MarkiT

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Contents.

Please get in touch and let us know what you think of
our training and supporting material

WORKINGFEEDBACK
★★★★★
HONEST, IMPARTIAL REVIEWS

Please click on the icons below for full course lists
in each of our delivery styles

DISTANCE   FACE-TO-FACE   E-LEARNING
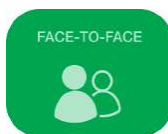
01823 332200   **info@redcrier.com**   **www.redcrier.com**

redcrier
TRAINING SOLUTIONS

the
silver
box

Structure.

KP's received with RA and marked as normal.

Pass

Not Passed

Certificate details: name, home name, expiry certificate number CPD number added

Data stored recording outcome and for online reprint.

Marking team to email resub document and advise on other scenarios

1. Resub.
2. Incomplete KP.
3. No Paper/Blank KP.
4. KP not correct version.
5. Unit questions.
6. Refresher paper.

Redcrier CRM

Data stored for outcome.

Client Detail

SB manuals

Web based SQL database

Marking Staff to have access to data.

Client staff to have access to data:
1. to download certificates
2. access date of retakes

System generated email of all outcomes Certificates are attached and can be downloaded.

Key:
KP = Knowledge Paper.
RA = Request for Assessment (RFA).
Resub = Knowledge Paper sent to a client to complete the subject.
Unit Questions = Part of the manual.
Refresher Paper = Not marked by Redcrier.
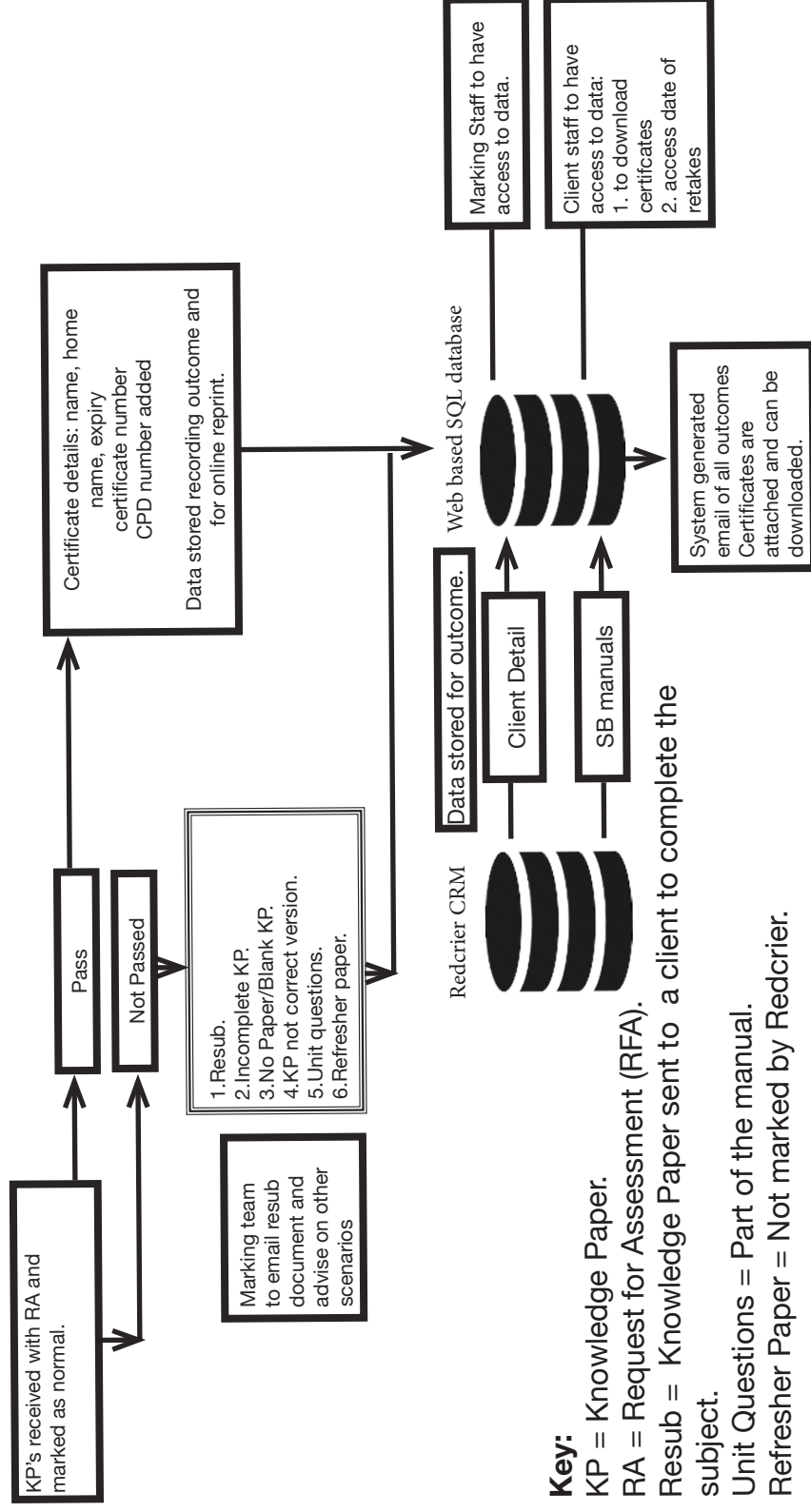
Redcrier's Customer Relationship Management (CRM) is a web based database that allows Redcrier to hold information about our clients and contact details for potential clients. How we hold that data is subject to our data privacy notice, a copy can be found in this manual.

