

SERVICES FOR SCHOOLS

Learning Zone

Getting Started

Guidance for Hampshire Maintained Schools

Version 10

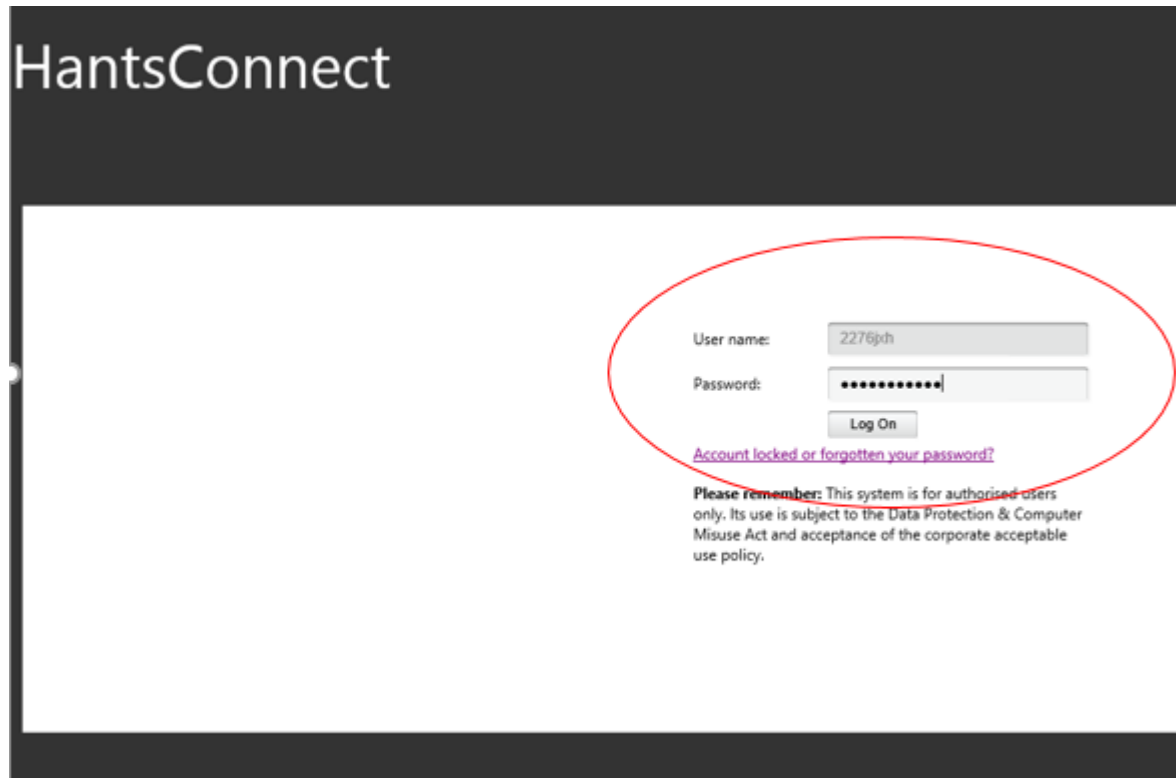
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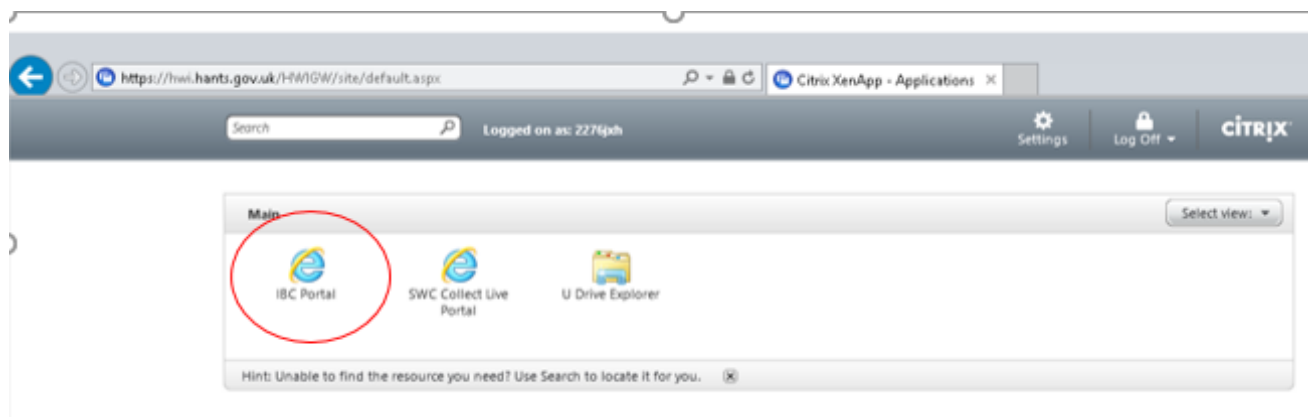
Accessing the Learning Zone

In School or on a managed laptop?

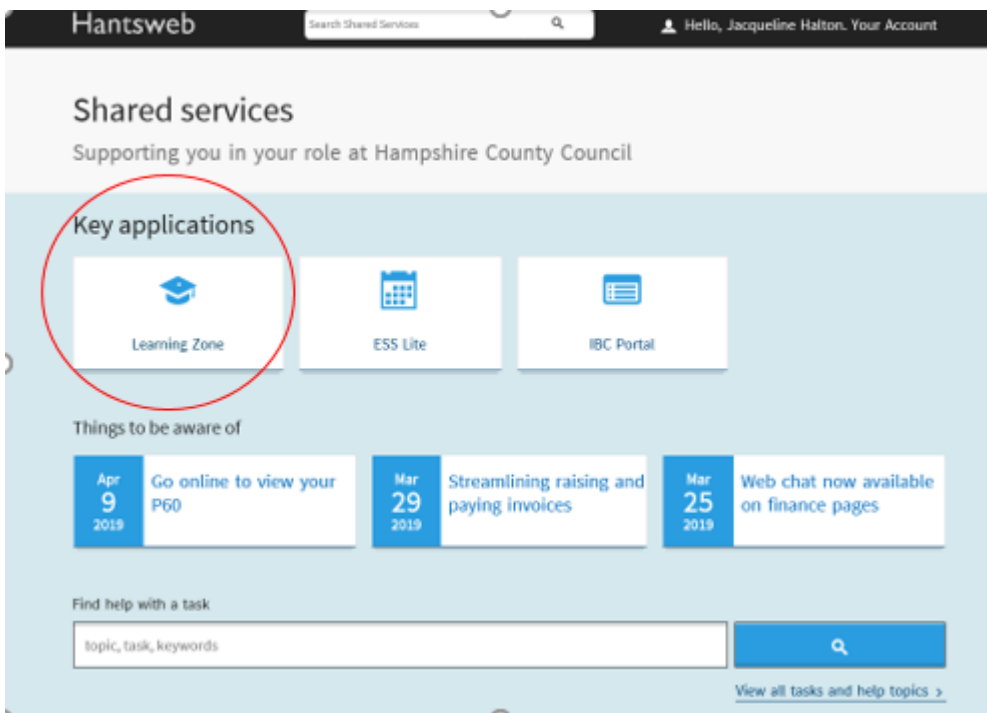
Access the IBC portal via your HantsConnect page (use your existing username and password).



The image shows the HantsConnect login page. The title 'HantsConnect' is at the top left. On the right, there is a login form with fields for 'User name:' (containing '2276jph') and 'Password:' (containing masked characters). Below these fields is a 'Log On' button. A red oval highlights the login fields and button. Below the button is a link: [Account locked or forgotten your password?](#). At the bottom, there is a disclaimer: **Please remember:** This system is for authorised users only. Its use is subject to the Data Protection & Computer Misuse Act and acceptance of the corporate acceptable use policy.



Then click on the Learning Zone tile.



Accessing from outside school?

Access the Learning Zone via the Hampshire County Council shared services page
<https://extra.hants.gov.uk/sharedservices>.

If you have already registered to access SAP services

If you have registered, enter your personnel number and password. You will then be asked to enter your memorable word (to verify your account).

A diagram illustrating the login process. On the left, a box labeled 'Shared services' contains a 'Sign in' section with input fields for 'Personnel Number' and 'Password', a blue 'Sign in' button, and two light blue buttons for 'Register' and 'Reset account'. A blue arrow points from this box to a second box on the right labeled 'My Account'. This second box shows a welcome message 'Welcome ACCESS\1415073', a security notice 'For security reasons, we require additional information to verify your account', and a 'Memorable word' section. The memorable word section asks the user to enter characters from their memorable word, with input boxes for the 4th, 5th, and 7th characters. A blue 'Submit' button is at the bottom of the 'My Account' box.

If you have not previously registered for SAP services

If you have not set a password to access SAP services before, (which includes ESS Lite and the Learning Zone), you will need to **Register**. You will then be asked to enter your last name, DOB, personnel number and NI number.

Shared services

Sign in

Personnel Number

Password

Sign in

Register

Reset account

My Account

Registration Step 1 of 2

Please enter your details.

Last name only

Date of birth dd/mm/yyyy

Personnel number

NI number

Continue

Once you have registered, you will not need to take this step again.

