

Coventry City Council - Booking Bug (JRNI) User Manual (For Foster Carers)

This is a user manual to help foster carers who will be using the JRNI system to book onto training courses that are advertised in the foster carer learning and development brochure.

Q: Why are we moving to the JRNI system?

The new system JRNI will enable foster carers to book on to training courses directly which are advertised in the learning and development brochure. The new system will replace the need to complete a booking form to register your interest. Foster carers will be able to access and manage their own learning and development needs directly in the new system.

Q: Do I still access my online learning via AC Education?

Online learning will still take place via the AC Education system, so there are no changes to how you access your online learning courses. Information about online learning courses will still be included in the foster carer learning and development brochure.

Q: Do I need to have my own email address to access the system?

Yes, for data protection purposes and to ensure that our training and development reporting is absolutely correct; it is important that each foster carer has their own email address in order to access the system.

Q: Will an account be set up in my name or do I need to register myself?

Access to the new system will be strictly limited to foster carers of Coventry City Council. The Fostering Service will arrange for you to have access to the new system. You will receive an email when the system goes live to invite you to the login page.

Q: Will I be able to book a course on behalf of someone else I foster with?

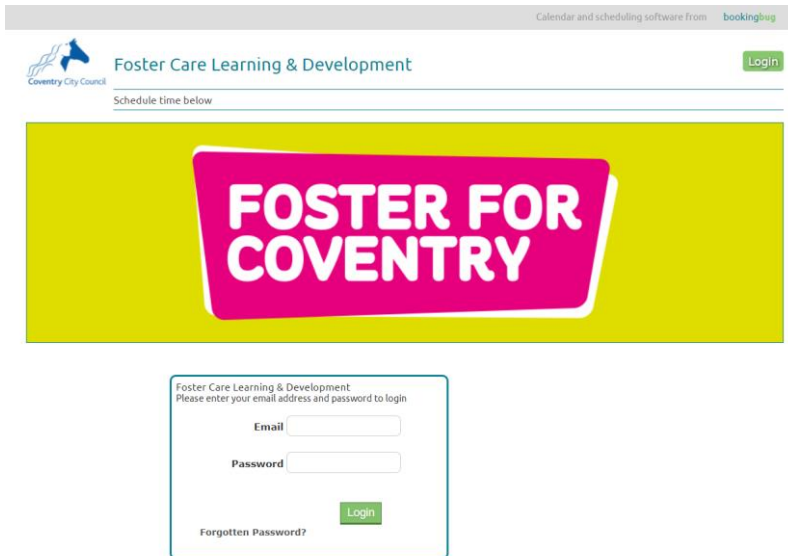
No, each foster carer will have their own login details and manage their own attendance on learning and development courses and events.

Q: How do I access the new JRNI system?

You will be able to access the JRNI system by clicking on the following link (after you have followed the instructions on the welcome email described above);

<https://coventry.council.bookingbug.com/login> or
coventry.council.bookingbug.com/home/37043

Here is a screen shot of what the first page in the new system will look like.



Calendar and scheduling software from bookingbug

Coventry City Council Foster Care Learning & Development Login

Schedule time below

**FOSTER FOR
COVENTRY**

Foster Care Learning & Development
Please enter your email address and password to login

Email

Password

Forgotten Password?

Q: Can I access JRNI on a computer and a phone?

Yes, you will be able to access the new system on your computer or a mobile phone to book your training.

Q: What is the Foster Carer Privacy Impact Notice?

The privacy notice ensures that you are aware of the way your personal data is processed, helping you understand what data is being collected, why and how it's being used, and how long it will be kept.

Q: Will I still receive a copy of the annual foster carer learning and development brochure?

Yes, this will continue to be created in an interactive format and will be shared with you by The Fostering Service. This will advertise what courses are available to you for the forthcoming year to support your learning and development needs.

Q: How will I know which courses are mandatory?

