

HSG/16/01/02

## Heidi Plus training update

This paper provides the Group with an update on Heidi Plus training provided during the period 25<sup>th</sup> October 2015 to 12<sup>th</sup> April 2016.

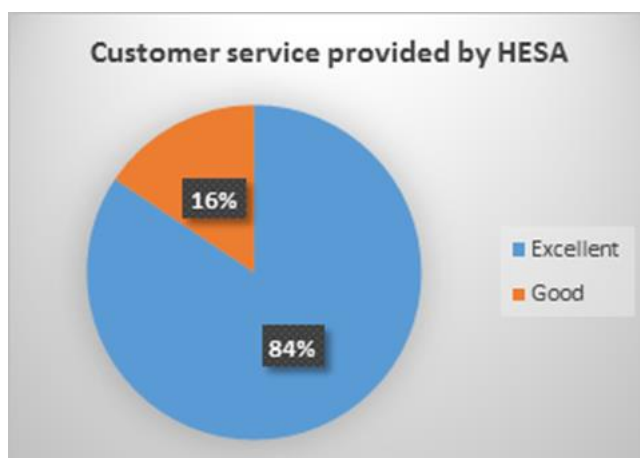
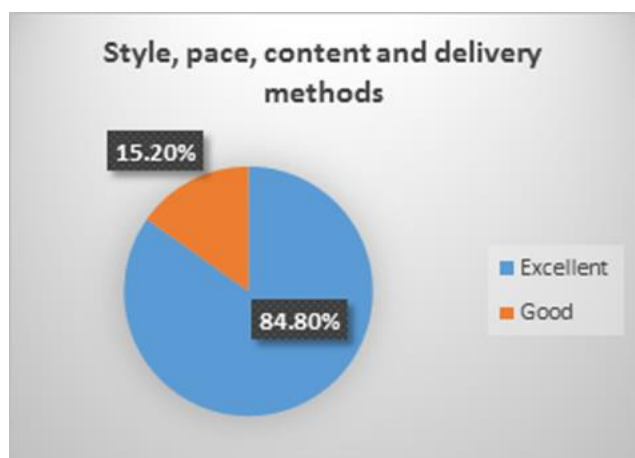
### Heidi Plus seminars and webinars

Event Type (All Inclusive of DP training)	Total Delegate Numbers	Across Number of Seminars
Heidi Plus Workshops (Free of charge)	109	9
Heidi Plus Essential	87	5
Heidi Plus Equality	72	3
Heidi Plus Planners	25	1
Data Protection via Live Webinar	253	38
<b>Total</b>	<b>546</b>	<b>56</b>

Seminars have been run in London, Liverpool, Edinburgh and Northern Ireland. In addition, a number of bespoke visits have taken place. Seminars include hands on use of Heidi Plus, and a detailed training manual which users can take away.

### Heidi Plus seminars Feedback received

Of the 546 delegates who have attended Heidi Plus training with HESA, 100% of delegates rate the style, pace, content and delivery methods of the training as good or excellent. In addition, 100% of delegates rate the customer service provided by HESA on the day as good or excellent.



The general feedback provided by attendees following training is consistent with the statistics above: (obtained from BOS Online surveys: Q11: What suggestions do you have for improving or enhancing the training in the future?)

---

No improvements, HESA training is the best that I have experienced - always good.

---

Really good - lots of activities to work through which are really helpful. Good general introduction to the functionality. Thanks very much!

---

none, excellent pace and course material.

---

This was an excellent course!

---

Excellent pace and clear and relevant points, always worth attending, thank you. No suggestions.

---

### Plans for the future – 12<sup>th</sup> April 2016 to 31 July 2016

Event type	Capacity	Across number of seminars
Seminar / Webinar	196	10
Bespoke Visit	92	6

The events above include the following seminars/webinars;

- Heidi Plus – Estates data
- Heidi Plus – Working with equality data
- Heidi Plus – Essentials
- Heidi Plus – Data protection training for lead contacts (webinar)
- Heidi Plus – Data protection training for Gold users (webinar)

Places are still available for some dates, and can be booked from the HESA website; [www.hesa.ac.uk/seminars](http://www.hesa.ac.uk/seminars)