

OUT-OF-SCHOOL SETTINGS PILOT SCHEME: HAMMERSMITH & FULHAM

SUBMITTED BY: LINDA FRED, OOSS COMMUNITY CONNECTOR



FIRE SAFETY TRAINING WITH H&F MIND AND ST ABLANS PARTICIPANTS

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ABSTRACT

Funded through the Department for Education (DfE), Hammersmith & Fulham Council partnered with Young Hammersmith and Fulham in order to offer support, free training and advice to local Out of School Settings (OOSS).

OOSS IMPACT

Hammersmith & Fulham wanted to ensure that all OOSS are a safe place for our young people to be, regardless of whether they are doing extra mathematics at the tuition centre up the road, or playing football at a local sports centre.

Currently, while there is lots of excellent local practice, Hammersmith & Fulham is working to ensure we keep all young people safe by: making sure all premises are safe and ensuring all staff including volunteers are suitable to work with young people.

OOSS LBHF PROJECT GOALS **PRE COVID-19**

- To provide free training in relation to keeping young people safe and what staff can do if they are worried.
- To provide a possible one-off Small Grants and free advice to improve the quality of premises being used.
- To facilitate awareness workshops and advice to parents and carers to help them make safe, informed decisions when considering using an OOSS.
- To publicise OOSS offers to the community through the LBHF website.
- To facilitate the opportunity for supplementary schools to attain a voluntary Kitemark -(Bronze) with NCRSE.
- To signpost volunteers to the volunteer centre's DBS hub in order to access discounted DBS checks.
- To create literature in English, Arabic and Somali(The most spoken languages in the borough) containing information about OOSS to be distributed across various organisation in the borough.
- To distribute 'Our guides to employing a Private Tutor' or 'using a Supplementary School' which are also available in English, Arabic and Somali.

SCOPE OF WORK

In order to ensure that OOSS project was carried out in an effective manner LBHF & YHFF partnered up in order to hire a Community Connector to facilitate the project for 6 months. This section highlights the work the scope of work carried out by the Community Connector from November 2019 to March 2020 in order to meet the OOSS LBHF project goals.



PERSONAL DEVELOPMENT

In November 2019, we identified key LBHF & YHFF OOSS stakeholders and arranged to meet with them in order to understand;

- Their respective roles in and how the project could benefit them.
- Challenges they faced and what training could support that.
- Any relevant contacts they had and could connect us to, in order to further raise awareness.



NETWORKING

In December 2019 we identified events service users were hosting and attended their relevant events to encourage them to become familiar with;

- The services provided by YHFF.
- The free OOSS training available to them.



MARKETING

In January 2020, we raised awareness about free training available to OOSS service providers in LBHF by;

- Creating an on OOSS specific webpage on the YHFF website
- Updating & linking LBHF's OOSS webpage to the YHFF website.
- Updating OOSS leaflets with the relevant contact details.
- Creating a YHFF OOSS Training flyer.
- Actively promoting the training, webpage, leaflets/flyers on our SM platforms, and at events.



TRAINING

In February 2020, with the help of our service users we co-created 15 training sessions focusing on First Aid, Fire Safety, Health and Safety. We did so by:

- Supporting OOSS providers to identify their safeguarding training requirements.
- Supporting service users with completing their enrolment forms in order to attend training.
- Identifying relevant training providers amongst our networks in order to make our training more community led.



COVID-19

In March 2020 the project came to a halt, consequently we responded and adapted at speed by creating new project outcomes.

SCOPE OF WORK OUTCOME: PERSONAL DEVELOPMENT

We felt that personal development was imperative in order to complete this project successfully. An understanding of each organisation's individual needs and support requirements, would enable us to best support them.

We liaised with 22 OOSS:

- Action on Disability
- Anti-Tribalism Movement
- Baraka Youth Association
- Bubble and Squeak
- City Mission Community Enterprise
- Dance West Eat-Club
- Fun Pact
- Iranian Association (IA)
- Kids on the Green
- Masbro Youth Club
- MBS Enterprise
- MIND
- Mother and Child Welfare Organisation
- Original Club
- Petit Miracles Interiors Ltd
- St Alban's Fulham
- The Upper Room
- The VIP (Violence Intervention Project)
- Turning Point
- Urban Flyers C.I.C
- Westide Baseball Club

And 7 supplementary schools:

- Ardhmeria
- Association of Eritrean Jeberti UK
- Banooda Aid Foundation
- Baraka Youth Association
- Darmaj - NAS (New Arabic School)
- Edith Durahm Albanian School
- Leaf Education

The information gathered from these OOSS enabled us to compile a training poll survey, which not only helped us ensure that the training would be fit for purpose, but also enabled us to gauge which training programmes we would facilitate more of, to ensure that our service users needs are met.