The foster carer learning and development brochure will state which courses are mandatory and how frequently you need to complete the courses. There will be a variety of non-mandatory courses that you can attend. You can also discuss this with your supervising social worker.

Q: What do I do if I need support with my ICT and Digital skills? Who do I contact in the first instance?

Your supervising social worker is the best person to contact in the first instance if you have any concerns or training needs with ICT and Digital Skills. They can be contacted by phone or by email.

Q: What do I need to do if my personal information changes?

Foster carers will be responsible for ensuring that their own personal contact details are kept up to date in the new system. Please ensure that your supervising social worker is also made aware of any changes to your contact details, so we can ensure that your details are always up to date in our systems.

Q: How do I change my personal information in JRNI?

You can amend your account details by clicking on the **'Edit Details'** tab. Please ensure that your contact details are always kept up to date.

Q: What happens if I forget my password to the new system?

If you forget your password, it is a really simple process to change it. When you click on the login page, please select the **forgot password** link and follow the process as requested.

**Q: When are the courses uploaded to the system?**

Every April the new foster carer learning and development brochure is refreshed for the forthcoming year. All courses will be uploaded ready for the new year and all foster carers will be notified when the new brochure is available. You can then book on to the courses you require. Courses will be added to the system as required.

Q: How do I book on to a course?

To book on to a course, please login to the system using your username and password.

When you are in the system, you will find a list appear on the main page. Here is a screenshot of what it will look like:

The courses will be listed in date order so they will be easy to find.

You can also select the dates on the calendar too should you prefer to search in this way.

Mandatory courses will also be clear, so they are as simple as possible to find.

If you select the details tab, this will show you further information about the course including details such as:

- Name of the course
- Description of the course
- Date and time of the course
- How many spaces are available on the course


Name	Foster Carers - Health and Safety Course
Description	Mandatory Training
Date/Time	Fri 24 Jun 09:00, 3 hours
Spaces	10 of 10 spaces left

If you wish to book the course, simply select the **book** box.

Q: How do I know if I'm successful in booking a place on a course?

When you have booked a place on a course, you will receive a confirmation that your booking has been successful and that your booking is now confirmed.

Calendar and scheduling software from [bookingbug](#)




 **Foster Care Learning & Development** [Your Account](#) [Logout](#)

Schedule time below



Your Details Booking Details **Confirmation**

Item
Understanding Trauma & Challenging Behaviour
2/1 days between 11 Jan and 12 Jan
Reference : 7711

Thank you for booking with us
Your booking is now confirmed.

Export to calendar:   

[Close](#)

Jrni, is the online booking system, capable of scheduling any appointment, click to find out more

You will also receive a confirmation email that will outline;

- The details of the course
- Location of the course
- Booking reference
- Information we've captured regarding any additional support requirements you may need during the course
- A link to amend or cancel your booking

Booking Confirmation

Hi Helen Hodge,

Thank you for your booking; your booking is now confirmed

Booking Details:

Item	
Details	Understanding Trauma & Challenging Behaviour 2/1 days between 11 Jan and 12 Jan
Quantity	1
Address	Council House Earl Street Coventry CV1 5RR United Kingdom (View on map)
Booking Reference	7711

Additional Info:

Do you have a disability and require any adjustments? No

To cancel or amend this please [Click Here](#) and login

Q: When I book a course, can I put this information in my electronic calendar automatically?

Yes, this is really simple to do. If you open the confirmation email you will see an attachment – click this and it will add the meeting to your calendar.

Q: How do I cancel my attendance at a course?

You can cancel your attendance on a course up to **three days in advance** by logging into your account and clicking on **Your Account** select the **action** drop down for the course you wish to cancel and select the cancel button. Your place will then be automatically cancelled.

The screenshot shows a user account page for Helen Hodge. It features a navigation menu on the left with options like 'New Booking', 'Upcoming', 'Invoices', 'Edit Details', 'Repeated', 'Past', and 'Prepaid'. The main area displays a table of 'Upcoming Bookings' with columns for Date/Time and Description. The table lists several bookings, including 'My Course' and 'My Event'. For each booking, there is an 'Actions' dropdown menu. A red circle highlights the 'Actions' dropdown for the first 'My Course' entry, and a red arrow points to it from the text above.