Checking/updating your correspondence email address

- Go to the staff shared services page - <https://extra.hants.gov.uk/employee/>
- Click the ESS Lite tile & select “My Information”
- Ensure that **both** the Personal Email and Correspondence Email boxes are completed
- No email address in the Correspondence Email = no booking confirmations, joining information or course notifications

Update your Employee Information

The screenshot shows the 'My Information' page in the SAP system. The 'Personal data' section is active, displaying various fields for employee information. The 'Correspondence Email' field is circled in red, and a red arrow points to it from the text below. The fields are organized into three columns:

Field	Value
Title	Mr
Forename	Eric
Surname	Halton
Known As	Eric
Gender	Male
Gender Identity	
Sexual Orientat...	
Personnel Nu...	
National Insura...	
Date of Birth	
Personal Email...	EDIAHTEH@HANTS.GOV.UK
Corresponden...	EDIAHTEH@HANTS.GOV.UK
Disability	
Type of Disability	
Disability Date	
Date Learned	
Nationality	
Religion	
Ethnicity	

This is the one that matters to the Learning Zone

If you have forgotten your login details

Select the Reset Account button. You will then be asked to enter and confirm a new password and a new memorable word.

My Account

Reset account

Step 2 of 2

Your account has been reset.

Please complete the registration process in order to be able to use your account.

Your password must meet the following requirements:

- Be a minimum of 7 characters long
- Include a mixture of upper and lower case letters
- Include at least 1 number
- Must not be the same as your memorable word

Password

Confirm password

Your memorable word must meet the following requirements:

- Be between 8 and 20 characters long
- Include at least 1 number
- Must not include spaces
- Must not be the same as your password

Memorable word

Confirm memorable word

Acceptance of use

By using this application you will have access to some of the County Council's systems.

You are required to comply with the Data Protection Act and the Computer Misuse Act at all times.

Do not store your password on your mobile device.

Do not reveal your password to anyone.

If you download a document it will be stored on that device and you will be responsible for the security and confidentiality of the download.

☐ I agree to the above terms of use

My Learning page

If you use the keyword search in the top browser bar, it will only search for learning items that you currently have in your Learning Assignments.

My Learning Assignments

This section contains any learning items that you have booked ('Enrolled'), Assigned (this could be a learning item you have assigned yourself, 'elf-Assigned' or been assigned by a colleague). 'Required' indicates mandatory training.

Recommendations

Learning Items can be recommended to you via a colleague.

Information

The contact details for HTLC can be found at the bottom of this section.

Find Learning

Use this to search for a course – using course title or keyword/s from the title.

Browse all courses

Use this to browse and explore a wider range of professional learning in areas of interest. Please note: all HTLC courses are listed in 'Professional Skills'. Use the arrows to narrow down the selection from here.

Learning History

This will display any learning items completed within the last 30 days. To view a complete list of your learning history, click View All to open your Completed Work list.

Featured

Upcoming learning items that have been flagged by HTLC. Featured courses will be highlighted on School Communications.

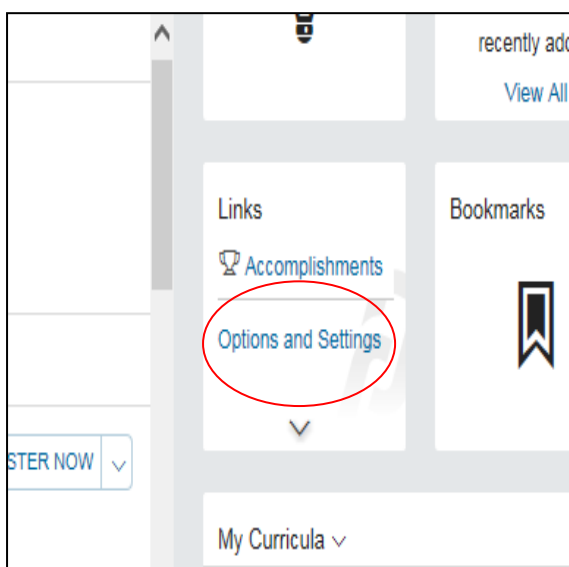
Upcoming Learning Opportunities

A chronological list of learning you are booked or enrolled on.

Delegating course approvals and acting as a delegated manager

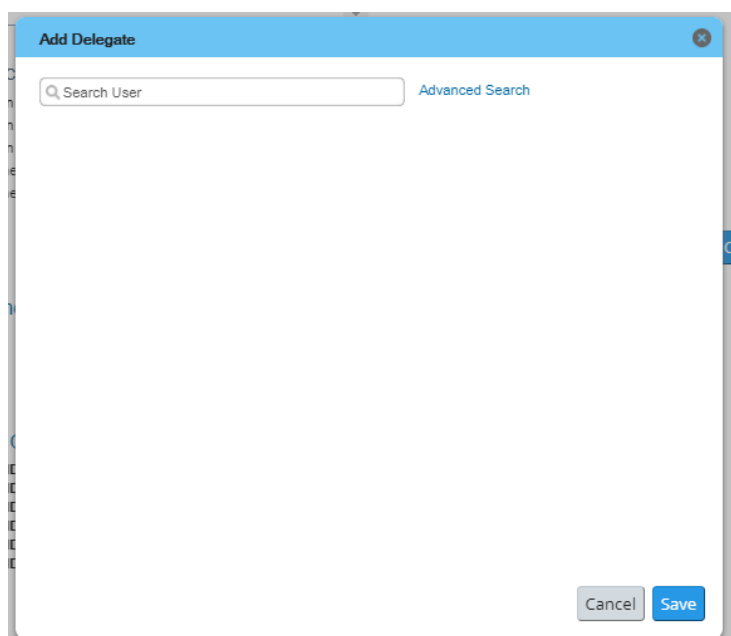
The headteacher can assign delegate authority to others so they can action course approvals for all employees reporting to them, permanently or temporarily.

The headteacher will need to take the following actions to set this up.



On the **My Learning** page, navigate to the **Links** section which is located underneath the 'Learning Assignments' box. Click on **Options and Settings**. The **Options & Settings** page will display.

Click the **Add** button in the **Delegates** area and the **Add Delegate** page will open.



Use the search box to find and select the person you want to delegate for you. You can also use the **Advanced Search** option to find and select a delegate based on predefined criteria.

Once a delegate has been identified, select **Predefined Permissions** option for the user.

Click the **Save** button. The Delegate is now selected, and permissions are assigned.



The screenshot shows a web interface titled "Delegates". Below the title is a list box containing the text "Linda Campbell [Predefined Permissions]". To the right of the list box are three buttons: "Add...", "Edit...", and "Remove".

You can remove them by clicking 'Remove'.

Please note it is possible to select more than one delegated manager e.g. your headteacher may wish to give this permission to the Admin Manager and Finance Manager.

This will enable Finance Managers to run reports in the system.

Once selected as a delegate, the individual will receive the following email as confirmation:

Dear Colleague,

This notification confirms that another user (*****, *****) has delegated to you the following permission to perform on their behalf:

Proxy: To act as a delegate able to undertake LMS tasks such as assigning learning, registering others on Learning Items for and approving registrations for Learning Items.

Please log in to the [Learning Zone](#) to view all users from whom you have delegated permissions.

If you believe this delegation is incorrect, please contact this user (*****, *****). Please note all confirmation emails will still go to *****, *****, [*****](#).

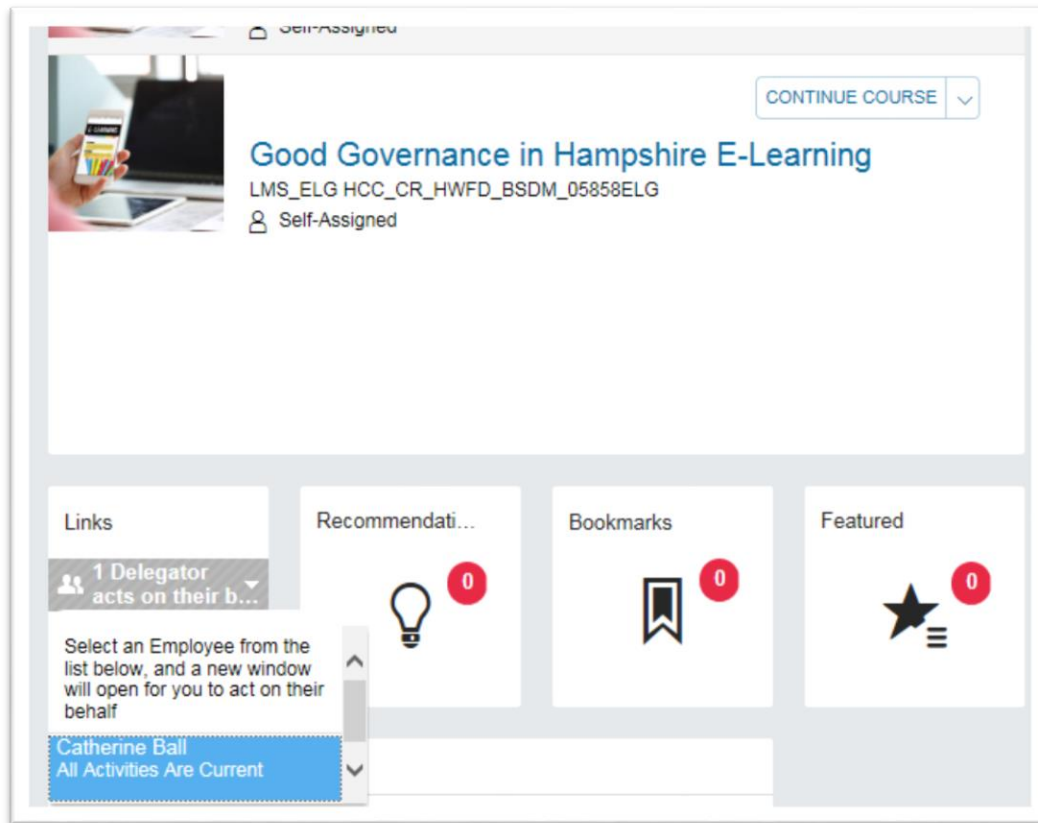
If you have any questions, please contact *****, ***** in the first instance. If you need to contact your Learning [Team](#) please check the Information tile on your Learning Zone homepage for contact details.