Redcrier staff have access to the system to allow them to mark and certificate Knowledge Papers provided by our subscribed clients. The CRM will allow access to the marking system if the subscription is valid and the subjects available to be marked are recorded from the time of purchase.

The following pages offer some instructions and guidance on how to navigate the system, record important information and utilise the system to record when postal Knowledge Papers are received and when Knowledge Papers are marked as either passed or not passed.

All data held in the marking system is encrypted to ensure conformity to the General Data Protection Regulations.

Introduction.

Redcrier Publications is a family run and owned business specialising in the care sector. The Chief Executive Officer, Alec Seville, and his sons take pride in treating each and every client and employee like a member of their family.

From relatively humble beginnings Redcrier provides a national reach and caters for all size and shape of care organisations. We are one proud to be known as one of the largest independent training suppliers within the UK care industry.

You too can benefit from a specialist training organisation with 16 years track record in the care sector, whilst also receiving personalised customer service. We are big enough to get it right, small enough to care.

The Silver Box was launched 2006 as a result of listening to the needs of the care industry. This training system has developed alongside the challenges of the industry by addressing the needs of our clients.

This marking system continues with this philosophy by providing a vault of information: copy certificates, receipt of knowledge papers received by mail, and the training manuals and associated documentation; providing information at times that are accessible outside of our normal operating hours.
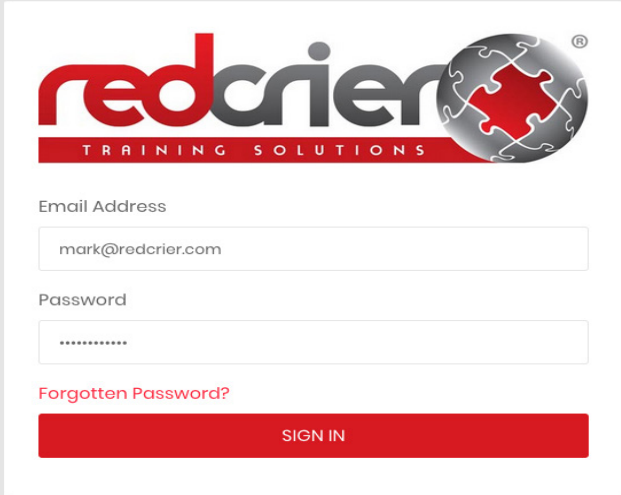
Use of the system.

Clients are reminded that this use of the system is subject to having a valid subscription. Data stored is subject to the data privacy policy detailed in this guide. All system data is encrypted and not available for transfer to other non supported data systems.

Redcrier recommend the use of the Google Chrome browser and support both the Mozilla Firefox and Microsoft Edge browsers.

