Member Development Programme 2018-19
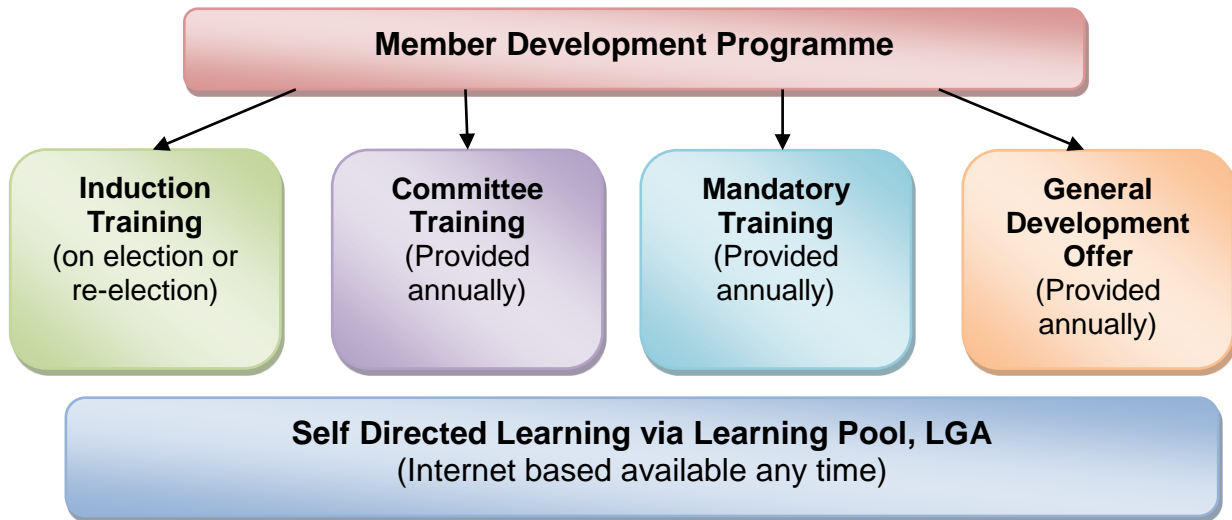
Contents

Introduction

It is a priority of the Council to ensure Councillors are supported and fully equipped to represent the views of our community in order to improve and shape services for the future. Therefore we have made a commitment to ensuring our Councillors are supported in continuously developing the range of skills needed to be outstanding community leaders and advocates for the Council.

The Council provides training support in the following ways

Member Development Programme

Induction Training
(on election or re-election)

Committee Training
(Provided annually)

Mandatory Training
(Provided annually)

General Development Offer
(Provided annually)

Self Directed Learning via Learning Pool, LGA
(Internet based available any time)

This programme provide details of whole training offer to elected members.

Induction

All members on election (newly elected or re-elected) will be invited to attend a Councillor Induction Programme. Mandatory modules must be completed as a minimum by re-elected and newly elected members.

Workshop/training events

Programmed events will be scheduled on election members will be provided with a planner detailing all dates, times and venues for the following events.

Approx Timescale	Mandatory/ Optional	Session
Week 1	Mandatory	One–to-one with Customer & Member Liaison Officer
In advance of first full Council	Optional	Introduction to the Council Constitution
Week 2-3	Optional	Introduction to Council Services
Week 4	Mandatory	Code of Conduct
Week 6	Mandatory	Safeguarding & Sexual Exploitation
Week 8	Mandatory	Corporate Parenting
Week 10	Mandatory	Service Planning & Finance Introduction
Week 12	Optional	Lone Working & Managing Conflict
Week 12+	Mandatory	Council Finance and Budgeting

Online Learning

The following online learning modules are available to support Councillor induction, further details on how to access e-learning is available in the online/self directed learning section of this handbook.

