



## **Creative Academy Induction - FAQs**

### **Who is the training suitable for?**

All new staff to the organisation regardless of role or level should attend the Creative Academy Induction webinar and complete the 6 modules of e-learning.

### **I have attended the Induction for Care/Non-Care Staff full day classroom training. Is this suitable for me?**

No, if you have attended full day classroom training, you do not need to complete this.

### **I used to work for Creative Support and have returned. Do I need to complete this?**

Yes, if you have been away for more than 6 months, you need to complete the webinar and the 6 e-learning courses.

### **I have not yet started working in my service. Can I attend the webinar?**

No, you must have started working in service to attend the webinar. Please arrange this with your manager when you start in service.

### **Where is the password for the Zoom Personal Meeting Room?**

When booking on to the course you will receive the Personal Room ID number and password. The password is also available on the Creative Support staff area page.

### **When is the webinar available?**

The webinar runs at 10:30am 7 days a week. The only exception is bank holidays and the associated weekends.

### **I cannot hear anything, but I can see the presentation. Can I continue attending?**

No, you must be able to hear the trainer in order for us to confirm attendance. When accessing the zoom meeting room you will be asked to 'Join Audio'. Once this is selected you will be able to hear and be heard by the trainer.

### **How do I access Bridge to complete the 6 e-learning courses?**

Once the webinar has finished, the names of attendees will be sent to an administrator to create your accounts on Bridge or book you on to the required courses if you already have an account. This will depend on the size of the group, so please allow at least 45 minutes for this to be completed. To create your account on Bridge you will receive an email with details explaining how to do this. Please ensure you check your junk mail for this.

For any further queries, please contact the Learning & Development department on 0161 238 7664 or email: [training@creativesupport.co.uk](mailto:training@creativesupport.co.uk)