Governors Online

Frequently Asked Questions

Contents

Booking training for clerks and governors

Do I need to create an account?
Clerks and governors will require an account to maintain school governance information such as terms of office and to book onto training.

When the new system is launched – all existing users will have been set up and sent their username and passwords to personal email addresses. Clerks and governors should check e-mails from East Sussex before trying to set up a new user.

If governors have not received any correspondence – clerks can sign governors up by adding a new governor.

If a school has a new clerk the Chair of Governors will need to notify Governor and Clerking Service by completing a [notification form](#) and the Service will set up an account on the schools behalf.

How do I change my personal details?
Log into your account, select **My Profile and Bookings**.

Within '**My Learning** select **Change contact details**.

Which 'Sector' do I choose in the CPD Home screen when searching training?
Select **Children's Workforce** and then select **Governors**

What happens if I choose the wrong sector when I log in?
If you choose the wrong sector for your organisation when you log in you will not be able to see all of the courses that are relevant for your organisation. Simply click the 'home' button located in the blue tab bar and select the correct sector for your organisation.

I have forgotten my User Name/Password
Please email: governors@eastsussex.gov.uk and we will re-send your details to your email address.

How do I search for courses?
In the Governors Online home screen

Please log in. On the right hand side of the screen you will see a grey area marked as "Search Events Tool".

Browse all courses available for your sector or search by using a keyword for the course then select **Search**.

In the CPD home screen

Please log in and select the relevant sector. There are 4 ways you can search for a course:

1. If you know the date of the course you are looking for then please select the date on the event calendar.

2. If you are looking for courses relating to a particular category, for example Governors courses, then please select the relevant course category

3. If you would like to browse all courses available for your sector or search by using a keyword for the course then select **Search** If you scroll down within 'search events' you will see a full list of courses available to your sector, these courses are listed in date order.

4. If you know the course title please insert a keyword into the '*keyword box*', for example, if you are wanting to book onto Safeguarding & Pupil Welfare type **Safeguarding** into the keyword box and click '**search**'. This will show you all of the Safeguarding courses we have to offer. Please note the keyword search is sensitive to spelling.

How do I request a place on a course?

Once you have found the course you would like to attend, select **Take this Course** you will find this to the right hand side of the booking. You will need to agree to our terms and condition and then click **Submit.**

Alternatively notify your clerk that you wish to attend and you will be advised on whether you or the clerk as a cpd leader will book the course on your behalf.

What happens when I have requested a place on a course?

Your booking will then be sent to the CPD Lead for their approval before being sent to a member of our team. This is usually the Clerk or Training Link Governor. Once a booking has been confirmed and you have been successful in gaining a place you will be sent a confirmation email.

How do I check the status of my booking?

Once logged in and the relevant sector for your organisation has been selected, select **My Profile & Bookings**, you will find this in the blue toolbar toward the top of the webpage. Within the **My Learning - Events** section select **Events**. This will show you a full list of courses that you have requested a place on, if you look to the right hand side of the booking you will see 'booking status'.

What does un-authorised and un-confirmed mean?

If you have been successful in gaining a place on the course your booking status under **My Learning – Events / Events** will say 'Confirmed'. If your booking is 'Un-Authorised' this means that your CPD Lead has not yet approved your booking request. If the booking says 'Un-Confirmed' then the Training & Development Team have not yet approved your booking request.

How do I know if I am going to get charged for a course?

You must be logged in to view the correct fees for your organisation; you will see the correct charges for your organisation at the time of requesting a place. The confirmation e-mail will also re-confirm any costs.

How do I pay for a course?

Your school will be charged directly.

How do I cancel my place on a course?

Once logged in and your sector chosen, select **My Profile & Bookings** you will find this in the blue toolbar toward the top of the webpage. Within the **Events** section select **Cancel a booking**. Under the course title select **cancel booking**, insert your cancellation reason, agree to our terms and conditions and submit.

What costs are involved if I cancel a course?

For all fee-bearing courses our cancellation policy is applied. The full fee is payable for delegates who cancel within the last two weeks before the course date, or who fail to show up on the day (except for exceptional circumstances). Our cancellation policy is available on our website.

Cancellations within two weeks before the course date or failure to attend will incur an administration fee.

What happens if a course is fully booked?

You can request a place on the waiting list by selecting **Waiting List.**

How do you know If a place becomes available wen on a waiting list for a course?

You will be emailed with a confirmation email if a place becomes available.

How do I activate my CPD Lead rights on the system?

These have been set up to default to the Clerk. If the CPD lead is different for your school Governors, for example your school's Training Link Governor, please contact governors@eastsussex.gov.uk

How do I book courses for governors at my school?

Only allocated CPD leaders can book on behalf of others.

Once you have found the course you would like to book please select **Take this Course**, you will find this to the right hand side of the booking. Then select **request a place on behalf of a** governor and select your governor from the drop down list.

Why can't I see my governors in the drop down list when booking a place on a course?

If your governor does not appear in the drop down list when **requesting a place on behalf of a** governor please check that you have selected the correct **establishment**, this is located in the drop down above governor's **name**.