The use of Internet Explorer is not recommended as this web browser is no longer supported by Microsoft and doesn't support the HTML 5 mark-up language used for structuring and presenting content on the World Wide Web.
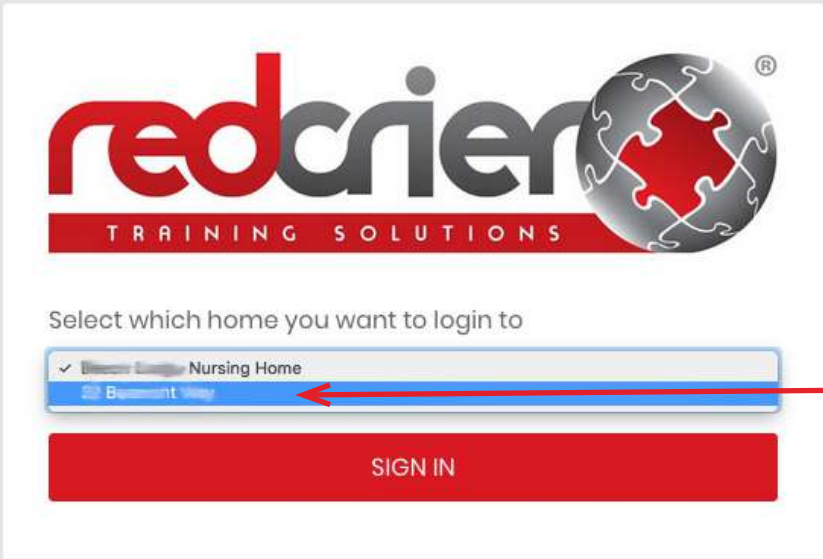
Modules - sign in.

All clients that have submitted Request for Assessment (RFA's) will be sent an email with login details and password. Once these details have been entered you will be able to sign in and create your own unique password.

Users that look after multiple organisations and have multiple logins will be able to select the organisation they wish to view. Groups will have individual head office and branch office logins that are separate. Please contact the marking team for more detail on this function so that the setup matches the way you wish to view your data.

click on the home name you wish to view. The password will be the same for both organisations.

Modules - changing password.
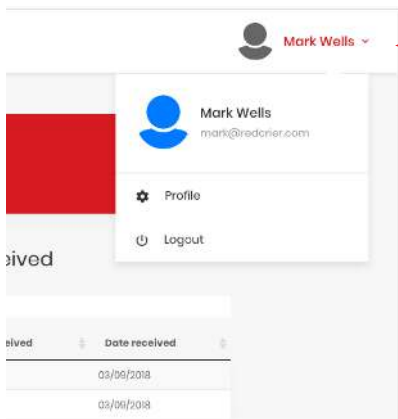
Clicking on your name will reveal your profile. In here your name, email address and password can be updated as required.

We recommend that you change your password after you have logged in for the first time.

Additional users can be added by requesting this by email to info@redcrier.com. Please remember to add the organisational name and user name.

Passwords must be secure to help protect your data. The strength of the password is indicated. Please use special characters to gain the best level of security. When the "green bar" shows you can feel safe knowing the password is unlikely to be hacked!

If you forget your password please email info@redcrier.com for yours to be reset.

Remember to click "submit" to save, or cancel if you change your mind.

Modules - dashboard screen.

Once logged in all users will be able to see the screen detailed below:

- All valid certificates. These are certificates of Knowledge Papers that have been marked and are in date.
- Certificates that will need renewing in the next 6 months can be viewed by clicking on this screen

Important notices can be viewed here and dismissed by clicking on the blue radio button.

All supporting files, including a fresh copy of the RFA, can be found here.

Details of the receipt of any Knowledge Papers posted for assessment and marking are recorded so that you can track when post has been received and how many Papers are in the envelope.

Modules - dashboard screen.

