Hampshire Services
HIAS SCHOOL IMPROVEMENT

SERVICES FOR SCHOOLS

Learning Zone

Getting Started

Guidance for Hampshire Maintained Schools

Updated April 2022

Hampshire County Council

www.hants.gov.uk

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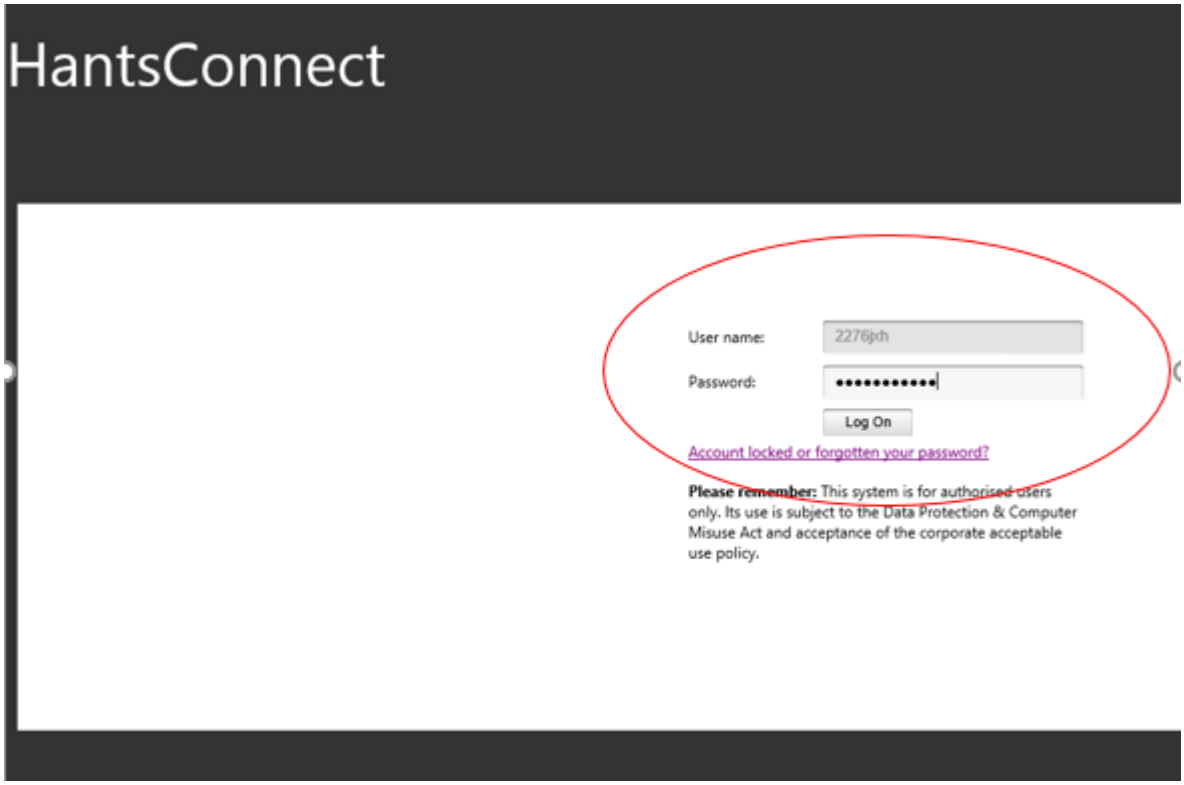
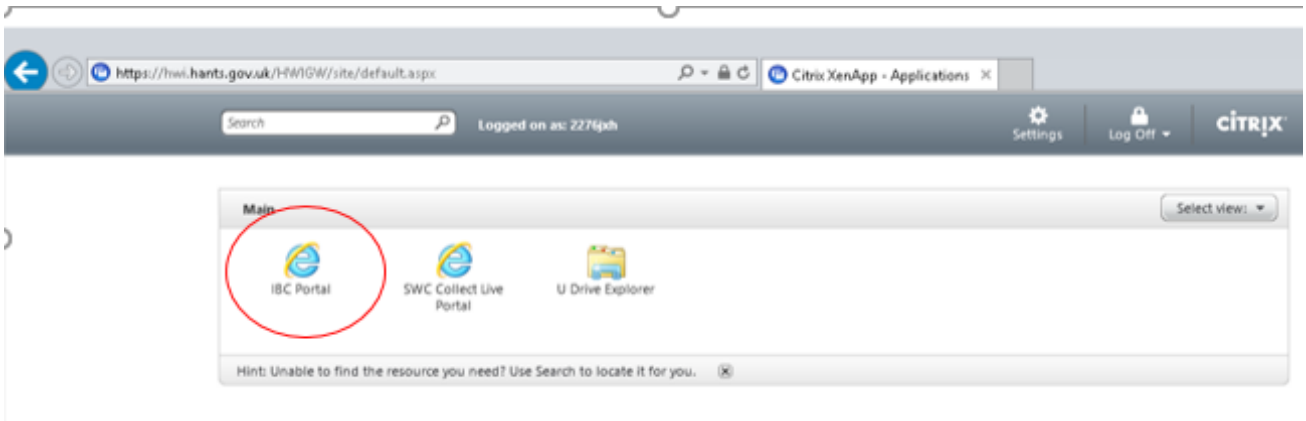
Accessing the Learning Zone

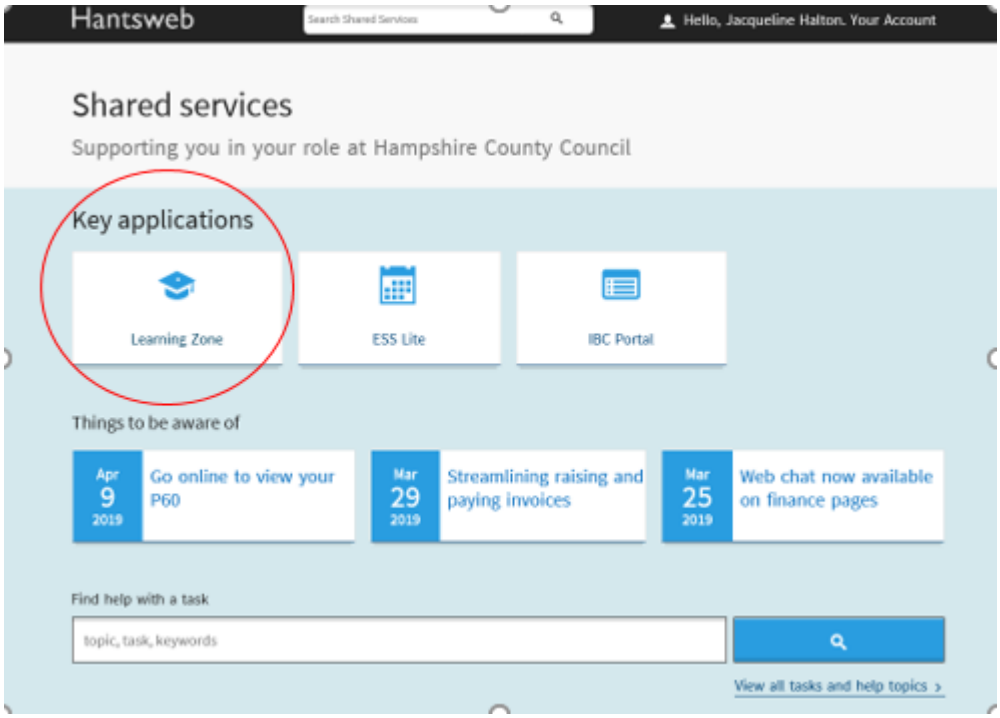
In School or on a managed laptop?

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





Then click on the Learning Zone tile.

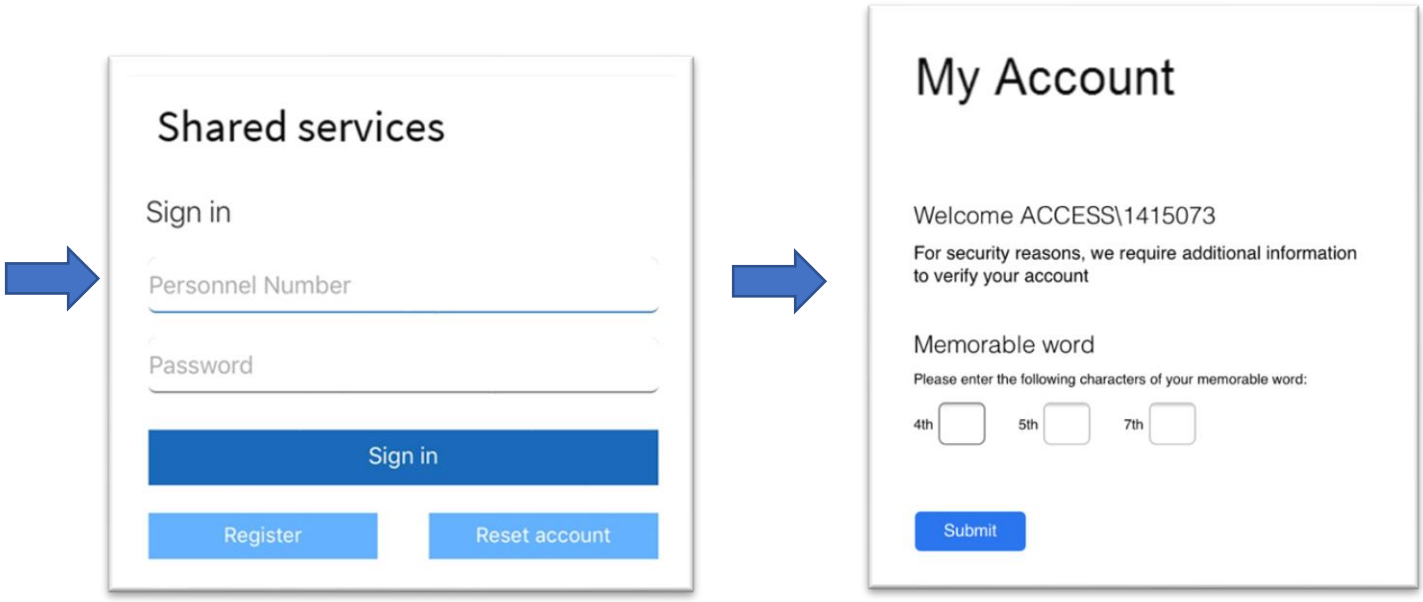


Accessing from outside school?

