

# Membership, Learning and Support Services

## 1 Department purpose

To provide membership, learning and support services so Cochrane attracts and retains the brightest and best people to work with us. We achieve this by providing an excellent experience of working with Cochrane, high quality training and support, and defined routes to develop skills and expertise, so that everyone has the chance to achieve their full potential. Our approach complements the strategic priorities of the organisation, ensuring that recruitment and professional development of contributors is focused in the areas required to meet strategic goals.

## 2 The audiences for our services

Our services are aimed at a wide range of users. These are the main groups of users who we work for:

- Cochrane community members engaged in contributing to Cochrane's work (e.g. authors, editors, consumers, translators, or those undertaking task-based activities)
- Members of the public who want to use/understand our evidence including students
- Professionals who want to use our services to develop their career (commercial learning)
- Cochrane Group staff
- Trainers delivering training activities across Cochrane
- Central Executive Team (with regard to implementation support activities)

## 3 The language of our services

We currently have some materials available in languages other than English. We are collating those materials into language-based portals, so that it is easy for users to see what materials are available in their language.

We have plans to translate *Cochrane Interactive Learning* into other languages. Once we have completed the translation to Spanish as a test case we hope to roll this out to other Groups that have sufficient resources to undertake this translation task.

Membership pages are available in multiple languages to varying degrees. These pages are subject to change, but once stable we will actively encourage further translation.

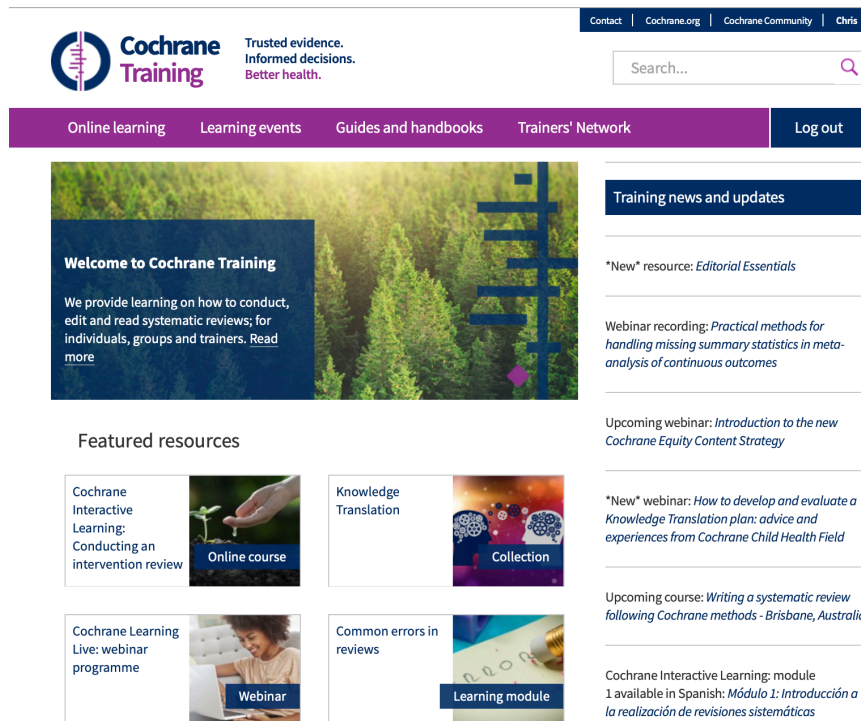
Our User Support Team can provide user support in English, French and Portuguese.

## 4 The services you can expect from us

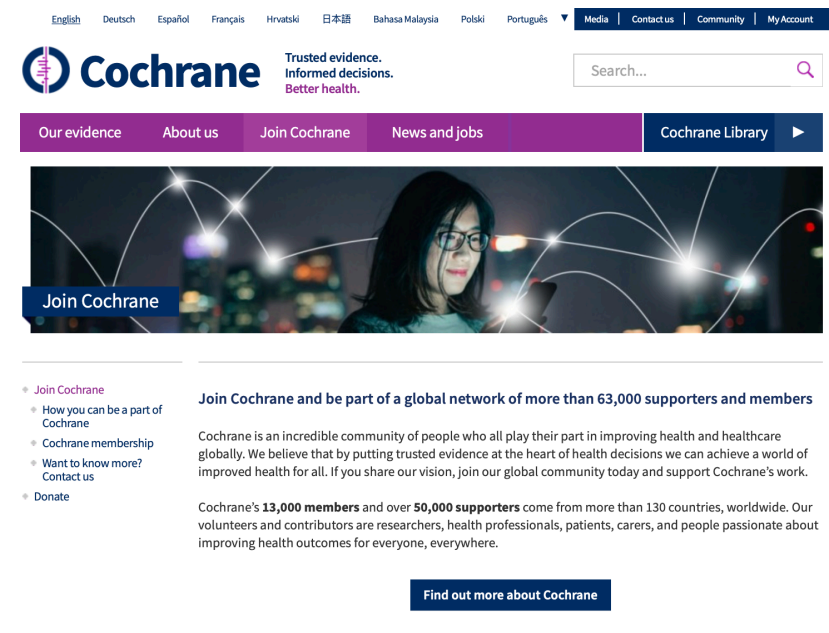
<b>E-Learning</b> <p>Self-directed online learning ranging from short, narrowly-focussed units (about 5-15mins), to full online training courses such as <i>Cochrane Interactive Learning</i></p>	<b>Learning Collections and Portals</b> <p>Online collections of learning resources on a specific <u>theme</u> or aimed at a specific <u>audience</u>, e.g. Editors.</p>	<b>Virtual Learning Events</b> <p>Webinars, interactive workshops and virtual conferences</p>	<b>Face-to-Face Learning Events</b> <p>Listings of workshops around the world that are delivered by Cochrane Groups.</p> <p>We run a small number of workshops in high priority areas at the colloquium or other Cochrane events.</p>
<b>‘Get Involved’ Opportunities</b> <p>Coherent presentation of all available opportunities to get involved in Cochrane.</p>	<b>User support</b> <p>Knowledge Bases for specific products (searchable online help resources, normally used for software, e.g. RevMan Web knowledge Base)</p> <p>User Support helpdesk service (e.g. for software, membership, learning queries).</p>	<b>Consumer and public engagement</b> <p>Support for healthcare consumers and users of our evidence</p> <p>Support for consumers to be a part of producing and spreading Cochrane evidence including a network of consumers as part of Cochrane Membership</p>	<b>Support for Delivering Training</b> <p>Curated Standard Materials that contain all that a trainer requires to deliver a training session.</p> <p>Facilitation of a Trainers Network as part of Cochrane Membership</p>

## 5 Where these services are available

Our services to the community are available primarily through our Cochrane Training website and through our Join Cochrane page. However, in time we want to make resources available at the point of need, which may involve embedding learning or other services in alternative locations.



[Training.Cochrane.org](https://training.cochrane.org)



[Join.Cochrane.org](https://join.cochrane.org)

**Please Note:** We also have a sub-domain of [consumers.cochrane.org](https://consumers.cochrane.org) which we hope to integrate better with the membership pages, and we also have a social media presence on Facebook for consumer interactions

## 6 Department staff

