

Training Prospectus

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Welcome to the PPR training course prospectus

Public Protection & Regeneration (PPR) is proud to offer you a wide range of courses to help you and your staff understand and use the Authority Public Protection (APP) system effectively.

Our courses

- Have been reviewed and updated so that we can offer training that meets the day to day requirements of you and your staff.
- User training is work flow based and designed to capture the correct data for your returns.
- Cover all aspects of work including Best Practice recording and maintaining records through to reporting and exporting data.
- Can be tailored to suite your training needs, you can Pick 'n' Mix from our contents to make your own training courses.
- Speciality courses (not in this document) designed to meet the latest "Hot Topics" i.e. changes to legislation, best practices, advanced Word configuration, software releases etc...are offered on a regular basis.

Your choices

In most circumstances we are able to offer a training environment to suite your requirements:

- Standard training environment. Our training data and configuration.
- Training/customer hybrid. Our training data but the customer's configuration.
- Copy of Live. A complete copy of the customer's live system.
- Live. Available where no training system exists and for specific training eg. GIS.

Our trainers

- We have a dedicated team of professional IT trainers with over 30 years experience of training "Authority" between them.
- Each trainer has a minimum of 2000 hours of recent customer facing accumulated "Best Practice" knowledge.
- We have a wealth of experience in providing training needs analysis, training plans and apply a flexible solution to all your training requirements.

It is essential in the use of any database system that meaningful and accurate data is entered - 'you can only get out of the system what you enter'. It is therefore extremely important that you and your staff receive specialist training for the roles they undertake.

Initial investment in professional training for an individual or a team can pay dividends in the months and years ahead. Having trained staff who understand how to enter data correctly and accurately will save time and therefore money when compiling data for your formal, legislative and in-house returns; it results in fewer hotline calls and reduces the time officers need to spend on the PC giving them more time carrying out their primary tasks such as visits.

Our list of courses (* Indicates user courses)

Service Area	Course	Length (Days)
Animal Health & Welfare	*Animal Health & Welfare	2
	Animal Health Reporting	2
Anti-Social Behaviour	*Anti-Social Behaviour	2
	Anti-Social Behaviour Reporting	2
Building Control <i>Building Control training is country and GIS specific and is normally delivered on the customers live system. Contact the training department for details.</i>	*Building Control management and administration	3
	*Building Control surveyor	1.5
	Building Control Configuration	0.5
	Building Control Reporting	2
Customer contact staff	*Customer contact Staff	2
Environmental Health	*Food Hygiene	3
	*Health & Safety	3
	*Infectious Diseases	1
	*Pest Control, dog wardens	2
	*Pollution control (Contaminated Land, LAPPC, noise, PWS)	3
	*Waste management	2
	Reporting (various options)	2 or 3
GIS <i>Customers LIVE system only GIS training</i>	*GIS use and development	1
Housing	*Housing – anti-social behaviour	2
	*Housing assistance users	3
	Housing assistance budgets configuration	1
	Housing assistance configuration	1
	*Housing enforcement users (incl HMO Licensing)	3
	Housing enforcement configuration	1
	Reporting (various options)	2 or 3
Land Charges <i>LC training is normally GIS specific and normally delivered on the customers live system. Contact the training department for details.</i>	*Land charges officer	2
	Land charges configuration (incl CON 29 &	2

Authority training prospectus

Service Area	Course	Length (Days)
Licensing	*Licensing Act 2003 & Gambling Act 2005	2
	*Licensing of hackney carriages & private hire	2
	*Licensing – all other types	2
	Licensing configuration	2
Planning <i>Planning training is country, county and GIS specific and is normally delivered on the customers live system. Contact the training department for details.</i>	*Planning conservation	1.5
	*Planning enforcement	1.5
	*Planning management & administration	3
	*Planning Officer	1.5
	*Planning minerals	1.5
	Planning Configuration (Incl GIS)	1
	Planning Reporting	2
System Administration	Address gazetteer maintenance	0.5
	Advanced subsystems & configuration	2
	Advanced systems manager	1
	Advanced Wordtool & Word Configuration	1
	*Basic Skills	1
	Customer survey configuration	1
	Data migration	2
	EH Formal returns reporting (Live only)	1
	Exporting & Word mail merge configuration	2
	Exporting reports to Excel	1
	LAEMS Return training (Live only)	1
	Initial configuration	3
	*Premises	1
	Reporting	1,2 or 3
	Word mail merge configuration	1
Trading Standards	*Food Standards	3
	*Goods & Trading Practices	3

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Animal health and welfare

Animal health and welfare

This course is suitable for staff who are responsible for the enforcement of the Animal Health and Welfare legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record Animal Health inspections and AMES information.
- How to record the DEFRA Animal Health risk assessment
- How to record samples.
- How to record complaints.
- How to find your own work.

