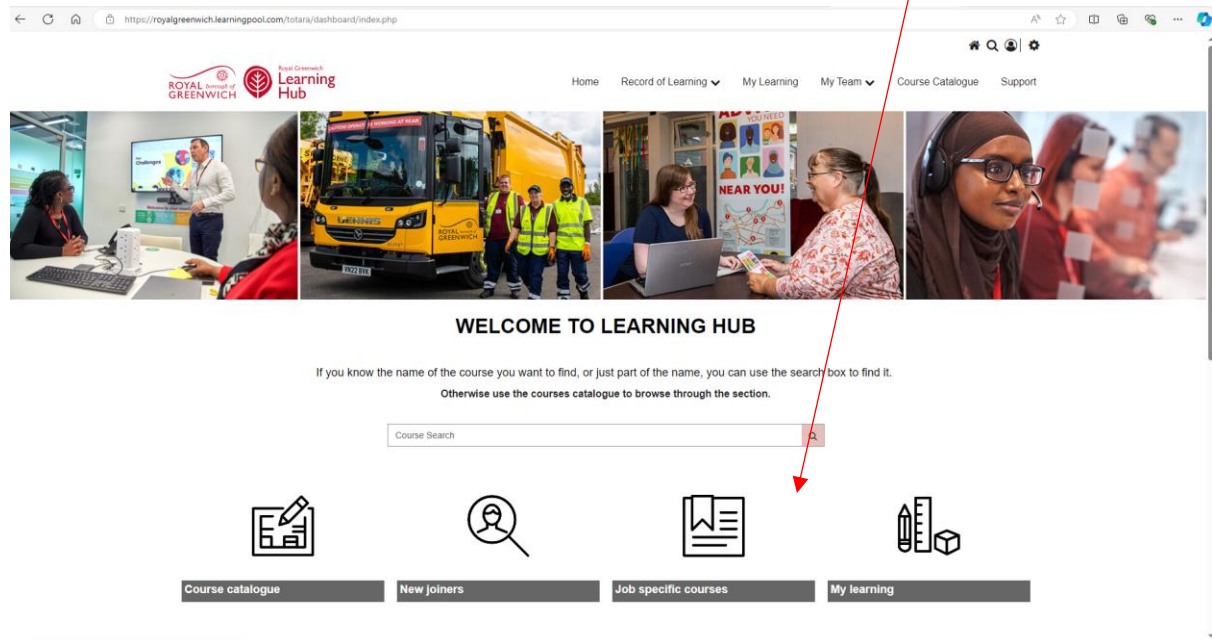


## Ways to find a course

You can look for courses in two ways.

### Option 1: Job Specific Training

To see all of the our Welfare Rights Training, click on Job Specific Courses:



Click on Welfare Rights Training:

#### Job Specific Training

This section contains role-specific training. Only the training that is relevant to your role will available to you through the links shown.

If you cannot see the training that you expect to see when you click on the links below, please contact [HR-WorkforceDevelopment@royalgreenwich.gov.uk](mailto:HR-WorkforceDevelopment@royalgreenwich.gov.uk) who will check that you are correctly set up to see your Job Specific Training

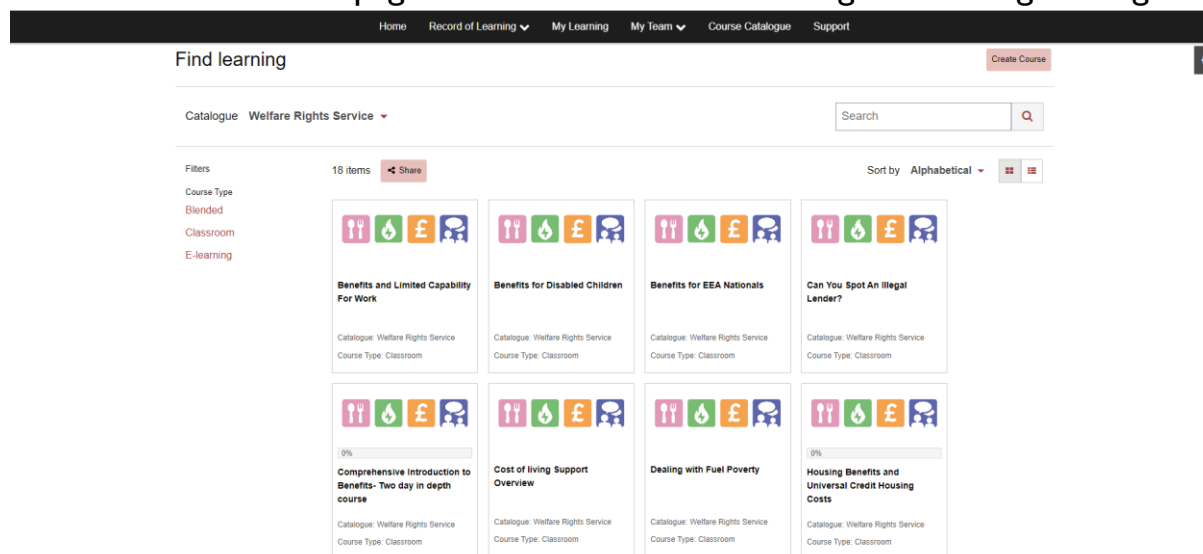
Click on the links below, to see what job specific training you can access.