Duration	Mandatory/ Optional	Module
40 Minutes	**Mandatory**	**Equality & Diversity** Aims to provide councillors with an increased awareness of equality and diversity within the Council's overall strategy and framework and to understand their role in supporting the Council in the delivery of an equitable quality of service to its employees and the community
Suite of courses	**Mandatory**	**Information Governance & General Data Protection Regulations** As a councillor there are many ways in which you will access and use data and information, this may include considering issues and making decisions as part of the Council's business, carrying out casework (in this instance you are the data controller) or as part of your political party e.g. canvassing. This learning will provide you with skills and information needed to manage data and information appropriately.
30 Minutes	**Mandatory**	**ICT Security** This module promotes good and safe practice about IT security when using Council computers. It helps users understand their individual responsibilities in relation to IT security as outlined within the Council's Information Computer Security Policy.
40 minutes	**Optional**	**Dispensations** Aims to raise awareness of the dispensations process, provide details on how to apply for dispensations and the factors the Standards Committee will take into account when considering an application for a dispensation. **Please note that your registerable interest must be submitted within 28**

		days of election, therefore please review this module as soon as possible.
20 Minutes	**Optional**	**Introduction to Social Media** Explains what social media is, how it can benefit elected members and steps you can take to protect your self when using social media

Mandatory Training

The following training is mandatory and is monitored by Group Leaders and Council Officers.

When	Type of Training	Session
Every two years or when the Code of Conduct changes	Workshop or E-learning	Code of Conduct
Once per elected term	Workshop or E-learning	Safeguarding & Sexual Exploitation
Once per elected term	Workshop	Corporate Parenting
Once per elected term	E-learning	Equality & Diversity

Attendance/completion the above modules as part of the Councillor Induction programme will also meet the mandatory training requirements.

Regulatory Committee Training

Elected Members must complete specific committee training in advance of attending committees/panels in order to sit as an appointed or substitute member on the Authorities regulatory committees. Training must be completed annually.

Elected Members are required to complete face to face/e-learning once every 4 years and a competency quiz. In the subsequent 3 years elected members are only required complete an annual competency quiz to meet the training requirements of the committee.

Session	Who	Year 1	Year 2, 3 & 4
Planning Committee Training	Appointed members and/or substitute members	Workshop or E-learning	Competency Quiz
Regulation & Review Committee Training (including panels)	Appointed members and/or substitute members	Workshop or E-learning	Competency Quiz
Licensing Committee Training (including panels)	Appointed members	Workshop or E-learning	Competency Quiz

Elected Members will be notified by the Council's Learning Management System when training is due for renewal. Training which is renewed on a regular basis is known as a 'certification'.

Committee Training can be found within the 'required learning' section of Learning Pool once a Councillor is logged into the Learning platform.

An example of a certification:

Information Governance - Certification

You are required to complete this program under the following criteria:

- Member of audience 'NTC all employees'.

You are currently certified - you do not need to work on this certification until the recertification window opens. Progress made before the recertification window opens will likely be lost. The recertification window will open on 31 January 2018, 5:00 PM

Date assigned: 13 December 2016   Due date: 31 March 2018, 5:00 PM   Progress:

Information Governance training is mandatory for all employees and must be refreshed every 12 months. Completion of the learning activities within this certification will meet your mandatory training requirement.

Original certification path

Information Governance

All courses in this set must be completed (unless this is an optional set).

Course name	Actions	Status	Mark complete
Information Governance	Launch course		☑

Annual General Member Development Offer

This programme offers general development and training to support Councillors in their various roles. The programme is informed and considered by Deputy Mayor.

2018/19 Member Development Programme

Training themes to be scheduled in line with ICT projects work programmes include:

- Device familiarisation (Estimated Mid May)
- ICT basic Skills (one to one based on need)
- Modern.gov familiarisation
- Office 365 familiarisation (including OneDrive/SharePoint (document storage), Skype
- Managing Email
- Members Enquiry System

Training sessions will be scheduled on allocated member development training where possible

	September	October	November	January	February
TIME	**11**	**16**	**13**	**22**	**19**
2.00 pm	Tbc	Tbc	Tbc	Tbc	Tbc
6.00 pm	Tbc	Tbc	Tbc	Tbc	Tbc

Online/Self Directed Learning

In addition to the above programmes Elected Member have access to various online and self study tools to support their personal development.