TRAINING POLL SURVEY CONDUCTED ON 29/01/2020 OUTCOMES



SCOPE OF WORK OUTCOME:

NETWORKING

Through the feedback given by the participants, we quickly identified that the success of this project would lie in its accessibility. As often OOSS workers take part in their respective projects during evening and weekends, around their other commitments. So not only would the training need to be at a suitable time, but also suitable locations.

To ensure that our training opportunities were distributed evenly across the north, middle and south of LBHF, we reached out and visited the various community hubs listed below.

They all agreed to host our OOSS training, often at a discounted price in exchange for training opportunities for their team members. As well as an opportunity to raise their company profile by building a rapport with the local authorities.

These community hubs played a pivotal part in advertising the OOSS project to the local communities. They promoted the project to their members through newsletters, social media platforms, websites and even hosted some of our publications.



MASBRO YOUTH CLUB



PETIT MIRACLE HUB



SOBUS DAWES ROAD HUB



SPH COMMUNITY CENTRE

SCOPE OF WORK OUTCOME: MARKETING

Once we had established the fundamental aspects of the project such as what training we would be offering? How long training sessions? Where they would be? We began promoting the project through a borough wide campaign.

We distributed over 200 of our OOSS leaflets to local schools, and reached over 1300 impressions on our twitter account. And many more through our website and newsletter.

1

FREE TRAINING
Limited space available, book now!

Fire Safety

First Aid

Health and Safety

OOSS
OUT OF SCHOOL SETTINGS
Hammersmith & Fulham

2

OOSS
OUT OF SCHOOL SETTINGS
Hammersmith & Fulham

UNDERGROUND

1- YHFF OOSS TRAINING FLYER 2- OOSS LEAFLET 3-YHFF OOSS WEBPAGE

[ABOUT US](#)
[OPPORTUNITIES FOR 0-25](#)
[OPPORTUNITIES FOR MEMBERS](#)
[MEMBERS & PARTNERS](#)
[KNOWLEDGE](#)
[VACANCIES](#)
[COVID-19 SUPPORT](#)

3

YHFF HAS PARTNERED WITH LBHF

All our members now have access to free First Aid Training, Fire Safety Training, Health and Safety Training, and many more.

[LEARN MORE](#)

[BOOK NOW](#)

[UPCOMING EVENTS](#)

[MORE ON OOSS](#)

SCOPE OF WORK OUTCOME: TRAINING

To launch our new training calendar, we co-facilitated the supplementary schools network meeting, to further promote the OOSS project and discuss ways to sustain the project after its conclusion.

We collectively agreed that supplementary school specific safeguarding training would be beneficial. And to explore 'train the trainer' options, to enable each supplementary school to deliver training to stakeholders in LBHF and this will encourage collaboration.

We plan to launch the new OOSS training calendar in partnership with the local Madrasah network by facilitating a marketplace event comprised of training taster sessions, and guest speakers on specialist subjects such as Drug and alcohol abuse. In the hope of encouraging participants to enrol on our upcoming training. Whilst this event has been delayed due to the COVID-19 restrictions we are looking at developing an online marketplace event.



JUL 21

SAFEGUARDING: Safeguarding for Supplementary Schools

by OOSS Hammersmith & Fulham

[Follow](#)

Free

[Register](#)

YHFF has partnered with LBHF on the OOSS project to enable all our members, partners and volunteers who work in access to free training.

About this Event

The training is designed by NRCSE specifically for those working with young people in Supplementary Schools school or an OOSS with young person from the borough of Hammersmith and Fulham, and neighbouring boroughs.

An Out of School Setting (OOSS) is an institution or setting which provides tuition, training, instruction, or activities to children in England without their parents' or carers' supervision.

