

Booking Training Courses and Events

User Guide

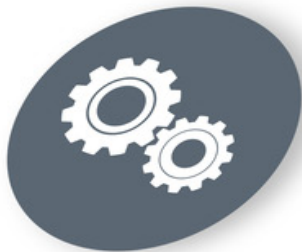


WF Traded
Services

Services that work with you



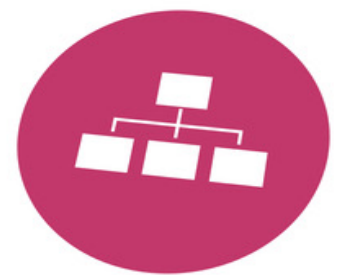
KNOWLEDGE



TRAINING



DEVELOPMENT



SKILL



Our user guides are designed to be your first port of call in supporting your use of WF Online and with the booking of training courses and events. We hope they provide an easy to follow set of instructions for any of the aspects you need to use within WF Online.

Should you have any questions or queries related to training courses and events, please contact the training provider by selecting Contact Provider on the course/event page or see below for contact details.

To email any of our providers, simply click on their email address in the list below.

Early Years, Childcare & Business Development Service (Childminders, EYP's and FEEE Providers, Early Years, Paediatric First Aid)

✉ Childcare@walthamforest.gov.uk

☎ 020 8496 2909

Education Business Effectiveness Service

✉ Lindsay.Jackson@walthamforest.gov.uk

☎ 020 8496 6337

Education Performance Team

✉ EDU.Performance@walthamforest.gov.uk

☎ 0208 496 8212

Educational Psychology

✉ Educationalpsychologyservice@walthamforest.gov.uk

☎ 020 8496 1732

Governor Services

✉ Governor.Services@walthamforest.gov.uk

☎ 020 8 496 6351

Health and Safety

✉ Healthandsafety@walthamforest.gov.uk

☎ 020 8496 3413

Human Resources

✉ SchoolsHR.Helpdesk@walthamforest.gov.uk

☎ 020 8496 4430

Safeguarding in Education

✉ Safeguardingineducation@walthamforest.gov.uk

☎ 020 8496 3646 or 07791 559 789

SENDsuccess

✉ R.Anjum@whitefield.waltham.sch.uk

All of our upcoming training courses and events can be found [here](#). Looking for more information or support booking training? Visit our [Booking Training information page](#).

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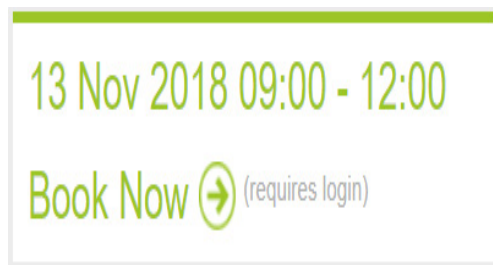
How to login to WF Online

To log onto WF Online visit www.wftradedservices.uk and select **Login**. If you are unable to remember your password, please select **Forgotten Password** on the login page and you will receive a password reset link.

On your first login to WF Online or if you are using a reset password, you will be prompted to change your password.

How to book training

Should you see a course or event on the training/events page simply select the **Book Now** button on the page.



You will be asked to log in, you will then be able to book a place should one be available.


If you are already logged into the site simply select the **Training** option on the green menu bar.



All of our courses and events are also listed on The Hub, to book click on the **Book now** button at the bottom of the listing and you will be taken to the WF Online login page, from here you can login and book your place.

Searching for training

Once you have selected **Training** on the green menu bar you will be directed to the Training page. From this page you can search for the training course you are interested in. Use the Find a course search engine at the top of the page to use keywords or dates to find perfect course for you.

 Find a course

keywords

Search Advanced 

To see what bookings you or others in your school, setting or business have, simply **use the toolbars** at the bottom of the page and the links on the right-hand side of the page to search for courses you are booked on to as a delegate or bookings for others in your organisation.

 Quick course search

 Quick my booking search

 Quick organisation booking search

Book a Training Course or Event

Click on the **course title** to get to the booking page and click on the **Book Now** button. If you are booking the course on behalf of someone else select the **drop down arrow** next to delegate name and **click on the correct delegate name**.

If the delegate name is not already listed, scroll down to **Create new delegate** account and you can add their details, it only takes a minute. Ensure they get the most up-to date information about their course by using their correct email address.

Once you have selected or created the delegate, click on the **request button** to request the booking. If the course is free the request will be granted automatically and the booking will checkout of your/the schools shopping basket on WF Online. If the booking is chargeable this will need to be checked out of the shopping basket.

Unable to book a place for a course or event?

If you are unable to book a place on a course this could be because the training has been set up with a different audience in mind. Simply contact the training provider, using the table at the front of this guide or by selecting **Contact Provider** on the training event/course page) they can answer your queries and support you with your booking.

Confirm a booking

By booking a training course or event on WF Online this will reserve the place for you/the delegate. You will receive an automate email alert from us to confirm that a booking has been requested. To confirm your place on the course or event, the booking needs to be **checked out** of the shopping basket.

If the course/event is free it will automatically check out of your shopping basket and your place on the course will be confirmed by email.

Checking out training courses and events

Once you've booked your place, the course will need to be checked out of the shopping basket. Typically only the SBM, Manager or business owner (someone with financial authority) will be able to check out the shopping basket and this will then confirm the booking.

To find the shopping basket select the  **Basket (0)** icon on the green menu bar on the far right.