Kind regards,

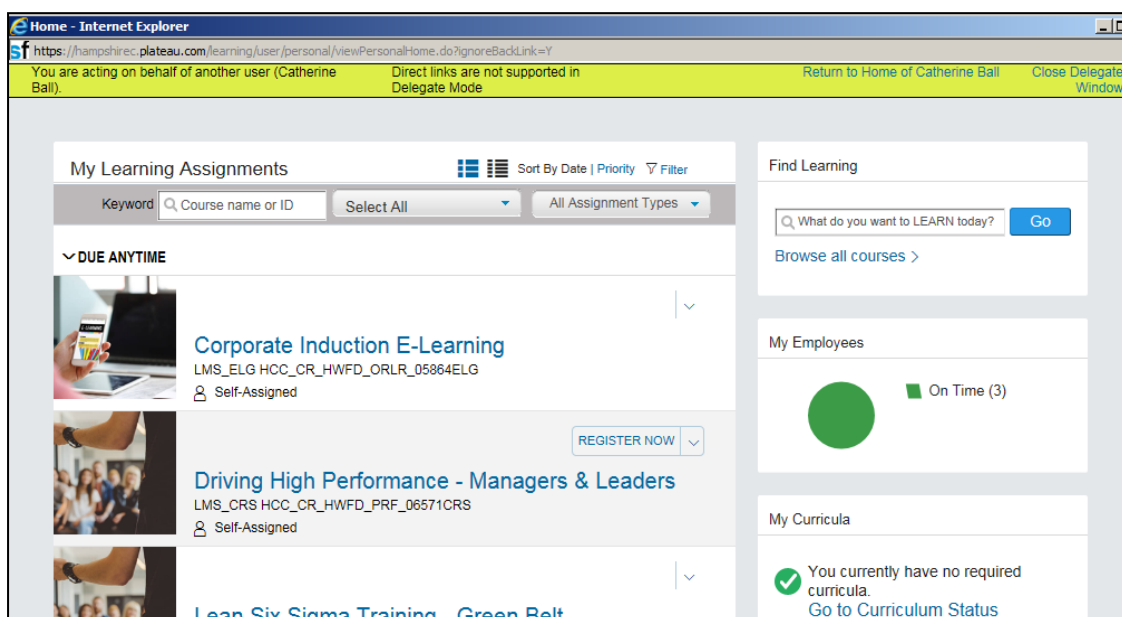
Learning Support Team

In order to act as the delegated manager, the individual will need to follow the steps below.

Step 1: From the My Learning home page, go to Links, then from Delegator list select the manager.

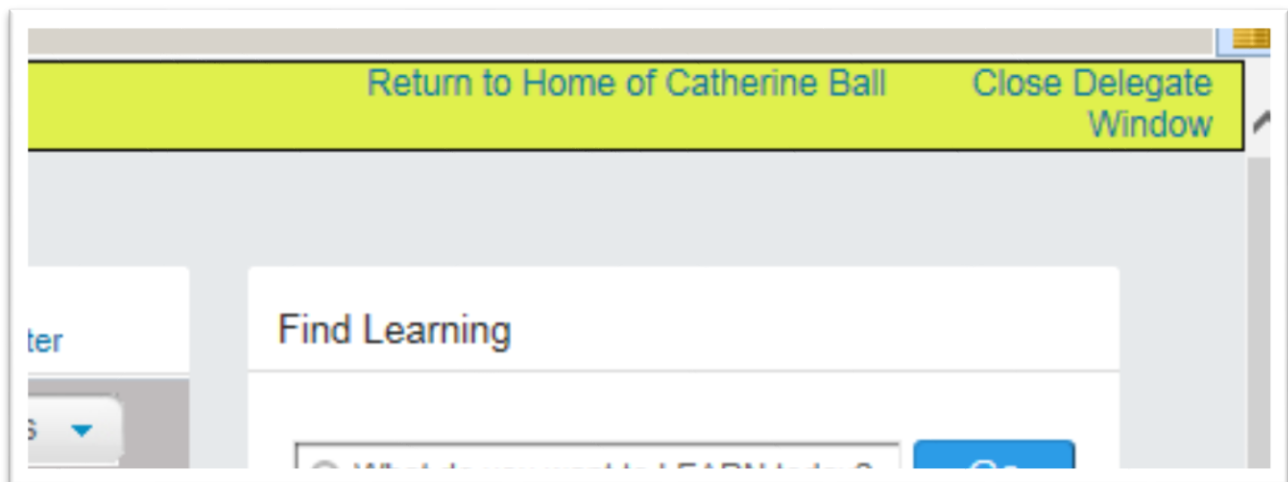


Step 2: The delegate view will open in a new window (you may have to allow pop up and then repeat step 1 above).



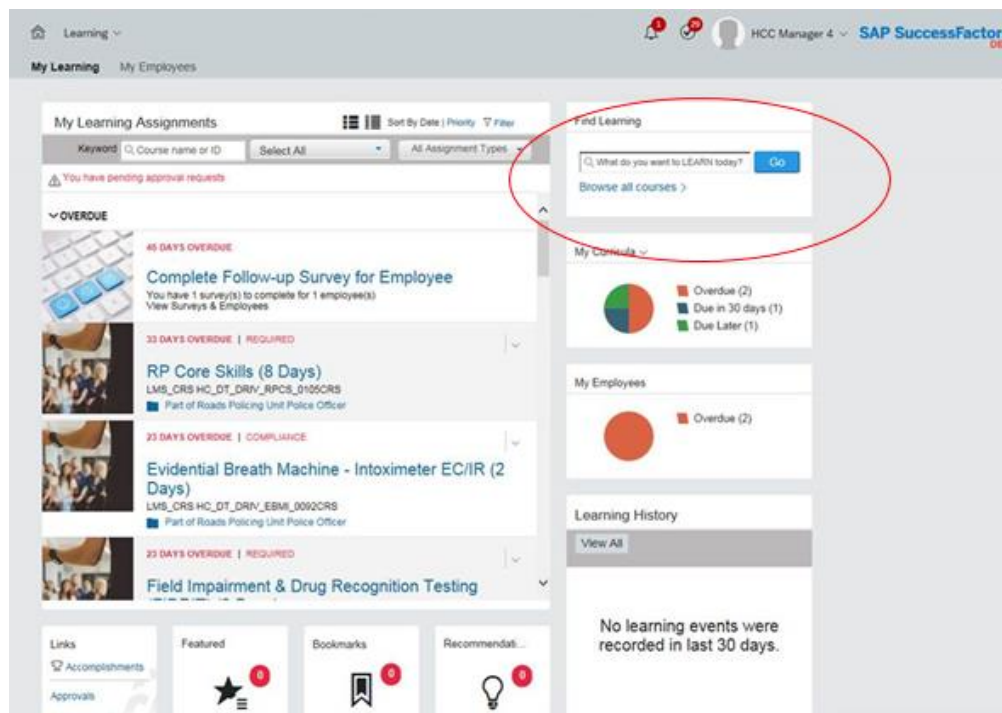
Step 3: Perform required tasks on behalf of the manager. Please note, the user's own My Learning Page becomes inactive whilst the delegate window is open.

Step 4: Close the delegate window when tasks are complete. This will take you back to your own My Learning page.



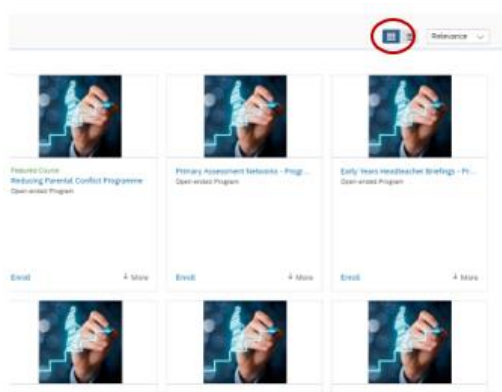
Searching for a course

Use the **Find Learning** box on the top right of the My Learning page. This is the easiest, fastest and most efficient way of searching, particularly when are looking for a specific offer and have some information about it.

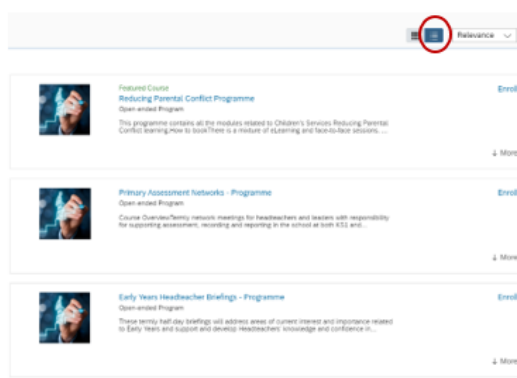


- Search using two or three key words from the course title. Key words for courses are included in Schools Communications and flyers.
- As you type, the Learning Zone will suggest titles. Select the one you want and click **Go**.
- You can view your returned search results in either List View or Card View. We recommend using List View as it displays more details. Click on the buttons on the top right of the screen to navigate between the two different views.

