

SERVICES FOR SCHOOLS

New Learning Zone

Getting Started

Guidance for Hampshire Academies, Isle of Wight Schools & Other External Users

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Overview

A new Learning Management System (LMS)

Hampshire County Council has worked with partners to commission SAP “Success Factors Solution for Learning”. The new LMS is intuitive for both administrators and users and provides better learning opportunities by tailoring learning opportunities by role/department/subject/theme. It is a global, cloud based solution with millions of users. This means it will benefit from regular updates and improvements to ensure the system moves with emerging new technology and does not become out of date.

The LMS organises learning items (e.g. courses) in one place, accessed by each learner (e.g. delegate) using a personal log in. In this place they will be able to access training opportunities from many HCC departments and is appropriate for all staff currently using the Learning Zone. Current HCC providers include

- Hampshire Teaching and Leadership College (HTLC)
- Ethnic Minority and Traveller Achievement Service (EMTAS)
- Hampshire Futures – Outdoor Education, PE & Duke of Edinburgh
- School Library Service
- Services for Young Children
- Education Personnel Services
- Hampshire Services IT
- Education Financial Services (EFS)
- Caretaking Support Service
- Catering Services (HC3S)
- Health and Safety

Using the LMS for the first time

As most employees in non-maintained schools do not have a personnel number held by the County Council we cannot register them into the LMS. Access for all users wishing to register on the system is a simple two step process that starts with receiving authorisation from your school’s Headteacher or CPD administrator. Once registered you will be able to:

- Search for courses and other training relevant to you from HCC providers, together in one place
- Self enrol onto courses, once you have secured the appropriate in school permissions. You are able to assign any training to yourself (see page 9) without commitment until you are ready to book.
- Once registered, all course information such as joining instructions will be available for you when you log in with helpful reminders through your registered e mail address (provided at first registration).

Accessing the Learning Zone

For your school, access to the Learning Zone is via the Hampshire County Council web page

<https://www.hants.gov.uk/educationandlearning/learning-zone>

Click on the **green buttons** at the bottom of the page to either **Register** or **Sign In** to the Learning Zone

Hantsweb Services Search Hantsweb Sign in Register

Hantsweb > Education and learning Hampshire County Council

The Learning Zone

Hampshire County Council offers a wide range of learning activities via the Learning Zone

Learning Zone activities include taught courses and online learning. Many of the activities are open to other organisations and individuals including:

- all schools that are not Hampshire maintained schools
- Shared Lives carers and Foster Carers
- private and voluntary sector organisations

1 Your Learning Zone account

You need a Learning Zone account to view and book learning activities. To apply for an account use the online form below. In the form you need to provide:

- your name
- email address
- the customer number for your organisation to verify that you can make bookings

2 Customer number

How to obtain the customer number for your organisation, or for your as an individual:

- + Non-Hampshire maintained schools
- + Shared Lives carers
- + Foster Carers
- + PaCT: private and voluntary sector

3 Apply for a Learning Zone account

In the section "New User" select the link "Click here to register"

Apply for a Learning Zone account >

4 Sign in to your Learning Zone account

Sign in to Learning Zone account >

Logging in and Registering

Description

Registering to use the Learning Zone for the first time or subsequently logging in to access content and search for learning.

Process

If you have already registered on the site, log in using the below fields; use your allocated User ID and the password you set when registering, then press the **Submit** button.

The screenshot shows a login form with the following elements:

- Login** heading
- User ID field containing **EXT19017**
- Forgot User ID? link
- Password field with masked characters
- Forgot your password? link
- Submit button
- Image of a diverse group of people
- Text: "Sign in to find out what's available on your learning page."
- Text: "If this is the first time you have used the Learning website, you will need to register an account using the link at the bottom of this page."
- New User** heading
- Link: "Are you a new user? Click here to register."

If you are accessing the site for the first time and need to register, use the **Click here to register** link under the **New User** heading (shown above).

You will land on the screen below where you should enter the details requested. By doing this you will be able to view, and book onto our Learning offerings.

