



COVID-19 | Hints and Tips for NHS and Hospice customers using Allocate's DevelopMe+ software

The team at Allocate understand the impact COVID-19 is having or is likely to have on our NHS and Hospice customers. As part of this support we have compiled a series of hints, tips and reminders that you may wish to consider when using **DevelopMe+**.

We will keep these hints and tips updated over the coming days and weeks. The Allocate customer community has a strong tradition of sharing experience and innovation, if you have any feedback or useful additions to this list of hints or tips please email corona.virus@allocatesoftware.com and we will add them to this document for wider sharing.



Mass Booking Cancellations

Some of you have already received communications from us regarding changes to support mass event and booking cancellations. We are currently working on this, but it will take some time to complete. In the meantime, please use the following steps:

- Home Page > Event Scheduling > select the course with events to cancel > "Bulk Add" > use the 'status' drop down to amend the events from "Confirmed" to "Cancelled"
- This will not cancel the bookings but will enable bulk event cancellation to help you track what events are happening and which are not.
- We will keep you informed of any changes we are making to the system to make this process easier in the coming days and weeks.



Recording ad-hoc and on-site training

- If you are holding ad-hoc training that needs to be added to your LMS, such as mask fitting or advanced infection control for example, we can help.
- Attached is the template used to upload training history.
- If managers and trainers are able to so, please send you lists of attendees (full names as shown on their contracts, **no nicknames or preferred names**) and the date and title of the training, we can support you to fill in the personal identifiers quickly if you are unable to do so yourselves and this can be uploaded in bulk to save you creating numerous courses, events and bookings.
- You may find it quicker to create events ad-hoc so remember there is the ability to make bulk bookings. There is also the option to request staff to complete verifications for themselves if you think they are able to log in and do so.
- If you would like to know more about this, please do not hesitate to contact support@enterprisestudy.com.



Recording COVID-19 as a DNA or cancel reason

You can add DNA reasons to the lookup maintenance to include COVID-19.

- From your Home Page > Lookup Maintenance > "Competence" > "Add"
- From your Home Page > Lookup Maintenance > "NonAttendanceManager:..." > "Add"
- You will be able to report on this as well.



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Identifying staff with additional compliance, training or skills

- At this time, you may need to know who in your teams are skilled to take on extra responsibilities if staff numbers reduce due to sickness or in the case that extra clinical help is required.
- The **Staff Certification Status for a Competency** report will help you to identify staff who have trained for a topic in the past (in date or not) even if they are no longer in the target audience for it. This report is available to all admins. Select the report title then choose the topic you wish to report on from the drop down, then click "excel" to enable you to filter the report as required.
- The **CPD Reflections** report will help you to identify if any staff have recorded additional qualifications or certifications that you could utilise.
- If you would like any help running or understanding these reports, please do not hesitate to contact support@enterprisestudy.com



Sharing Manager Responsibilities

To ensure that bookings are approved, and compliance can be tracked at this time, managers can share their responsibilities with another person to lessen or relieve the burden. If you do not have this functionality or do not know how to use it, please let us know so we can help you with this.



Teaching Remotely

With Microsoft teams being rolled out across the NHS you can now set up remote training sessions. Add the invite link to your event "additional information" and then re-send all the JI's. You can also set up "Microsoft Teams" as a training location within your LMS. We are working to integrate the system with MS Teams but in the meantime you can still utilise this function. If you have questions about this please do not hesitate to contact support@enterprisestudy.com

Our team is on hand to support our customers throughout. Please use online support and support contacts as usual. Outside of usual support please send any specific COVID-19 related questions to corona.virus@allocatesoftware.com

[Click here to access the support portal](#)

Web: www.allocatesoftware.com

Twitter: @AllocateS