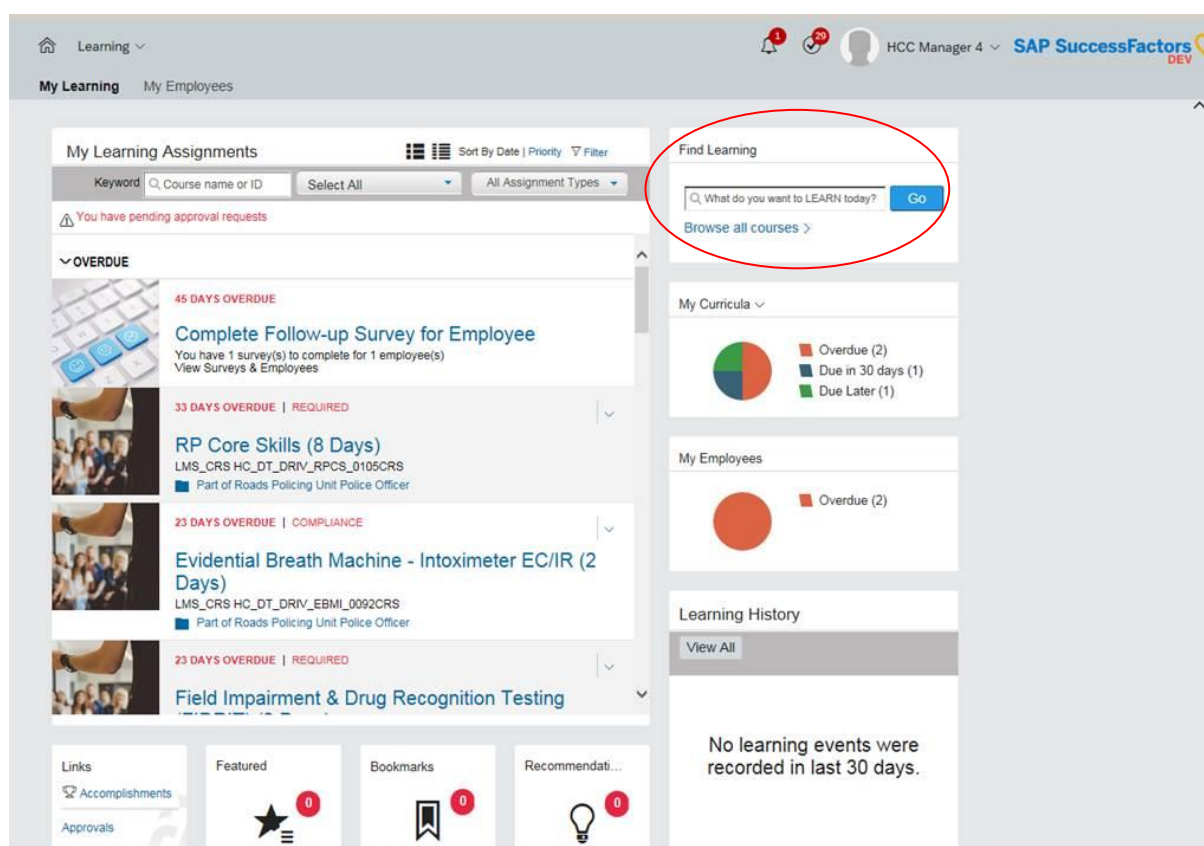
Card View



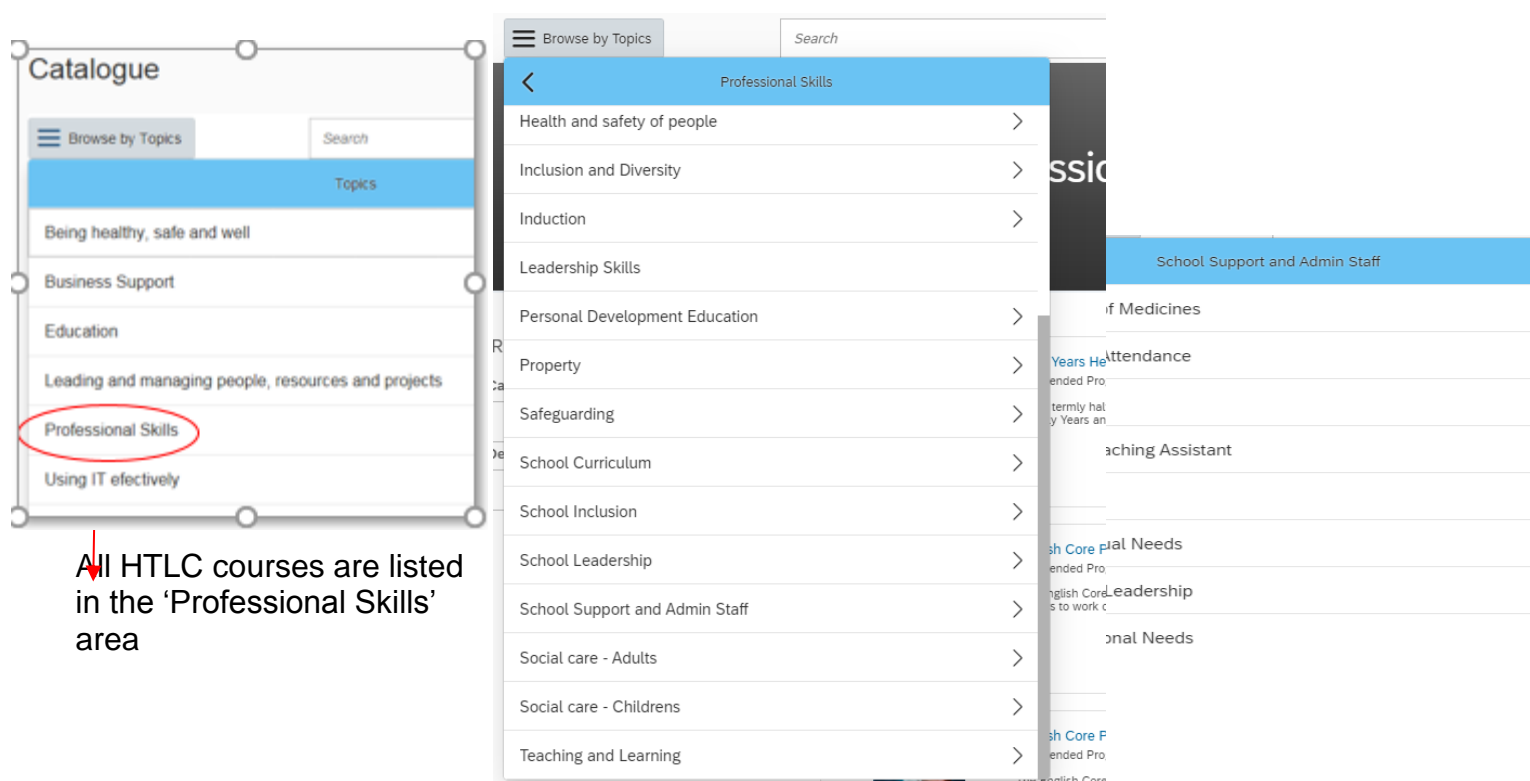
List View



If you want to take a more general look at the learning items available and explore what is available in an area of interest, click on **Browse all courses**.



- Here you can browse by topic (allowing you to view available learning by subject area).



When you click on Browse all Courses, you will also see a list of any learning that has been recommended to you by your peers, as well as the current Featured courses.

Recommended for you



English Core Provision - Test Valley Primary Programme 19/20 Program

The English Core Provision offer for Hampshire schools provides opportunities for English leaders to work collaboratively through a series of subject network meetings and an annual conference.



Making Headway (East) (LMS_CRS HCC_CS_HTLC_SNRL_10257CRS)

Course Overview This course aims to recognise and develop the potential of teachers who have clear aspirations to become deputy/assistant headteachers (must be recommended by their

[See Offerings](#)

Featured Learning



Featured Course

Securing the Expected Standard at KS1 (LMS_CRS HCC_CS_HTLC_ARRA_07799CRS)

This is a multi-session course that will ensure that teachers of Year 2 have a clear understanding of the expected standard that will be part of statutory assessment in reading, writing and mathematics

[See Offerings](#)



Featured Course

Food Safety in Catering (Level 2) for Teachers and Support Staff for all Key Stages (LMS_CRS HCC_CS_HTLC_TECH_08523CRS)

Course Overview A course for food technology teachers and support staff. This course will increase the level of safe and hygienic practice when children are engaged in food technology

[See Offerings](#)

Booking yourself on a course

When you have found the course, you would like to book on, you have the following options:

To see further information about the course content

Click on the course title – this opens a new screen with further information. You may need to click on the ‘More’ button on this page to display full course details. From here, use the small back arrow to return to the results screen.

To view available dates for the course

Click on **See Offerings**.