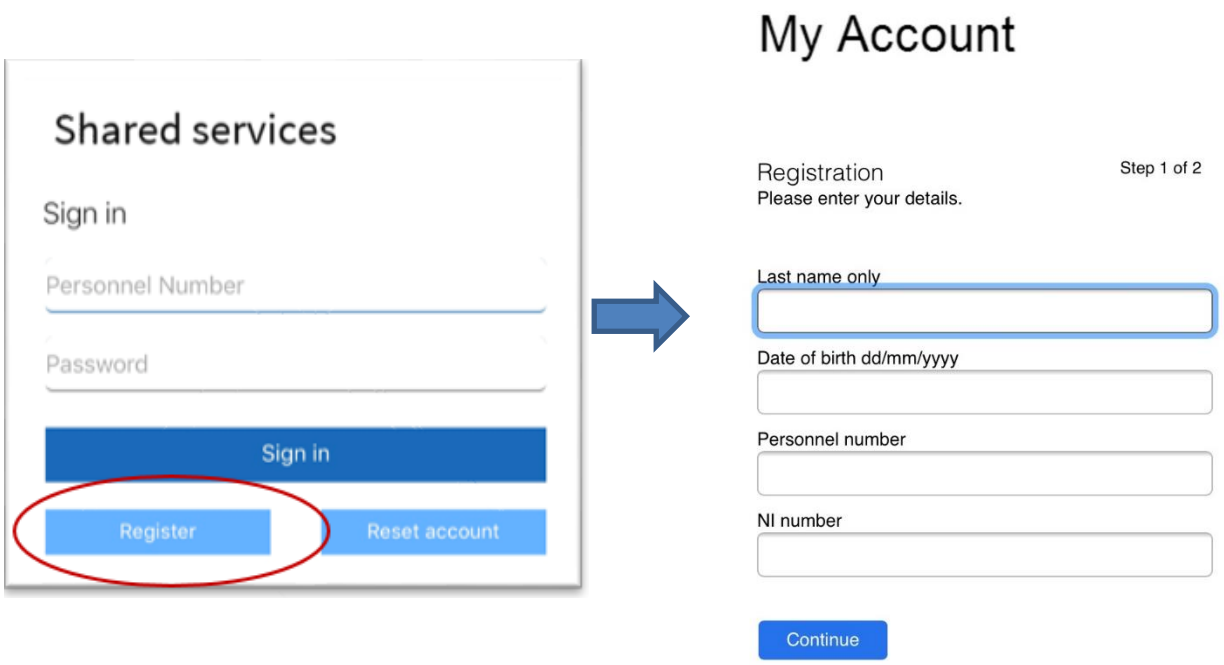
Access the Learning Zone via the Hampshire County Council shared services page https://extra.hants.gov.uk/sharedservices.

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).



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.

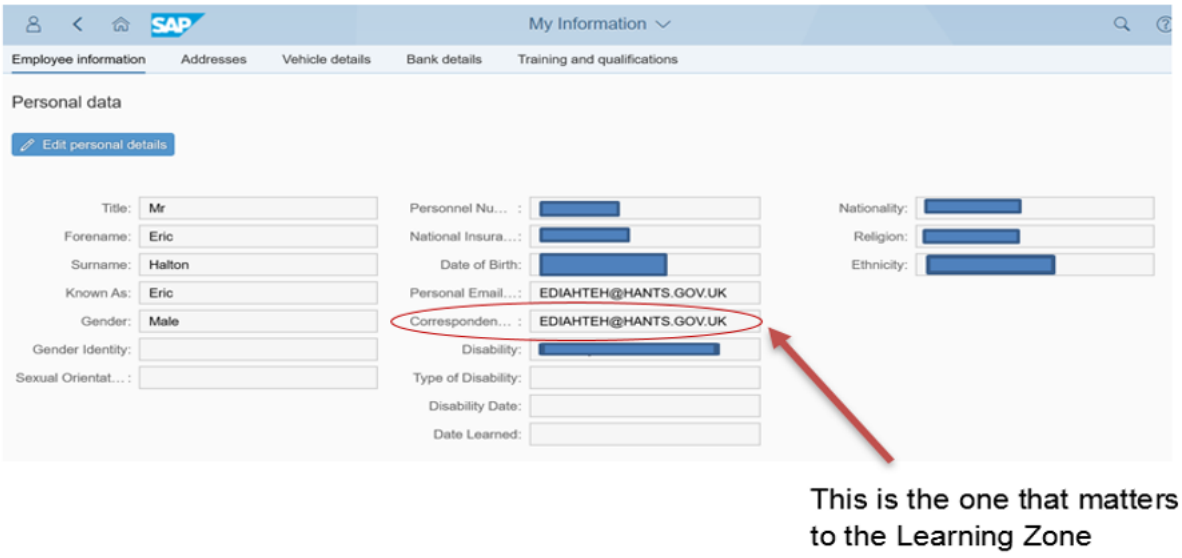


Once you have registered, you will not need to take this step again.

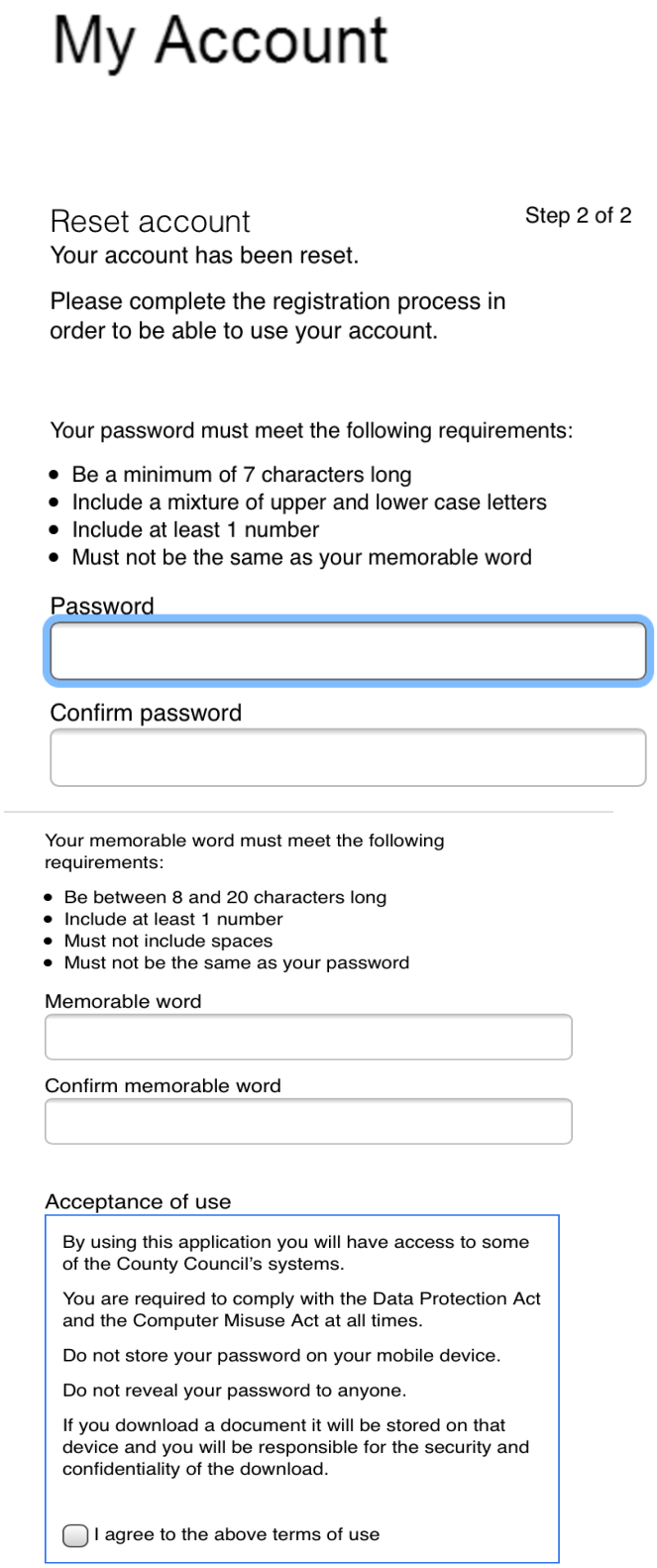
Checking/updating your correspondence email address

- 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. Click on Edit personal details to change/update or add an email address. Then click **Submit** to save the changes
- No email address in the Correspondence Email = no booking confirmations, joining information or course notifications

Update your Employee Information



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.



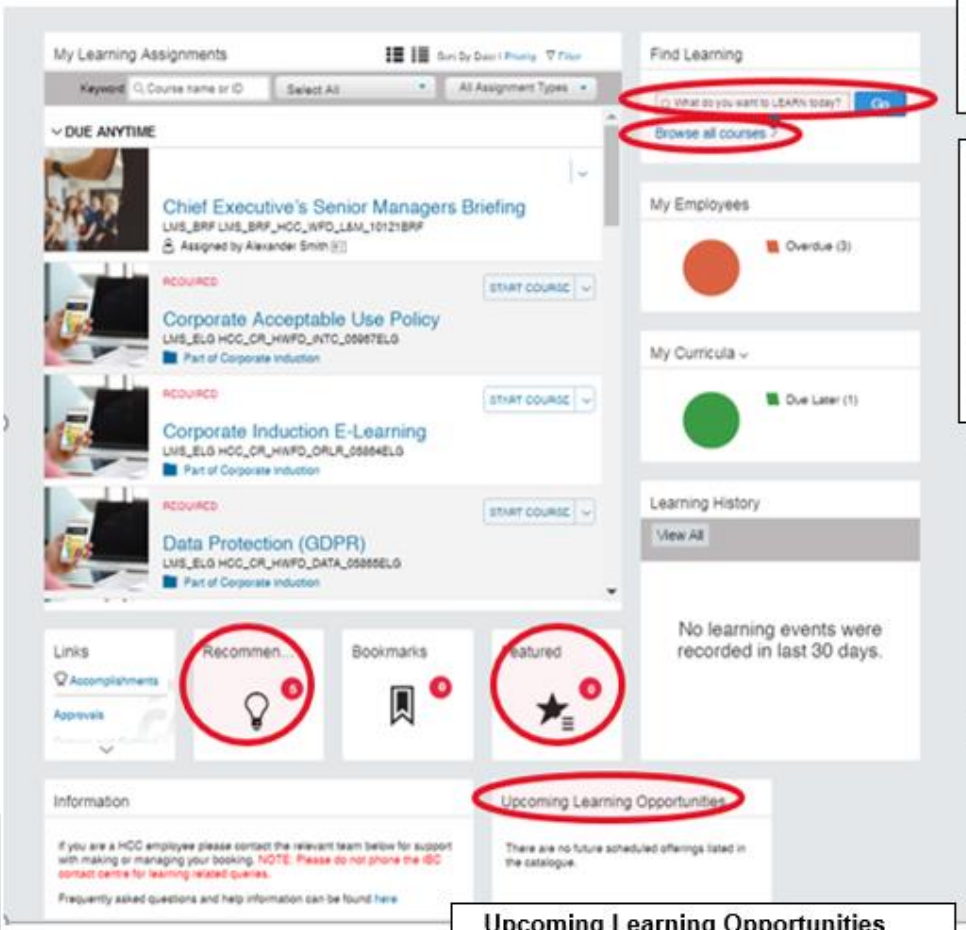
My Learning page

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, 'Self-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.