click the red square to access valid certificates

click the red square to access certificates that are expiring

Clicking here can download the certificate. You will need to check the download area of the browser being used.
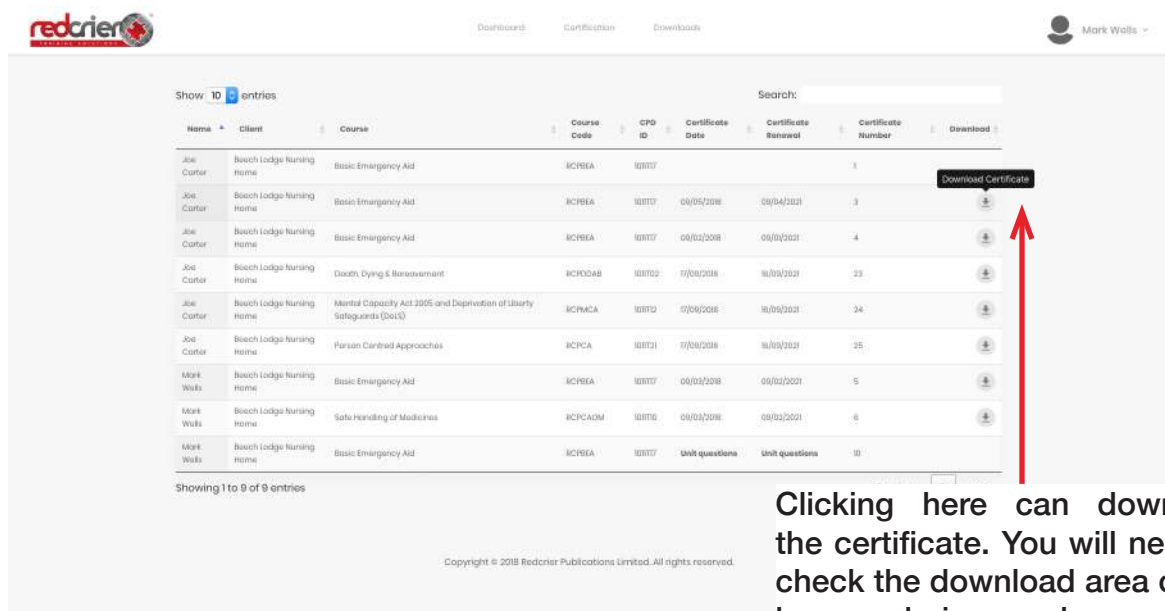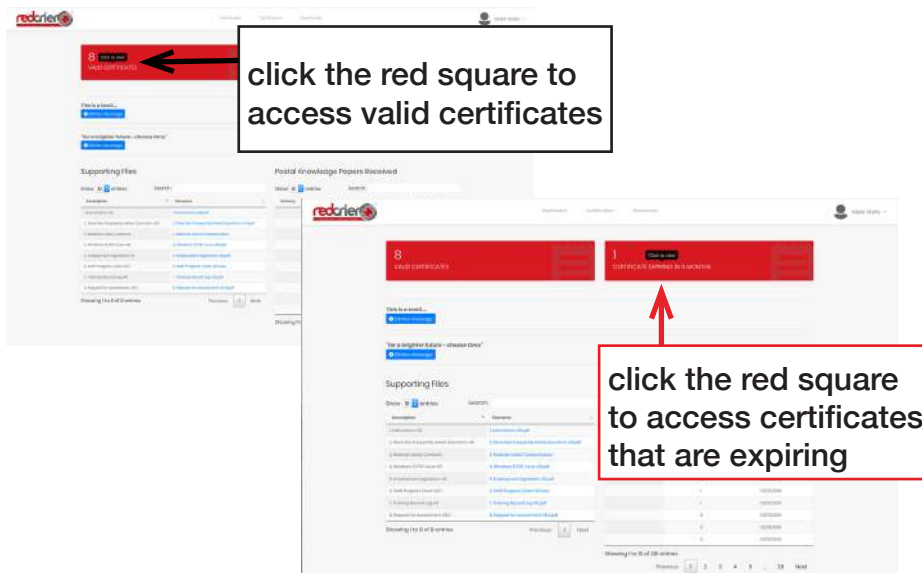
We recommend you use Google Chrome.

On clicking the valid certificates the screen shows all the home certificates. Data can be ordered by column so date ranges, name of candidate or subject can show a range.

The search facility can reduce the list to an individual candidate or subject as required.

You can select more than 1 certificate at a time by clicking on the "select box" next to the certificates you require to print / download.

Modules - certificate screen.