Please note the information you'll need to complete the three fields below has been sent your school's Headteacher and Business Manager/Administrator. You will need to ask them for the following codes in order to create your Learning Zone account

- **Registration Code**
- **Organisation ID**
- **Customer Number**

If your school has not been sent these codes, your Headteacher or Business Manager/Administrator can get them quickly by emailing htlc.courses@hants.gov.uk and requesting access for your school.

Complete the other fields as directed, read our **Privacy Notice**, and **tick the box** to acknowledge you have done so, and then click the **Submit** button.

SuccessFactors Learning → Site x

lateau.com/learning/user/siteSelfRegisterInit.do?OWASP_CSRFTOKEN=0KML-CH4W-Z4E6-VGB7-RXJS-NX60-D8JJ-L0L3

DEMO LMS Adm... SuccessFactors Le... VLS Session Data [... Network Access Co... Client Central Adobe Connect HCC 2315247 - LMS Imp

By submitting your account information, you agree that Hampshire County Council can use the information you provide to create your learning account and identify and authenticate you each time you log in to your learning account.

Please complete the "Create New Account" form and click "Submit". After you create an account, you can view your Learning Plan, add items to your cart, and check out.

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters.
- The password must contain a minimum number of character types from the list below: 0
 1. Uppercase letter [A-Z]
 2. Lowercase letter [a-z]
 3. Number [0-9]

* Required Fields.

Account Information

* User ID : EXT19057

* Password :

* Re-Enter Password :

* Security Question :

* Security Answer :

* Re-Enter Security Answer :

* Registration Code :

Contact Information

* First Name :

* Last Name :

* Email Address :

* Confirm Email Address :

Telephone Number :

Additional Information

* Organisation ID :

* Customer Number :

To access and use the system, read and accept the document listed below. Click on the link to open the document.

[Privacy Notice](#)

I acknowledge that I have read the above document.

If you make a mistake before submitting the form, click the **Reset** button to reset the form and have another go.

If you experience any difficulty with this process, please contact htlc.courses@hants.gov.uk

Searching the catalogue

Topic

Browse/search the LMS catalogue

Description

Searching for courses to find a scheduled offering, (instances of the courses that are available for booking) to meet your development needs.

Process

Access Hantsweb and click on the **Learning Zone** tile.

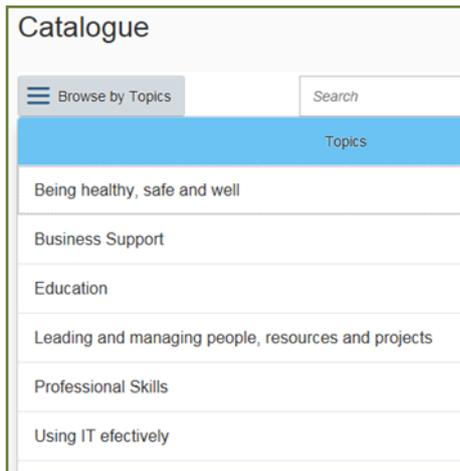
On the **My Learning** page, navigate to the **Find Learning** section on the right of the page.

In the **Find Learning** area, you can find learning in two ways:

- If you start typing in a course name, the LMS will suggest titles based on this which you can click on to select. Then click **Go** to be taken to a results page with all relevant items, or

- You can also click on **Browse all courses**, taking you to the **Catalogue** page, where you can click on the magnifying glass in the **Search** field to see all the courses you've been given access to

Once you are on the **Catalogue** page, you can **Browse by Topic**, which allows you to look at available learning by subject area.



Once results are listed, you can filter these further, by **category** and **delivery method** using the drop-down options under the **Refine By** heading on the left.

Once you have found the required learning, you can enrol onto the learning.

