

Capita

**Capita One
EXPO 2022**

**Remote
Training
Subscription**





Agenda

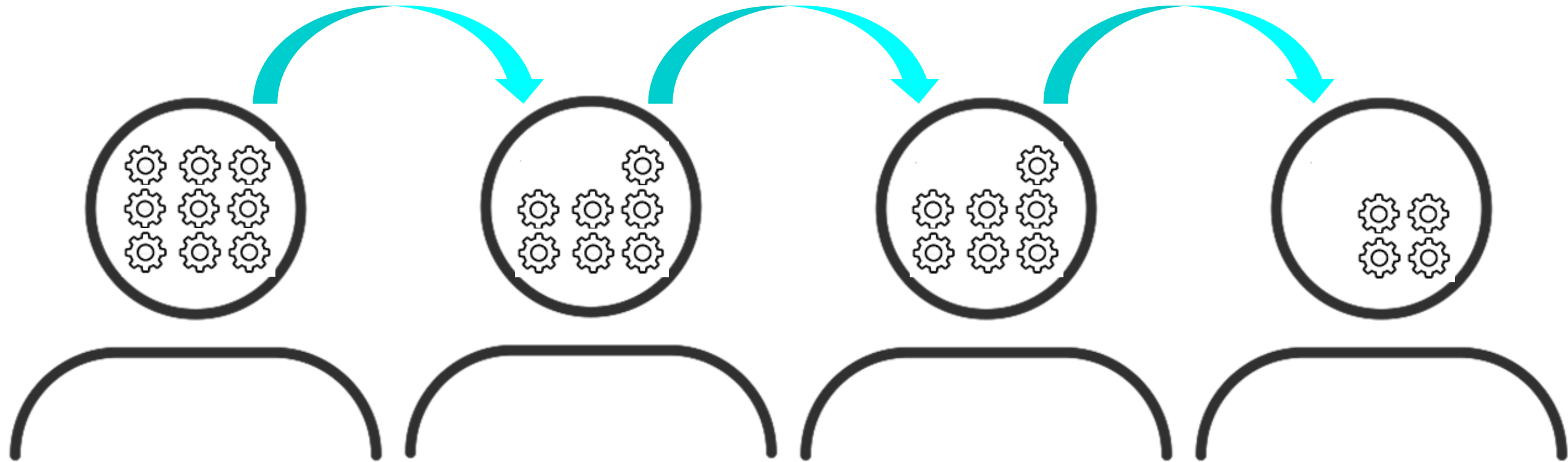
1. The challenge
2. How we can help
3. Next steps