What's Available:

Learning Pool – This is the Council's online learning platform where you can get access to a range of e-learning modules written specifically for Councillors and Employees. All Councillors are registered with Learning Pool your log-in details can be obtained by Helen Davidson, Workforce Development Lead via email Helen.mcmahon@northtyneside.gov.uk. Or telephone 0191 643 5037. You can access Learning Pool via any computer with internet access via http://northtyneside.learningpool.com. Further guidance on accessing Learning pool is at the end of this section.

LGA Councillor Development Tools – The Local Government Association have developed a range of e-learning modules and workbooks specifically for Elected Members. These can be accessed free via http://www.local.gov.uk/councillor-workbooks. You need to register for your personal log in details by emailing elearning@local.gov.uk. Further guidance on how to access this service is available at the end of this section.

Online Resources List

Where	Resource	Type of Learning	Primary Audience
Learning Pool	ICT Security	E-learning	Elected Members & Employees
Learning Pool	Dispensations	E-learning	Elected Members
Learning Pool	Introduction to Social Media	E-learning	Elected Members
Learning Pool	Information Governance	E-learning	Elected Members & Employees
Learning Pool	Planning Committee Training	E-learning	Elected Members
Learning Pool	Licensing Committee Training	E-learning	Elected Members
Learning Pool	Regulation & Review Committee Training	E-learning	Elected Members
Learning Pool	Introduction to Equality & Diversity	E-learning	Employees
Learning Pool	Tackling Racial Discrimination	E-learning	Employees
Learning Pool	Basic Autism Awareness	E-learning	Employees
Learning Pool	Communication Skills	E-learning	Employees
Learning Pool	Meeting Skills	E-learning	Employees
Learning Pool	Presentation Skills	E-learning	Employees
Learning Pool	Prevent Awareness	E-learning	Employees
Learning Pool	Lone Working	E-learning	Employees
Learning Pool	Resilience	E-learning	Employees
Learning Pool	Coaching	E-learning	Employees
Learning Pool	Management	E-learning	Employees
Learning Pool	In your hands Child Trafficking	E-learning	Employees
Learning Pool	Child Sexual Exploitation	E-learning	Employees
Learning Pool	Safeguarding Children	E-learning	Employees
Learning Pool	Mental Health Awareness	E-learning	Employees
Learning Pool	Down Syndrome Awareness	E-learning	Employees
Learning Pool	Learning Disability Awareness	E-learning	Employees
Learning Pool	Epilepsy Awareness	E-learning	Employees
Learning Pool	Faith & Belief	E-learning	Employees
LGA	Councillor Induction	E-learning	Elected Members
LGA	The Effective Ward Councillor	E-learning	Elected Members
LGA	Facilitation and Conflict Resolution	E-learning	Elected Members
LGA	Handling Complaints for Service Improvement	E-learning	Elected Members
LGA	Licensing & Regulation	E-learning	Elected Members
LGA	Policy & Crime	E-learning	Elected Members