Hampshire County Council

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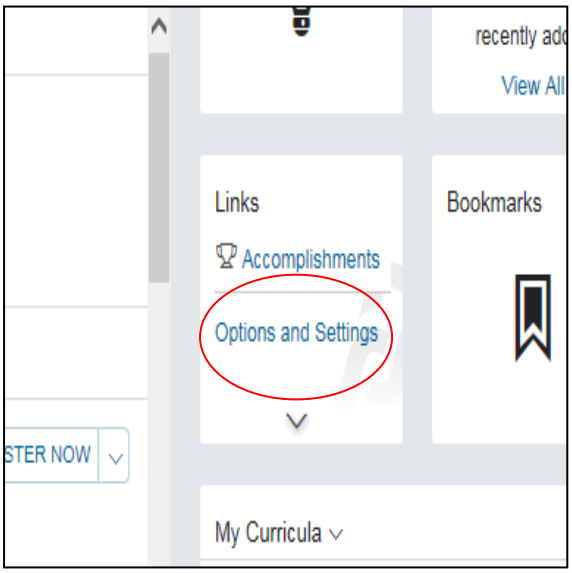
Delegating course approvals and acting as a delegated manager

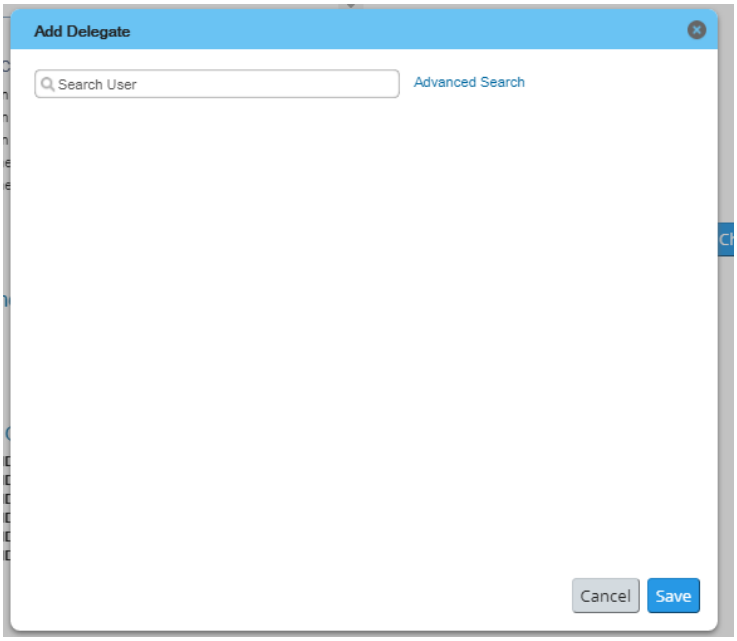
The headteacher can assign delegate authority to others so they can action course approvals for all employees reporting to them, permanently or temporarily.

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

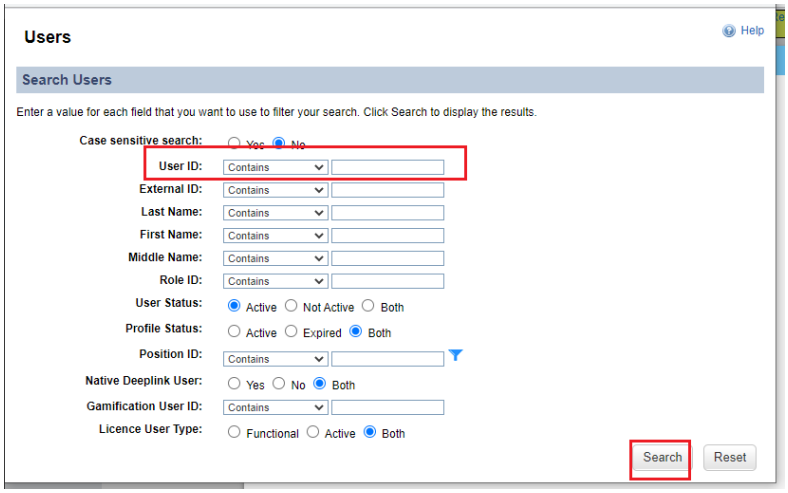


On the **My Learning** page, navigate to the **Links** section which is located underneath the 'Learning Assignments' box. Click on **Options and Settings.** The **Options & Settings** page will display.

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 i.e. User ID



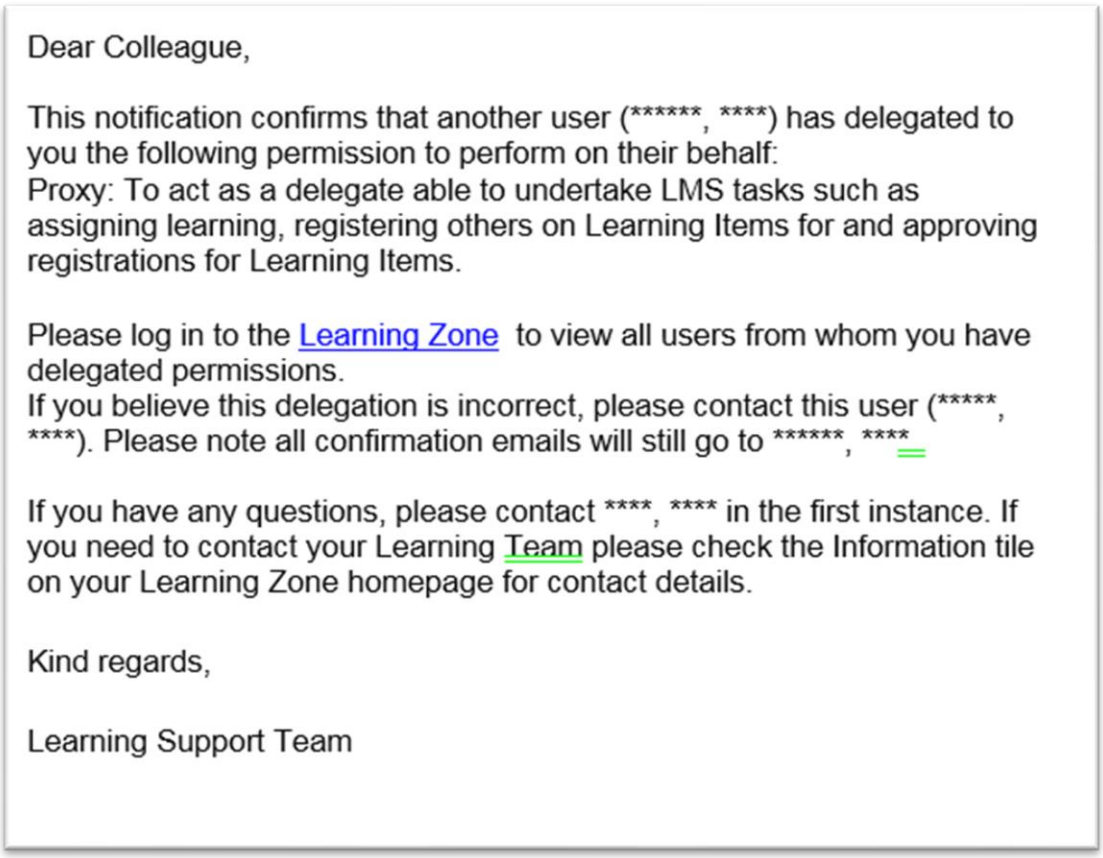
Once a delegate has been identified, select **Predefined Permissions** option for the user. Click the **Save** button. The Delegate is now selected, and permissions are assigned.

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 ******, ****

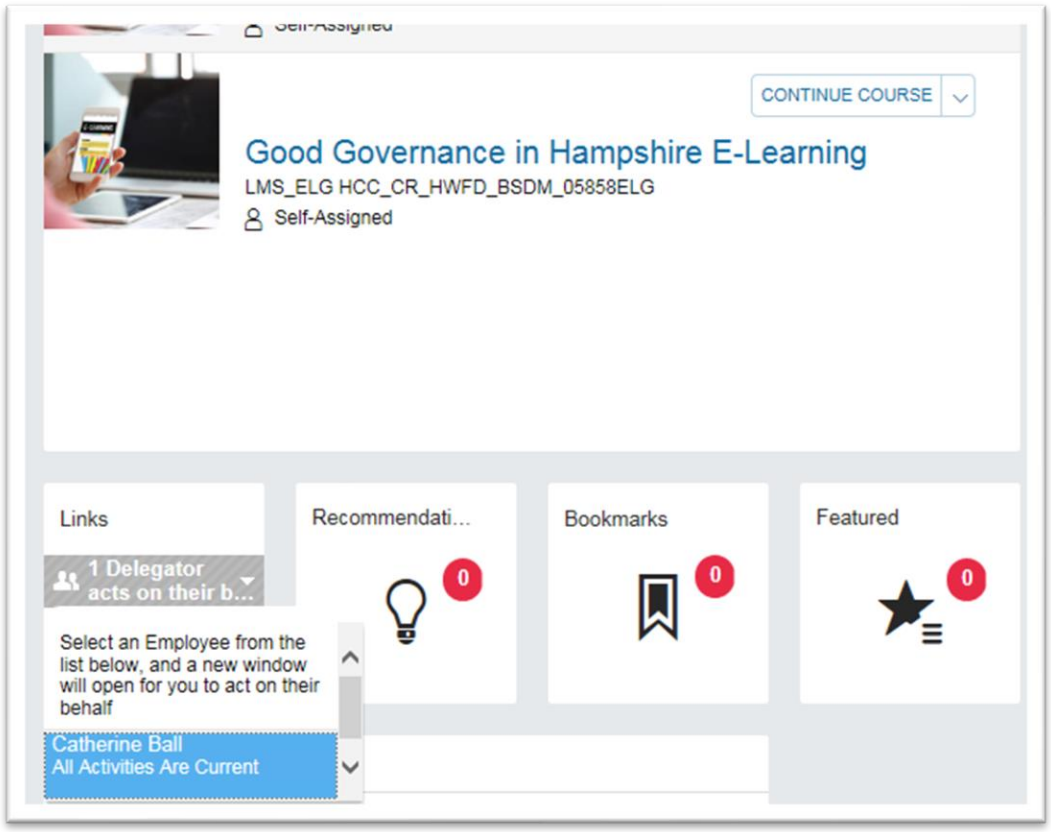
If you have any questions, please contact ****, **** in the first instance. If you need to contact your Learning Team please check the Information tile on your Learning Zone homepage for contact details.