Finding details of courses you have booked

Topic

View/access my learning history

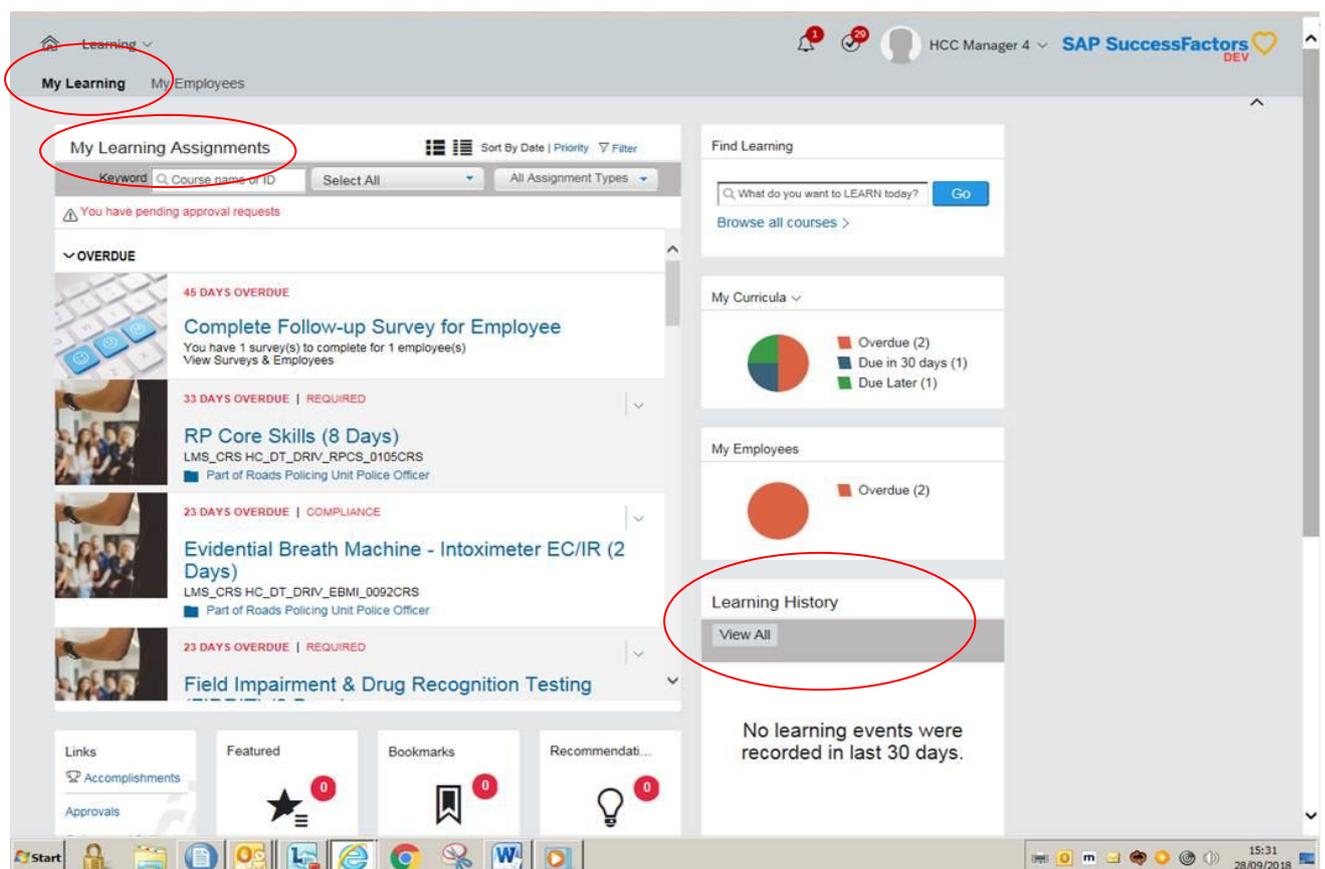
Description

Helping track and manage learning, providing a view of completed courses and printing certificates

Process

Access Hantsweb and click on the **Learning Zone** tile.

Bookings are displayed in **My Learning Assignments** on the landing page.



On the **My Learning** page, navigate to the **History** section at the right hand side of the page. The **History** tile provides you with a list of recently completed work. This will be blank if no learning events were recorded in the last 30 days.

