How to organise a course using Google Suite

Please use the below as a guide for organising a course online from cradle to grave.

# Have a forum meeting and decide/agree on a course!

In person or online, the first thing is to talk to the group about the course you wish to deliver. The following information needs to be researched and brought to a meeting for approval by the forum:

* + Course
	+ Date/Time
	+ Duration
	+ Cost
	+ Max/Min no. of learners
	+ Online or In person
	+ ULR who is leading organisation on this course?

Approvals for spend on courses can also be done via email or whatsapp chat if one has been established. Region will keep a log of who has agreed and let the lead ULR know when they get enough approvals to begin organising.

The forum also need to agree on a date to advertise. **This is to be no less than 2 weeks before the start date of a course but ideally much earlier.** Any later than this and we risk low applicants and cancelation.

**Note:** Steps beyond this point should be taken up as responsibility by the lead ULR for the course.

**IMPORTANT:** Due to current communications delays when sending emails from region, it has been agreed that all above details need to be confirmed by both provider and ULR’s at least 1 month before the start date of the course.

# Add course to application form

Each County Forum has their own Google account. This is where applications are stored, and emails are sent/received for the forum. Once the course and all relevant information has been agreed, it is up to the forum to decide when it should be added to the application form. This may be as soon as confirmation is received or only when the email goes out to all members.



1. Click on the application form in the google drive
2. Click on the “Which course are you applying for?” box
3. Click “Add option”
4. Type in your new course title with the date
5. Ensure that the “Required” button is blue at the bottom right-hand corner
6. Click any empty space and then close the form (it saves automatically)

**TIP: You can delete any course by clicking the X button**



1. **Create a poster/advert and send out to members**

You can create a poster for your course using Canva. Please watch the tutorial video below to learn how to use Canva

<https://vimeo.com/525653155> - Password: **ulr2021**

Feel free to use any other programmes you like to create a poster such as Word or Publisher

**What to include in your poster/advert?**

* Course Title
* “Free for members of any UNISON (Nottinghamshire/Northamptonshire/Leicestershire/Derbyshire/Lincolnshire) branch”
* Date, Time, Duration, Location (E.G. Teams)
* How to apply (Link)
* Who to email for questions (County Gmail)
* UNISON East Mids Logo
* County Forum Logo
* Any other information you think is relevant – This should include a brief overview e.g. “This course is run by Dr XXXX who is a specialist in XXXX. The session will cover….”

**NOTE:** Branding guidelines and UNISON logos can be found online here - <https://medialibrary.unison.org.uk/pages/search.php?search=%21collection225&k=ddc8806cb4>

Once designed send this poster to e.smith-gibbs@unison.co.uk. **This is to be done no later than 3 weeks before the start date of a course**. Include any additional information you may wish be included on social media posts/website/email.

Region then send out the email to all members in your county, post on the website and post on regional social media. Once this has been done you can also send an email to your members via your usual communication channels and post on your social media for your branches.

Once the course has been advertised, ULR’s and branches may then promote using local communication methods (Email, printing posters, posting to branch social media)

**ASK REGION TO:** Add to website and social media accounts. Email out to all members including branches and ULR’s.

1. **Regularly check applications and emails**

Once the advert has gone out you will start to receive applications. You can view them on the google drive by clicking onto the “Course Application Form Spreadsheet”



You can filter the applications by:

* Time/Date received
* Course
* Forename
* Surname



**4.1**. Check the inbox regularly and answer any queries. Common queries can include:

* **People are unable to access the application form**. This is often due to employer permissions as some authorities block the use of google forms. If this happens we simply need to add the application manually. First check they have not already figured it out and applied! Do this by opening the applications spreadsheet and searching for their name and email. If it’s not there, ask the member for all of their details if not already provided. Type all of their details in a new line below the last received application. **IMPORTANT:** Ensure that the Timestamp column (A) includes the exact date and time they sent their first email to the inbox. This ensures that applications are always first-come-first-serve. Always filter this column by “A-Z”.
* **People asking if they have secured a place.** This is often before confirmations go out. It is up to you if you wish to tell a member if they have secured a place or not but for some courses it may be best to simply say “Confirmations will be emailed to applicants once the application stage has ended”.
* **People asking for further information about a course.** Reply to these emails with details however be cautious not to disclose location information to anyone who has not confirmed and secured a place. This is to prevent members from turning up to courses they do not have a place for. You can provide applicants a rough location.
* **I have a workplace problem!** Sometimes we get emails about all sorts of things as members simply hit reply when they see an email from a UNISON address! If you are able to answer and feel comfortable doing so then do! If not please simply forward to e.smith-gibbs@unison.co.uk or g.mccann@unison.co.uk.

**4.2**. Check the applications spreadsheet regularly. Some things to look out for are:

* Check for any duplicate applications and delete the latest one received. (Some people like to apply for the same course more than once!)
* Keep an eye on numbers. (Some courses may need to be re-advertised to get more applicants and some courses may have too many!)
* You may wish to keep a log of people who are interested in alternative dates or have asked to be placed on a waiting list for future dates. It’s up to you how you record this information.
1. **Ask applicants to confirm attendance**

To try to ensure that seats are filled on our courses we now email our applicants and ask them to confirm their commitment to attending the date and time. Do this as soon as possible or once you have received a good amount of applications.

**IMPORTANT:** Before we email applicants asking to confirm we need to make sure their membership numbers have been checked first. This is something the region does. Email e.smith-gibbs@unison.co.uk to ask if it can be done if not done already. If checked, the membership number and the branch will be highlighted green. If highlighted red there is an issue and there will be a note.