Kind regards,

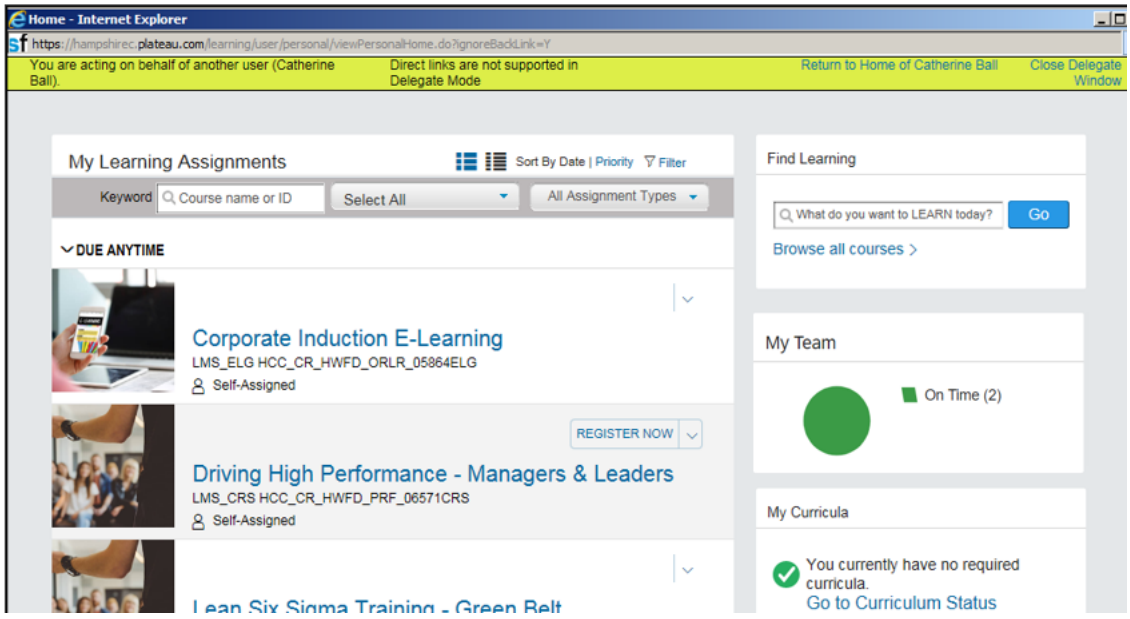
Learning Support Team

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.

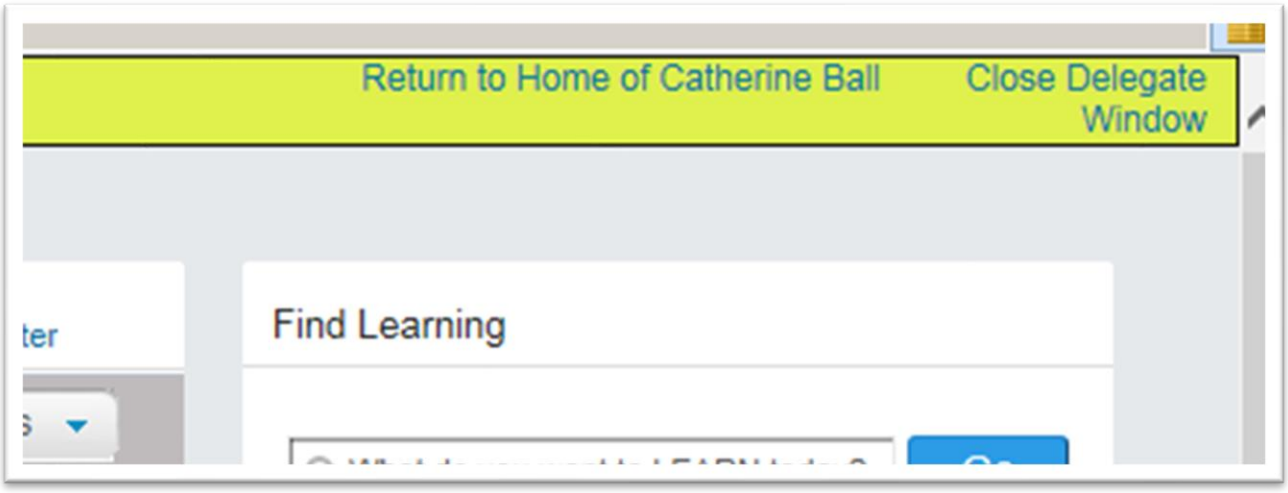


Step 2: The delegate view will open in a new window (you may have to allow pop up and then repeat step 1 above).



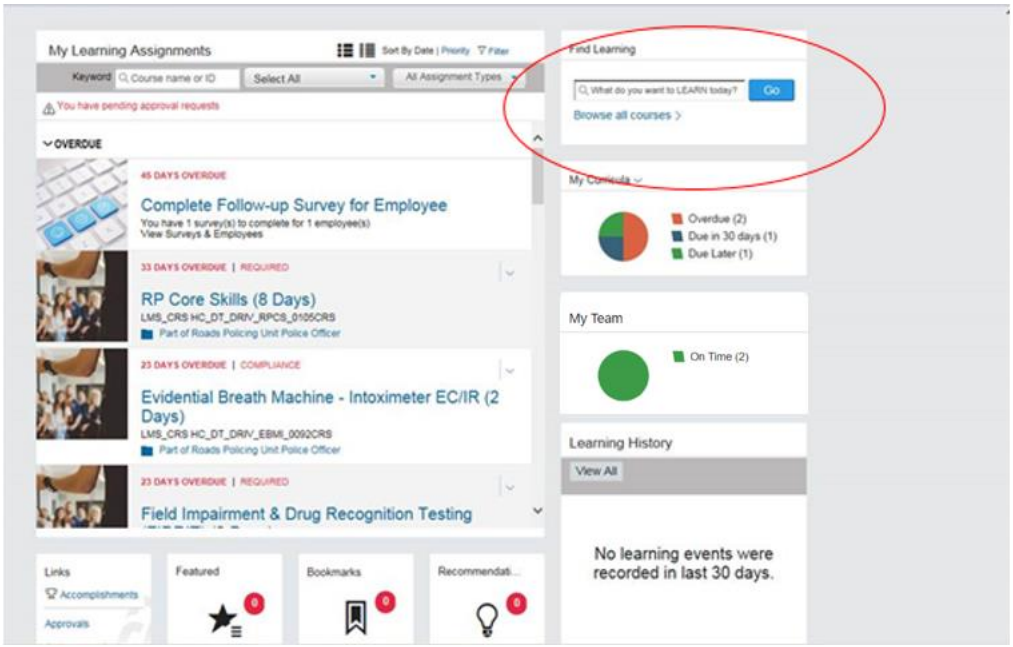
Step 3: Perform required tasks on behalf of the manager e.g. book training for a team member, check dates and times of a booking or approve a booking. Please note, the user's own My Learning Page becomes inactive whilst the delegate window is open.

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

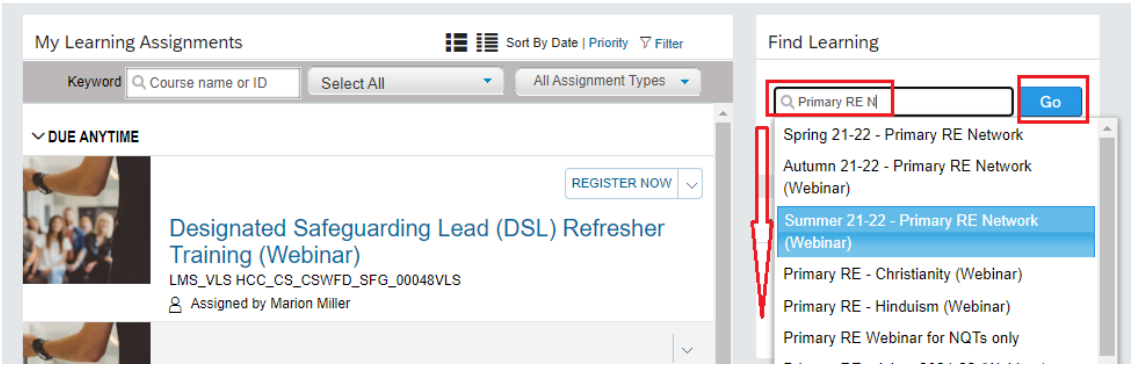


Searching for a course

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 you're looking for a specific offer and have some information about it.

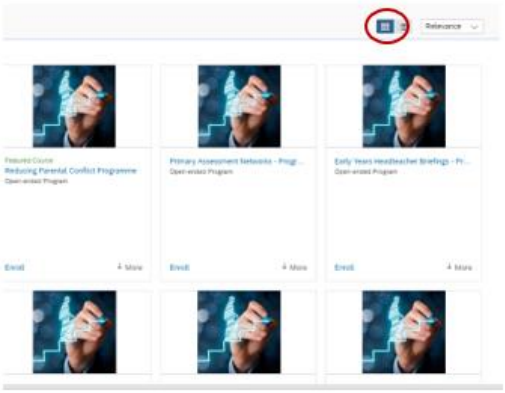


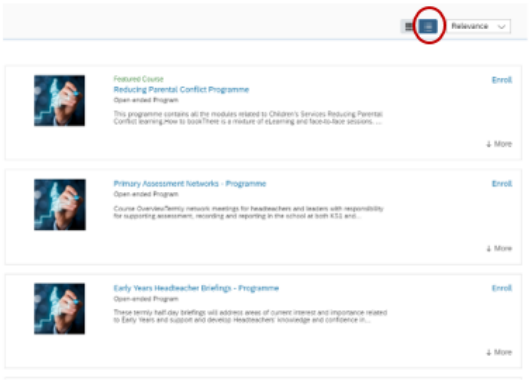
- Search using two or three key words from the course title. Key words for courses are included in Schools Communications and flyers.
- As you type, the Learning Zone will suggest titles. Select the one you want and click **Go.**



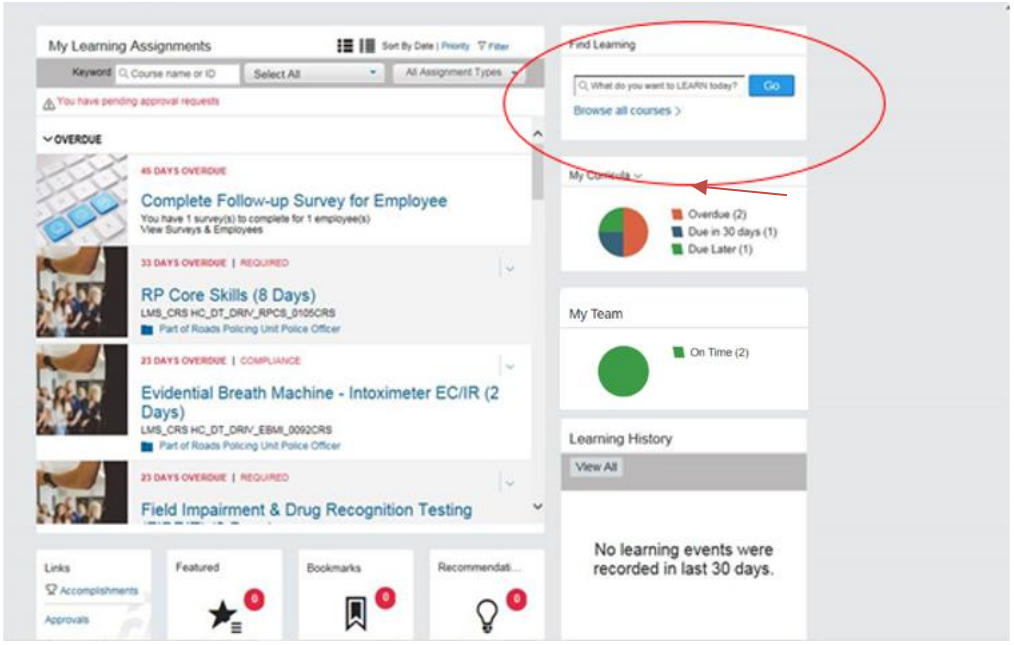
- You can view your returned search results in either List View or Card View. We recommend using List View as it displays more details. Click on the buttons on the top right of the screen to navigate between the two different views.