The screenshot shows a course listing for 'Making Headway (East)' (LMS_CRS HCC_CS_HTLCL_SNRLL_10257CRS). The 'See Offerings' button is circled in red. Below, the 'Offerings' tab is selected, showing a date range '11/10/2019 09:30 - 26/3/2020 16:00 Europe/London' circled in red. The location 'Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ' is also circled in red. The price '465.00 GBP' and '6 seats available' are circled in red. The 'Register Now' button is circled in red. Annotations with arrows point to these elements:

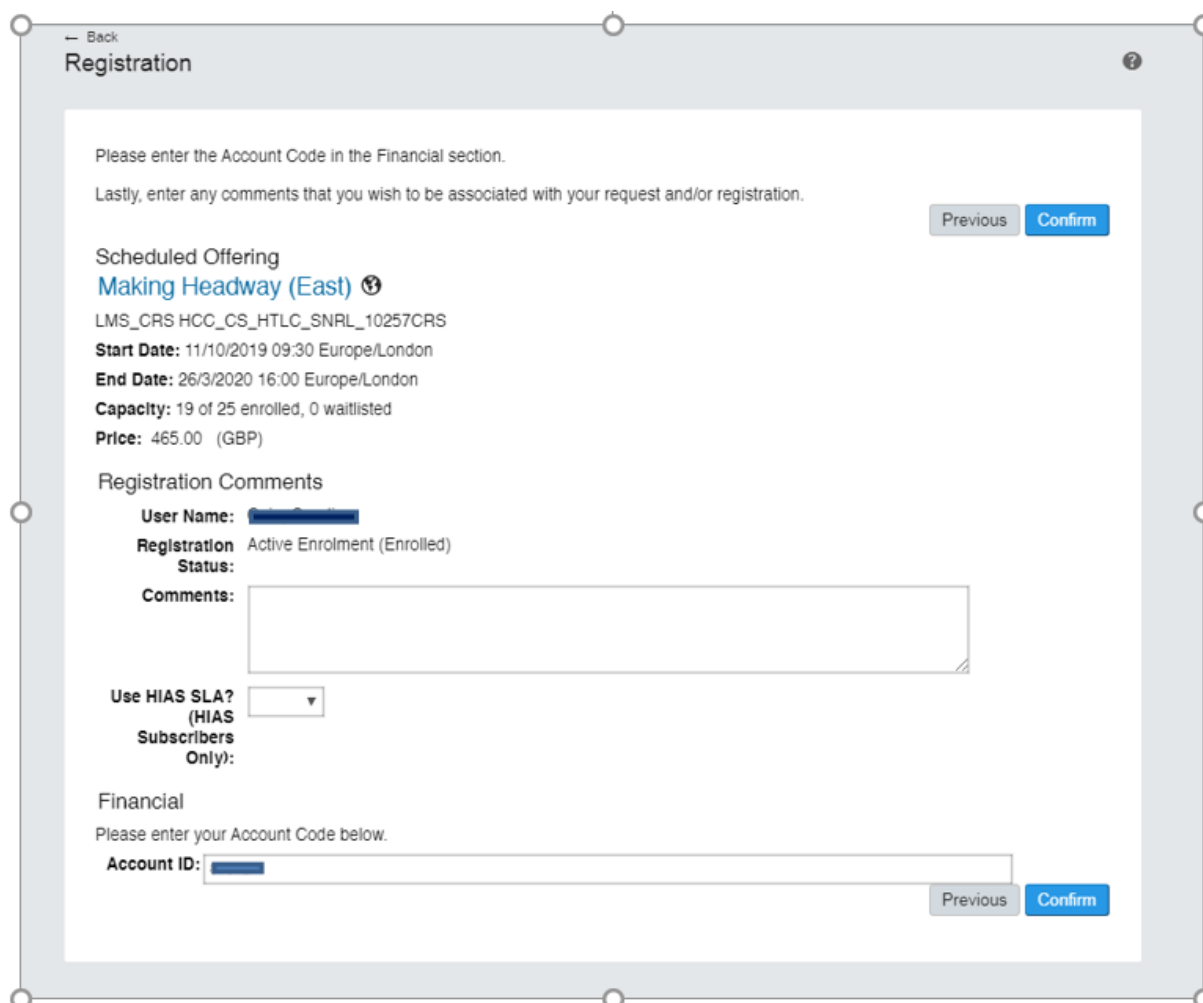
- For a multi session course, the dates displayed will be the first and the last session. The venue/location for the first session is also displayed.** (Points to the date and location)
- To view all the dates and locations of a course (if more than one session), click on the date (in blue), another window will open listing the full programme *see overleaf** (Points to the date)
- The price displayed includes all adjustments relating to HTLC and/or HIAS subscriptions relevant to your school.** (Points to the price)
- Click **Register Now** to make a booking** (Points to the Register Now button)

Full details of a multi session course – available by clicking on the date in see offerings.

▼ **SEGMENT DETAILS**

Segment	Start	End	Facility & Location	Instructor
1	11/10/2019 09:30 Europe/London	11/10/2019 16:30 Europe/London	Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ - Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ	Bettridge, Sarah
2	7/11/2019 12:30 Europe/London	7/11/2019 17:00 Europe/London	Salisbury Infants School - Barnes Ln, Salisbury Green, Southampton SO31 7BJ - Salisbury Infants School - Barnes Ln, Salisbury Green, Southampton SO31 7BJ	Bettridge, Sarah
3	5/12/2019 12:30 Europe/London	5/12/2019 17:00 Europe/London	Red Barn Primary School - Linden Lea, Portchester, Fareham PO16 8HJ (location)	Bettridge, Sarah
4	10/1/2020 09:00 Europe/London	10/1/2020 16:30 Europe/London	Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ - Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ	Bettridge, Sarah
5	30/1/2020 12:30 Europe/London	30/1/2020 17:00 Europe/London	Sharps Copse Primary School - 11 Baybridge Rd, Havant PO9 5PE - Sharps Copse Primary School	Bettridge, Sarah
6	25/2/2020 12:30 Europe/London	25/2/2020 17:00 Europe/London	The Petersfield School - Cranford Rd, Petersfield GU32 3LU (location)	Bettridge, Sarah
7	6/3/2020 09:30 Europe/London	6/3/2020 16:00 Europe/London	Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ - Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ	Bettridge, Sarah
8	26/3/2020 12:30 Europe/London	26/3/2020 16:00 Europe/London	Liphook Federation of Schools - Liphook Federation of Schools, Avenue Cl, Liphook GU30 7QE	Bettridge, Sarah

Once you have selected the date/location you want to attend (under see offerings) and clicked **Register Now** you will be asked to confirm your booking.



The screenshot shows a 'Registration' form with a 'Back' link. It contains instructions to enter an account code and comments. A 'Scheduled Offering' section lists details for 'Making Headway (East)', including LMS_CRS HCC_CS_HTL_C_SNR_L_10257CRS, start and end dates, capacity, and price. The 'Registration Comments' section includes fields for User Name, Registration Status (Active Enrolment (Enrolled)), and a large text area for comments. There is a dropdown for 'Use HIAS SLA?' and a checkbox for 'Subscribers Only:'. The 'Financial' section has a field for 'Account ID:'. 'Previous' and 'Confirm' buttons are located at the top right and bottom right of the form.

← Back
Registration

Please enter the Account Code in the Financial section.
Lastly, enter any comments that you wish to be associated with your request and/or registration.

Previous Confirm

Scheduled Offering
Making Headway (East) ⓘ
LMS_CRS HCC_CS_HTL_C_SNR_L_10257CRS
Start Date: 11/10/2019 09:30 Europe/London
End Date: 26/3/2020 16:00 Europe/London
Capacity: 19 of 25 enrolled, 0 waitlisted
Price: 465.00 (GBP)

Registration Comments

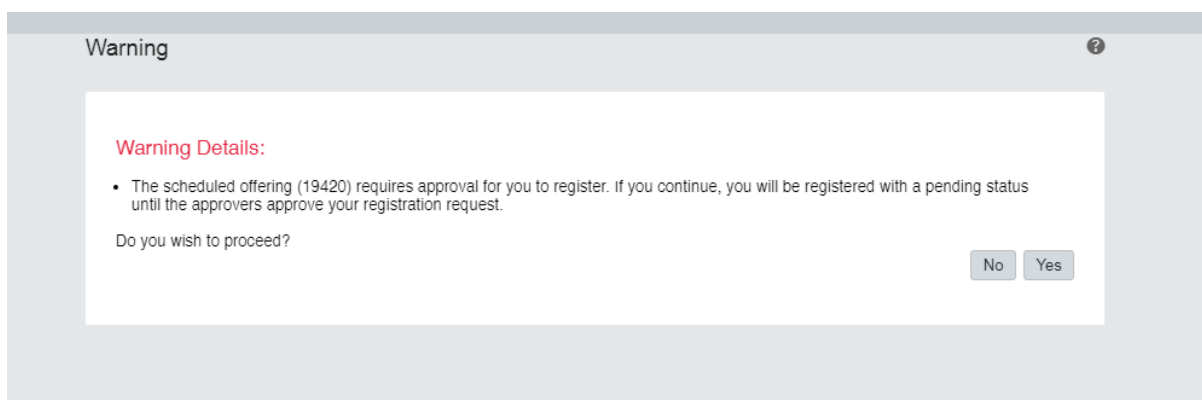
User Name: [Redacted]
Registration Status: Active Enrolment (Enrolled)
Comments: [Text Area]
Use HIAS SLA? [Dropdown]
(HIAS Subscribers Only):

Financial
Please enter your Account Code below.
Account ID: [Text Field]

Previous Confirm

Check the information provided including price and add any information about accessibility or dietary needs in the comments box. If you have a HIAS SLA you can select to use it Yes/No, (it will automatically revert to yes if you don't change it here) and then click **Confirm**.

All bookings require Line Manager's approval (see Approvals page). After you have clicked **Register Now** and **Confirm** buttons, you will see a message asking if you want to proceed. Click **Yes**.