Where	Resource	Type of Learning	Primary Audience
	Panels		
LGA	Scrutiny for Councillors	E-learning	Elected Members
LGA	Effective Ward Councillor	Workbook	Elected Members
LGA	Supporting constituents with complex issues	Workbook	Elected Members
LGA	Stress Management & Personal Resilience	Workbook	Elected Members
LGA	Performance Management	Workbook	Elected Members
LGA	Neighbourhood and Community Engagement	Workbook	Elected Members
LGA	Media & Communications	Workbook	Elected Members
LGA	Influencing Skills	Workbook	Elected Members
LGA	Health & Safety in the Council	Workbook	Elected Members
LGA	Handling Case Work	Workbook	Elected Members
LGA	Facilitation and Conflict Resolution	Workbook	Elected Members
LGA	Influencing Skills	Workbook	Elected Members
LGA	Media & Communications	Workbook	Elected Members
LGA	Effective Member and Officer Relations	Workbook	Elected Members
LGA	Scrutiny of Finance	Workbook	Elected Members
LGA	Joining the Chain Gang – Preparing for the Role of Mayor	Workbook	Elected Members
LGA	Engaging Young People	Workbook	Elected Members
LGA	Business Planning	Workbook	Elected Members
LGA	Chairing Skills	Workbook	Elected Members
LGA	Community Leadership	Workbook	Elected Members
LGA	Community Safety	Workbook	Elected Members
LGA	Creating a 'Fit for the Future Organisation' the Political Dimension	Workbook	Elected Members
LGA	Councillors Guide to the Health System	Workbook	Elected Members
LGA	Climate Change	Workbook	Elected Members
LGA	Handling Complaints for Service Improvement	Workbook	Elected Members
LGA	Introduction to Planning	Workbook	Elected Members
LGA	Taxi and PHV Licensing	Workbook	Elected Members
LGA	Gambling Regulation	Workbook	Elected Members

Where	Resource	Type of Learning	Primary Audience
LGA	Community Events	Workbook	Elected Members
LGA	Scrutiny for Councillors	Workbook	Elected Members

Accessing Learning Pool

What is Learning Pool?

Learning Pool is an online learning platform that hosts a number of online learning modules. Learning Pool can be accessed via any computer with internet access, you do not need to log in to the Council's system to access the platform.

You can access Learning pool via http://northtyneside.learningpool.com

New to online learning? Your instructions to get you started

How to access the online training course (it may be helpful to print these instructions when accessing the course for the first time)

- You will need a computer with internet access
- Go to the following website http://northtyneside.learningpool.com

Click Other NTC User
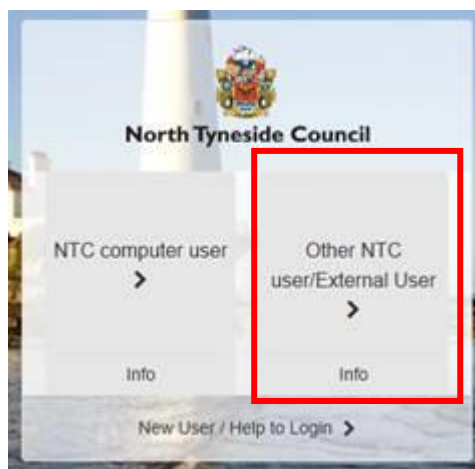
- Log in to the site with your unique username and password

Your username is: This is the same as your council computer user name e.g. **hdav1912**
Your password is: welcome (you will be asked to change this when you first log in to something new).

You can reset your password by the following link
http://northtyneside.learningpool.com/login/forgot_password.php or by emailing
Helen.mcmahon@northtyneside.gov.uk.