Card View List View

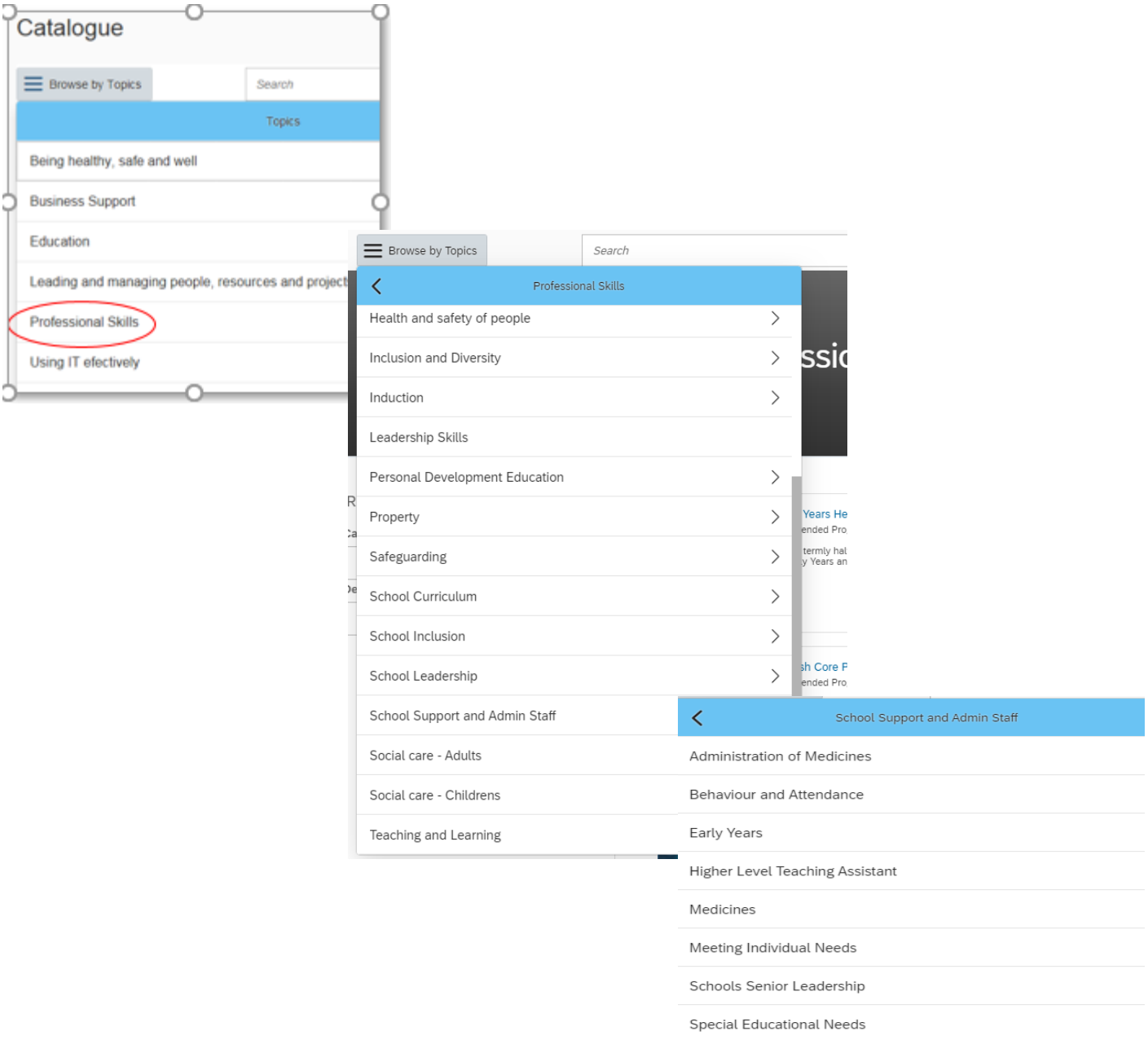




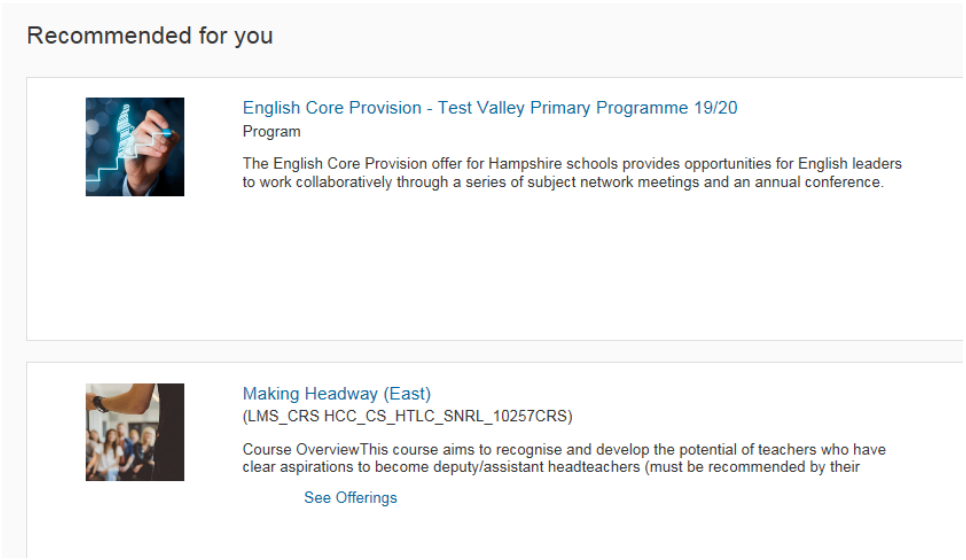
If you want to take a more general look at the learning items available and explore what is available in an area of interest, click on **Browse all courses.**

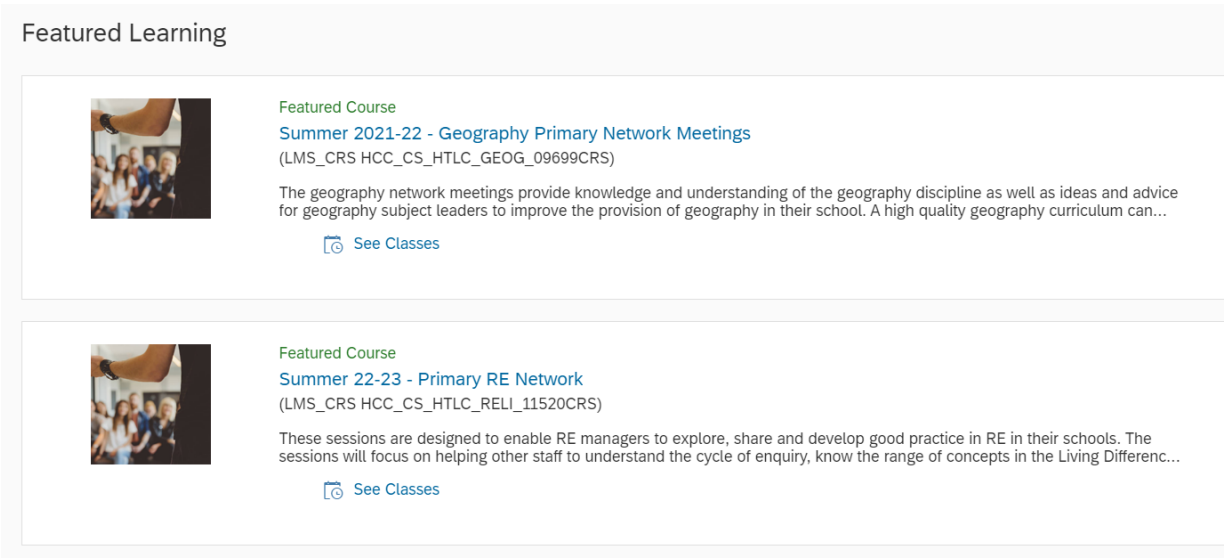


- Here you can browse by topic (allowing you to view available learning by subject area). All HTLC courses are listed in the ‘Professional Skills’ area



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.





Booking yourself on a course

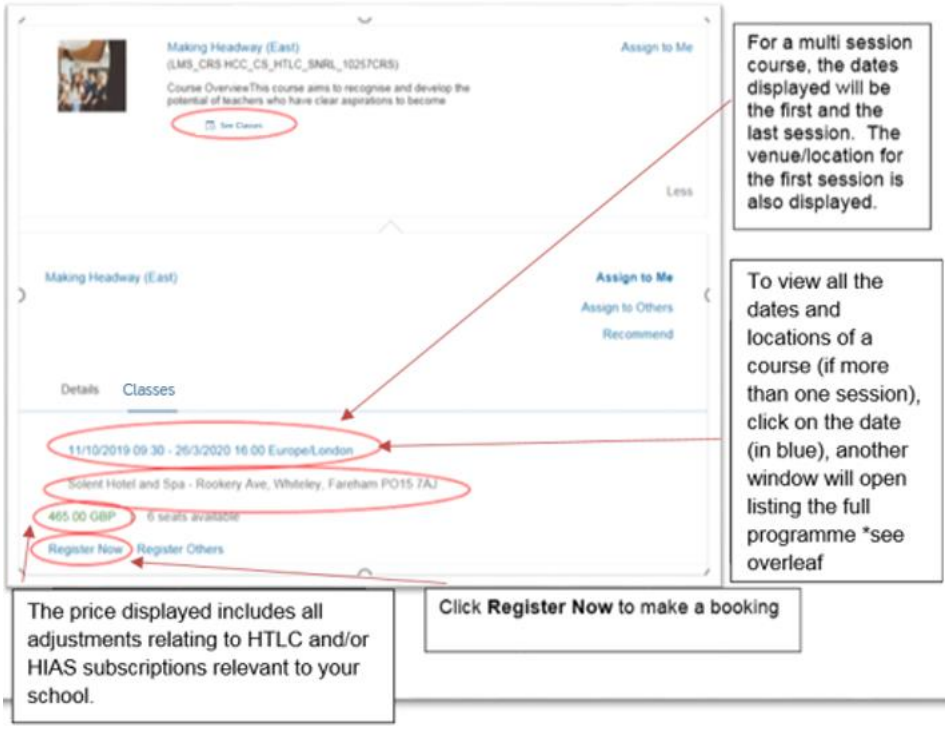
When you have found the course, you would like to book on, you have the following options:

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 Classes**.