1. Ensure you filter the application spreadsheet by Timestamp - “A-Z”
2. Check that membership numbers have been checked by region
3. Email the first number of applicants. For example, If your maximum number of attendees is 15 then email the first 15 applicants. We still ask for confirmations even if all places are not filled. This is to help us gauge how many people will actually attend and if we need to cancel. **IMPORTANT**: When emailing you have 3 options. Email individually. Email in bulk and *always* BCC. Email via a mail-merge. We recommend using mail-merge whenever possible but some find it a little confusing. If you would like to learn how to mail-merge on gmail please email e.smith-gibbs@unison.co.uk.

Your email could sound like:

Dear {{name}}

I can confirm you have secured a place on our Special Education Needs course.

Please can you reply to this email confirming your attendance as there are limited spaces available and we have some members on a waiting list for this. If I do not hear from you by **Monday 10th July** I will assume you can no longer attend and offer this space to someone on our waiting list.

Note: If you are no longer able to attend please let us know as soon as possible.

**Special Education Needs**

Monday 17th July

6pm - 8:30pm

Via Zoom

Kindest Regards,

Ella Smith-Gibbs

1. Email the rest of the applicants who have not secured a place. Your email could sound like:

Dear {{name}}

Thank you so much for applying for our course on Special Education Needs. Unfortunately, due to there being a limited number of spaces available on this course we were unable to allocate everyone a position this time round. I can however confirm that you have been put onto our waiting list to be told if a space becomes available.

If you have any questions then please do not hesitate to contact me

Kindest Regards,

Ella Smith-Gibbs

1. Keep note of who confirms, who declines and who doesn’t reply before the deadline. You can keep log by colouring their names on the application spreadsheet if you like. If you have someone decline or if the deadline passes and some people have not replied, offer this space to the next person on the waiting list. **NOTE**: It’s a good idea to keep a note of who has been emailed what as it sometimes can get confusing especially if applications are still coming in! See next on how to close applications.

**Note:** Keep an eye on the “Learning Support” column in the application form. If a learner needs extra support and has confirmed attendance, mention this to region to see how we can accommodate their needs.

**IMPORTANT:** When emailing more than one person in one email, ensure that email addresses are in the “BCC” field to ensure that GDPR regulations are followed.

**ASK REGION TO:** Check membership numbers.

1. **Close course applications**

It’s up to you how early you would like to close the course applications. 2 weeks before should be a minimum but if it’s a course where you need confirmation of attendance, you may wish to close earlier.

To close an application, you simply need to go back into the Application Form on the google drive and delete the course as an option from the form using X. (Again, this saves automatically)



1. **Send out confirmations and joining instructions**

When applications have closed and you have confirmed attendance with all your learners then the next thing to do is to send an email to everyone who has secured a place to confirm enrolment and with details on how to join. You can do this all at once or you can send the confirmations out when you have received a confirmation in that they are able to attend. Your email could sound like:

Dear {{name}}

I can confirm you have secured a place on our **Special Education Needs** course.

Please see below joining instructions.

**Note:** If you are no longer able to attend please let us know as soon a possible as we have people on our waiting list.

**Special Education Needs**

Monday 17th July

6pm - 8:30pm

Via Zoom

Join Zoom Meeting
<https://us06web.zoom.us/j/87643461436?pwd=Z2pJNW1UZmVuQ2JQZWFIcWtPeVN3QT09>

Meeting ID: 876 4346 1436
Passcode: 011902

Kindest Regards,

Ella Smith-Gibbs

You may also wish to attach any relevant information to this email too.

1. **Attend the course**

The organiser attends the course to introduce the session but another ULR may be able to do this. You may wish to:

* Say something along the lines of “Welcome! Thank you all for joining.” Introduce who you are, where you’re from and your role. Explain that you organised this course within the learning forum and if anyone wants to join and help then we would love for them to give us ideas and become a ULR!
* Give them an email address in the chat to contact if anyone has questions, comments or concerns or wants to help out (feel free to use a regional one g.mccann@unison.co.uk)
* Mention to everyone that we will be sending out feedback forms and please can they fill them out.
* Provide links to useful pages:
	+ Learning organised by the regional office - <https://eastmidlands.unison.org.uk/members/>
	+ Learning organised by ULRs - <https://eastmidlands.unison.org.uk/county-forums/>
	+ Learning (and grants) organised by National Office - <https://learning.unison.org.uk/>
	+ ULR Training - <https://eastmidlands.unison.org.uk/learning-reps/>
	+ Facebook - <https://www.facebook.com/UNISON-East-Midlands-Education-Training-655255891211041>

**IMPORTANT:** While attending your course you will also need to take a register of those who are in attendance.

1. **Fill out the register on the application sheet**

Once the course has been completed, go back to the application form sheet, and move all applications over to the “completed” sheet. Once moved, then fill out who was invited to the course and who attended. You can see how to do this by viewing the training video below:

Go to **01:23:31** <https://vimeo.com/525051048> – Password **ulr2021**

1. **Send out Feedback Forms**

The final thing to do is to send out the feedback forms to all those who attended. The email may want to say something like this:

Dear {{name}}

Thank you so much for attending our course on Special Education Needs – 17th July. We hope you enjoyed it. I have pasted two feedback forms below and would really appreciate it if you could fill these out for us. This helps us to secure funding to run further courses for you for free in future.

{{Feedback Form}}

If you have any further questions, then please do not hesitate to contact us.

Kindest regards,

Ella Smith-Gibbs

Once responses have been collected you may wish to send these out to the provider as well.

**Finances**

If you get anything relating to invoices then just send it to Ella at e.smith-gibbs@unison.co.uk