Select a title to view the details of the completed course.

Alternatively, clicking the **View All** link takes you to your **Completed Work** page.

Completed Work lists courses by **Completion Date, Title** and **Status**.

Use the **Show Completions** drop-down to filter completed work by date. You can filter **After** a date, **Before** a date, or **Between** two dates.

Use **Title** to search and filter course work by keywords in the title.

Select **Status** to filter completed work by the listed status e.g. **All, Course Attended, eLearning Complete** etc.

To review the details for the completed course, hover over the course title. Select **View Details** to view the complete registration information for the course including completed course hours. Select **Print Certificate** to print a certificate of completion for events.

Booking yourself on a course

Check the information provided including any pricing, and add any information about accessibility or dietary needs, and then click **Confirm**.

The system will automatically send notifications to you and your Line Manager once you have enrolled onto a course that does not need approval. Also, your **My Learning Assignments** section will be updated with an enrolled status for the scheduled offering.

Topic

Register onto an instructor-led/virtual learning course

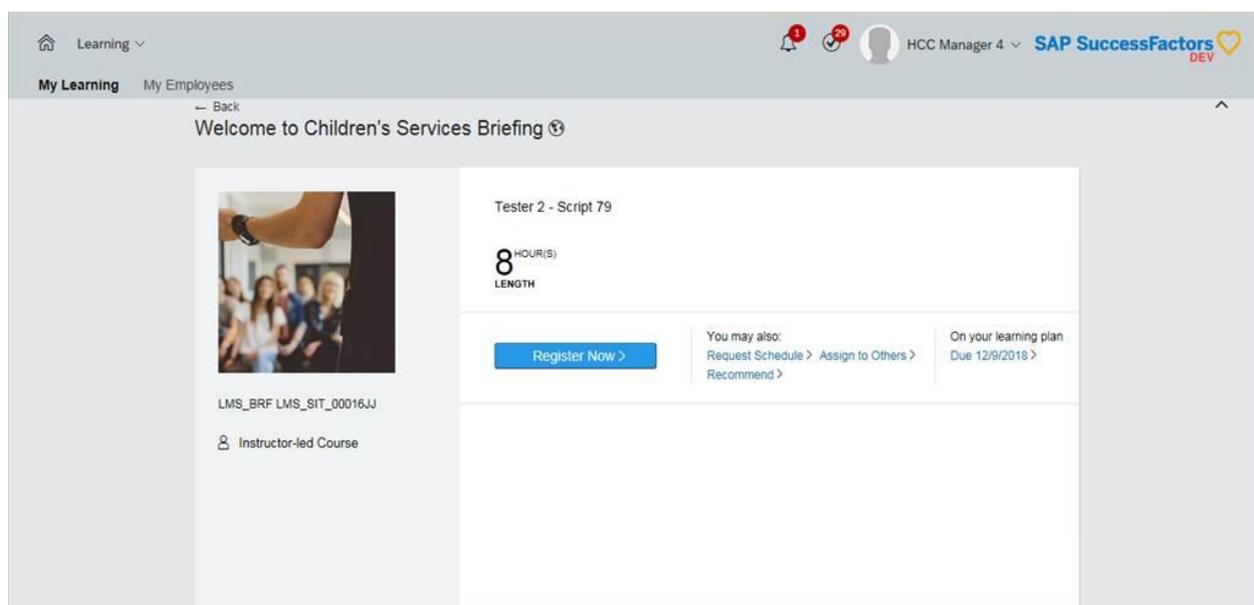
Description

Enrolling either by self-service or being enrolled by a manager who line manages them.

Process

After browsing the catalogue (help to do this can be found here: [Browse/search the LMS catalogue](#)) and finding a course you are interested in enrolling onto you can:

- Click on the course title or **More**, to view course details
- Click on **Assign to Me**, which puts the Learning Item in your learning plan, but doesn't actually book you onto the course until you are ready to commit.
- Click on **See Offerings** to review scheduled offerings available, and if you want to book onto a specific scheduled offering, click on **Register Now** button



The screenshot displays the SAP SuccessFactors LMS interface. At the top, there is a navigation bar with 'Learning' and 'My Learning' tabs. The main content area shows a course titled 'Tester 2 - Script 79' with a duration of 8 hours. A 'Register Now' button is prominently displayed. Below the button, there are links for 'Request Schedule', 'Assign to Others', and 'Recommend'. The course is identified as an 'Instructor-led Course'.