Anti-social behaviour

Anti-social behaviour

This course is suitable for staff working within the area of the Anti-Social Behaviour legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record data in accordance with the Home Office NSIR.
- How to record victims and perpetrator details.
- How to record case and investigation work.
- How to collect the information for the DEFRA flycapture database.
- How to enforce the trader's Duty of Care.
- How to find your own work.

Building Control

Note: All Building Control training is country and GIS specific and is normally delivered on the customers live system.

Contact the training department for details.

Building Control configuration

This course is suitable for Building Control managers and administration staff who are responsible for the configuration and maintenance of the building control specific programs.

During this course you will be shown:

- The building control configuration programs.
- The schedules configuration programs.
- Time configuration for building control.

Building Control management and administration

This course is suitable for Building Control managers and administration staff who are responsible for the recording and processing of the building control application.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record a building control application.
- How to process a building control application.
- How to schedule and record inspections.
- How to plot an application.
- How to find your own work.

Building Control Surveyor

This course is suitable for Building Control Surveyors who are responsible for recording their own inspections.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to schedule and record inspections.
- How to find your own work.

Customer contact staff

Customer contact staff

This course is suitable for customer contact staff who are responsible for dealing with the initial contact with the customer.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to find your own work.

Environmental Health

Food Hygiene

This course is suitable for environmental health staff who are responsible for enforcing the Food Hygiene related legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record the Food Hygiene inspection.
- The data required for successful completion of the LAEMS return.
- How to record samples.
- How to issue notices.
- How to find your own work.

Health & Safety

This course is suitable for environmental health staff who are responsible for enforcing the Health & Safety related legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record the Health & Safety inspection.
- The data required for successful completion of the LAE1 return.
- How to issue notices.
- How to find your own work.

Infectious diseases

This course is suitable for environmental health staff who are responsible for recording infectious diseases information.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record the case.
- How to record contacts.
- How to find your own work.

Pest control, dog wardens

This course is suitable for environmental health staff who are responsible for pest control and dogs.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record the pest control request.
- How to record the work of the dog wardens.
- How to find your own work.

Pollution control (contaminated land, LAPPC, noise, PWS)

This course is suitable for environmental health staff who are responsible for contaminated land, Environmental Permitting Regulations 2010 (LA-IPPC and LAPPC), noise and the PWS regulations 2009.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record your contaminated land information.
- How to record the EPR operator.
- How to record the EPR permits (application, variation, review etc...).
- How to record the EPR inspection and DEFRA risk assessment.
- How to record the EPR enforcement notice.
- How to record the EPR information required for DEFRA.
- How to record the noise information for the noise return.
- How to record the PWS source and treatment information.
- How to record the PWS inspection and risk assessment.
- How to record the information required for the DWI return.
- How to find your own work.

Waste management

This course is suitable for environmental health staff who are responsible for waste management.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record service requests (missed bins, bulky collections etc...).
- How to record rounds.
- How to find your own work load.

GIS use and development

GIS use and development

Note: GIS training is delivered “on site” customers “live” data only.

This course is suitable for anyone who uses or helps to manage the Authority GIS.

During this course you will be shown:

- How the Authority GIS can be developed.
- How to view the premises location in GIS.
- How to move about the map.
- How to draw shapes associated with a record.
- How to find GIS recognised addresses.
- How to measure distances and areas.
- How to copy the map and export it into Word.
- How to find the records associated with features drawn on an Authority layer.
- How to plot the premises location on records found in a report.

Housing

Housing – anti-social behaviour

This course is suitable for housing staff working within the area of the Anti-Social Behaviour legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record data in accordance with the Home Office NSIR.
- How to record victims and perpetrator details.
- How to record case and investigation work.
- How to find your own work.