Alternatively the course may not be identified as being relevant for governors. This is determined by the course organiser. If you have any queries please contact education.events@eastsussex.gov.uk

How do I cancel a place on a course for my governors?

To cancel a governors booking, please log in, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' you will see 'events governors are due to attend' under the course title you will have the option 'cancel booking' please insert a reason and click submit. As long as you provide us with 5 full working days cancellation notice the booking will be cancelled free of charge.

How do I check the cost of a course that a governor has booked?

As a CPD Lead you will also receive the course costs on the email sent to you asking you to approve/deny your governors booking. You will also receive a copy of the confirmation e-mail which will re-confirm any costs.

How do I approve / deny a governor course booking?

If a governor from your organisation requests a place on a course through their personal log in you as the CPD Lead will be sent an email asking you to approve/deny the booking. You can follow the link on the email to action this request.

How do I find the courses my governors are due to attend?

To check the status of a governors booking, please log in, select the relevant sector then select 'My CPD Online'. Within 'Managers Tools' you will see 'events governors are due to attend', select this, now you will see a list of future events governors have requested a place on, to the right hand side will be the status of that booking.

If the booking status says 'un-authorised' this means that the manager from your setting (you) have not yet approved the booking. If the status says 'un-confirmed this means that the Children's Workforce Development Team has not yet confirmed the booking. If the status says 'Confirmed' this means your governor has been successful in gaining a place on the course.

Why can't I see courses for governors?

If you are linked to more than one organisation or department then you will have to 'choose establishment'. You will only be able to view courses for governors if you have selected the correct establishment.

Clerks managing governing body and governor information

Why can't I add a new governor?

If your school has no governor vacancies, you will be unable to add a new governor. The outgoing Governor will need to be resigned before the new governor can be added.

How many Associate Governors can I add?

You will need to check whether your Instrument of Government has Associate Governors listed. If so, you can add up to 99 Associate Governors – we suggest these are added for a 1 year term of office.

If there are no vacancies listed please contact governors@eastsussex.gov.uk.

Why can't I add a new governor position?

If you are trying to add a new governor **Position** – Chair / Vice Chair / Safeguarding, SEN or Training Link Governor - you will be unable to add the new governor to the position if the outgoing governor position has not been resigned. If you have multiple positions and these are not listed within your governing body schedule please contact governors@eastsussex.gov.uk.

Can I allocate a position if the term of office expires before the expiry of the position?

Yes, however you can only appoint them to the position to the end of their term of office as a governor. If they are reappointed/elected the position end date will then be added at the reappointment stage.

Can a new record be added without a Governor Eligibility or Business Interest Form?

No – the system will not allow you to proceed if you haven't confirmed you have these forms.

How do I add a governor who is also a governor in another East Sussex School?

If the governor is at another school but you are not the clerk, add the governor's details in the usual way. The Governor and Clerking Service will merge the information in the governor's main record prior to authorisation. This will avoid duplicate records in the system.

Should this be the case, whether you are aware of the other governor role or not, your request to add the new governor will be declined and the information merged. You will receive a confirmation email.

Do all governors need a DBS check recorded in the database?

Check your local school policy.

There is currently no national legislation that makes DBS checks mandatory for school governors. However, if your school's policy states that all governors must complete a check then you are required to complete the checks.

How will a governor be notified of their User Name and Password?

An email from Governor and Clerking Services will be generated containing this information once a new governor has been 'authorised' in the system.

Can I add a new governor record without confirmation from the appointing authority?

No – the governor appointment should be confirmed by the relevant body prior to adding them (e.g. Diocese). If this hasn't been given, 'authorisation' in the system will be delayed.

Can I change a governor's contact information?

Yes. However Governors are able to do this via the **Change Contact Details** on

My Profile and Bookings, you are advised to encourage governors to manage their own personal information**.**

Can I change a governor's type?

Yes. The current governor type must be end dated and a new term of office added.

Can I change a governor position term of office?

Yes. This can be done via **Amend term of office.**

Can a governor hold more than one governor position?

Yes. But there has to be a vacancy in this category for this to be actioned.

Do I delete a governor when they have resigned?

No. This deletes the Governors history from the system for the school and Governor.

What should I do if my Instrument of Government is wrong?

Contact Governor and Clerking Services governors@eastsussex.gov.uk

Can I check if I have made the correct amendment to a governor's details

Yes. Search the Clerk Audit Log between the relevant dates to view any amendments.

Clerks managing meetings and governor communication

Can I upload papers for meetings to the database?

Yes. These need to be uploaded to the school file and then they can be allocated to the appropriate meeting.

Can I email governors via the system?

Yes. Do this via the **manage meetings** option. This will use the contact details in the system.

How do I download reports?

Select the report you wish to download by selecting **download report.** The downloaded report can be accessed via the **Reports** tab via the **Admin** menu. Select the tab **Excel Reports Downloads** and you are able to download the report into Excel.

Can I record Governor attendance at meetings via the system?

No, but you can print a register to use for governors to sign in.

Further support

Governor and Clerking Service Team

Email: governors@eastsussex.gov.uk

Telephone: 01323 466885

Children's Workforce Training

Email: education.events@eastsussex.gov.uk

Telephone: 01323 466870