Check the information provided including any pricing, and add any information about accessibility or dietary needs, and then click **Confirm**.

Learning ▾

HCC Manager 4 ▾ SAP SuccessFactors DEV

My Learning My Employees

← Back
Registration

Welcome to Children's Services Briefing ⓘ
LMS_BRF LMS_SIT_00016JJ
Item Description: Tester 2 - Script 79

ASSIGNMENT INFORMATION

Required Date: 12/9/2018 Completion Date: Days Remaining: -16
Assignment Type: Assignment Date: 11/9/2018 Assigned By: System AP

CURRENT REGISTRATION

AVAILABLE SCHEDULED OFFERINGS

Description	Day(s)	Start	End	Location	Available Seats	Price	Action
	1	21/11/2018 09:30 Europe/London	21/11/2018 17:30 Europe/London	Basing House - The Street, Old Basing, Basingstoke RG24 7BH - Education Room	20	Free	View Details Register Now Register Oth...

REQUEST SCHEDULE

The system will automatically send notifications to you once you have enrolled onto a course. Also, your **My Learning Assignments** section will be updated with an enrolled status for the scheduled offering.

Withdrawing/cancelling from a course

Topic

Cancel my enrolment on a scheduled offering

Description

Requesting withdrawal from a course

Process

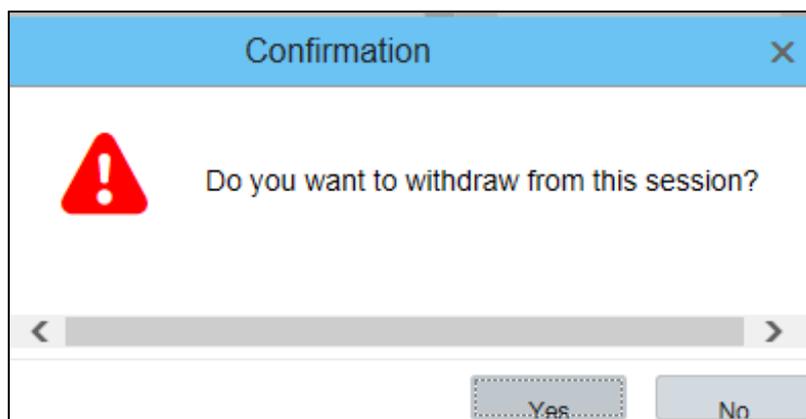
Withdrawals before the cancellation period – no Manager approval

Access Hantsweb and click on the **Learning Zone** tile.

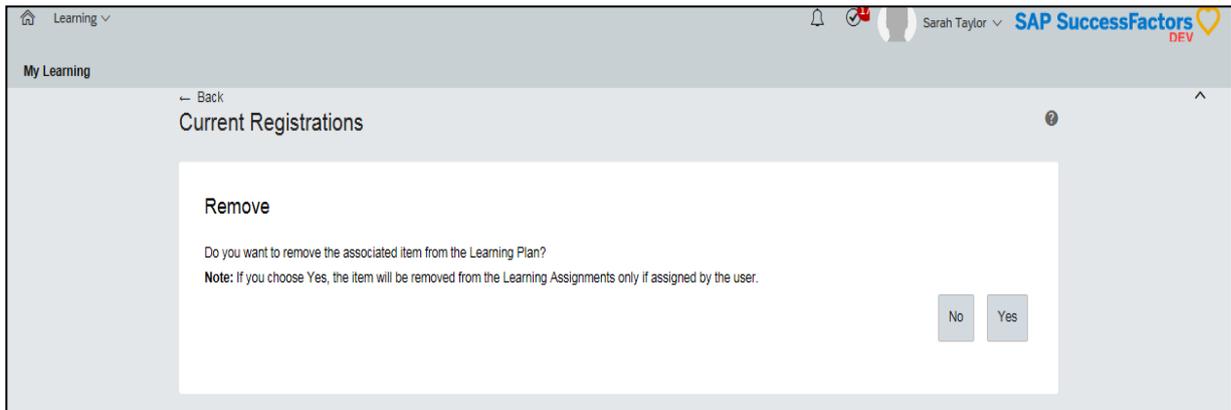
Navigate to the **My Learning Assignments** page. Find the relevant learning item title in your learning assignments. Click on the arrow next to the title to expand the **Options** menu. Click **Withdraw**.