By clicking on the certification menu you can select all courses that have been marked.
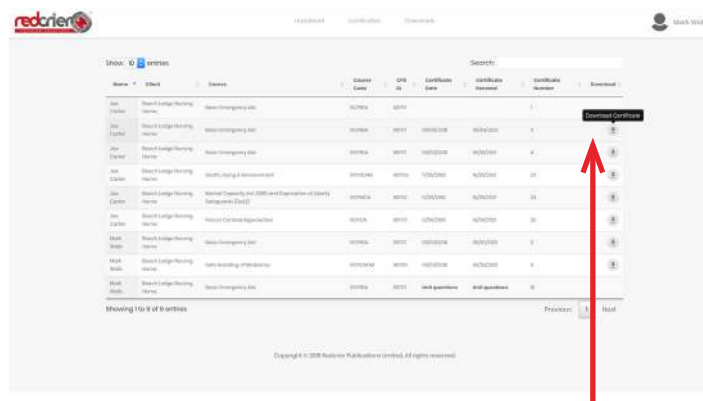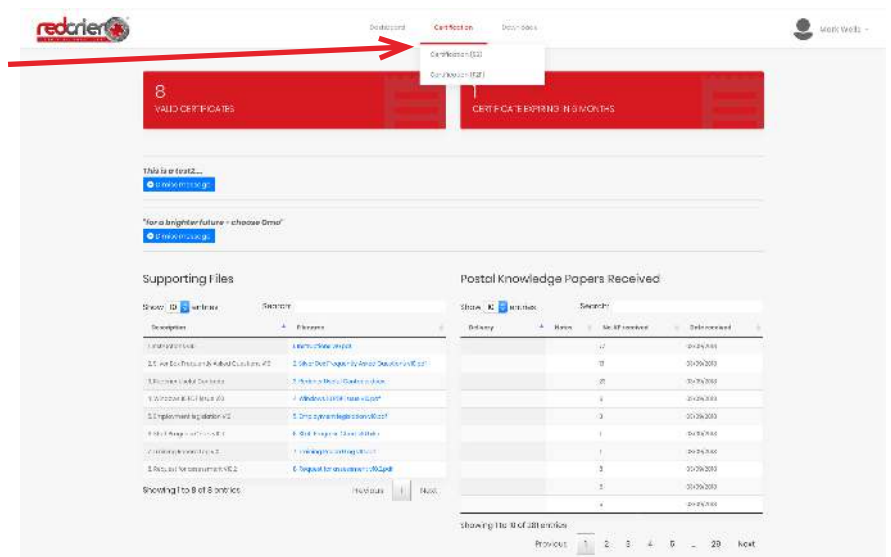
Certificates can be downloaded here and courses that require further work can be viewed.

Resub percentage is displayed so managers can help candidates with courses they may need additional support with. By searching on a candidates name the manager can see the progression of their candidate on one easy screen.

Please note the Certificate SB screen is for courses taken that are from the Silver Box. Certificate F2F is for courses where Redcrier has delivered face to face training.

Modules - downloads screen.
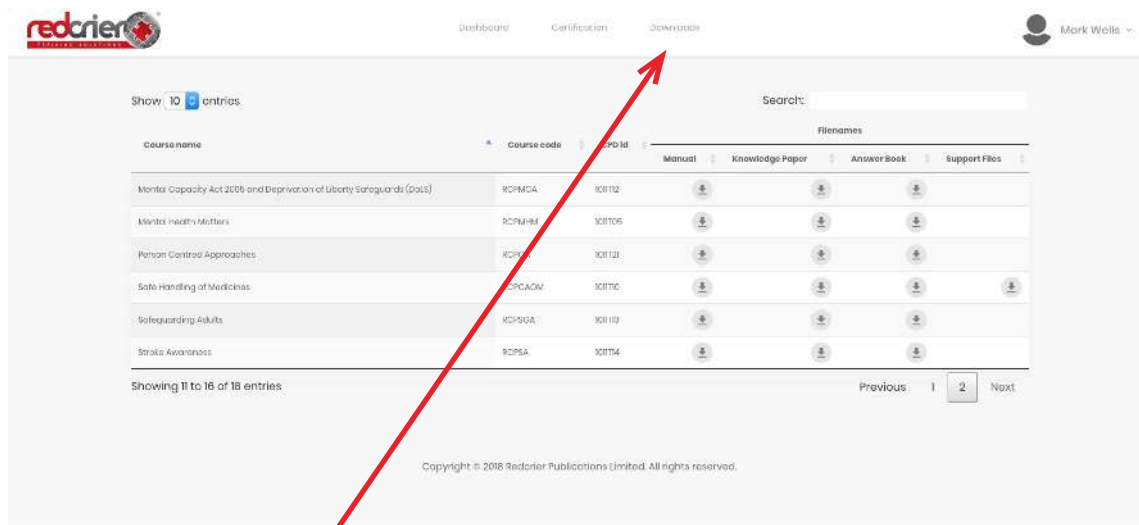
By clicking on the download menu option. Again this section is divided by Silver Box and F2F.