Some examples of OOSS are:

- Tuition centres and supplementary schools (sometimes called complementary schools)
- Extracurricular clubs or settings, e.g. ballet or music classes, drama or sports classes
- Uniformed youth organisations, e.g. the Scouts and Guides, Cadet services
- Open access youth providers, e.g. centre-based and detached youth work
- Private language schools, including those for children coming from abroad
- Religious settings which offer education in their own faith

Tags

SUPPLEMENTARY SCHOOL SPECIFIC TRAINING BY NRCSE AS ADVERTISED ON OUR EVENTSBSITE PAGE

[Things To Do In London](#)

[London Classes](#)

SCOPE OF WORK OUTCOME:

COVID-19 SAFETY

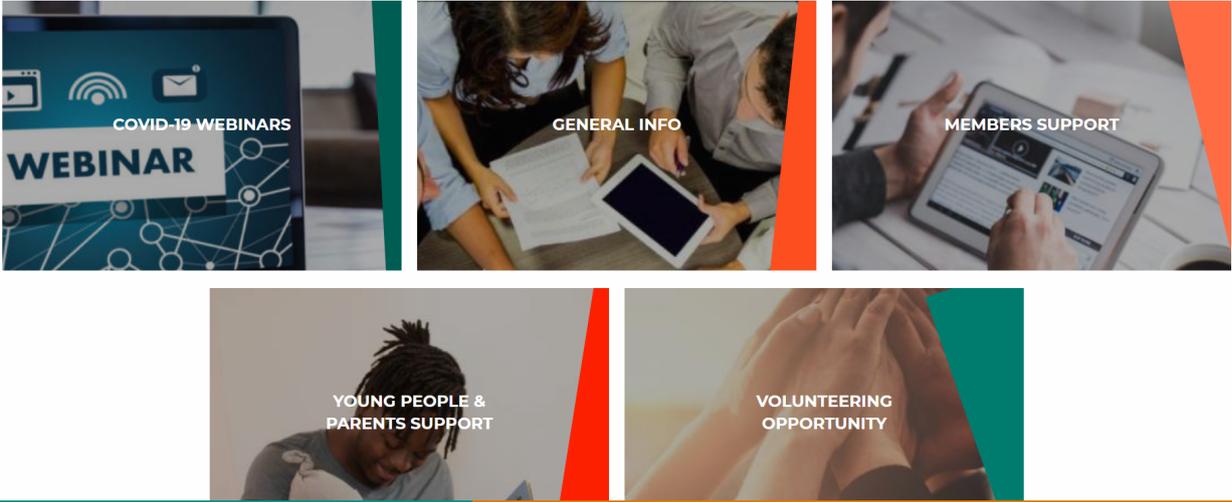
Although COVID 19 was not in our original scope of work, after going into lockdown on 23/03/2020 just days away from our first training session. We were forced to quickly think about:

- Ways to adapt our training style in order to meet the new aims the project would require
- Ways to accommodate the participants' needs during these uncertain times.

Ensuring the safety of our service users during this unprecedented time was our top priority, so we created a COVID-19 specific webpage with a wide variety of resources to help support their safety.

Our Current Actions:

- We have cancelled any events/ training and face to face meetings until further notice.
- We are currently planning contingency to allow these events to take place at a later date or in a technologically appropriate/ social distancing format.
- We have used this page as a space to consolidate useful information, in hope to simplify the high volume of information surrounding Coronavirus (COVID-19).



COVID-19 WEBINARS

GENERAL INFO

MEMBERS SUPPORT

YOUNG PEOPLE & PARENTS SUPPORT

VOLUNTEERING OPPORTUNITY

THE LIVE VERSION CAN BE FOUND AT [YHFF.ORG.UK/COVID-19-SUPPORT](https://yhff.org.uk/covid-19-support)

OSS LBHF PROJECT GOALS FOR COVID-19

- To provide a minimum of 120 online training courses by September 2020.
- To provide at least 75% of the training offers identified through the OSS Training poll by September 2020.
- To provide free training using an online platform that is mobile and tablet PC optimised as requested by the service users.
- To ensure that all training has full audio voice over, as requested by our participants who have ESOL needs.
- To continue to market our training through bi-weekly newsletters, Eventbrite, our LBHF & YHFF webpages, and relevant social media platforms.

