**THE CARE &SUPPORT WEST TRAIINING PLATFORM**

24th January 2018: Notes to support soft launch at General Meeting.

**Objectives of the Platform**

1. Make The C&SW Training Platform the ‘Go To’ place for finding quality trainers and training in social Care
2. To provide a platform where local care providers (members) can advertise spare places on training already organised, so they can recoup investment costs.
3. To provide a platform for local training providers to display their wares and get local work, where they won’t be swamped by national providers.

**Recap Key Points from Presentation**

1. This is a local C&SW Hub on a national platform developed by Skills for Health.
2. Local care providers can register as a user and there are 4 ways to search for relevant training
   1. Search by topic
   2. Search for a course
   3. The Calendar function
   4. The Alert function
   5. You can contact training providers to discuss needs or bespoke in-house training.
   6. You can book directly onto courses either paying on-line or requesting an invoice.
   7. Local Training Providers and Care Providers can list the services they offer using Profiles and Courses
3. Courses will be added to the **calendar**
4. **Alerts** for courses can be broadcast to all registered users to promote take up of spare spaces. (NB the alert function is intended as a ‘last minute’ device and not a standard for all courses!)

**Q & A**

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| QUESTIONS | ANSWERS |
| Who can use the platform to look for courses? | Anyone can register to use the platform |
| Do I have to pay to register | No, it’s free |
| How easy is it to register? | Easy peasy! |
| Can we access the national listings? | Yes, the C&SW Portal is just the initial gateway for local users to make it simpler. |
| How do Training Providers get to use the platform? | This is known as LISTING.  Training Providers register as a user then say they want to list; their entry is then manually checked before going onto the data base.  Dave Edwards will help with any issues or problems setting up |
| How much does it cost to LIST as a trainer? | This isn’t set in stone, but there will be an annual listing fee.   * Phased introduction of fees until we have a critical mass of training listings. * Fees will be on a sliding scale according to the value (funds received) of the annual training delivered by the provider. From £0-£500 |
| How does a Care Provider get to list courses | They need to be a C&SW member; otherwise exactly the same process. |
| How much will it cost to buy training using the platform | Training Providers will set their own prices. Any training bought through the platform will also attract a small administration fee. |
| Do you have to have an account? | The platform uses Stripe which is an easy technology. The seller will need a STRIPE account, which is very easy to set up; the purchaser does not need an account. |
| As a Care Provider, are there any insurance issues for delivering training to people from outside my own business | There are several parts to this answer   1. If the trainer has been hired by you to deliver the training and is an external professional trainer, then NO; any insurance is covered by their Professional Indemnity.(PI) 2. If the trainer is your employee then YES, you will need to discuss PI with your broker. (NB we questioned our Commercial Partner Richard Barnes from Towergate about this and in his opinion, he felt if the income generated by ‘selling’ training to outsiders was <£10K, you should get it rolled into your existing insurance, BUT you need to discuss EXPLICITLY with your broker) 3. You will still need to take care that the insurance criteria for having people on your premises is met during any training to ensure that your standard Public Liability insurance is valid! |
| Can the platform be developed further? | In the long term YES, the software will continue to develop.  In the short term, NO, there has been a lot of investment in the Broadcast and Calendar functions for the C&SW Hub. Our immediate focus is getting it RIGHT! |

NEXT STEPS: GETTING IT RIGHT

These are some thoughts that we have had about what will make the platform a success: On your tables, please consider these thoughts (and any others you have yourselves) and discuss:

* *What we can do to achieve this and make it a success*
* *What you can do to help us to achieve this and make it a success*
* *How we can get maximum value out of the investment into this Training Skills Platform.*

1. There is a comprehensive listing of high quality local training provision
2. It is easy to use and the search criteria is effective
3. A large number of Care Providers in the West try it, like it and use it to find training and courses.
4. Care Providers who use it to list training see a valuable income enhancement.