Your home page will look similar to the example below:
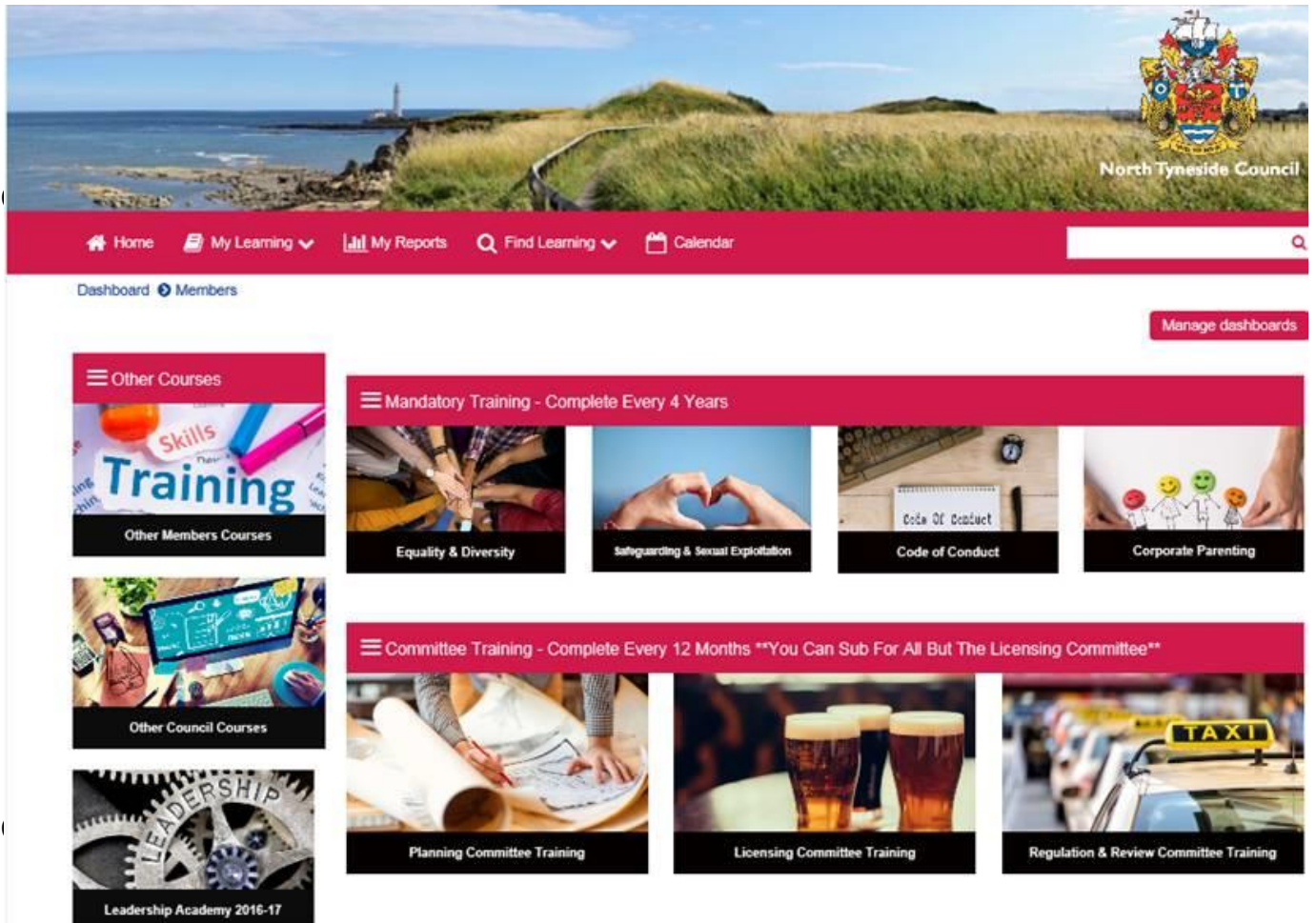
Click an icon to enrol on to a course, view information and complete e-learning/quiz's.

To start e-learning open the e-learning - expand the e-learning tag and clicking the box to launch the module . (see below)

How to check your record of completion

If you wish to check your online learning progress or completion follow these instructions:

Login to Learning Pool using your unique username and password (as detailed above)

From the home screen click 'Record of Learning' with the 'My Learning' section
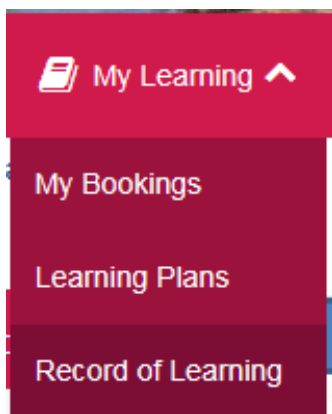
You can then view the courses complete and the date of completion, as an example:

Help and Support

Please see attached some frequently asked questions to help you make best use of the Learning Pool platform

Contact Helen McMahon via email Helen.mcmahon@northtyneside.gov.uk if you need any help or support to access online learning.

