Training Support
Customised training to help you get the most from your subscription

The Training team is here to support you and your users in getting the most from the services you subscribe to. Our training can be delivered in a range of ways to ensure that the session is relevant, engaging, and effective.

The following provides a list of sessions available, but equally we are happy to design a session around your needs so if you have a requirement not covered by these options then let us know.

- **GETTING TO GRIP WITH THE BASICS**
- **A DEEPER DIVE**
- **INCLUSIVE INTERACTIVITY**
- **ON DEMAND**

Getting to grip with the basics

The below sessions can be run as individual or group sessions and can cover a range of practice areas/topics or focus on a specific area of law.

Session Title	Length	Suitable for	Description
Introduction	45-60 minutes	New users	A general introduction to the content and features of the service. Will include how to navigate, browse, search and delivery/alerting tools.
Overview/Refresher	45-60 minutes	Infrequent users	A reminder of the key content and features available. Will include the most used functionality as well as enhancements from the last 6-12 months.
Cross-product	60-90 minutes	User of more than one service	A session covering the key features of each product, when to use each and how to combine them to work effectively.
Attendance at Department meetings	5-30 minutes	Users within a specific department/Practice Area	We can attend scheduled team meetings to showcase relevant content and features as well as hot topics in that Practice Area.

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A deeper dive

The below sessions can be run as individual or group sessions and can cover a range of practice areas/topics or focus on a specific area of law.

Session Title	Length	Suitable for	Description
Content Focused	30 minutes per subject	Users who understand the basics	A session focusing on a specific area of content, e.g. Online Books or researching Legislation.
Practice Area tools	30 minutes per subject	Users who understand the basics	A session focusing on key content for specific practice areas, e.g. Personal Injury Tools, Form E, or What's Market.
Recent/Upcoming Enhancements	15-60 minutes	Users who understand the basics	A session covering recent and/or upcoming enhancements to the service.
Editorial Workshop	45-60 minutes	Users within a specific department/Practice Area	A session involving a trainer and members from our Editorial team to talk through content of relevance and new developments.

Inclusive interactivity

These sessions can only be run as group sessions and can cover a range of practice areas/topics or focus on a specific area of law.

Session Title	Length	Suitable for	Description
Scenario training	90 minutes	Any audience, particularly Trainees	This session includes a refresher of the service(s) followed by a realistic research exercise with the trainer on hand to help.
Pub Quiz/Escape Room/Scavenger Hunt	60 minutes	Any audience, particularly Trainees	Engaging sessions to get the audience involved in answering questions, finding clues as well as discovering the most effective ways to research issues.

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On Demand

As well as live, instructor-led sessions, we have a range of videos and guides to provide support whenever needed.

- [Westlaw UK/Westlaw Edge UK learning materials](#)

- [Practical Law learning materials](#)

You can also find help pages, guides and videos within Westlaw UK and Practical Law by clicking the Product support link in the grey footer bar on any page:

"Having used Practical Law for many years, I was surprised at how many features and tools I was unaware of. The training amply demonstrated how to use the product more efficiently."