course Booking System
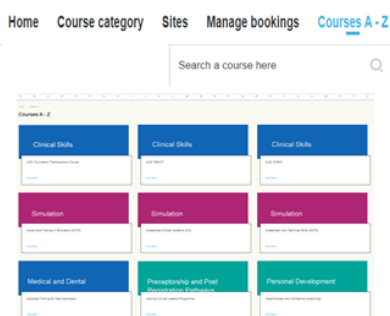
Go to Booking.bartshealth.nhs.uk

NHS Barts Health NHS Trust

To book on...

1. From the home page you can browse and search for courses and programmes offered across Barts.

2. You can search by Category, Site, A - Z or by the search function.
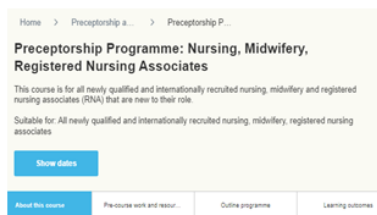

3. Or you can search and filter to find what you are looking for.

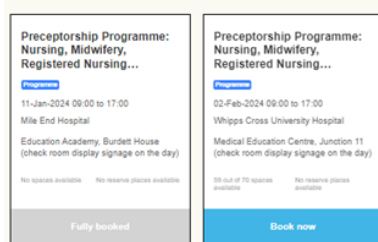**4.** Once you have found the course or programme you are looking for or are interested in.

**5.** Click on it to get more information and see the dates and availability

Preceptorship Programme: Nursing, Midwifery, Registered Nursing Associates

This course is for all newly qualified and internationally recruited nursing, midwifery and registered nursing associates (RNA) that are new to their role.

Suitable for: All newly qualified and internationally recruited nursing, midwifery, registered nursing associates

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6. Pick the date you want to book by clicking **Book now.**

Any additional dates or location will appear for you to see.

7. To book on you will need your **Profile ID** and **NHS email address.**
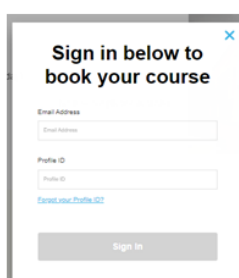
8. If you don't have a Profile ID you will need to create one first or if you have a Profile ID but its not yet registered to your NHS email address you will need to update it first on learning.bartshealth.nhs.uk

10. Fill in all the requested information and confirm your booking.

An email will be sent immediately to you and your manager with the course details and a calendar invite.
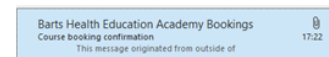
11. If you need to check or cancel a booking you can do so on Manage bookings.

Log in with your NHS email and Profile ID to see all your upcoming booking or to cancel.

You are now all booked on!

Trainers and course owners

Using the course booking system to display and host your courses, allows the following functionality:

- A single platform to display you course and information.
- A self-service portal for staff to book on, view their booked courses and cancel bookings.
- Waiting list/Reserve List to maximise capacity.
- Manager notification emails and ability to self-cancel.
- Outlook calendar invites attached to confirmation e-mails.
- Ability to notify staff quickly about changes.
- Option to send out emails from the system to staff booked on.
- Capacity reports and booked on list on request from centre co-ordinators
- Automatic attendance and accessibility requirement lists automatically sent to the trainer.
- CATQR code to record your training and attendance.
- DNA reports for anyone not attending/not scanning the CATQR.
- Automated email notifying the line manager if a staff member does not attend.

Set up

To set up a new course on the course booking system, you will have to fill in a digital request form. The link for this can be obtained from the Centre co-ordinators.
A notification will be sent once the form has been submitted to the Course Booking Super User and they will set it up for you.
Once everything has gone through approval and is checked, the dates will be set up.
Once the dates are set up, staff can start booking on.

Changing Info and cancelling

If any information needs to be changed in terms of the overall course description notify the Super User and they will be able to change it.

If there is a date, venue, time, or trainer change, notify one of the Education Academy centre co-ordinators and they will be able to change it for you. The system will then automatically notify everyone booked on.

To cancel a single staff member, encourage them to do it themselves by going to Manage Booking or go back to the original booking confirmation email and cancel from there.

If a trainer needs to whole cancel a session, the trainer needs to notify the centre co-ordinators ASAP so the centre co-ordinators can cancel all the bookings and remove the session.

If it's a last-minute cancellation and the bookings have closed for the system, the trainer needs to leave a written reason, apology and a contact email for the centre coordinators to send out and for staff to contact as it will affect their clinical rota and study leave.

CATQR and DNA

When a course is set up on the booking system, it will at the same time automatically create the CATQR for the trainer.

The CATQR code for the course will be generated when the bookings close and staff can no longer book on through the front end.