[Children's Services - Practice Academy](#) - Courses for staff in Children and Families Social Care

[Welfare Rights Training](#) - Training programmes for staff, advisers and volunteers who support residents, run by Greenwich's Welfare Rights Service

[Waste and Street Services](#) - for staff working in this division, you can find training on using specialist equipment, driving skills and much more.

You will be taken to a page with our entire Welfare Rights Training catalogue:



## Option 2: Key word search

If you know the course you are looking for, use the course search box to enter one or more keywords related to it. The system will search for these words in the course title, summary or even the course outline. For example, try entering something like this:

Or

Or even

*Tip: This search box will appear in the top middle of the page, wherever you are on the site.*

This will take you to the course catalogue revealing all of the courses that contain the criteria you've entered.

## Getting the information you need from the course catalogue and course page.

Click on the course you are interested in see a brief summary in an information block. Click on the “x” to close the block or select “Go to course” for more details or to book a place.

The image shows a grid of four course cards. The second card, 'Benefits for Disabled Children', is highlighted with a red border. Below it is a detailed view of this course. The detailed view includes a title, a 'Go to course' link, a 'View course as a guest' button, and a 'Go to course' button. A yellow highlight is under the course description: 'The course focuses on the benefits that can be claimed on behalf of the child, plus benefits for the carer and other related entitlements.' A red circle highlights the 'x' close button in the top right corner of the detailed view.

**Benefits and Limited Capability For Work**  
Catalogue: Welfare Rights Service  
Course Type: Classroom

**Benefits for Disabled Children**  
Catalogue: Welfare Rights Service  
Course Type: Classroom

**Benefits for EEA Nationals**  
Catalogue: Welfare Rights Service  
Course Type: Classroom

**Can You Spot An Illegal Lender?**  
Catalogue: Welfare Rights Service  
Course Type: Classroom

**Benefits for Disabled Children**

[Go to course](#)

View course as a guest. [Go to course](#)

**The course focuses on the benefits that can be claimed on behalf of the child, plus benefits for the carer and other related entitlements.**

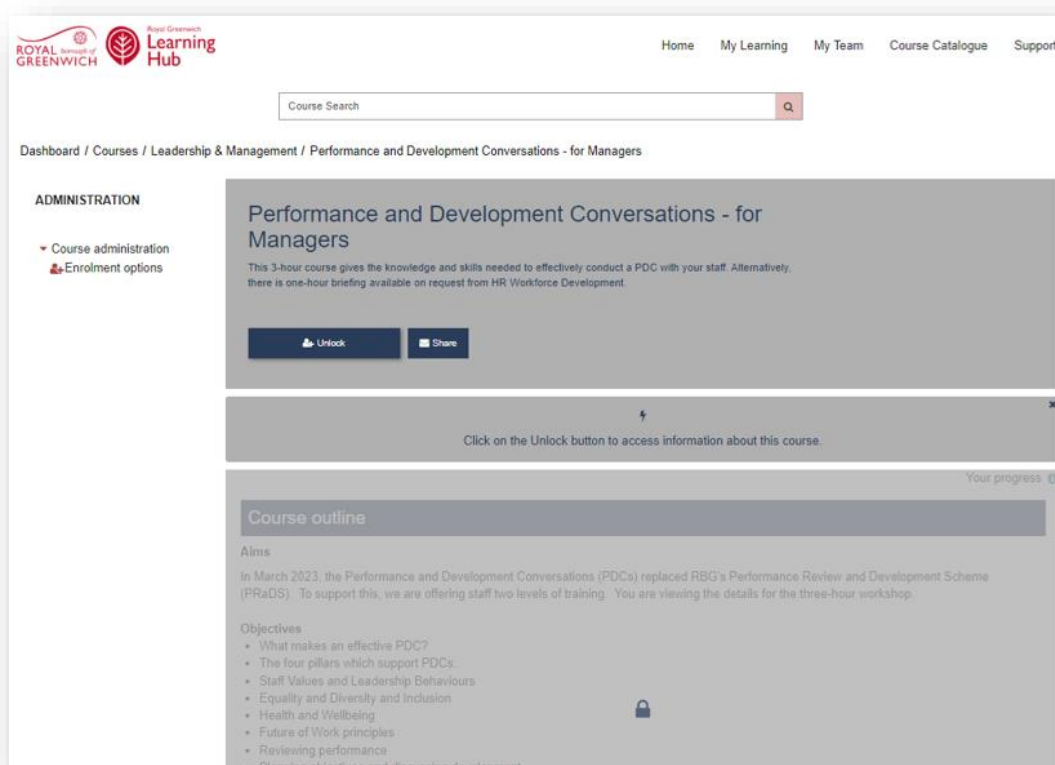
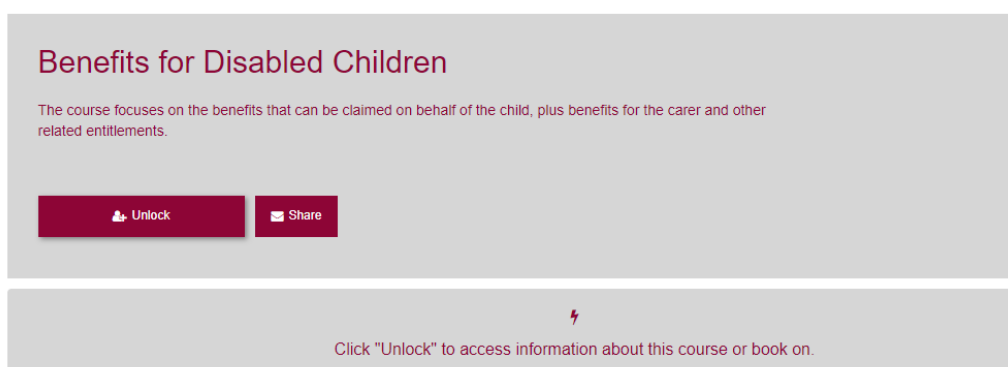
Catalogue: Welfare Rights Service