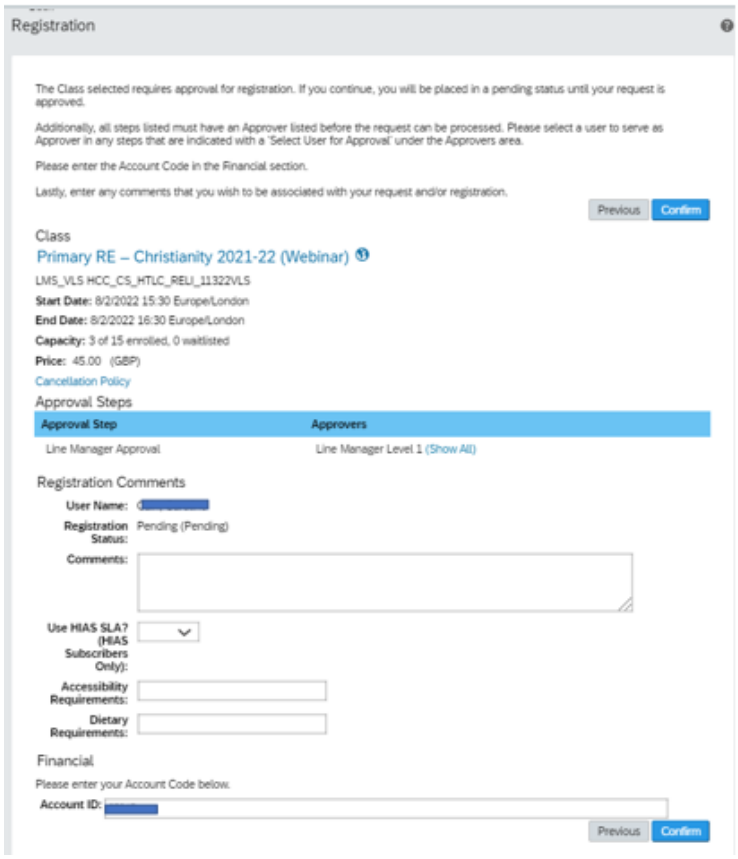


Full details of a multi session course – available by clicking on the date in see classes.

SEGMENT DETAILS

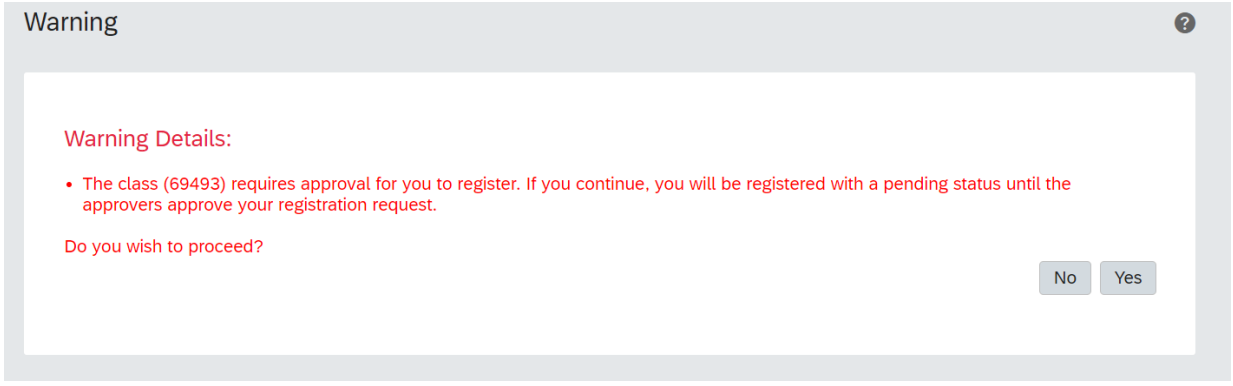
Segment	Start	End	Facility & Location	Instructor
1	11/10/2019 09:30 Europe/London	11/10/2019 16:30 Europe/London	Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ - Solent Hotel and Spa - Rookery Ave, Whiteley, Fareham PO15 7AJ	Bettridge, Sarah
2	7/11/2019 12:30 Europe/London	7/11/2019 17:00 Europe/London	Sarisbury Infants School - Barnes Ln, Sarisbury Green, Southampton SO31 7BJ - Sarisbury Infants School - Barnes Ln, Sarisbury 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 classes) and clicked **Register Now** you will be asked to confirm your booking.



Check the information provided including price and add any information about accessibility or a Purchase Order number in the comments box and any dietary requirements in the Dietary Requirements 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.**

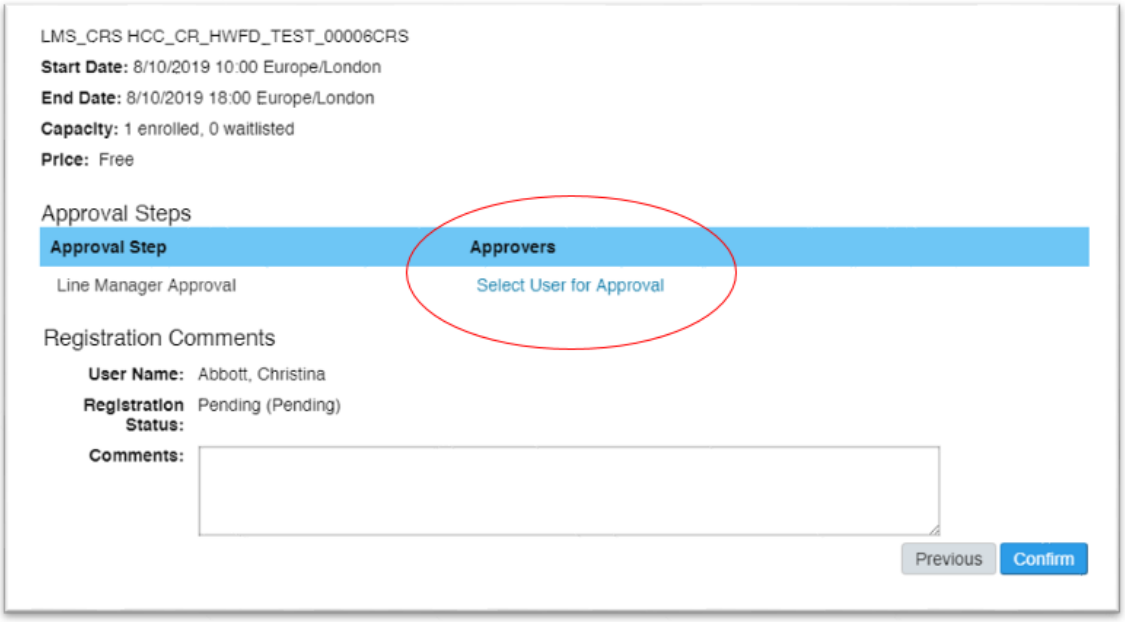


Your place will not be confirmed until your manager approves the request. The system will send you a pending notification of your request, and your manager a registration notification of your request which they will have to action.

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.

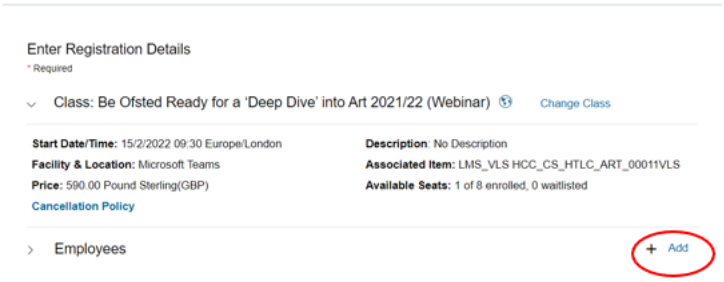
If a booking is made by a Headteacher they will need to select an approver to authorise their booking. The Headteacher can select anyone – we suggest your Admin Officer or Business Manager.



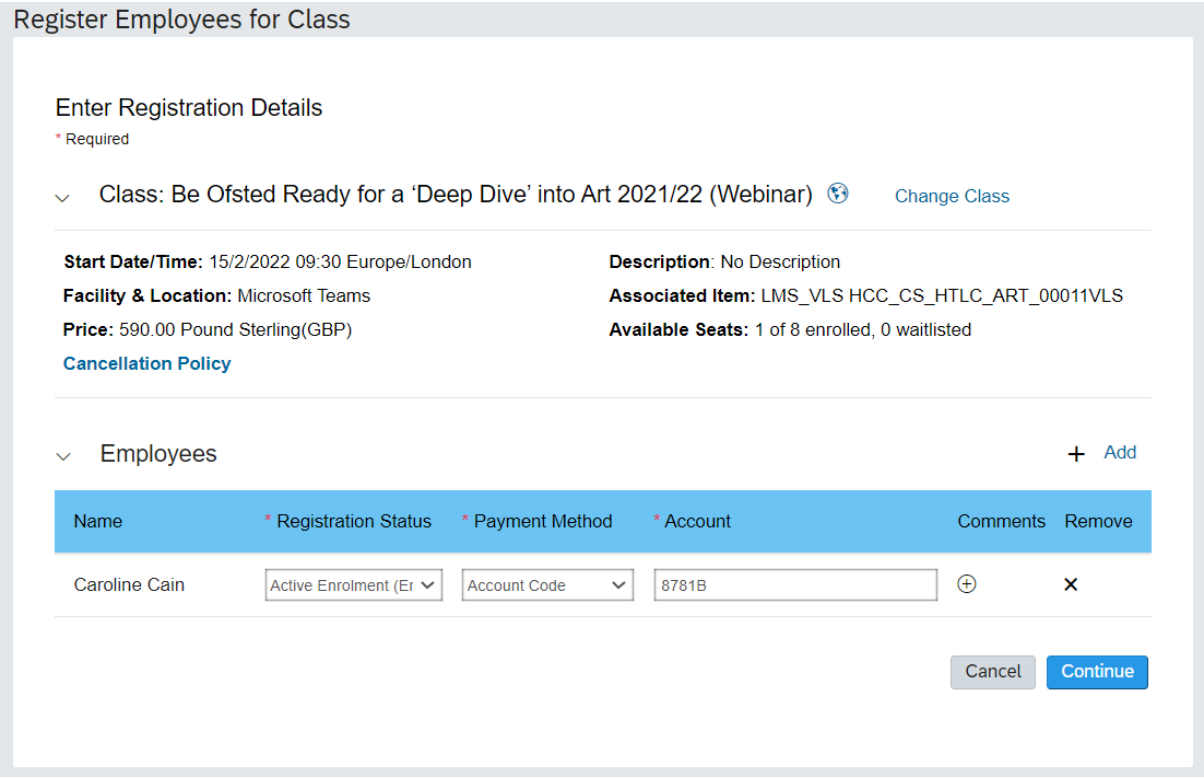
Booking a course on behalf of another member of staff

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 Classes**
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 (PO number if applicable/accessibility) and view the cost centre



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 24

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.