The final attendance list will be generated and accessible through CATQR Admin access to the trainer/s. This will have a list of everyone currently booked on and who you are expecting for training.

On the day of the training, staff will be able to scan in to mark they have attended. Once the training is over, two hours after the training has finished, an automatic class register will be sent to the trainer of anyone that has attended, anyone that was booked on and those that did not attend.

Anyone booked on and not scanning the CATQR code or manually added on will be marked as DNA and an automatic email will be sent 24 hours after the session finish to their line manager informing them of the DNA.

Capacity Report

The capacity reports will be sent out at pre-set intervals to the trainers.
It will send out two weeks before the training day and once the event closes for bookings.

The capacity report has two tabs, one containing an overview of numbers of who many are booked and contain a second tab with a detailed list of the students booked on. The student list contains: Name, accessibility requirement (Yes/No), email address, manager email, department, position title, home hospital site, status (booked/ reserve list).

The capacity reports are to give course organisers an overview regarding booking numbers, to know if they need to do anymore comms about the course or if the training has such a low capacity that they need to cancel it.

Checking numbers and requesting attendance lists

To check to see how many are booked on for a course, please check the front end of the system where spaces are displayed.

If you need an attendance list with the names of staff booked on, to be able to e-mail, remind of pre course learning or to check if there any accessibility requirements, please contact your centre co-ordinator or wait for the capacity report.

To request a student list let the centre coordinators know which date and course you are after, and they will email it back to you.
Any additional request outside the capacity report intervals will have to be requested from your centre coordinators each time.

E-mailing candidates

It's the trainer's responsibility to make sure to request from the centre coordinator the e-mail addresses of everyone booked on to email out any information to the staff booked on or has provided all the information to the centre coordinators in good enough time (5 days beforehand minimum) to email out through the system.

If the courses are virtual or over MS Teams, it's the trainer's responsibility to provide the Teams link for staff to join for the course.

Reserve List

The reserve list or waiting list is for staff to be able to sign up even if a course is fully booked.

If someone that is booked on cancels their place, then a staff member on the reserve list will be added. They will receive a confirmation e-mail saying that they have successfully made the course.

Once the course has closed, anyone on the reserve list will receive an e-mail saying that, sadly they did not make the booking this time and to re-book and be marked on the capacity report as cancel but without a time stamp.

Backend bookings and group bookings

The centre co-ordinators are able to book on staff to a course through the back end and to do group bookings.

If the booking has closed on the front end of the booking system, the centre coordinators can still book through the back end to the booking system up until 24 hours before the course is due to take place.

For group bookings they need to be sent to the centre co-ordinators in an organised manor with first name, last name and NHS email address as a minimum.

Late bookings and walk-ins

Bookings can be made up until one day before the course on the back end. If there's anyone that hasn't been able to book on, they can still attend the training with the trainer's permission. The staff attendance will still be recorded as they are scanning in using the CATQR for the course.

Contact information

Contact info for you closest Education Academy centre coordinator team

MEH:	l.development@nhs.net
	jackson.aloysius@nhs.net / u.syed@nhs.net
NUH:	nuhlearnindevelopmnt.bartshealth@nhs.net
	richard.davis2@nhs.net / kadian.moses1@nhs.net
RLH/SBH:	rlhlearninganddevelopment@nhs.net
	sanur.ali@nhs.net / tawhid.islam@nhs.net / abir.hassan@nhs.net
WXH:	wxhlearningdevelopm.bartshealth@nhs.net
	janet.conway4@nhs.net / michal.kreft@nhs.net / helen.green55@nhs.net

Or

CATQR: bartshealth.catqr@nhs.net
        rebecca.forsberg@nhs.net

Frequently Asked Questions

Q. I need to change the date of my course?
A. Look at "Changing info and cancelling" above.

Q. I want to see how many that are booked on?
A. Check the front end of the Booking system to see.

Q. My capacity report says someone has accessibility requirements, what do I do?
A. Because of IG we can't hold any information and only ask them to tick a box to notify us they need to be emailed. It's the trainer's responsibility to contact and ask how we can best accommodate them to make sure they can fully access the training. You can find who ticked yes and needs to be email in the capacity report.

Q. I want to hold training for external staff, how do they book on?
A. Our booking system is only for Barts Health staff and cannot be used for external staff or training.

Q. I want to set up a new course
A. See above in "Set up", contact your Centre co-ordinator and they can put you in contact with a Super User.

Q. I need to cancel a course
A. Inform your Centre c-coordinator as soon as possible and they will cancel it for you.

Q. I need to cancel a course last minute
A. Contact your centre coordinator as soon as possible and give them a written reason and apology that they can send out to anyone booked on including a contact email address.