SCOPE OF WORK OUTCOME: COVID-19 TRAINING OFFERS

The overheads costs saved from hiring training spaces, and trainers enabled us to extend our training offers to meet all the requirements that were listed on our original poll, and through feedback we have been able to extend to 30 extra training offers.

Our Online OOSS training offers are:

- ADHD Awareness
- Advanced Safeguarding Children (Level 2)
- Autism Awareness in Education
- Autism Awareness
- Challenging Behaviour Training
- Child Mental Health Training
- Child Neglect
- CSE
- Data protection
- Designated Safeguarding Officer (Level 3)
- Disability Awareness for Employers
- Drug and Alcohol Awareness
- FGM, Forced Marriage and Honour-Based Violence Awareness
- Fire Safety Awareness
- GDPR Training
- Health and Wellbeing
- Leadership & Management
- Level 2 Health and Safety in the Workplace
- Level 3 Award in Health and Safety in the Workplace
- Mental Health Awareness
- Office Safety
- Paediatric First Aid
- Preventing Radicalisation and Extremism
- Project management
- Safeguarding Children With Disabilities
- Safeguarding Children: Internet Safety
- Safeguarding Vulnerable Adults
- Safer Recruitment in Education
- Stress Awareness in th Workplace
- Workplace First Aid

ALL COURSES

ARE 2-3 HRS LONG

As requested by service users during our OOSS training poll.

ARE MOBILE OPTIMISED

They can be completed from a mobile phone or a tablet PC device

HAVE FULL AUDIO VOICEOVER

Which can be tailored to the preferred speed. (Each delegate's needs will be assessed on an individual basis.)

CPD ACCREDITED

Which enables participants to gain a recognised qualification.

SCOPE OF WORK OUTCOME: COVID-19 TRAINING MARKETING

All our training offers are advertised on our OOSS specific Eventbrite page, to ensure that only those meeting the relevant criterion can enrol on to our OOSS training programmes.

In addition to this, we send a bi-weekly newsletter advertising our latest training offers to our mailing list of 300 participants and continuously promote these services on our YHFF social media platforms and via the LBHF OOSS webpage.

THE LIVE VERSION CAN BE FOUND AT
WWW.EVENTBRITE.CO.UK/O/OOSS-HAMMERSMITH-AMP-FULHAM-29984371580

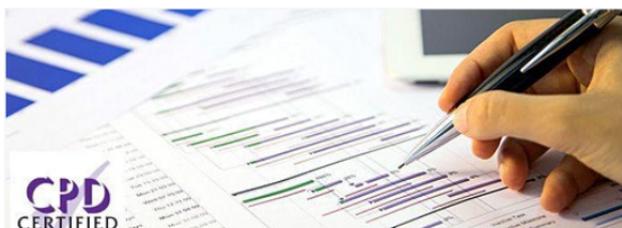
JUN 22		FREE ACCREDITED Designated Safeguarding Officer Training (Level 3) JULY Online event Monday, 22 June 2020 at 08:00 BST	3 / 8	£0.00
JUN 22		FREE ACCREDITED Stress Awareness in the Workplace JULY Online event Monday, 22 June 2020 at 08:00 BST	4 / 5	£0.00
JUN 22		FREE ACCREDITED Workplace First Aid Training JULY Online event Monday, 22 June 2020 at 08:00 BST	2 / 2	£0.00
JUN 22		FREE ACCREDITED Leadership & Management Training JULY Online event Monday, 22 June 2020 at 08:00 BST	2 / 4	£0.00

Heads up! 2 New bonus courses available with our OOSS Training Offers this July.



CPD CERTIFIED

Monday, 22 June 2020 09:30
FREE ACCREDITED Child Sexual Exploitation (CSE) Awareness Training JULY



CPD CERTIFIED

Monday, 22 June 2020 09:30
FREE ACCREDITED Project Management Training Course JULY

TAKEN FROM OUR JUNE 2020 NEWSLETTER

ONLINE TRAINING OUTCOMES: THE STORY SO FAR...



STATISTICS

- Since 04/05/2020 we have facilitated 2 cohorts of trainees. Each cohort signs up over a 15 day period, to offer participants the opportunity to complete more than one course at a time.
- As of 12/06/2020; There have been 164 enrolments on courses, 94 completions, 21 commenced but not completed and 49 outstanding, predicted to complete by 15/06/2020.