Housing assistance users

This course is suitable for staff who are responsible for processing housing assistance applications.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to research properties and applicants for previous property charges and grants.
- How to record the assistance enquiry.
- How to create and process an assistance record.
- How to find your own work.

Housing assistance budgets configuration

This course is suitable for staff who are responsible for configuring, maintaining and reporting in housing assistance budgets.

During this course you will be shown:

- How to configure the housing assistance programs for budgets, fees and payments.
- How the housing assistance budgets program works.
- How to configure assessments for use with loans.
- How means testing works
- How fees works.
- How committing money from the budget(s) works.
- How making payments works.
- How to export financial listing reports into Excel for fees, the applicant contribution, the approved amount and payments.

Housing assistance configuration

This course is suitable for staff who are responsible for configuring, maintaining and developing the housing assistance related programs.

During this course you will be shown:

- How to configure the housing assistance database.
- How to configure the schedules database.
- How to configure the assessment database.

Housing enforcement users (including HMO licensing)

This course is suitable for staff who are responsible for private housing enforcement.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to research properties, landlords and tenants.
- How to record the housing complaint.
- How to create an enforcement visit record.
- How to complete the HHSRS assessment record.
- How to create a notice record.
- How to record information for the Register of Licensed Houses in Multiple Occupation.
- How to process an HMO licence application.
- How to find your own work.

Housing enforcement configuration

This course is suitable for system administrators and managers who are responsible for the configuration and maintenance of the housing enforcement specific programs.

During this course you will be shown:

- HHSRS assessment configuration.
- How to use assessments.
- How to import the Civica HHSRS assessment model configuration.
- How to use the Civica HHSRS assessment sheet.
- ROLHMO configuration.
- How to record the ROLHMO.
- How to produce the ROLHMO xml.
- Schedules configuration.
- Action diary templates configuration.

Land Charges

Note. All Land Charges training is normally GIS specific and normally delivered on the customers live system.

Contact the training department for details.

Land Charges officer

This course is suitable for land charges staff who are responsible for recording the charge and processing searches.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to create a premises record.
- How to record charges.
- How to change the status of the charge.
- How to record the search.
- How to check the progress of allocated questions.
- How to produce the CON29, LLC1 and Personal Search document.

Land Charges configuration (including CON29 and GIS)

This course is suitable for system administrators and land charges staff who are responsible for the configuration and maintenance of the land charges specific programs.

During this course you will be shown:

- Land charges configuration.
- Land charges type configuration.
- Land charges target configuration.
- Land charges fee configuration.
- Land charges text merge configuration.
- Land charges searches configuration (textual and spatial).

Licensing

Licensing Act 2003 and Gambling Act 2005

This course is suitable for licensing staff who are responsible for work related to the Licensing Act 2003 and the Gambling Act 2005.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the application (including TEN).
- How to process variations, changes and renewals.
- How to monitor enforcement of the licence.
- How to find your own work.

Licensing of hackney carriages and private hire

This course is suitable for licensing staff who are responsible for hackney carriage and private hire licensing.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the application.
- How to monitor enforcement of the licence.
- How to find your own work.

Licensing – all other types

This course is suitable for licensing staff who are responsible for licences other than hackney carriage, private hire, Licensing Act 2003 and Gambling Act 2005.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the application.
- How to monitor enforcement of the licence.
- How to find your own work.

Licensing configuration

This course is suitable for system administrators and licensing staff who are responsible for the configuration and maintenance of the licensing specific programs.

During this course you will be shown:

- How to configure the licensing specific programs.
- How to maintain and develop the licensing specific programs.

Planning

Note. All Planning training is country, county and GIS specific and is normally delivered on the customers live system.

Contact the training department for details.

Planning conservation

This course is suitable for staff involved in conservation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record your conservation work (TPOs, Listed Buildings etc...).
- How to find your own work

Planning enforcement

This course is suitable for planning enforcement staff.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the customer contact.
- How to record your enforcement work.
- How to find your own work.

Planning management and administration

This course is suitable for planning managers and staff who are responsible for the recording and processing of the planning application.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record a planning application.
- How to plot a planning application.
- How to manage the consultation process.
- How to produce delegated and committee reports.
- How to process appeals.
- How to find your own work.

Planning officer

This course is suitable for planning officers.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to update a planning application.
- How to help produce delegated and committee reports.
- How to find your own work.

