ZIPPORAH

TRAINING SERVICES

POST COVID COUNCIL

Pre COVID

Organising and running events and courses is an everyday function for councils. These activities range from providing skills training for internal council teams to organising courses for children over the summer or even driver training for citizens to attend.

COVID Challenge

The current challenge for holding such events is to ensure individuals are still able to attend within the remit of social distancing. Trainers and course lecturers need to receive applications and return booking confirmations without attending the office to do so. Will class room training still be an option - or are there other methods we can opt for? If the training needs to be face-to-face, then managing the numbers attending and ensuring a waiting-list is available will need to in place and available for booking; again without visiting the council offices.

99%

Appointment requests where online bookings is available during Covid saw 99% online 1% telephone

15,000

Edinburgh City Council are taking 15,000 bookings per month using Zipporah's online booking system

Features & Benefits

Enhance your event management by offering the ability to book onto events online – online bookings helps increase awareness and uptake, as well as ensures adequate information flow – get all the details you need and payments, up front.

Manage your event from concept through to delivery and aftercare – from online bookings to check in and after event marketing, provide a full circle service.

Create readymade reminders to keep processes tasked and workflowed – ensure that no tasks are missed or late, by getting automated reminders.

Fast creation and editing of new and existing events/ facilities – allow fast generation of new events, and empower your staff to edit and tweak existing events – quickly and easily, using any online device.

Common core infrastructure gives peace of mind and service depth.

Easy management for maximum attendance through automated waiting lists – activate waiting lists, allowing the public to add themselves to events which are currently filled. If any cancellations are made, automated waiting lists allow for capacity to be quickly restored.

How Zipporah can assist with the issue

The Zipporah Courses and Events module is a comprehensive online solution for allowing training and events to still be organised and take place even within these challenging times. The solution is designed to manage event set-up, take bookings online, then send confirmation (through various forms), ensuring candidates and course tutors have the information they need.

The Zipporah solutions allows users to:

- Set up and organise events and courses advertising dates, times and venues with images and any information that is necessary about the advertised event.
- Manage the number of spaces for each course and event and set up online waiting lists allowing potential candidates to join these and get notified from the system when a space is available.
- Allow individuals or organisations to book online to attend and enter their details along with any other information that would be required to attend.
- Upload documents either for citizens to complete and return or for information purposes such as T&Cs.
- The issue of taking payment is resolved as the Zipporah solution integrates to the council's payment engine.
- All booking confirmations are set electronically to customers so no paperwork is required.
- All text within email confirmation can be set up and managed easily by your team. This text can include links to remote training solutions such as Microsoft Teams, Skype or Zoom if necessary.

Learn more about our Post Covid Council services

Canteen Services	Customer Services	Environment Services
Finance & Accounting	Housing Services	Internal Services
Leisure, Outdoor Gatherings & Activity Centres	Library Services	Licensing & Trading Standards
MOT, Vehicles & Licensing	Parks & Highways	Registrars Services
Social Care Services	Sports & Venues	Training Services

Launch Post Covid Council