Frequently Asked Questions about Learning Pool

1. I've forgotten my password, what should I do?
If you have forgotten your password, click on the forgotten password link underneath the log in box. Fill in the required details and this will generate a new password which you will receive via email.

2. What is e-learning?
eLearning courses can be accessed from anywhere you have internet access.
The e-Learning courses are not intended to replace the existing classroom training you receive, they are intended to enhance the opportunities available to you. There may be times when you need to quickly refresh your memory about a topic or only have a couple of queries which do not require you to attend a full training session or there may be mandatory courses you are required to complete within a set time frame.

3. How should I go about choosing a course?
Usually you should discuss the courses that will most benefit your personal development. You may wish to browse through the courses on offer within the Member Development category, by browsing through the other eight categories or using the course search box on the home page. Some courses are designed as quick refreshers or as a point of reference.

4.Do I need to do any preparation before starting a course?

Before starting any course you should make sure you have a clear space in your diary and you will not be disturbed. You should also check the course length and ensure you have adequate time available.

To access the courses in learning pool, you will need to enable pop ups. If you have not already done this, go to the menu bar and click Tools. Scroll down to Pop-up Blocker and select Turn Pop-ups Off.

5. How do I access a course?
Once you have logged in, if you know the category of the course you require, click on the icon from the homepage. If not, click on Find Courses. Click on the course title of the course you require which will then take you to the specific Course content.

6. What if I want to stop working through a course and return to it later?
The benefit of learning pool is that you can revisit a course as many times as you like in order to complete it. However, we recommend most courses should be completed in two sessions.

To exit a course at any time, click on Menu, located in the bottom left corner of every page, which will take you back to the course contents. Click on Exit, to leave the course and return to the Course Homepage. Your course and completed sections will be saved in your profile and will be available the next time you log in.

7. How do I know if I have completed a section of a course?
As you work through the different sections of the course you will be able to see from the Menu page the sections you have completed, the sections half-completed and those still to do.

8. How can I find out if I have any incomplete courses?
The My Course Progress box is available on the right hand side once you have logged in. By clicking on My Progress, you will see a list of courses you have started and completed.

9. Will anyone else see any quizzes or tests that I have completed?
No. Where there is a requirement for you to complete a quiz or test, this cannot be accessed by others. However, a management report may be produced at a later date to identify results.

10. What happens if I fail a course?
Should you not achieve the required score for a test or quiz, you will be asked to repeat it automatically.

11. Can I print a course out?
We recommend that you don't print out courses, as this can only be done on a page by page basis. All courses are available to return to at any time by just logging in with your learning pool username and password.

12.I completed a course a while ago. Can I return to it?
The benefit of Learning Pool is that courses are available at all times. That means, even if you completed a course months ago, you can still refer back to it. This can be done either by clicking on the My Progress link in the My Course Progress section, or by searching for the course in Find Courses.

13. Can I access Learning Pool from home?
Yes, learning pool can be accessed from home.

Accessing LGA Councillor Development Tools

The Local Government Association offers a wide range of development resources to Councillors.

How to access Councillor Workbooks

- You will need a computer with internet access
- Go to the following website www.lga.gov.uk