The screenshot shows a 'Warning' dialog box. It contains a 'Warning Details' section with a bullet point stating that the scheduled offering (19420) requires approval and that the user will be registered with a pending status until approved. It asks 'Do you wish to proceed?' with 'No' and 'Yes' buttons.

Warning ⓘ

Warning Details:

- The scheduled offering (19420) requires approval for you to register. If you continue, you will be registered with a pending status until the approvers approve your registration request.

Do you wish to proceed?

No Yes

Your place will not be confirmed until your manager approves the request. The system will send you a pending notification of your request, and your manager a registration notification of your request which they will have to action.

After your manager has reached a decision, you will receive either a registration approval notification or a denial notification depending on the decision taken. If your request is approved, your **My Learning Assignments** section is updated.

Headteacher booking themselves on a course.

If a booking is made by a Headteacher they will need to select an approver to authorise their booking. The Headteacher can select anyone – we suggest your Admin Officer or Business Manager.

The screenshot shows a web form for course booking. At the top, it displays course details: 'LMS_CRS HCC_CR_HWFD_TEST_00006CRS', 'Start Date: 8/10/2019 10:00 Europe/London', 'End Date: 8/10/2019 18:00 Europe/London', 'Capacity: 1 enrolled, 0 waitlisted', and 'Price: Free'. Below this is an 'Approval Steps' section with a blue bar containing 'Approval Step' and 'Approvers'. The 'Approvers' section is circled in red and contains the text 'Select User for Approval'. Underneath is a 'Registration Comments' section with 'User Name: Abbott, Christina', 'Registration Status: Pending (Pending)', and a 'Comments:' label followed by a text input box. At the bottom right are 'Previous' and 'Confirm' buttons.

LMS_CRS HCC_CR_HWFD_TEST_00006CRS	
Start Date:	8/10/2019 10:00 Europe/London
End Date:	8/10/2019 18:00 Europe/London
Capacity:	1 enrolled, 0 waitlisted
Price:	Free

Approval Steps

Approval Step	Approvers
Line Manager Approval	Select User for Approval

Registration Comments

User Name: Abbott, Christina

Registration Status: Pending (Pending)

Comments:

Previous Confirm

Booking a course on behalf of another member of staff

If you are acting as a delegated manager, follow the instructions on page 9 and 10 of this workbook and ensure you have the delegate window open before attempting to complete any actions on behalf of the manager.

1. Go to the **Find Learning** area to find the course you want to book
2. Click on **See Offerings**
3. Click on **Register Others** for the chosen date/location
4. Click the Add (+) symbol to select the employee you wish to book
5. You can select multiple employees from this list/select all or search by name
6. Once selected click Add
7. The next screen will allow you check the booking, add a comment (e.g. dietary or access) and view the cost centre

← Back

Register Employees for Scheduled Offering

Enter Registration Details

* Required

✓ Scheduled Offering: Making Headway (East) ⓘ [Change Scheduled Offering](#)

Start Date/Time: 11/10/2019 09:30 Europe/London **Description:** No Description
Facility & Location: - Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ **Associated Item:** LMS_CRS HCC_CS_HTLC_SNRL_10257CRS
Price: 465.00 Pound Sterling(GBP) **Available Seats:** 19 of 25 enrolled, 0 waitlisted

✓ Employees + Add

Name	* Registration Status	* Payment Method	* Account	Comments	Remove
Katie Scott	Active Enrolment (Enrolled) ▼	Account Code ▼	8831A	⊕	×

[Cancel](#) [Continue](#)

8. Click continue. You will be asked if you want to use your HIAS SLA against this booking
9. Click Register
10. The system will automatically send registration notifications to the Line Manager and the employee you have booked

All bookings require approval, see page 25

Booking a course for a Headteacher

Due to the organisation structure in SAP, it is not possible for a Delegated Manager to make a booking on behalf of a Headteacher. The Headteacher will need to book themselves on courses/training. Generally, the Approval process has been removed for training that is for Headteachers only.

Booking a course for a Governor

For training courses where Governors can attend with a Headteacher/other members of staff.

Follow the instructions above for finding and booking a course either for yourself or as a delegated manager.

Before you confirm the place, you will be directed to complete the custom registration field* 'Governor Name(s)' to identify the Governors who will be attending.

Note: Although this holds a space for a Governor, notifications about the training will only be sent to the booked delegate. Schools will need to forward booking information to their Governors as no email addresses are recorded against the Governor booking, so notification cannot be sent automatically from the Learning Zone.

Approving a booking

All training requires manager approval. Managers are notified of the approval requests via email. Requests are marked as pending until approved. Note: **places continue to be offered to others until this step is complete.**

A Manager (Headteacher) approving a booking for an employee

Click on **My Employees** link at the top left of the **Learning** page.

From there, navigate to the **Line Manager Links** link on the right-hand side of the page.

Click **Approvals** to bring up a list of all pending employee training requests.

The screenshot shows the 'Pending Approvals' page in SAP SuccessFactors Learning. The page has a header with 'Learning' and 'My Employees' links. The main content area is titled 'Pending Approvals' and contains a table of training requests. The table has columns for 'User Name', 'Title', 'Price', 'Type', and 'Action'. The 'Action' column has radio buttons for 'Approve', 'Deny', and 'Skip'. The 'Skip' button for the third row is circled in red. A 'Next' button is also circled in red. The 'Enter Reasons for Approvals or Denials' checkbox is checked. The table shows 5 records for 'Internal Training' and 0 records for 'External Training' and 'Account Requests'.

User Name	Title	Price	Type	Action
Learner 4, HCC	S67-M-1	0.00 Pound Sterling (GBP)	Registration	<input type="radio"/> Approve <input type="radio"/> Deny <input checked="" type="radio"/> Skip
Learner 4, HCC	S67-M-2	0.00 Pound Sterling (GBP)	Registration	<input type="radio"/> Approve <input type="radio"/> Deny <input checked="" type="radio"/> Skip
Learner 4, HCC	S67-M-4	0.00 Pound Sterling (GBP)	Registration	<input type="radio"/> Approve <input type="radio"/> Deny <input checked="" type="radio"/> Skip
Learner 4, HCC	S67-M-3		Withdraw	<input type="radio"/> Approve <input type="radio"/> Deny <input checked="" type="radio"/> Skip
Learner 4, HCC	S67-M-5		Withdraw	<input type="radio"/> Approve <input type="radio"/> Deny <input checked="" type="radio"/> Skip

Make sure the **Enter Reasons for Approvals or Denials** box is checked so that you can add comments to explain your decision.

Click on the **course title** to review the course details. Once you have finished, click the **back** button to go back to the pending approvals list.

Once you have reached a decision, choose the appropriate button to:

- **Approve** the training request
- **Deny** the training request
- **Skip** if you have more than 1 approval you can select skip to defer a decision to approve to a later date

Click **Next**.

Explain why you have approved or denied the training request in the text box provided. Click **Next** once complete.

Click **Confirm** to complete the approval workflow.

Click **Start Over** to return to the Pending Approval page.

The employee receives an email notification confirming the booking and line manager also receives a copy.

Delegated Manager approving a booking for an employee

On the **My Learning** page, navigate to the **Links** section which is located underneath the 'Learning Assignments' box and pick up your delegated manager access (to enable you to act on behalf of your headteacher).

Pending approvals will be show in red text along the top of the screen or in the approvals link in the links tile.

You can now approve/deny bookings on behalf of your headteacher (as above).

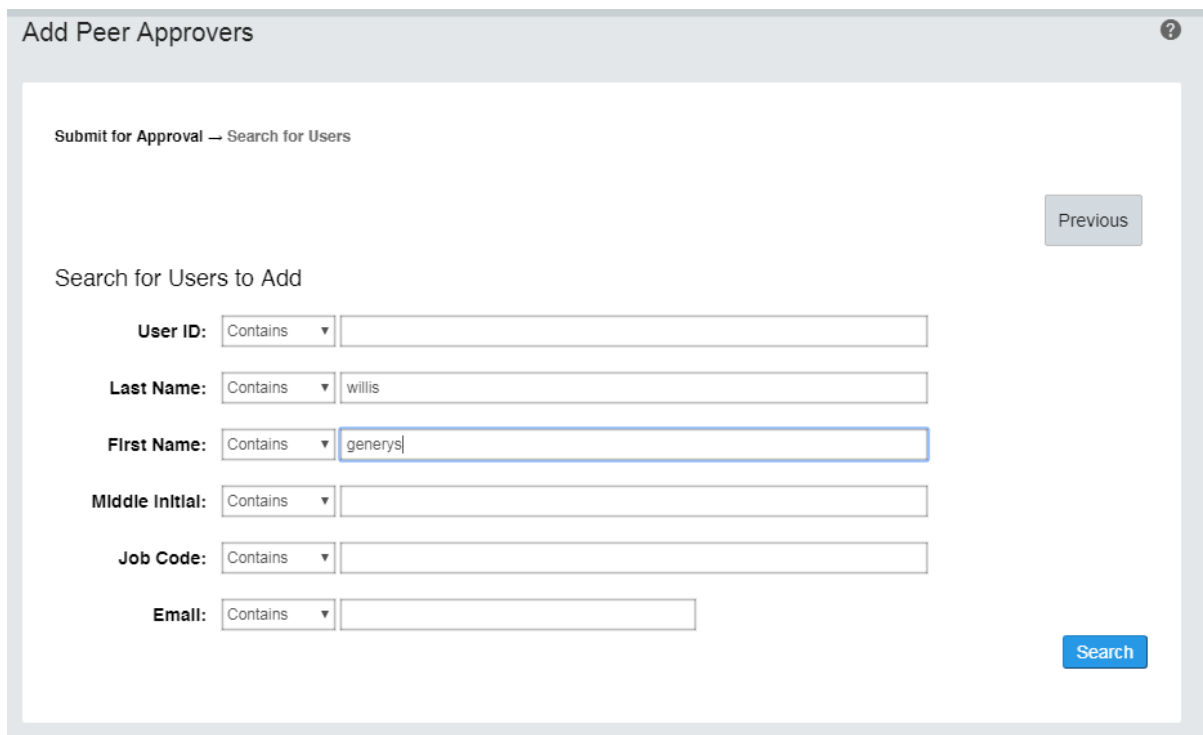
Delegated Manager approving a booking for themselves

Delegated managers can approve their own bookings when they have permission to act on behalf of their headteacher. It is important to ensure the required permissions have been obtained from the relevant line manager (in compliance with school policy).

