Title	ESR Education Update Oct 2021
Purpose	**Update on changes to the ESR Education Offerings**
Intended Audience	**ALL ESR Users**

SUBJECT

The ESR Programme is pleased to announce that the Education provided to ESR Users is changing.

The ESR Programme would like to take this opportunity to thank users that took part in the Education Focus Groups as well as those who completed the online questionnaires. Your knowledge and experience provided the ESR team with an insight into the needs of our User community and has been invaluable in the restructuring of the Education Offerings.

DETAIL

At the start of the Covid Pandemic in 2020, the ESR Programme withdrew face-to-face classroom education and replaced it with E-learning and Webinars.

This has allowed the ESR team to review the Education being delivered to ensure it continues to meet the needs of an ever-changing User base.

With this in mind we will be introducing the following changes to complement the current webinars;

- Remove the familiarisation section to an E-learning course.

- Change the registration process to include agreement that either the familiarisation has been undertaken or is not required.

- Deliver ad-hoc webinars where a need for additional education has been identified.

- Review feedback from customers via the Client Relationship Managers, Functional Account Managers and Service Requests, and where feasible, deliver ad-hoc sessions.

- ESR will also look to restart the face-to-face Education courses, subject to national restrictions, but no earlier than January 2022.

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The following Ad-hoc Payroll webinars are planned for delivery starting in October 2021;

- Rehires
- HMRC XML Processing
- Multiple Assignments and Aggregation
- Payroll Exceptions Management
- Payroll Processing Overview
- Managing Absences

ACTION REQUIRED

Please refer to the ESR Hub and ESR News for more information regarding Education offerings.

FURTHER INFORMATION

A User Notice providing the dates of these webinars will be issued shortly, joining details will also be advertised on the ESR Hub events calendar. There will be no restrictions on the number of delegates that can attend.

Future additional ad-hoc webinars will be published as and when known.

NEXT UPDATE

Further information will be made available in the next issue of ESR News.