Click **Support** then **Councillors Guide**
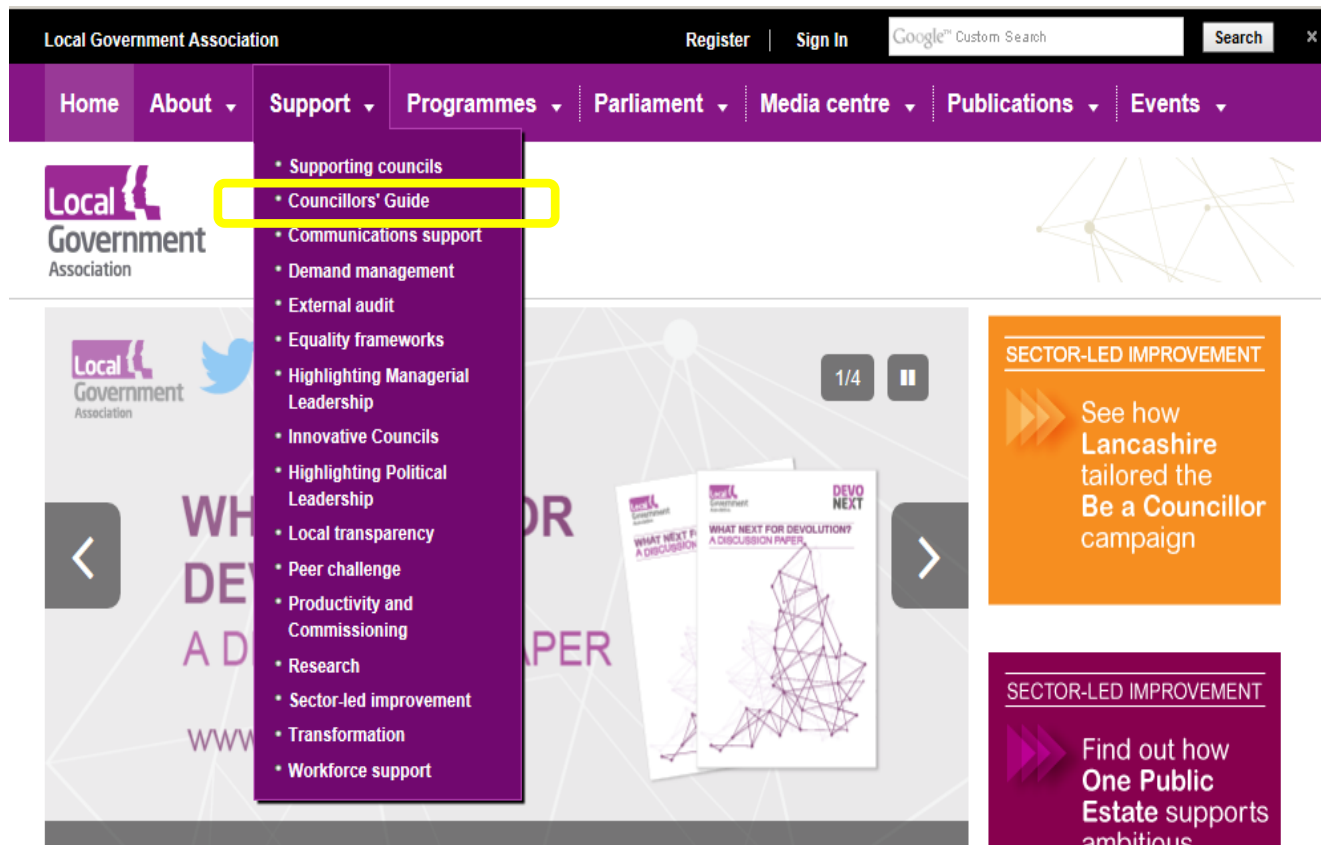
The page details a list of resources available

Click **Distance Learning Resources**

A list of Councillor Workbooks are available:

How to access Councillor LGA e-learning

Follow the instructions as above

Click **Distance Learning Resources**

Click on the e-Learning Link as detailed below. Please note you must register by emailing elearning@local.gov.uk to be able to access this resource.

Contacts
If you have any questions or queries in relation to Member Development contact Helen McMahon, Organisational Development Officer, via email Helen.mcmahon@northtyneside.gov.uk

Personal Training Record

Councillor attendance at Council offered events will be recorded within your Learning Pool account. Should you wish to keep your own records through out the year, please see below a template that can be used to record useful information.

Name_____ **Year**_____

Role(s)_____

Date	Workshop/Event/Conference/E-learning/Workbook