The options you have registered with Redcrier will be available. New manuals will be added once these have been registered on to your account.

To download simply click on the down arrow which will appear in the download section of your internet browser / operating system (Windows 10 etc.). Please check with your IT support if you are unsure of the location.

The course support files will hold the refresher manuals for Fire Safety and Infection Control. The medication manual has an assessment form for the candidate to fill in to support their training.
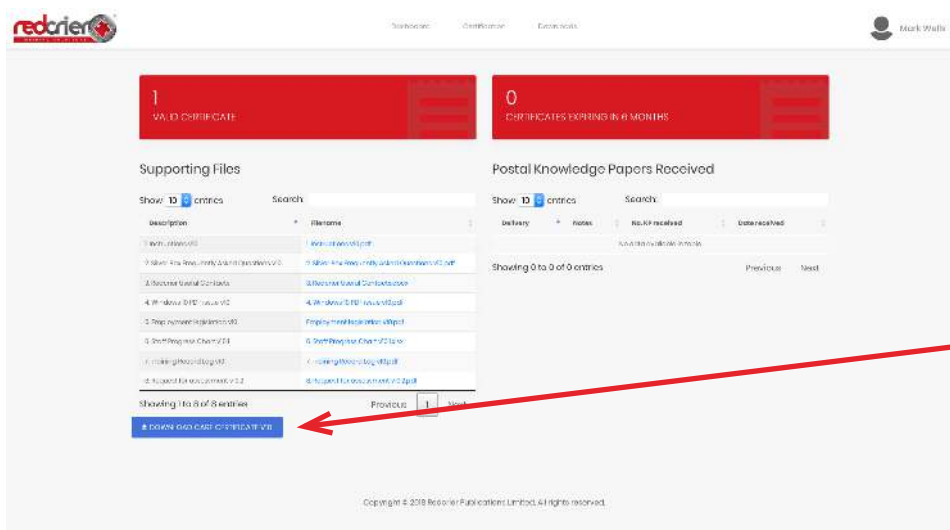
The care certificate resource folder is available to those customers that have purchased the resource.

This can be found on the dashboard page, under the support files, here.

Modules - changing how you recieve emails.
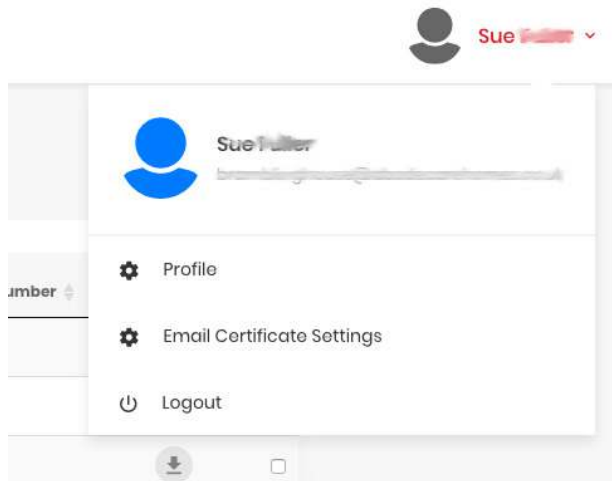
Click on the download arrow in th top right corner to show the following menu.

select "Email Certificate Settings"

click on the down arrow to select the options avaialble:

No: retains the certificates as they are = 1 certificate per email.

Yes: will create a batch of the certificates prepared during the day. These will be emailed after 6pm.
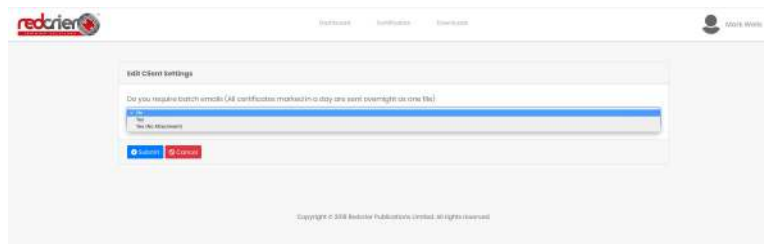
Yes (No attachment): will send a confirmation email for the admin to download the certificates. These will be avaialble after 6pm.