Planning minerals

This course is suitable for staff involved in minerals.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record your monitoring work.
- How to find your own work.

Planning configuration (including GIS)

This course is suitable for system administrators and planning staff who are responsible for the configuration and maintenance of the planning specific programs.

During this course you will be shown:

- Planning configuration.
- Planning target configuration.
- Planning consultee configuration.
- Planning conditions configuration.
- Planning return configuration.
- Planning return compilation.

System administration

Address gazetteer maintenance

This course is suitable for the staff responsible for address maintenance. This course has been designed for a system already using an address gazetteer.

During this course you will be shown:

- How to make a back up of the existing APP address gazetteer.
- How to establish the premises address details on current records.
- How to configure codes required in APP.
- How to configure the LLPG or OSAP import.
- How the address gazetteer can be used by APP.
- How existing address information can be checked against the LLPG or OSAP.
- How existing address information can be replaced with the LLPG or OSAP address.

Advanced subsystems & configuration

This course is suitable for experienced system administrators as it shows how to configure and use advanced areas of the Authority system.

During this course you will be shown:

- How to configure schedules.
- How to configure actions, actions templates and action diary modes.
- How to configure your own database.
- How to configure your own tabs and windows.
- How to configure assessments.
- How to configure miscellaneous consultees.
- How to configure miscellaneous user defined fields.
- How to configure user defined help.
- How to configure time.
- How to configure visits.
- How to perform batch document maintenance.
- How to batch create action diaries.
- How to batch create, update and close activities.
- How to batch delete names and address records.
- How to batch report and export.

Advanced systems manager

This course is suitable for experienced system administrators as it shows how to configure and use advanced areas of the Authority system.

During this course you will be shown:

- How to configure simple XML exporting.
- How to export unnamed and named CSV files using program ULB.
- How to use program SUD to export and import codes between systems.
- How to export codes as CSV files to Excel.
- How to use program ULU.
- How to configure an EXT record for retrieval only.
- How to index and retrieve folders.
- The relationship between programs: ULS, CFS, CFU and CFW.
- How to use program ULX.
- How programs CFQ and ULQ could be configured for CRM integration.

Advanced Wordtool and Word configuration

This course is suitable for the staff responsible for configuring the system to enable Word mail merging and for creating the Word mail merge documents.

When booking this course please state your version of Word and Windows.

A good understanding of Authority mail merge configuration is required.

During this course you will be shown:

- The options available for configuring Word tool.
- The benefits of multiple bespoke server installations to meet users different needs.
- How to integrate the Authority mail merge process with word fields and stitches

Basic skills

This course is suitable for staff totally new to the Authority system.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to set up personal databases.

Customer survey configuration

This course is suitable for system administrators and the staff responsible for carrying out customer surveys.

An understanding of Authority codes and configuration programs is required.

During this course you will be shown:

- How to identify the population to be sampled.
- How to take the sample.
- How to exclude those previously sampled from the sample.
- How to co-ordinate APP sampling with non APP user sampling.
- How to produce the survey.
- How to record the survey response.
- How to collate the survey responses.
- How to analyse the survey responses.

Data migration

This course is suitable for the staff involved in data conversion. The course has been designed to help configure the system in line with converted data.

During this course you will be shown:

- How to configure the system and password settings.
- How to configure the code dictionary and import codes from a .csv file.
- How to create code groups for reporting purposes.
- How to configure program security levels.
- How to configure user accounts.
- How to create your own database copy.
- How to create action diary templates.
- How to run saved reports.

EH Formal returns reporting (Live systems only)

This course is suitable for environmental health staff who are responsible for producing formal returns.

It is recommended that attendees have some experience in Authority reporting .

During this course you will be shown:

- How to run the formal reporting programs (such as LAE1 Part A).
- How create, save and sort the records based on dates and codes (required for reports such as CIPFA Section 6)
- How to export relevant data into Excel CSV file format (as required for the DWI PWS return)
- How to export relevant data into pre saved Excel work books (as required for the CIEH Noise return).
- How to interrogate data exported as an XML file (e g LAEMS).
- How to cross check the figures submitted on your reports (i.e. cross checking your LAEMS figures returned by the FSA with the figures shown on your reports).

Exporting and Word mail merge configuration

This course is suitable for the staff responsible for configuring the system to enable Word mail merging and for creating the Word mail merge documents.