Booking approval process for headteachers

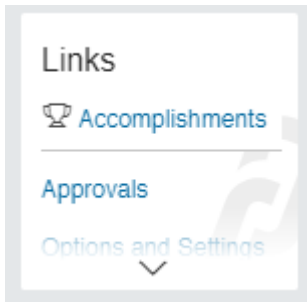
If the approval is required for a headteacher booking, the headteacher will need to select an approver to authorise their booking. This can be the school administration manager or another colleague (even if they do not normally have approval authorisation).

Click 'Select User for Approval'



The screenshot shows a web application interface for adding peer approvers. The title bar at the top is 'Add Peer Approvers' with a help icon. Below the title bar, there is a breadcrumb trail 'Submit for Approval — Search for Users'. On the right side, there is a 'Previous' button. The main section is titled 'Search for Users to Add'. It contains several search criteria, each with a 'Contains' dropdown menu and a text input field: 'User ID:', 'Last Name:' (with 'willis' entered), 'First Name:' (with 'generys' entered), 'Middle Initial:', 'Job Code:', and 'Email:'. A blue 'Search' button is located at the bottom right of the search area.

The approver will then be able to approve the booking via the approvals link in the links tile (as above).

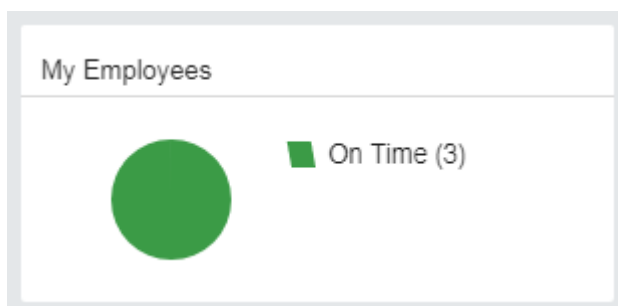


Finding details of courses you are booked on and for users you manage

Managers who wish to view the learning of employees reporting to them

Select **My Employees** by either clicking the 'My Employees' tile (right hand side of learning home page or the 'My Employees' tab alongside the 'My Learning' tab). A list of employees reporting to you will be displayed on the left and you can select which employee to view by clicking their name. The Learning home page for that employee will be displayed indicating the courses they are booked on/assigned to. You can also view their Learning History (bottom right hand side).

Employees tile



As a Manager, the My Employees tile will show you the status of training for your staff (red indicates outstanding items). Here you can easily keep track on actions that need to be or have been completed by your staff.

Delegated Managers who wish to view the learning of colleagues

As delegated manager you will be able to view the Learning Home page for your Headteacher via the delegated manager link. From there you will need to click on the Employees tile (you will not see the My Employees link). You can then follow the steps above to view the training booked/assigned to colleagues.

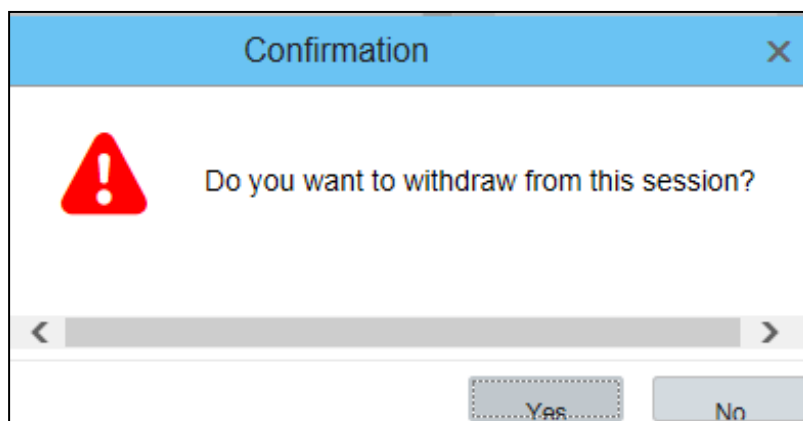
Withdrawing/cancelling yourself from a course

Withdrawals outside the cut off period

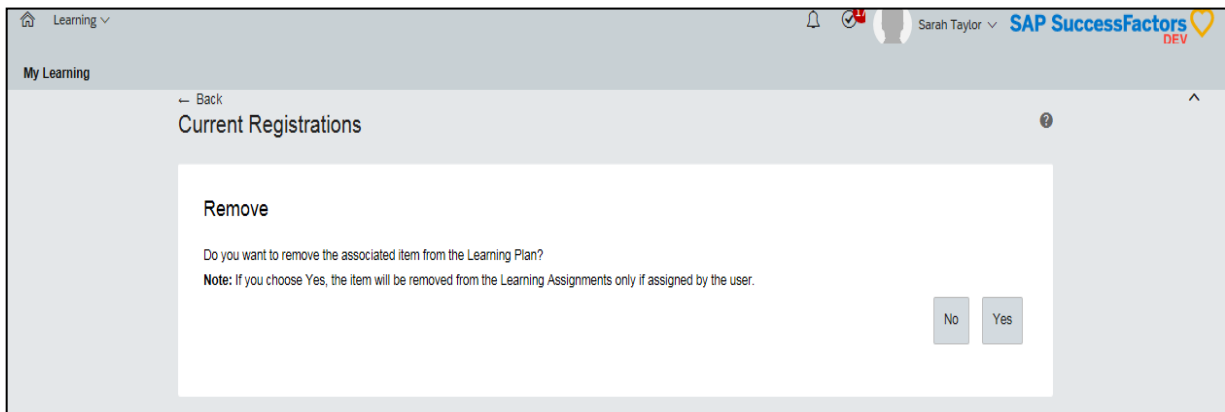
Navigate to the **My Learning Assignments** page. Find the relevant learning item title in your learning assignments. Click on the arrow next to the title to expand the **Options** menu. Click **Withdraw**.



A **Warning Message** will appear asking if you want to withdraw from the session. Click **Yes**.



A **Remove** window will open. Choose **Yes** or **No** depending on whether you want to update your learning plan.



Select a cancellation reason from the drop-down list. Note: You must select an option before proceeding with the withdrawal.

If the course is chargeable and you are withdrawing in the cancellation period, the system will indicate the cancellation charge. You will need to confirm you accept these charges.

Click **Submit**.

If Manager approval is not required to withdraw, the withdrawal is now complete, and your **My Learning Assignments** section is updated.

If Manager approval is required to withdraw, the withdrawal notification will be sent to your Line Manager to approve. Once this is actioned, your **My Learning Assignments** section is updated. If the withdrawal request is denied, you will remain enrolled on the course.

Withdrawals within the cut-off period

Navigate to the **My Learning Assignments** page. Find the relevant learning item title in your learning assignments. Click on the arrow next to the title to expand the **Options** menu. Click **Withdraw**.

An error message will be shown to inform you that you cannot withdraw from the course as the withdrawal cut-off date has passed.

You will need to contact the HTLC Events Team to make an off-system withdrawal request.

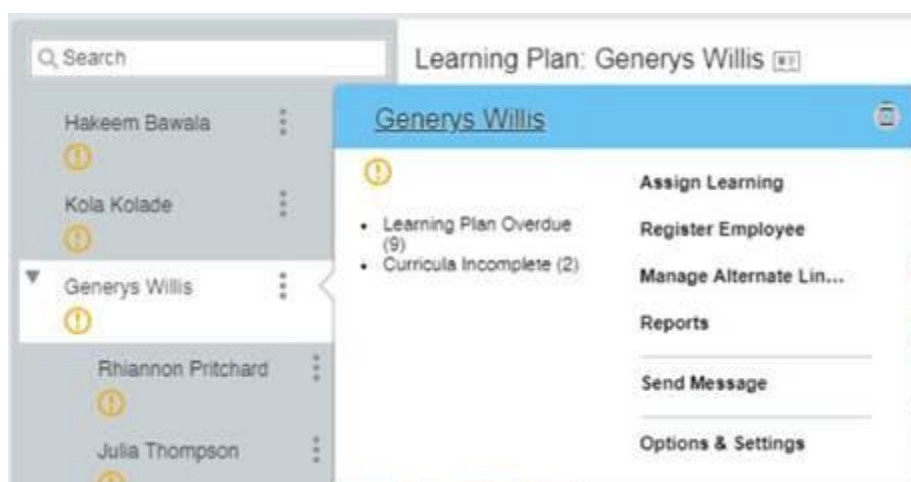
Notifications

Currently notifications are automatically sent to the user and the Headteacher.

However, there is a system function available to enable delegated managers to set themselves up as an 'Alternate Line Manager' for members of staff so that they can also receive the notifications.

