

Education Essex Online Booking System

You said, we listened

Thank you for your feedback on the Education Essex Online Booking System. We have used this information to improve our offer to you and made some changes.

If you have any questions or would like to provide further feedback on how we can improve the booking process for you, please email WorkforceDevelopment@essex.gov.uk.

You said	We listened
You find it hard to find the joining link for a webinar.	You can now find all your webinar joining links for your upcoming courses by going to your 'My Courses' tile from your home page. They are all listed here ready for when you need them.
You want flexible last-minute bookings for virtual events.	Virtual events are now open for bookings until the time of the event. For face-to-face events, we finalise numbers and dietary requirements with our venues so these close 7 days before the event.
You wanted more than one person who can book people on courses.	You can have more than one training manager. Your training manager can email workforcedevelopment@essex.gov.uk your account name and the new managers name and email address and we will set them up.

<p>You are not sure if you can attend if your booking is still provisional.</p>	<p>We will no longer be holding any bookings as provisional. Your booking will go straight through as booked and we will invoice you outside of the booking system. Prompt payment of your invoice is much appreciated.</p>
<p>It takes a long time before you can have access to your certificate, and you can't find it easily.</p>	<p>Certificates are now available once we mark the register, within a few weeks of you attending the course.</p> <p>Certificates are available to you via your home page and the 'My Resources and Certificates' tile.</p>
<p>You receive two surveys and find it hard to keep up with completing them all.</p>	<p>We are now sending you one evaluation and impact survey after you have attended an event.</p> <p>Please complete this promptly and your certificate will become available to download on your 'My resources / certificates' tile.</p> <p>Your feedback is important to us and helps us improve our offer to you.</p>
<p>The password re-set link keeps timing out and you have to keep resetting your password.</p>	<p>We have now extended the time the re-set link lasts to 24 hours.</p>

Contact us:

Email workforcedevelopment@essex.gov.uk

Telephone 0333 01 39891