OVER 30 OOSS LBHF ORGANISATIONS ARE CURRENTLY ENROLLED ONTO OUR TRAINING PROGRAMME

DALLING MONTESSORI NURSERY
 ACTION ON DISABILITY
 TURNING-POINT HAMMERSMITH AND FULHAM MENCAP
 BO-PEEP CHILDMINDER IN BROOK GREEN
 COMMUNITY SWITCH SPORTS CIC
 ADVANCE MINERVA
 TURNING POINT- RESILIENCE THE ROBIN MONTESSORI TREE HOUSE CHILDMINDER ST PAULS HAMMERSMITH
 EVERGREEN PRIMARY SCHOOL
 WHITE CITY THEATRE PROJECT
 SOBUS RESILIENCE 2-3 DEGREES TURNLEFT2DAY
 LITTLE STARS CRECHE AND MONTESSORI
 URBANWISE LONDON THE VILLAGE MONTESSORI THE DANCING SPACE THE BRUNSWICK CLUB FOR YOUNG PEOPLE
 HAMMERSMITH COMMUNITY GARDENS ASSOCIATION
 MASBRO- URBAN PARTNERSHIP GROUP
 LEAF EDUCATION
 ST ALBANS FULHAMMISS DAISY NURSERY ST GILES TRUST MIDLETON MONTESSORI
 NHS LMS YHFF MACWO
 UPPER ROOM PETIT MIRACLE RENEW CHANGE GROW LIVE QPR IN THE COMMUNITY TRUST
 HAMMERSMITH, EALING, FULHAM AND HOUNSLOW MIND
 LYRIC HAMMERSMITH THEATRE

CASE STUDIES:

ONE-TO-ONE OOSS SUPPORT



MACWO

In January 2020, we met with an organisation called **Mother And Child Welfare Organisation (MACWO)** to identify their training needs.

During this meeting we identified that they also had general organisational issues regarding; **Social Media, Website, Branding, Funding, Accreditation, Marketing Strategies.**

We proceeded to work closely with them by setting them a clear action plan with SMART goals, helping them implement basic administrative structures and creating a website for them.

Our knowledge of local services enabled us to direct them to an organisation that works on knife crime projects for mentorship, refer them to relevant organisations for funding opportunities and signpost to free training.

During our follow up meeting, they fed back that helping them with their website enabled them to save funds, which was then used to update their space and create more training opportunities for their service users.

They felt that since implementing the plan set by YHFF, the team has been positive and has grown in confidence; Enough to present their organisation at networking events, as they believed that they were now seen as more 'professional'.

They feedback that the Digital Skills training we signposted them to had been helpful as it has enabled them to grow their online platforms, especially Instagram.

Overall, they felt happy that their hard work has finally been paying off and were excited about the new direction their organisation is heading towards and have recruited 2 new team members to support this.

OOSS IMPACT

"Linda was very impressive. She understood our work and offered to help us promote the accredited training we offer through our registration with SafeCert. She looked at our website and immediately designed a new website for us and sent us a prototype later. We compared her advice with other people we have paid to help us, and we found that Linda was by far the best and most helpful. We would like her to come back again. We have followed up with the actions she suggested. We have opened Twitter and Facebook and Instragram. Linda has also offered to meet the youth volunteer who has started the Digital Marketing course."

Khadra Hared founder of Mother And Child Welfare Organisation

CASE STUDIES: ONLINE OOSS SUPPORT



PETIT MIRACLE'S IYOUB & KATE HAVE COMPLETED A VERY IMPRESSIVE TOTAL OF 22 ONLINE COURSES BETWEEN THEM.

