

CVENT & CRM SUPPORT NEWSLETTER

Hello and welcome to the first edition of our Support Newsletter. We will be publishing our newsletter on a regular basis throughout the year, with an aim to give you useful information, support and the opportunity to be kept up to date with all that's going on in our world. Let's start this off by introducing you to your Support Team:



A big hello from Zufi Salih and Tracey Boyd. Zufi has taken over from Stuart Wheeldon (who left the ECB in Feb this year) and works full-time; Monday to Friday from 9 a.m. to 5 p.m. Tracey is part-time and in the office Tuesdays, Wednesdays and Fridays from 9:30 a.m. to 5 p.m. Between us both, we support the general public as well as the 39 individual Cricket County Boards, answering all queries around Coach Education, E-Learning and icoachcricket. We are based over at ECB Edgbaston.

We may be the official ECB representatives for our business area, but we also work with other parties (both internally and externally) to be able to assist you.

Whilst more time than less, you will be liaising with us, from time to time you may need to speak to one of our affiliated teams. Please find all the contact details you need below:

Coach Education Support (ECB Edgbaston)

Phone: 0121 440 1748

Email: coach.education@ecb.co.uk

CVENT Support

Phone: 0808 234 6914

To raise a support ticket, log in to CVENT, click on 'Help & Support' and you can raise a ticket here

1st4Sport (Awarding organisation for L2 Coaching Children/Young People & Adults)

Phone: 0113 213 7610

Email: coachingcricket@1st4sportqualifications.co.uk

Coachwise (Resource & Certificate fulfilment for ECB endorsed courses/workshops)

Phone: 0113 213 7600

Email: ecb@coachwise.ltd.uk

If you have any suggestions for improvements going forward, or wish to have information included in a future Newsletter, please don't hesitate to get in touch with us:

coach.education@ecb.co.uk

If at any point you wish to discuss something further with us, get in touch with us so that we can assist / support you going forward. Remember... **we are always on hand to help.**

We are starting this Newsletter with an update from **1st4Sport**. Please be sure to read this as there are changes being made to the way they invoice (due to happen from next month) where you will be **charged per learner registration as opposed to per resource pack**. Click / Copy and paste the link in to your Browser for more information:

<https://mailchi.mp/88f43f3f5acf/urehdzfr5x-470589?e=6ed7973840>

WE ARE LISTENING

County Boards frequently feedback to us and if we can do anything to improve current processes, we will always try our best to support this. Here are some recent changes we have implemented:

- When creating courses in CVENT, so long as you select the correct County Board when setting up the event, this will now pre-fill the Invoice and Delivery details in CRM (which you can manually change if need be). Don't forget you still need to enter your Venue, Speaker(s) and Number of Resources.
- You can now search for someone on CRM by their DOB. Please log in to CRM and click on the 'ECB' drop-down > Please select, 'Contacts' from the drop-down > Once the next screen loads, please type the date of birth in, in a UK format: DD/MM/YYYY and click 'enter' to search.
- Some County Boards have identified Certificates were not being sent out from 1st4Sport. We have now implemented a sign-off process with 1st4Sport to acknowledge receipt of every data file we send. Hopefully this will result in fewer issues of this nature going forward.

CVENT V CRM : WHAT'S THE DIFFERENCE?

CVENT and CRM are linked systems. CVENT is where you create courses and take payments. CRM is where you manage your courses for things like ordering resources and getting participants certificated. Please note that information will only travel in one direction: from CVENT to CRM – never the other way.

CVENT TEMPLATES

Please only use the templates that the ECB have provided you with. These templates are all mapped correctly to flow through to CRM. If you amend fields in the CVENT templates it will result in incorrect data flowing to CRM (e.g. we are seeing Club name in the Contact name field) Please note that this will also impact future registrations.

CVENT WOMEN'S SOFTBALL TEMPLATES

Please refrain from using last year's (2018) template in CVENT as these are currently being revised to ensure they are fully GDPR compliant. Further communications will follow in due course, once these are ready to use for 2019.

ORDERING RESOURCES

- Create your course in CVENT and the course will then pull through to CRM
- When the course is visible on CRM, make sure the VENUE, INVOICE & DELIVERY information is filled in and click the floppy disc icon (bottom right corner) to save
- For any Safe Hands courses, you NEED to have entered a Speaker(s) to verify the invoice claim forms that we receive from them, after they have delivered the course
- Only once this is done, go ahead and enter the number of resources you need, by entering a number against: 'Number of Resources Required' (save this)
- The system will update overnight and produces a resource order file the following morning, which Zufi/Tracey send on to the corresponding awarding body

RESOURCES, RESOURCES... WHERE FOR ART THOU RESOURCES?

Please note that 1st4Sport look after our regulated qualifications (i.e. Level 2 courses) whereas Coachwise fulfil ECB endorsed courses and workshops (e.g. Coach Support Worker).

Resources **need** to be ordered 20 working days in advance of your course start date: if ordered less than 20 working days from the start date, please remember that resources are not guaranteed to arrive on time. 1st4Sport also charge late payment fees when ordered under 20 working days away.

We understand you cannot always foresee last minute sign-ups, so remember that CRM has recently introduced an 'Additional Resources Required' field, directly under the field you enter your initial number of resources required. If you are running a Level 2 Coaching Course, you **MUST** have an EAN on your CRM Course Profile to generate your Additional Resource order.

You **MUST** also allow 24 hours to pass in between ordering new resources and additional resources as the system updates overnight and won't recognise both orders on the same day.

PLANNER LED REGISTRATION

Course planners should under no circumstances be registering people on their behalf. Our systems are not designed for this, it is not GDPR compliant and the time it takes our front-line and second-line support teams to unpick and rectify the problems caused by this, is becoming more frequent and less sustainable to support. If you need to talk to us about this, please get in touch with us on coach.education@ecb.co.uk