

# Training and support

When we go live, who will help me with the new tools?	The ChildStory implementation team will be in your district during go live week to help you. Your local 'ChildStory coaches' – some of your colleagues who will have helped with your training – will also be a key reference point. There will also be a dedicated support team who will have representatives in the districts as well as being contactable via phone and email.
You said you're trying to make training really practice-focused, so can we bring real work on the day of training?	No you don't need to bring any work – we'll have mock scenarios for you that replicate real-life scenarios.
How long is training?	Three days for the 'Casework essentials' course. Training will be face-to-face not elearning. There will also be other courses such as a one-day admin course, half-day managers' course and courses for specialists such as JIRT.
Will new users be trained in ChildStory and what about returning users?	There will be training for new staff and those who were on leave when the initial training was done.
Will administrative staff undergo the same training courses as casework staff?	There is an 'Admin essentials' training course as well as a 'Casework essentials' training course. We will provide more information on what each course entails closer to training.
Will we have access to something similar to the KIDS reference guide?	Yes.
What happens if there is an error in ChildStory regarding transferred KIDS data?	There will be a dedicated support team that will help with such problems.
Will carers, children, parents and partners have access to IT support when they need it?	Yes. The ChildStory support team will be available to all people who use ChildStory. They will have information on who to call and/or how to access help within the system.
When will training dates be allocated?	We are currently working with District Directors and Managers Client Services to work out training dates for all relevant staff (3,500 people).
Will there be an option for self-training?	No.
Will all staff be trained at once? It may be problematic if all of our CSC staff are trained at the same time.	There is a three-week period in which your training will be undertaken, just before go live. We won't train a whole CSC at once – there will be several sessions that staff from your CSC can attend.
Are there additional training programs for management?	Yes.