Admin Officers/Business Managers:

1. Go into the Learning Zone and pick up the delegation for your Headteacher (via Links tile)
2. Click on the My Employees tile – all employees names should then be listed on the left-hand side
3. Click on the ellipsis (three dots) to the right of each employee's name and select "Manage Alternate Line Manager"
4. Search for yourself by **personnel number** (in the User ID box) to ensure you select the right person and add then click Save. **This process is necessary rather than searching by name as the search uses the database for all Hampshire employees not just your school staff. Selecting the wrong person may lead to a data breach under GDPR.**
5. **Please note:** If your name does not appear in the initial search, click on the **Advanced Search** blue link next to the search box. This opens another window where you can input your **personnel number** (in the User ID box) and select yourself. This should then return you to the previous window where you can continue the process.
6. You will need to repeat this step for all employees for whom you wish to receive copies of email notifications.

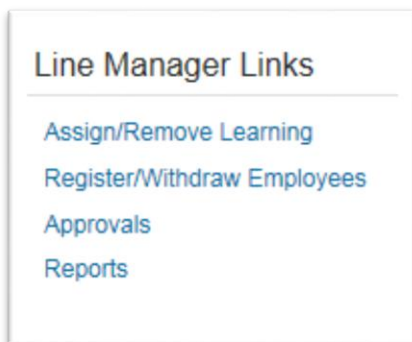


Headteachers will still receive notifications as well as the alternate line manager. If your headteacher does not want to receive the notifications into their inbox we recommend setting up a rule that will divert emails from no-reply@hants.gov.uk to an email folder.

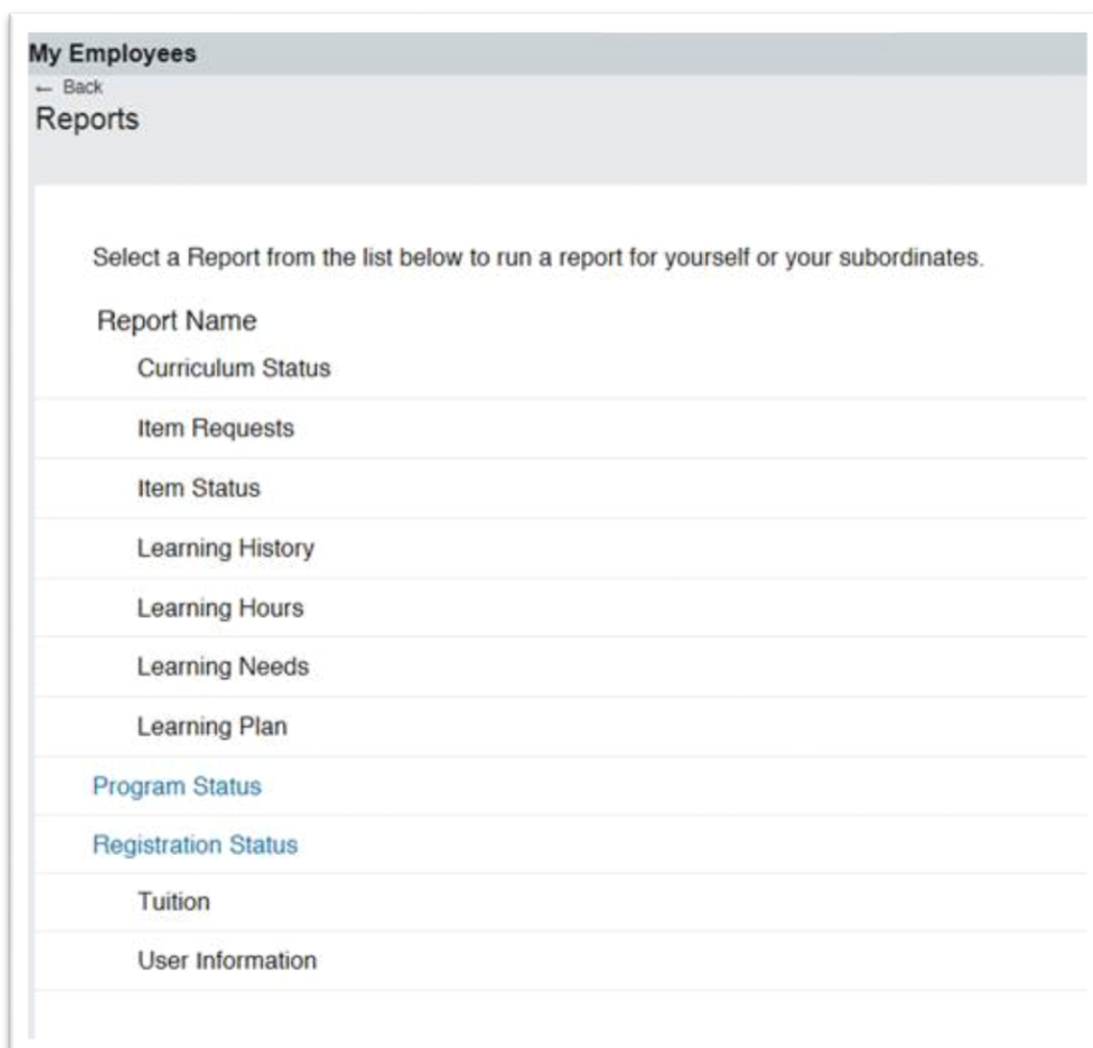
Accessing reports

As a Manager

On the **My Learning** page, navigate to the **Links** section at the right-hand side of the page. Click on **Reports**.



View the list of available reports on **Reports** screen. Click the expand icon to see additional reports in each report group.



Click on a report name to select a report and display the run report screen.

Each report page may allow you to customize the report layout by entering **Report Title, Report Header, Report Footer** etc.

Use the drop-down menus and criteria fields to determine options for **Report Destination, Report Format, Report Type, Include, Print Comments, Sort By, List By** etc. as appropriate.

Enter the **Completed Date From** and **Completed Date To** dates if applicable.

Managers may choose to run a report for themselves only, their direct subordinates, all subordinates, or all including themselves.

Once all fields are defined, click **Run Report**.

The report will begin processing – the status will read **Waiting in Queue**, then **Generating**, then **Succeeded** when complete.

Once completed, you will see a message to say that your report is automatically downloading, and a pop-up box will appear at the bottom of the screen asking what you want to do with the report:

- **Save** – to open the report
- **Save as** – to save the report to a location of your choice
- **Cancel** - to cancel

As a Delegated Manager

After accessing your managers Learning Home page via the delegation link, click on the **'My Employees' tile** on the right-hand side, a new window will open. Navigate to the Links section at the right-hand side of the page. Click on **Reports**.

Guidance on the report options available and how to run them is provided in the following link. [Learning Zone: Manager Guide to running reports](#).

Please note that the report detailing course costs is titled **Learning History**. You will need to run it as a 'detailed' CSV report and the financial information will be downloaded in the **tuition** column. You can then delete/hide columns and filter in order to get the information you require.

Help and Guidance

Contact details can be found at the bottom of the Information tile on your My Learning page.

Information

If you are a HCC employee please contact the relevant team below for support with making or managing your booking. **NOTE: Please do not phone the IBC contact centre for learning related queries.**

Frequently asked questions and help information can be found [here](#)

Hampshire Workforce Development (Leadership & Management): course.booking.enquiries@hants.gov.uk, 01962 833028

Corporate Services: LMSLocal@hants.gov.uk, 01962 846012

Economy, Transport & Environment: ETE.LMS@hants.gov.uk, 01962 846012

CCBS: ccbs.development@hants.gov.uk, 01962 846012

Children's Services: cs.nominations@hants.gov.uk, 01962 715669

Adults' Health and Care: LMStrainingadults@hants.gov.uk, 01962 832036

If you are a teacher and you have an enquiry about making a booking or managing your attendance on a HTLC course then please use the details below:

HTLC and teachers: HTLC.Courses@hants.gov.uk, 01962 718600

▼

Queries with bookings

Talk to us

If you need to speak to one of the Learning Support Team you should use the contact details below:

Email: htlc.courses@hants.gov.uk

Telephone number: 01962 718600

Moodle Sites

<https://hias-moodle.mylearningapp.com/>

Learning Zone help guides are available on our HIAS Moodle sites. From the HIAS Moodle home page, click on a subject home page and click on the link on the right hand side

Browse and book on the Learning Zone!

Click [here](#) for information on how to access the Learning Zone and browse / book from our extensive catalogue of professional learning opportunities.

Guidance Documents

- LMS Hints and Tips - June 2019
- New Learning Zone Getting Started - Guidance for Hampshire Maintained Schools V7
- Updating Correspondence Email Address – Guidance for Schools
- HIAS SLA & Course Bookings Guidance
- Learning Zone Reports – Guidance for Hampshire Maintained Schools
- New Learning Zone Getting Started - Guidance for Hampshire Academies, Isle of Wight schools & other external users

Booking on programmes

- How to book English and Maths Core Provision – FOR DELEGATED MANAGERS
- How to book English and Maths Core Provision – SELF BOOKING

*** please visit the Moodle Site to access these help-note links*

Glossary of terms

Learning Item

A course or other learning e.g. e-learning

Scheduled Offering

Available dates/locations for the course

Catalogue

A catalogue is where users view/search the learning that is available to them.

Programme

A collection of learning items packaged. e.g. English, Maths core provision and NQT programme. Programmes can be set up with options, (which need to be selected), or without options.

Curricula

Another way of grouping learning items (no currently used in HTLC)