Approving a booking

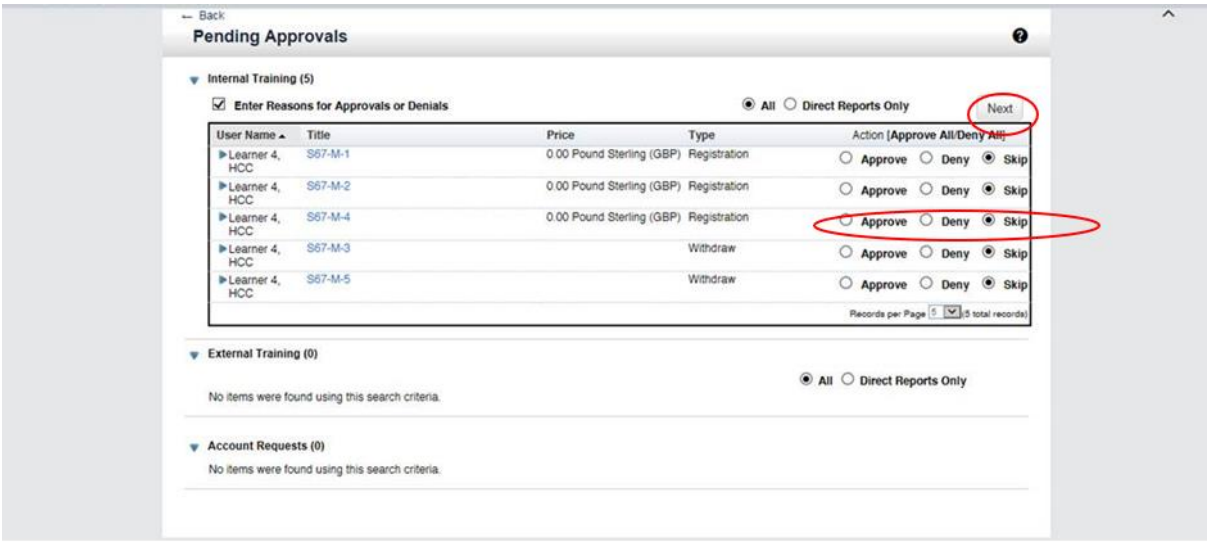
All training requires manager approval. Managers are notified of the approval requests. via email. Requests are marked as pending until approved. Note: **places continue to be offered to others until this step is complete.**

A Manager (Headteacher) approving a booking for an employee

Click on **My Teams** 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 team training requests.



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 shown 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).

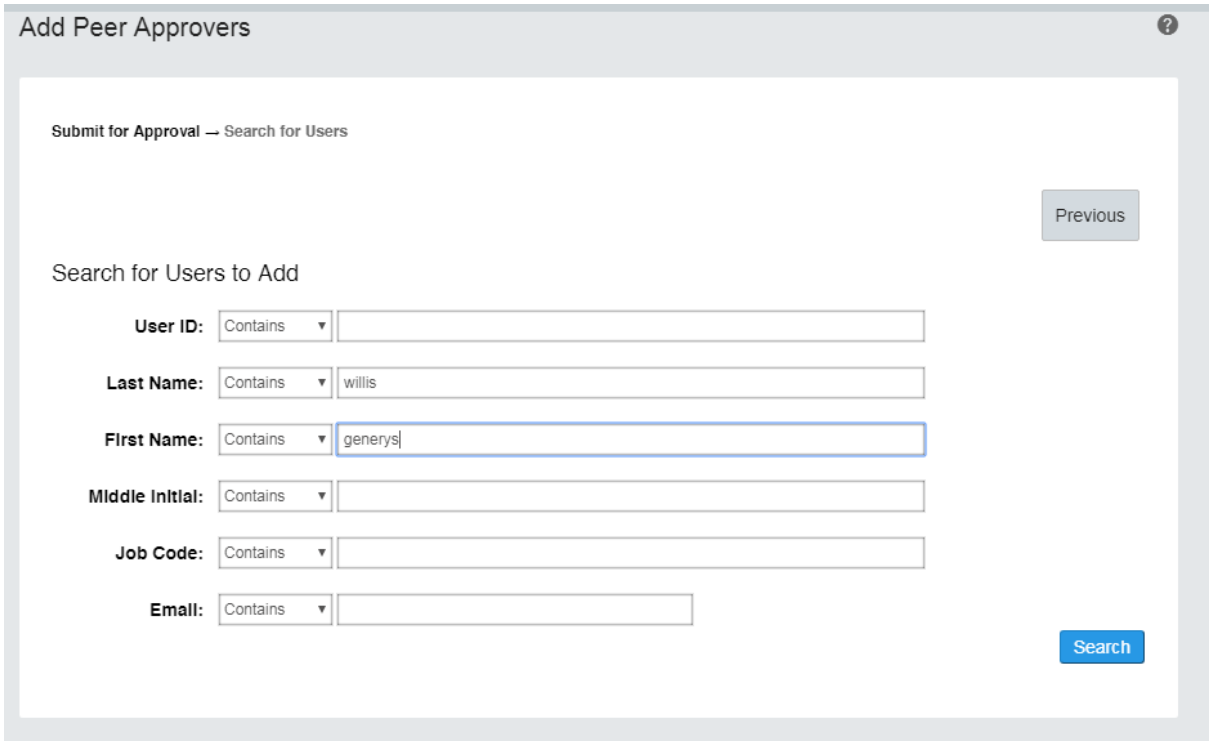
Delegated Manager approving a booking for themselves

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).

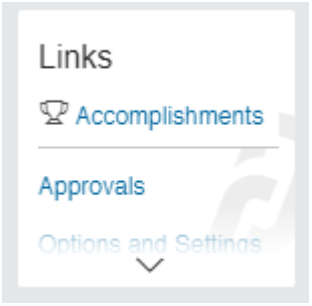
Booking approval process for headteachers

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

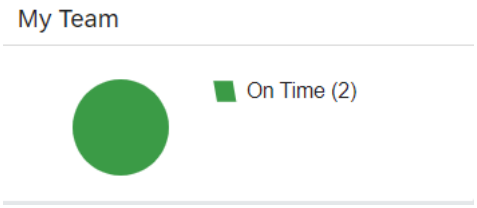

Links
Accomplishments
Approvals
Options and Settings

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 Team** by either clicking the 'My Team' tile (right hand side of learning home page) 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 with be displayed indicating the courses they are booked on/assigned to. You can also view their Learning History (bottom right hand side).

My Team tile



As a Manager, the My Team 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 Mangers who wish to view the learning of colleagues

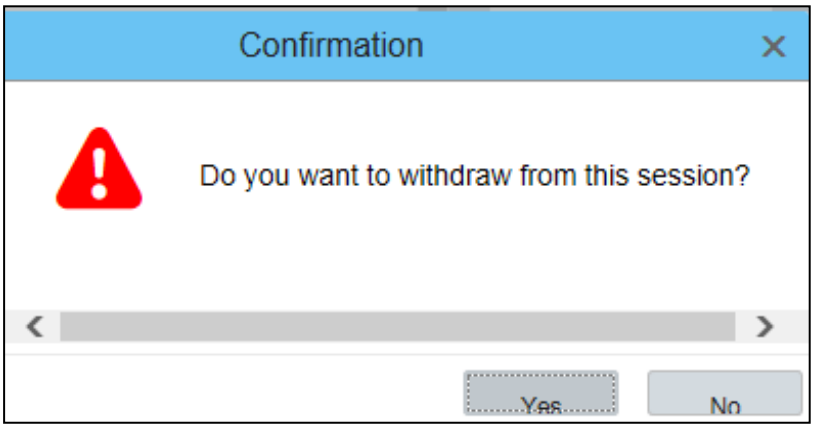
As delegated manager you will be able to view the Learning Home page for your Headteacher via the delegated manager link. From there you will need to click on the Team tile. You can then follow the steps above to view the training booked/assigned to colleagues.

Withdrawing/cancelling yourself from a course

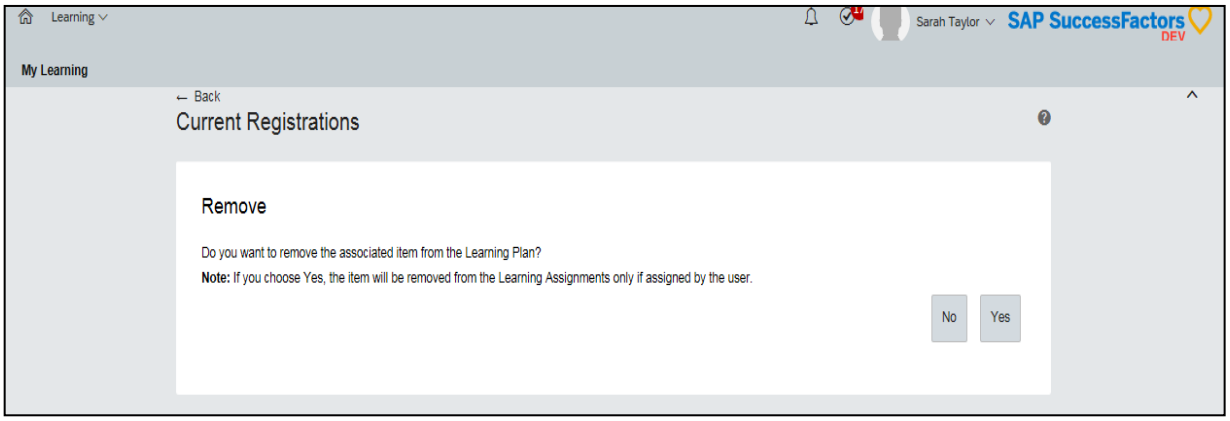
Withdrawals outside the cut off period

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.