OOSS IMPACT

'The training has been really great! Such a variety of options to choose from, I have taken courses I would have likely not thought of previously but I have found really interesting and informative. The portal was easy to use and training clear and informative. I also appreciate the kind reminder emails/support ☑ Thank you very much!'- Katie

OOSS IMPACT

"Whilst being on furlough the training that has been offered has enabled me to hone new skills and to learn the theories behind them. As part of my role at Petit Miracles, I work with adults with learning disabilities. Learning more on topics such as Autism Awareness and Mental Health Awareness will help me immensely in having a better understanding, which in turn will help the charity as a whole, providing a better service to the trainees we work with. The training was great, allowing me flexible working and was broken into small manageable chunks. I would happy to partake in any future training provided." - Iyoub

PARTICIPANT FEEDBACK:

ONLINE TRAINING

'I am so grateful for this opportunity - both courses I have done so far are just so interested and so practical!'- Ana from QPR

'It was a great course.'
Ryan from Change Foundation

'It was great to take part this online work as the pandemic happened where everything looking change to online as the world struggling this Covid19.' - Ahmed from Anti Tibalism Movement

'First Aid Training would have been more beneficial if we had been able to meet in person and practice but given lockdown restrictions, the online course was still very good.- Sophia from SPH

'Fantastic opportunity to access high quality training for free.'
Kayleigh from Urban Patnership Groups

'The material is amazing – learning quite a bit that is applicable to working with the community. Again, many thanks for the opportunity.'- Sharon from SOBUS

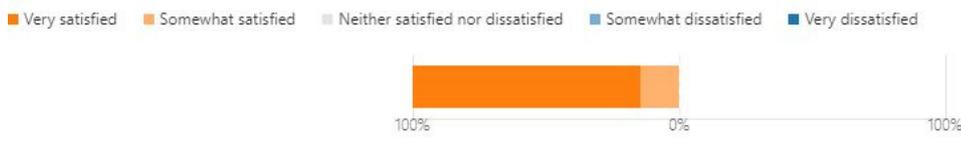
'Great courses!'
Elisa from-
The Robin Montessori

PARTICIPANT FEEDBACK: SURVEYS

All participants were asked to provide feedback after completing our training. Here is the overall result;

How satisfied were you with the training?

[More Details](#)



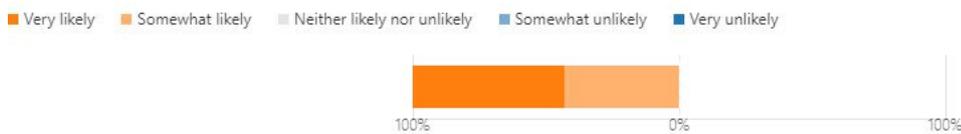
How satisfied were you with the length of the training?

[More Details](#)



How will your qualification benefit/improve your role?

[More Details](#)



SEE EVALUATION FOR THE FULL REPORT

PROJECT REFLECTION:

ORGANISATIONAL & OPERATIONAL

HOW YOU HAVE FOUND THE PILOT ?

The pilot OOSS project has been an invaluable chance for Young H&F to partner with LBHF in delivering direct, targeted support to those within our borough who are offering services for children and young people. It has given Young H&F, as a voluntary sector organisation the ability to provide resources (training, information, contact with the local authority), support and expertise to ensure that those working with young people are doing so as safely and effectively as possible.

In recruiting a dedicated person to focus solely on the OOSS project, we have been able to work closely with participants in order to co-create the most relevant training for them, as well as provide more one to one support.

This has enabled us to discover more training needs than originally anticipated and we have now increased our training offers from 6 to a 400% increase of 30.- Which is increasing on a week by week basis.

Initially, the Community Connector was appointed for a 6-month period. The success of this project and the desire for ongoing training is clearly illustrated through this report and via participant feedback.

The COVID-19 crisis has seen many novel adaptations to the OOSS programme.

The Community Connector has responded with intelligence, intuition, and alacrity to a very difficult situation. Interestingly and as a result more OOSS organisations are now accessing high quality online training.

It is anticipated that this desire for online training will continue for the foreseeable future. Consequently, LBHF wishes to continue this close partnership with YHFF and support all our local OOSS in meeting their training needs.

WHAT DO YOU PERCEIVE TO BE THE BIGGEST RISK IN OOSS IN YOUR AREA ?

One of the biggest risks in Out Of School Settings in our area is simply lack of awareness of the support that is out there for these often small and specialist providers of services for children and young people.

More informal or volunteer-led youth projects, supplementary schools and organisations provide invaluable, tailored and enriching activities for children and young people in H&F.

However, they often lack the support of a recognisable, friendly face who is a dedicated contact point for helping them to navigate best practice, statutory requirements and training options.

