**National Support Line Operator – Learning and Development Pathway**

To make sure you’re safe and feel confident to start your role you need to do some required learning, we’ve tailored this for your role. You’ll do most of this over the next few months, but we’ll also ask you to do refreshers from time to time.

If you’ve volunteered with us before, you may already have done part of this on courses with different names. You can check this by emailing [mylearning@redcross.org.uk](mailto:mylearning@redcross.org.uk).

# **Icon Description automatically generatedInduction Training**

These courses make up the introduction to the organisation and aim to meet our obligations within and out with the organisation. If you have questions about induction training, please contact the Learning and Organisational Development team at [mylearning@redcross.org.uk](mailto:mylearning@redcross.org.uk).

* Welcome to the British Red Cross eLearning (2 hours)

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/curriculum/9cf06a54-bbdb-4ab9-b22d-963540a2ef42) to open the course

Complete your induction eLearning training to familiarise yourself with the history and operations of our organisation, understand our approach to providing support, and discuss how we look after ourselves and each other.

* Mandatory Training (3 hours)

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/curriculum/392d95b4-8767-4a7b-8d27-3defbd8c7f35) to open the volunteer curriculum in the Learning Platform

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/curriculum/f4fd41fe-516a-40a3-8dd0-6cd2628368a2) to open the staff curriculum in the Learning Platform

Complete your mandatory training to work safely and confidently in your role, to give our partners (e.g.NHS, local authorities etc.) confidence in the services we provide and to give our service users confidence in our ability to support them. This eLearning consists of Code of Conduct, Data Matters, Safeguarding Children & Adults Awareness, Equality, Diversity & Inclusion: Getting it Right, Protecting the British Red Cross from Fraud Bribery & Corruption and the Health & Safety Suite.

* Welcome Day Workshop (5 hours)

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/event/d25a7a07-f683-4181-876d-90f564dd6bb6) to book onto the course

This interactive course brings to life what it’s like to volunteer with the British Red Cross. Our experienced trainers will give you a warm welcome to the organisation and share examples of how we make a difference to people who need our support. You can come along in person or log in using Zoom.

* Supporting Yourself and Others Workshop (6 hours)

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/event/290cc4ff-3477-4d9a-8382-21e767326a38) to book onto the course

This workshop will introduce you to the British Red Cross’ framework to provide psychosocial support - CALMER. You will discover the nature and impact of crises and will develop your skills and confidence to support people in times of crisis. It is available for everyone in the organisation but is especially useful for those in front-line roles. You will not need to know anything about psychosocial support before you attend but please complete your Mandatory Training before you attend.

The workshop takes place over two 3-hour sessions on different days. Please attend both sessions or let us know if you need to reschedule.

# **Shape Description automatically generatedRole Specific Training**

These courses are required learning for this role and will equip you with the necessary tool to carry out your role confidently and safely. Please speak to your line manager for dates and times of in person, Zoom or Microsoft Teams courses. If you have other questions about role specific training, please email[mylearning@redcross.org.uk](mailto:mylearning@redcross.org.uk)

These courses in this section are all required learning for this role.

[Click here](https://brclearning.csod.com/ui/lms-learning-details/app/curriculum/98788e78-cc2b-4390-961d-8d59d155e47c) to access this curriculum via the Learning Platform and complete the courses in the sequence.

* Support Line Operator Training (3 hours)

You will be booked on this training by the recruitment team after completing the Welcome to the British Red Cross e-learning.

This course is for Support Line Operators joining the National Support Line. You will enhance the skills you have learned in the BRC induction courses. We will cover both the practical and emotional elements of support line operating.

* National Support Line and Safeguarding (30 minutes)

This course is designed to assist National Support Line operators and supervisors with the identification and reporting of safeguarding concerns which are reportable internally to the Safeguarding Assurance Team (SAT).

* Microsoft Dynamics 365 - User Guide (15 minutes)

This guide will give an overview of how to use the Microsoft Dynamics 365 Database for the National Support Line.

* Dynamics Database (National Support Line) (2 hours 30 mins)

This course is a part of the National Support Line Operator learning pathway, you will learn about the database system used in your role.

* Practice Scenario in Sandbox (20 minutes)

Practice scenario following the Dynamics database training.

* Mitel Ignite phone line basic features (10 mins)

This e-module will help you set up your phone so that you can take calls for the National Support Line.

* Telephone Training (National Support Line) (1hour 30minutes)

This course is a part of the learning pathway for National Support Line Operators. You will learn about the telephony system used in your role an operator.

* National Support Line: Check your knowledge (10 minutes)

This is the final step of the National Support Line Operator Training pathway. Check your knowledge by completing the quiz. After the quiz you will access a link to share your availability for a 1:1 mentoring session with your coordinator.