When booking this course please state your version of Word and Windows.

During this course you will be shown:

- The configuration required in Authority to mail merge to Word.
- How to create personalised signature and contact information for the mail merge documents.
- How to create Word mail merge document to work with Authority.
- How to create Authority to Word mail merge configuration records.
- The Authority WordTool program used in the mail merge.
- The Authority Word Macros which could be used in the mail merge.
- How to create batches of mail merge documents that are automatically indexed to their appropriate record.

Exporting reports to Excel

This course is suitable for the staff responsible for producing Excel reports from the Authority reports they are already able to produce.

When booking this course please state your version of Excel and Windows.

During this course you will be shown:

- The Authority configuration required to export to Excel.
- The Excel configuration required to receive and process Authority reports.
- How to configure APP to export to blank worksheets and pre-formatted worksheets.
- How to export listing and analysis reports.

LAEMS return training (Live systems only)

This course is suitable for staff who are responsible for producing the LAEMS return.

It is recommended that attendees have some experience in Authority reporting .

During this course you will be shown:

- A review of the LAEMS XML file to be uploaded.
- The configuration tasks required to enable the LAEMS data to be captured.
- The user's tasks to ensure the data for the LAEMS return is recorded correctly.
- The reporting tasks to check the LAEMS data required has been correctly recorded.
- The configuration requirements of the FSA return program.
- The compilation of the LAEMS xml file.
- How to check the data in the LAEMS xml file.
- How to cross check the LAEMS figures submitted.

Initial configuration

This course is suitable for the staff responsible for managing the Authority system or a discreet part of it.

During this course you will be shown:

- A system overview.
- The operating system's Authority super user menu.
- How to configure the system.
- How to configure the premises and other databases.
- How to create and maintain codes.
- How to create user records.
- The utility programs available.

Premises

This course is suitable for the staff responsible for creating and maintaining premises.

During this course you will be shown:

- How to find premises.
- How to create, maintain and close premises records.
- How to link premises.
- How to link associated names and addresses.
- How to access the information associated with the premises such as its history.

Reporting

This course is suitable for the staff responsible for producing reports.

During this course you will be shown:

- The configuration necessary to run a report to find the required records.
- The display options for the records found in the report.
- How to work with the records found.
- How to configure the output for the records found.
- How to analyse the list of records found.
- How to work with multiple databases.
- How to save the reports you design.
- How to automate reports.

Word mail merge configuration

This course is suitable for the staff responsible for creating the Word mail merge documents.

When booking this course please state your version of Word and Windows.

During this course you will be shown:

- The configuration required in Authority to mail merge to Word.
- How to create personalised signature and contact information for the mail merge documents.
- How to create Word mail merge document to work with Authority.

Trading Standards

Food Standards

This course is suitable for Trading Standards staff who are responsible for enforcing the Food Standards related legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the trader contact.
- How to record the Food Standards inspection.
- The data required for successful completion of the LAEMS return.
- How to record samples.
- How to issue notices.
- How to find your own work.

Goods and Trading Practices

This course is suitable for Trading Standards staff who are responsible for enforcing the goods and trading practices related legislation.

During this course you will be shown:

- How to find the programs you need.
- How information is stored in your programs.
- How to find the records you need.
- How to record the trader contact.
- How to record the enforcement visit.
- How to record the test purchases.
- How to record samples.
- How to issue notices.
- How to find your own work.

Training course schedule

Our scheduled courses running in our Bath and Leeds training rooms can be found at:

www.civicapl.com/UK/Sectors/Local+Government/Public+Protection+and+Regeneration/ CPP+ Training/ CPP+Course+Diary/

- Training is scheduled up to 3 months in advance and the program of courses is updated monthly.
- If you do not see anything that meets your requirements then please call us.
- If you want your own dedicated training session at Bath or Leeds then please call us.

Tailored training

Tailored training courses

We do Pick n Mix!

If you can't find the course you want in this prospectus contact us and we can discuss creating a tailored course for you.

Refresher/workshop/best practice training. Refresher training/workshop/best practice training is designed to ensure consistency in data entry, to maintain and update staff skills and knowledge and implement new functionality such as APP upgrades. These courses can target specific individual users or groups of users, the format, timings and content of the day can be tailored and planned to meet your requirements, ensuring you get the most out of your APP system.