Alternatively, please follow the link in the confirmation email as outlined above.

To cancel or amend this please [Click Here](#) and login

Click the link on your confirmation email and then select **Cancel Booking**

The screenshot shows a 'Booking Details' page with the following information:

Booking Details		Ref:7491
Item	Understanding Trauma & Challenging Behaviour	
Details	2/1 days between 11 Jan and 12 Jan	
Quantity	1	
Address	Council House Earl Street Coventry CV1 5RR United Kingdom (View on map)	
Booking Reference	7711	

Print

You will then get the following message to confirm that you have cancelled and an email to confirm that your space on the course is cancelled too.



This booking has been cancelled.

JRNI Ltd.

If you do wish to cancel your place on a course, please do so at your earliest convenience, so another foster carer has the opportunity to book on to the course if required.

Q: If a course is fully booked, will I be able to join a waiting list for the next course?

On occasions, there will be circumstances in which a course may be fully booked due to popularity. The Fostering Service will be monitoring courses that are popular and managing attendance based on placement needs.

There will be occasions where a waiting list is required. If there is a circumstance where this is applicable, you will find that the course on the dashboard has a **wait** rather than a **book** option.

Please select the **wait** button to add your details on to the **waiting list**.

You will then be contacted when a space or course becomes available as you have registered your interest in the course.

An example is outlined below.



Schedule time below



November							December					January							February								
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7			1	2	3	4	5	3	4	5	6	7	8	9	7	8	9	10	11	12	13
8	9	10	11	12	13	14	6	7	8	9	10	11	12	10	11	12	13	14	15	16	14	15	16	17	18	19	20
15	16	17	18	19	20	21	13	14	15	16	17	18	19	17	18	19	20	21	22	23	21	22	23	24	25	26	27
22	23	24	25	26	27	28	20	21	22	23	24	25	26	24	25	26	27	28	29	30	28						
29	30						27	28	29	30	31			31													

NOV 30	13:00 : Transactional Analysis	▼ Details	Wait
JAN 11	00:00 : Understanding Trauma & Challenging Behaviour Course for Foster Carers, Special Guardians and staff across Children's Services	▼ Details	Book
JAN 11	09:30 : Therapeutic Parenting and Behaviour Management Short description	▼ Details	Book

JRNI Calendar and Scheduling Software

Q: Will I be asked if I have any additional support needs?

Yes, as part of every course booking, we will ask you if you have any learning and development needs.

Please tell us if you wish to do so, how we can best support you during the course.

Q: Will I be reminded about my course bookings?

Yes, you will receive an email notification to remind you about your upcoming course 24 hours before the course starts.

Q: What if I have any emergency and cannot attend on the day?

Whilst we understand that you will try your best to attend the course, we also understand at times that there may be emergencies or reasons which prevent you from attending.

You will be able to cancel your place automatically in the new system up to three days before a course, however, if you need to cancel within the three days before the course please contact us at childrenstraining@coventry.gov.uk

at your earliest convenience, to enable us to offer this place to another foster carer.

Q: What will happen if the location of the course changes?

If for any reason the venue of a course changes, you will be sent an email with the new venue details in plenty of time.

Q: What happens if an event is moved or cancelled?

If for any reason the course date changes or the course is cancelled, you will be sent an email with the new course details.

Q: How will I receive my certificate of completion?

These will be distributed by course tutors directly to you rather than from the system.

Q: How will my training records be updated?

Reports will be automatically generated in the new system.

Any courses that you attend will be uploaded to your training record by The Fostering Service and kept up to date.

This also includes your online learning training.

Q: How can I view my bookings?

After you have logged into the system, you will be able to access and manage your bookings via your account.

Q: How last minute can I book on to a course?

If a place is available, you can book a course up to one day in advance of the course.