COVID-19 has presented us with the biggest challenge and we have adapted in response, with a variety of online training support and offers.

A dedicated Community Connector has helped these groups and individuals to make the most of the support available to them in an appropriate, effective and non-patronising manner

PROJECT REFLECTION:

CONTINUED

WHAT METHODS HAVE WORKED / HAVEN'T ?

Face-to-face meetings and 1-2-1 phone conversations have been highly effective in helping the OOSS project coordinator and Community Connector to build rapport and working relationships with OOSS.

We have also found that online training has been a surprisingly effective way to engage with some of these OOSS, especially during the Covid-19 pandemic, as it has allowed us to reach out to those who might normally work during the day and run OOSS as volunteers in their spare time.

Similarly, we have been able to connect with childcare professionals such as Childminders, many of who may be unable to work during the crisis so have taken advantage of the training opportunities.

WHAT HAS BEEN THE BIGGEST CHALLENGE?

One challenge has been getting the project underway and the time it took to establish the Partnership Board, clarify roles and appoint a Community Connector.

However, once in place, the Community Connector has been able to 'hit the ground running' because of the strong links and contacts within the voluntary sector and through the membership of Young H&F.

Our biggest challenge has been COVID-19 crisis and we have adapted to meet that challenge.

WHAT DO YOU THINK IS NEEDED FOR IMPROVEMENT TO HAPPEN?

Something that would drive continuous and sustainable improvement in the standards and practices of Out Of Schools Settings would be the long term appointment of a Community Connector role.

This would allow OOSS to quickly access both the wide range of voluntary sector support whilst also giving direct access to the Local Authority's routes of support (Safeguarding referrals, buildings and fires safety support to name a few) meaning that the OOSS providers do not have to navigate sometimes complex organisational structures.

Rather a constant, friendly, voluntary sector-based presence, regular training offers and a dedicated web page hosted by YHFF and linked to LBHF will help people to quickly access the support they need in a friendly approachable way.

OUR NEXT STEPS:

1

POST covid-19 SUPPORT

- To continue facilitating high quality online training for our local OOSS.
- To facilitate a Partnership Board Meeting to update all stakeholders of the new project aims.

2

SUSTAINABILITY

- To work closely with OOSS participants to identify how to continue offering the OOSS support beyond the project
- To support the development of the September 2020 evaluation report

3

ENGAGEMENT

- To continue to promote our training offers through our bi-weekly newsletter, Eventbrite, YHFF social media platforms and via the LBHF OOSS webpage.

4

GRAPHIC RECORDING

- To have create a graphic recording to act as a visual representation of what the project achieved in LBHF communities, told using the voice/ feedback of our service users

KEY TERM

COVID-19	COVID-19 is a disease caused by a new strain of coronavirus
DFE	Department for Education
ESOL	English as a second language
LBHF	London Borough of Hammersmith & Fulham (England)
OOSS	An Out of School Setting (OOSS), is an institution or setting which provides tuition, training, instruction, or activities to children in England without their parents' or carers' supervision. This does not include schools or colleges registered by the Department for Education
YHFF	Young Hammermith and Fulham Foundation



KEY LINKS

LBHF'S OSSS WEBPAGE	http://search3.openobjects.com/kb5/lbhf/fis/family.page?familychannel=11
YHFF'S OOSS WEBPAGE	https://yhff.org.uk/free-training
YHFF'S COVID-19 SUPPORT WEBPAGE	https://yhff.org.uk/covid-19-support
OOSS EVENTBRITE WEBPAGE	https://www.eventbrite.co.uk/o/ooss-hammersmith-amp-fulham-29984371580
OOSS ONLINE TRAINING EVALUATION RESPONSE	https://forms.office.com/Pages/ResponsePage.aspx?id=MNX5B4zJN0etO3r0a5f-sK-7jWoCDOJKvmwJwVbWpeNURTNLQ1kzSE9XSzBKT1FORjlBMkIXMUkxRS4u
OOSS ONLINE TRAINING SUGGESTIONS	https://forms.office.com/Pages/ResponsePage.aspx?id=MNX5B4zJN0etO3r0a5f-sK-7jWoCDOJKvmwJwVbWpeNURTNLQ1kzSE9XSzBKT1FORjlBMkIXMUkxRS4u