Once you have set your preference you should refrain from changing this again unless you really need to.
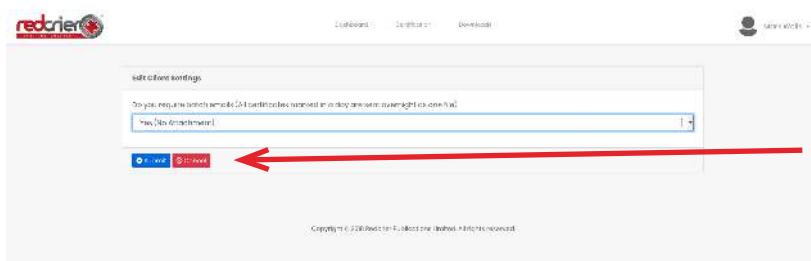
Having selected your choice please click the submit button to confirm your selection.

Contact details.

Thank you for taking the time to look at this guide. If you would like to contact us we would love to hear from you. We have a friendly team of staff ready to help you with your questions and requests for information.

We also welcome comments on any of our services.
Phone: 01823 332200
Email: info@redcrier.com

Please email Silver Box Knowledge Papers to:
marking@redcrier.com

Normal office opening times:

Monday 9:00am – 4:45pm
Tuesday 9:00am – 4:45pm
Wednesday 9:00am – 4:45pm
Thursday 9:00am – 4:45pm
Friday 9:00am – 4:45pm
Saturday Closed
Sunday Closed

Please feel free to email us or leave a voice mail over the weekend and we will respond to your message on our return.

Post:

Redcrier Publications
The Smithy's
The Old Brewery Estate
Norton Fitzwarren
Taunton
Somerset
TA2 6RN

Data Privacy.

Redcrier respects the rights of our customers, website visitors, and those who interact with us in any way and recognises the importance of protecting information we collect from them.

We use your personal data in the following ways, to set up agreed contracts and carry out our obligations arising from agreed contracts. To fulfil requests, provide products / services, improve the products and services we provide and to ensure our products and services are accessible. To allow you to participate in the interactive features of our services should you choose to do so. To notify you about changes to our services, terms, conditions and policies, and / or other administrative information to maintain our records.

In most scenarios the only information we will collect from you directly will be name, email address and / or telephone number. In the case of customers whom we will have a contract with it will be necessary to collect further information. All information collected will be on the agreement form which the customer will have access to.

All data is stored securely in accordance with the principles of Data protection regulations.

All data is managed on our Customer Relationship Management system (CRM). We keep the bare minimum of information needed in relation to the purpose. We will update any information we have collected on you for any of the above purposes as and when you tell us that information has changed.

We will only share your information with others where it is necessary in relation to the purpose we have collected it for. Parties we are likely to share your information with are listed on our website with links to their privacy policies.

We will only keep your information for as long as is necessary. All hard copy information is shredded externally by a shredding company. We have systems in place for deleting electronic data securely.

On our website there are three areas where information is collected as follows:

Newsletter – an email address is required in order to receive newsletters. This area can be unsubscribed from at any time.

Consultation request – a name and email or phone number are required. This information is only used for the purpose of responding to the request and will not be kept beyond that without your consent.

Data Privacy - continued.

Cookies:

From time to time cookies are necessary for the functionality of our website. Cookies can enable the collection of data behind the scenes. You can disable cookies on your electronic device and delete them if you want to. More information about cookies can be found in our cookie policy.

Your rights regarding your data:

- **You have a right to see what data we hold on you.**
- **You have a right to refuse or withdraw consent to us using your information.**
- **We will always explain the consequences of withdrawing consent, to you.**

If you have any questions about this policy or the information we may hold on you, please contact us. Details are held

Should we need to make any changes to this policy, we will post the changes on our website and inform each of our customers using the agreed mailing format.

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Mozilla Firefox® is the registered trademark of Mozilla Foundation and its subsidiary, Mozilla Corporation.
Microsoft Edge® is the registered trademark of the Microsoft Corporation.
Adobe and associated products are recognised as the registered trademark of Adobe Systems Incorporated.

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