## Booking a place on a course

On the course page, you will find details such as the course aims and objectives, target audience and the trainer's information.

**Tip:** The course will be locked and you will only be able to view the information. You will need to unlock it to fully access the course and book a place – just select the 'Unlock' Button.

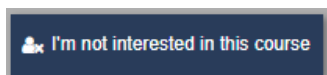
Below are examples of how locked course appear:



Selecting unlock will add the course to your learning path, and show on our records as a course that you have viewed or is in progress. This helps to remind you that you have shown interest in a course. You can reverse this by clicking **“I am not interested in the course”**



Unlocks the course page to you and adds the course to your learning path as a course you are interested in.



Removes the course from your learning path and locks the course again.

To book onto a course, go to **View all events** to see the range of events scheduled. When you have found the one that you want to book on, check that there are sufficient places available and click on Request to book on.

Date	Time	Venue or online link	Places available	Status	Options
11 November 2024	1:00 PM - 4:00 PM		20	Booking open	Request to book on

[View all events](#)

**Tip:** If you don't have the option to request to book on, but instead you see **More info**, it means that there is something missing on your profile and you will need to contact [HR-WorkforceDevelopment@royalgreenwich.gov.uk](mailto:HR-WorkforceDevelopment@royalgreenwich.gov.uk) to fix it.

Date	Time	Venue or online link	Places available	Status	Options
10 January 2024	9:30 AM - 12:30 PM	This is an online event (Venue or online link details)	5	Booking open	More info

[View all events](#)

Once you have gone through the **Request to book on** link, you only need to add in any specific requirements if you have them, otherwise just click **Request to book on** at the foot of the page. It is recommended that you

don't change the option to **Receive confirmation by Email with iCalendar appointment**. This could result in you missing the training.

ADMINISTRATION

Course administration

### Benefits for Disabled Children

#### Sign-up for Benefits for Disabled Children

**PO number**  
**Course format**  
Zoom

**Event date/time**  
11 November 2024, 1:00 PM - 4:00 PM

**Duration**  
3 hours

**Places available**  
20

**Approval required by:**  
Manager Approval

**Manager's name**  
Seral Kocatepe

There are required fields in this form marked \*.

**Manager's name** ⓘ Seral Kocatepe

Please let us know of any needs you have that will help you to fully participate in the training. e.g. learning or access needs, hearing or visual impairments.

**Receive confirmation by\*** ⓘ Email with iCalendar appointment ▾

Request to book on Cancel

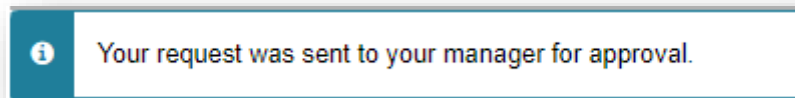
**Manager's name** ⓘ Seral Kocatepe

Please let us know of any needs you have that will help you to fully participate in the training. e.g. learning or access needs, hearing or visual impairments.

**Receive confirmation by\*** ⓘ Email with iCalendar appointment ▾

Request to book on Cancel

You should now see a message advising that your request has been sent to your manager for approval:



You and your manager will receive confirmation of your request and details of how your manager can approve the training request via email. This confirmation will include a calendar invitation which can be added to your calendar as a placeholder, but this does not guarantee approval. Once approved, you will both receive automated email notifications with joining instructions, virtual location links with instructions (if the course is via Zoom or Teams) and any course materials for virtual courses. You will both receive reminders 2 weeks and 48 hours before the course.

In the event that your manager declines your request for training, you will receive a cancellation to the calendar invitation.