The shopping basket is split into two parts, Packages and Services and Training and Events.

Packages and Services	Training and Events
1 items at £3,888.00	2 items at £220.00
Proceed to checkout ↗	Proceed to checkout ↗

Click on **Proceed to checkout** on the **training and events basket** and you will then see your training booking(s) listed. Enter a **Purchase Order** number if you have one and accept the terms and conditions then click on **checkout**.

Paying for training

Once a course has been checked out our finance team will process the transaction and generate an invoice which will be sent to you by email. Details on how to pay will be listed on the back of the invoice.

All training bookings are invoiced monthly in arrears from the date of purchase. Should you have any queries regarding your invoice please contact the finance team wftsfinance@walthamforest.gov.uk.

Cancelling bookings

If you are unable to attend a course or event please contact the training provider (details at the beginning of the guide) giving a minimum of 5 days' notice. Failure to give notice will lead to you being charged the full rate for all sessions of any course in the event of non-attendance.

How to get a certificate

Once a course has been completed our training providers will then mark your attendance on WF Online and generate your certificate which will be made available for you online and can be downloaded and printed.

Should you have any queries regarding a certificate please contact the training provider directly

using the contact information at the beginning of this guide or by selecting contact provider on the training course/event page.

How to find certificates

If you are looking for training or course certificates for yourself or your staff, you can find them on WF Online for you to download and print.

Select **Training** from the green tool bar



Scroll down to **Common actions** on the right hand side of the page. Here you can choose to **View all my bookings** or should your access rights allow, **View all organisation bookings**.

Courses and events which have been booked by you/your setting will be listed by course title. The default search results will be for future training books, select **Past** in the filter options to ensure you see only past courses.


A screenshot of the 'Options' filter section in WF Online. It features a green header with the word 'Options'. Below it is a 'Filter Criteria' section with three input fields: 'Text Search', 'Provider' (with placeholder text 'Search by service provider name'), and 'Training' (with placeholder text 'Search by training name'). Under the 'Date' section, there are five radio buttons: 'Next 7 days', 'Next 30 days', 'Future', 'Past' (which is selected), and 'Date range'. There is also a checkbox for 'Include cancelled bookings'. At the bottom right of the filter section, there is a 'Filter data' label and a 'Filter' button.

Once you have filtered the results, select **Filter**. Once the new search results display, select **View** to the left of the training course/event title you are interested in and if the training provider has issued your certificate you should see this detailed next to your name on the booking

To download the certificate, click on the small green arrow to expand the booking details.



Clicking on the download icon next to certificate will open up in a separate window.

- Reserved
- Confirmed
- Attended
- Evaluation
- Certificate 

From here you can **download and print** your certificate. If the download option is missing this

means the training provider has not yet generated the certificate for download, please contact them directly to obtain this.

Frequently asked questions

I work for the council, how can I book training?

If you are a council employee and would like to book training, please [click here](#) directly to discuss this.

How can I change the delegate name?

If you wish to change a delegate name simply select **training** on the green menu bar and you will be taken to the training home page. From here you can select either **view all my/my organisations bookings**. Find the **course title** that you are looking for and click on it, the training information will then be displayed. Click on the **green arrow** next to your name and select **change delegate**. **Change the delegate name** in the top box on the page and then scroll down to the **green save button**. You can leave a comment for the provider should you wish to.

How do I view upcoming training or download a training brochure?

Visit our [training and events page](#) which will enable you to view any upcoming training. Click on the **download button** above the course listings to download, save and print a copy of the brochure.

How do I find my training bookings?

Select **training** on the green menu bar and you will be taken to the training homepage. From here you will be able to view any courses on which you are booked as a delegate or, if you have the permissions, bookings for other staff members.

For general information on booking training and events visit our [information page](#)



Research
-Marketing
-Customer

E-Learning

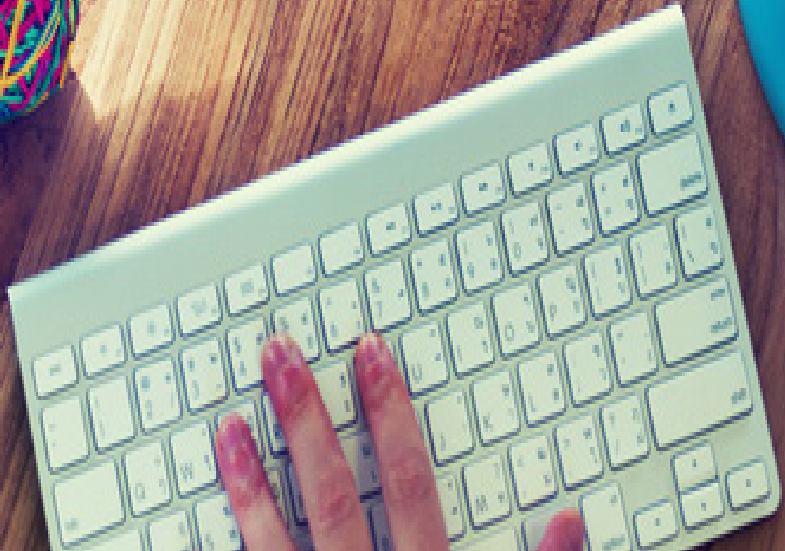
skills

TRAINING

KNOWLEDGE

Tel 1011 3
a send email

IDEAS
ACTION PLAN



BE CREATIVE

SOMETHING
NEW

RESEARCH

LEARNING

THINKING