Overview of booking permissions

Headteacher	• Only headteachers can book courses for themselves which then needs approval from a delegated manager • Assign delegated authority to others • Book staff members onto courses • Check dates and times of staff members booked courses • Approve / deny course bookings requests • Approve / deny course withdrawals / cancellations • Receive course information for a booked delegate • Run various reports
Delegated Manager (There can be more than one)	• Book staff members onto courses, excluding courses for the headteacher • Can “Assign” courses to staff members without booking them on • Check dates and times of staff members booked courses • Approve / deny course place requests • Approve / deny course withdrawals / cancellations • Book and Approve their own course bookings • Receive course information for a booked delegate as long as “Alternate Line Manger” • Run various reports
Teacher	• Using “Assign to Me” which then puts a Learning Item in their learning plan, but doesn’t actually book them onto a course • Book themselves “Register” onto the courses (pending approval), • Withdraw / cancel themselves from courses (pending approval) • Can’t book anyone else on to any courses only themselves • Check dates and times of their booked courses • Receive course information for a course they are booked onto

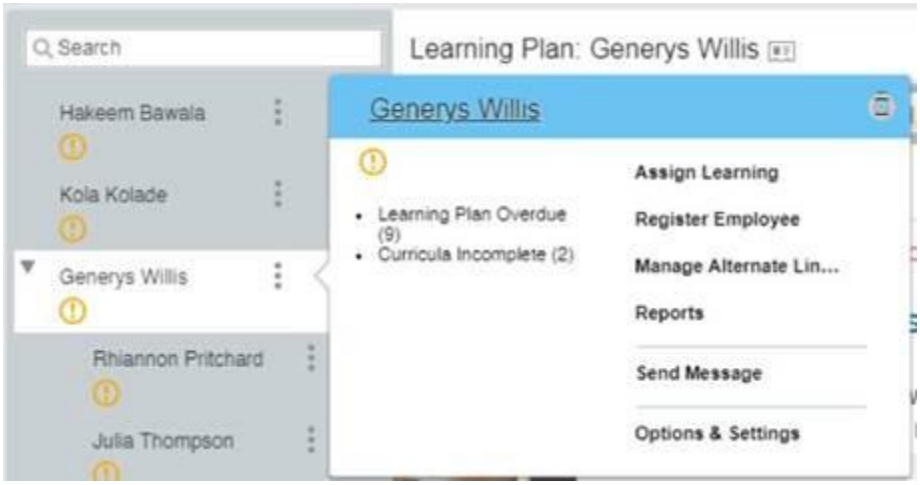
Notifications

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 Team 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.

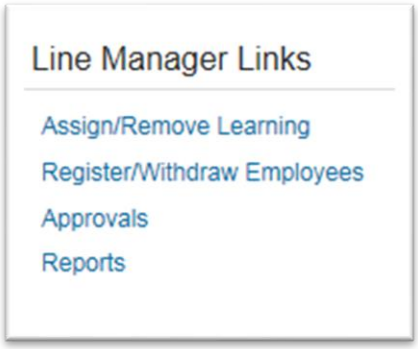


Headteachers will still receive notifications as well has the alternate line manager. If your headteacher does not want to receive the notifications into their inbox we recommend setting up a rule that will divert emails from no-reply@hants.gov.uk to an email folder.

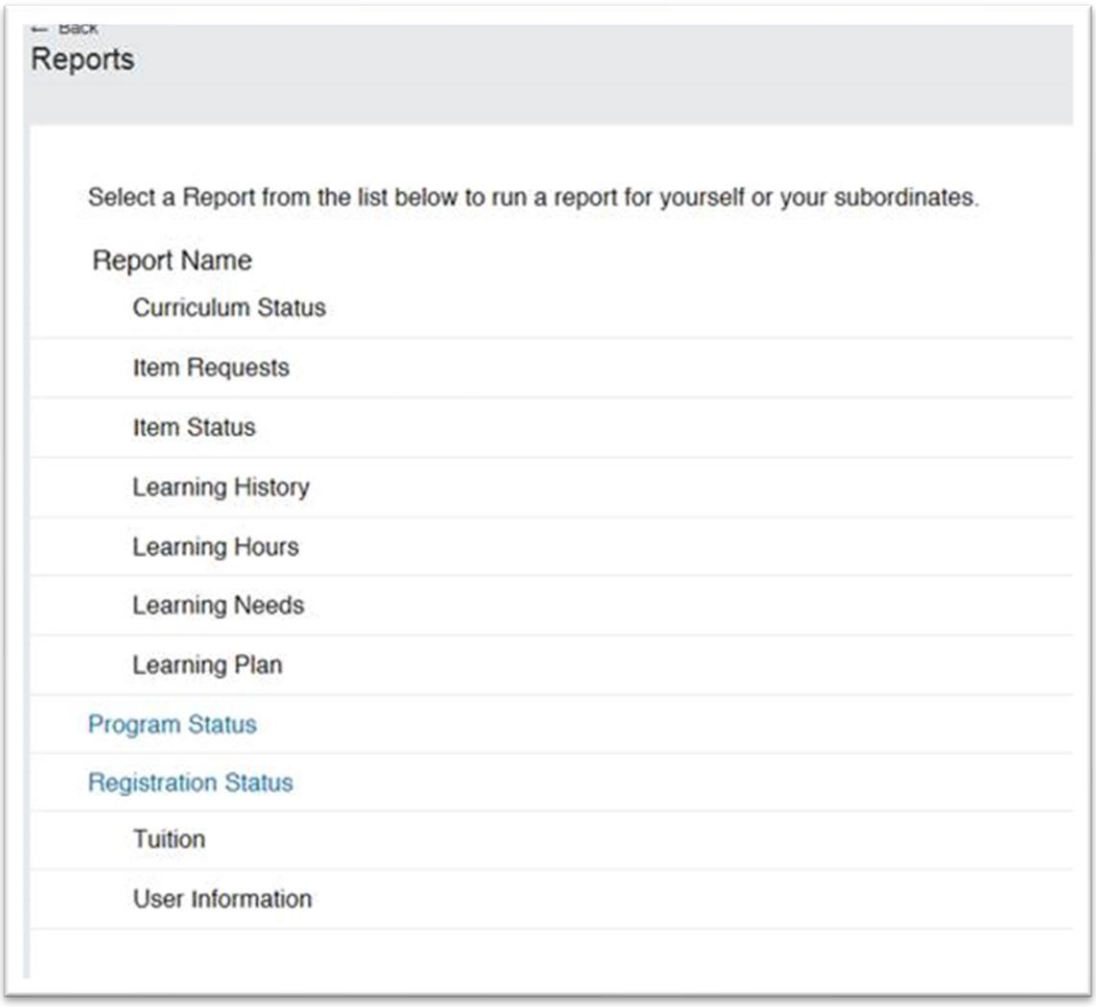
Accessing reports

As a Manager

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

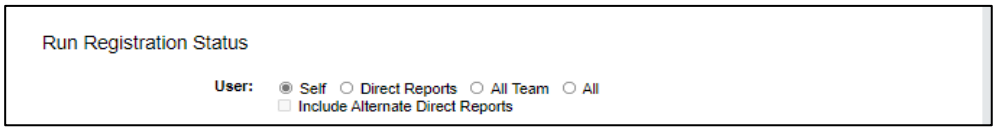


View the list of available reports on **Reports** screen. Click the expand icon to see additional reports in each report group.



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

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



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.

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 manager's Learning Home page via the delegation link, click on the **'My Team' 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.

Useful Reports

Registration Status

- Run this report to see what courses your team has been enrolled on
- You can select the date period to view bookings for a specific time frame

Learning History

- Displays information about courses that your team has completed

Please note

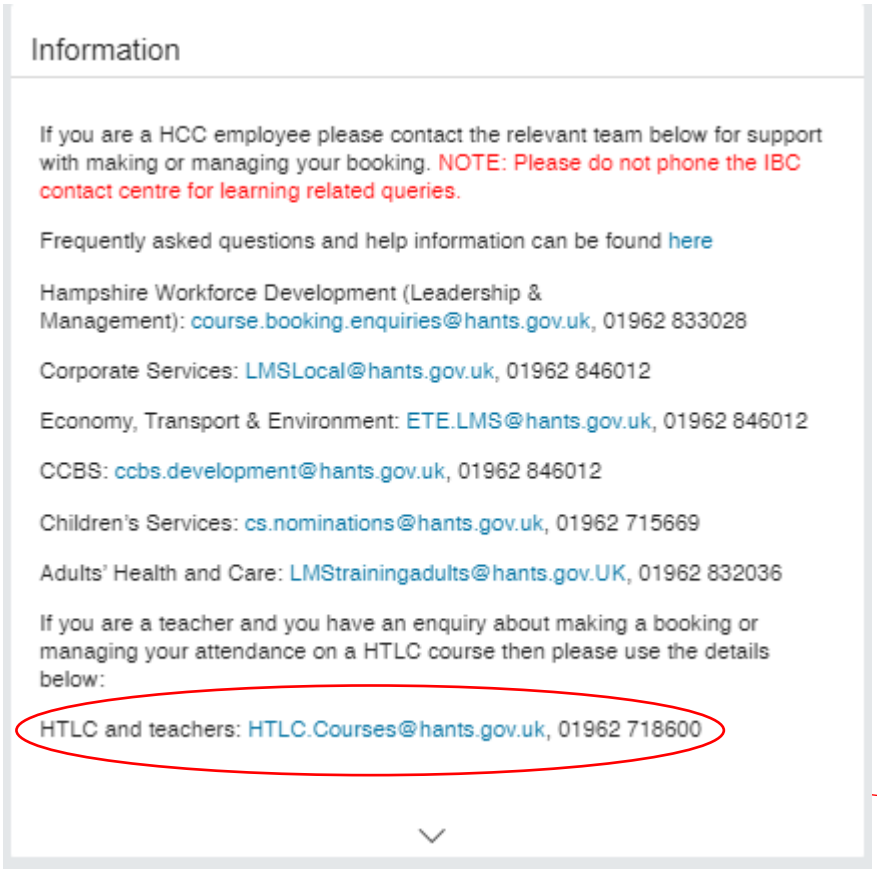
- You will need to run it as a ‘detailed’ CSV report and the financial information will be downloaded in the **tuition** column.
- This report will only return completed course information, including course costs (to reflect your school’s level of subscriptions). Please remember that if you have opted to use your HIAS SLA, this payment will be collected separately. You can then delete/hide columns and filter to get the information you require.
- We recommend that you make a note of the course price at the time of booking, (information is provided in the course description on the Learning Zone and/or on our Moodle courses pages). This will be the actual amount you are charged i.e. amount on the report plus the HIAS SLA if you have opted to use this at time of booking.

Curriculum Status

- Select User Curriculum Status (CSV)
- Select ‘All’ radio button
- Details all mandatory e-training e.g safeguarding, manual handling etc. that have been assigned to you and your staff
- Date the training was assigned, the number of days the user has left to complete the training and a column reporting on completion date

Help and Guidance

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



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

Learning Zone help guides are available on our Learning Zone Moodle Information page.
You can access this from the HIAS Moodle home page
https://hias-moodle.mylearningapp.com/

Glossary of terms

Learning Item

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

Keyword

A word taken from the title of a course to help you locate a course quickly.

Class

Available dates/locations for the course.

Programme

A collection of learning items packaged. e.g. English, Maths core provision and ECT programme.