01

The Challenge

Dilution of Knowledge by Transfer

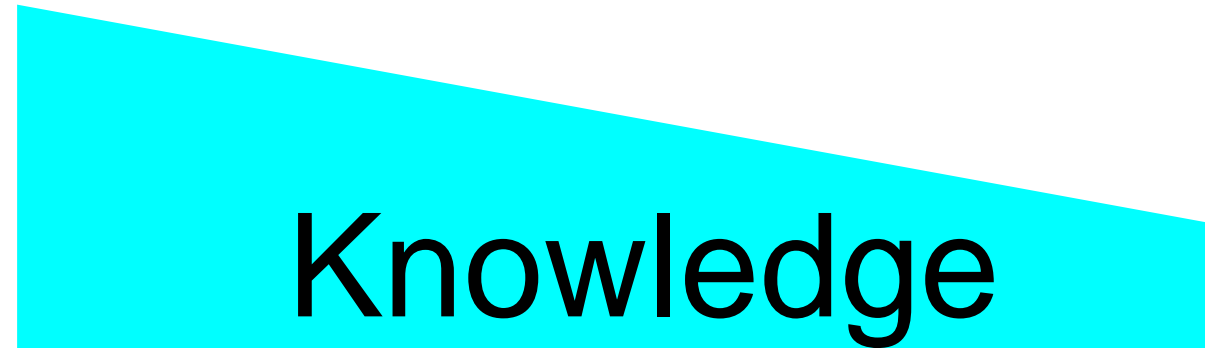


Dilution of Knowledge by Time

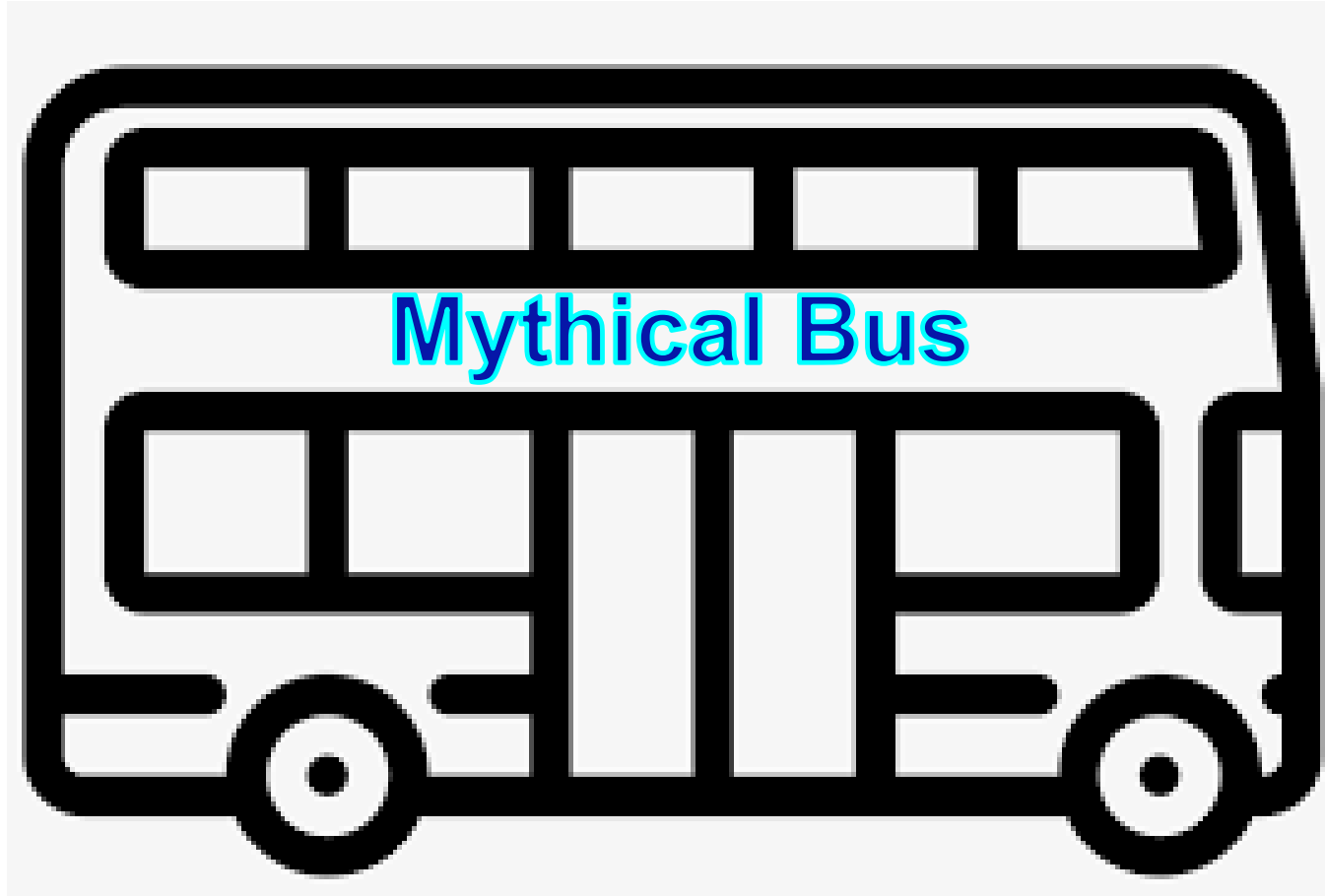
Training
Received



Training
Implemented



Single Point of Failure



New Starters



The Challenge



Training delivered at the right time



Access to training



Ability to ask questions



Ability to ask questions from someone who knows your business



Keeping on top of new starters



Flexible



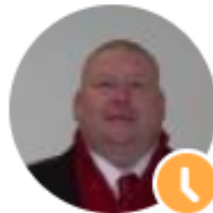
Commercial in confidence



02

How we
can help

Capita Knowledge and Experience = 150+ Years



Not Just For System Administrators



Service and module specific courses

Courses aimed at One Coordinators

Courses aimed at service users

Refresher training

New user training



Month	A&T	B2B	Early Year	G&B	IYSS	System	SEND	Transport	Youth Justice
January	Ask the Expert		Pupil Premium Config			Creating a new CSS Service	Timelines and Quick Reports		Intro to YJ part1 & 2
February		Ask the Expert	Headcount Admin	Ask the Expert	Ask the Expert				Getting the best out of YJ
March			TYoF Admin		Producing CCIS returns	Introduction to activities	Form Builder	Ask the Expert	Court allocations, Breaches
April	Ask the Expert		Ask the Expert		Intro to IYSS part 1 & 2			Using bulk routines	Prevention cases
May	In Year, New user overview, End of phase processes	Scheduled tasks, New user training, Attainment Data	Pupil Premium Config	FSMs Workshop	September Guarantee	Address maintenance	Ask the Expert	Portal workshop	
June	End of phase processes, Transfer Group Setup		Headcount Admin	FSMs Workshop, New User Training		Introduction to activities		Ticket bulk printing	Intro to YJ part1 & 2
July	In Year Portal	New User / Refresher Training	TYoF Admin	Ask the Expert	Ask the Expert		Timelines and Quick Reports		Getting the Best out of YJ
August	Attainment		Self Update			Improve Address management with WAV			Ask the Expert
September	Ask the Expert	Ask the Expert	School Based Providers	Ask the Expert	Bulk Updates and Imports		Form Builder	Ask the Expert	
October	A&T Back Office		Ask the Expert		Assessments	Creating a new CSS Service			Ask the Expert
November	File Exchange Workshop		Census		Ask the Expert		Ask the Expert		
December		Ask the Expert	Census						