Tailored style of training delivery

We can deliver the training out of the classroom too!

We can provide:

- Drop in sessions where the trainer will be on hand to answer individual or group questions regarding the use of the system. Users can then 'try it out' and return to the trainer for further advice if appropriate.
- Floor walking where the trainer will be available throughout the day to walk around and talk to users answering questions and demonstrating as appropriate.
- Workshop sessions where the Trainer can demonstrate new functionality or specific areas of use to large audiences.

Terms and conditions for booking and payment

These terms and conditions for booking and payment are correct at the time of publication but may have been updated since then. Up to date terms and conditions will be provided at the time of booking or beforehand on request.

Course fees

For full details on cost for all our training courses please contact the training department on 01225 485008 or email cppttraining@civica.co.uk

Provisional bookings

- Civica will accept provisional bookings for training at any time up to 4 weeks before the course.
- The course must be confirmed at least 4 weeks prior to the course.
- Unconfirmed bookings will be removed from the training schedule.
- We are unable to reserve places provisionally with less than 4 weeks' notice.

Booking confirmation

When you book a course you should receive the following:

- The course confirmation including any terms and conditions for onsite training.
- The course dates and times.
- The course location.
- A map of Bath/Leeds and parking details.
- The course details. Please ensure that all students see this.
- An acknowledgement slip. Please return this before the course.
- Where relevant value and expiry date of remaining training credits.

Cancellations

We may cancel a course if we have fewer than 3 bookings. We will inform you immediately if this affects you.

Cancellation terms

More than 4 weeks' notice:

No financial implications to the customer.

3-4 weeks' notice:

You will be invoiced for 20% of the balance, or an equivalent training credit reduction made.

2-3 weeks' notice:

A further 20% of the course costs will be invoiced, or an equivalent training credit reduction made.

1-2 weeks' notice:

Authority training prospectus

A further 20% of the course costs will be invoiced, or an equivalent training credit reduction made.

Up to 1 week's notice:

The full cost of the course, excluding expenses will be invoiced, or an equivalent training credit reduction made.

On completing the course

We will invoice you for courses after the training is given.
The order is to be paid, plus any agreed expenses.

Training facilities

Bath and Leeds

A maximum of 8 students can attend each course.

We provide:

- A dedicated training room and training system.
- 1 PC per student.
- 1 PC for the Trainer.
- The Authority Trainer.

Onsite training facilities

A maximum of 8 students can attend each course.

Civica may be able to carry out training at your own site subject to the following conditions:

- A dedicated training room is provided.
- The training system agreed at the time of booking is available for all attendees (trainees and Trainer).
- This training system has been proven to work on all PCs (including the Trainers).
- Each student has their own PC.
- There is a dedicated PC for the Civica Trainer.
- The Trainer is provided with the facility to share the Trainer's PC desktop with everyone on the course either by use of a projector, smartboard or a suitable software program.
- The room layout provides sufficient desk space for everyone.
- Each attendee has unrestricted and direct line of sight from their seat in front of their own PC to the Trainer and also the Trainer's projected desktop.
- A dry wipe board or flip chart is provided.
- An easily accessible printer is desirable.

When you book a course

Course pre-requisites

Before attending some of the training courses we recommend certain pre-requisites. Without these pre-requisites those attending will not be able to gain the maximum benefit from the training. If you have any doubts on course pre-requisites please contact us.

Course content

We send you a copy of the appropriate course contents when you book a course. Please ensure that every trainee sees this BEFORE attending the course.

Course timings

Courses run from 09:30 – 16:30 with lunch and coffee breaks.

What to do when you arrive at Bath or Leeds

When you arrive please report to reception where you will be provided with an identity badge which we ask you to wear at all times for security reasons.

Your course training material will be in the training room.

We provide teas and coffee etc before the course starts and at the mid morning and mid afternoon break.

Lunch is not provided at the Bath office.

After the course

All people who complete the course receive a training certificate. Everyone who attends a course and provides us with their email address will be emailed a course evaluation form which we will use to help us improve our training.

Further information

You can contact us at any time to talk about any aspect of a course attended or a future training interest.

Katy Freeman (01225 485008) can help with course bookings and queries.
Tony Armitage (01225 485008) can help with tailored courses and special requirements.