Why Subscribe to Remote Training



Delivered at a time that is right for you in easy to accommodate bite sized sessions



Delivered remotely to your workstation, wherever you are



Interactive delivery enabling you to ask questions and share screen



Industry expert lead, to ensure both product knowledge and best practice can be imparted



Rolling end user training



Flexible, if you cannot find the course you want, request an Ask the Expert session

97% of feedback was very good (83%) or good (14%)

Was able to answer all questions with ease and good knowledge

Good explanations and could answer any queries with ease

Mark has expert knowledge of EY product

Insightful and ready to answer any questions with comprehensive answers

Excellent knowledge and clear explanations given

Excellent knowledge and very fluently and clearly explained

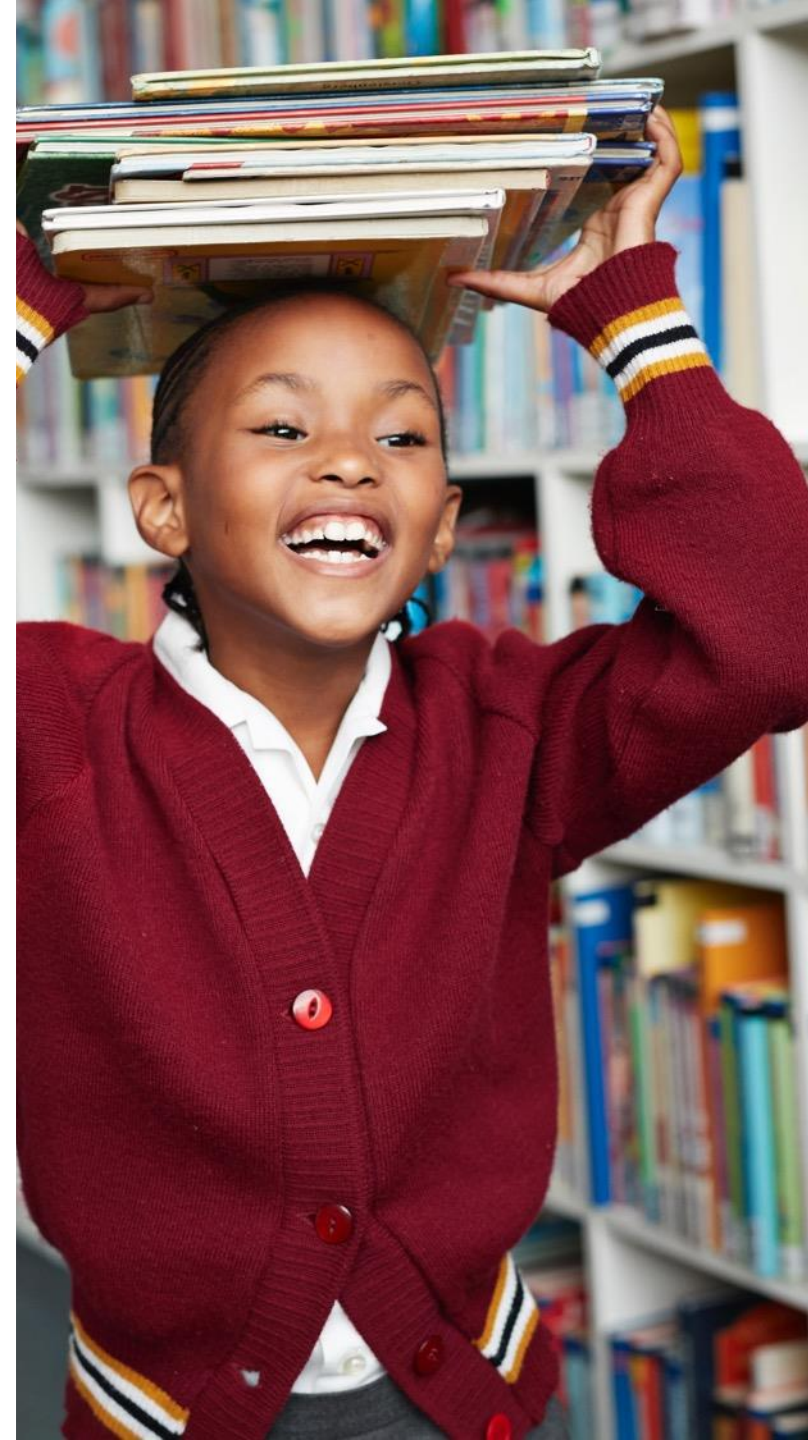
Trainer has outstanding knowledge

As a former user had in depth knowledge

Simons Knowledge of SEN, Statutory requirements, was very good

David knows SEND very well and is always up to speed with what is happening

The trainer delivered exactly to the brief and had excellent knowledge of our business area



03

Next Steps



Next Steps

If you would like to hear more on availability and costs, then please contact your Account Manager.



Capita

Thank you