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.



Note: You may want to withdraw from a specific date but not remove the course from your learning plan if you still want to do the course in future. After withdrawal, the scheduled offering with a no enrolment status in the learning plan will act as a reminder for you to enrol onto future offerings.

Select a cancellation reason from the drop down list. Click **Submit**.

Note: You must select an option before proceeding with the withdrawal. If an option you require is not available, contact your learning team for assistance.

If the course is a charged course, you will be informed of how much will be refunded to your cost centre by withdrawing. Click **Yes**.

The withdrawal is now complete and your **My Learning Assignments** section is updated. It will either display no enrolment status for the scheduled offering if item was not removed from the learning plan when the withdrawal took place, or the scheduled offering will no longer show as assigned if the item was removed during the withdrawal process.

Accessing reports

Topic

Run a report

Description

Accessing reports about learning

For reports on your own learning

Process

Access Hantsweb and click on the **Learning Zone** tile.

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

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

Managers - For reports on staff within your school

A portfolio of useful reports can be scheduled to run and be sent to you at regular intervals according to your requirements. Further information regarding the types of reports that can be offered will be available shortly.

Accessing 'How to' guides & other help

Access problems

If you are unable to access the **Learning Zone** at all, please contact the **HCC IT Help Desk** by calling **01962 847000**.

If you **are** able to access the **Learning Zone**, the following may be able to help you with your enquiry:

- **Guidance** - There is a comprehensive set of "How To..." guides and help pages on Hantsweb, just go to www.hants.gov.uk and search for "Learning Zone Guidance". Please note that not all features of the LMS are available to managers of external users due to restrictions in place on licences for non-maintained schools. If you have any specific query or request, please contact the HTLC team (contact details below).
- **Information tile:** This tile is situated on the bottom left hand side of the **My Learning** page and will contain information about your learning co-ordinator and how to contact them. The tile also includes information regarding cancellation policies.
- **Email notifications:** Any emails you have received from the **Learning Zone** will have information to direct you to the **Information** tile on your **My Learning** homepage.
- **Course details:** By going to your **My Learning Assignments** section on your **My Learning** page, you can click on an item title, which will provide you with contact information for the course.

Talk to us

If you need to speak to one of your **learning co-ordinators**, you should use the contact details below:

Email: htlc.course@hants.gov.uk

Telephone number: 01962 718600

FAQs

What info is required to log in?

The information you'll need to complete include your name and email address, and a security question. In addition the information for the three fields below has been sent your school's Headteacher and Business Manager/Administrator. You will need to ask them for the following codes in order to create your Learning Zone account

- Registration Code
- Organisation ID
- Customer Number

If your school has not been sent these codes, your Headteacher or Business Manager/Administrator can get them quickly by emailing htlc.courses@hants.gov.uk and requesting access for your school.

What about people with two employments in different schools?

Such people will have two learner records. This is because courses may be assigned by role and also an individual may have management responsibility in one role so they need to have separate records for each role.

Can we add our own training?

This is a possible future development.

What reports are available?

Non-maintained schools should speak to the HTLC events team, who can provide you with reports and schedule them to be sent to you at regular intervals.

Can we record learning that has taken place outside of the system?

Yes via a Recognition of Prior Learning process. HTLC booking team can add a record of training undertaken outside of the LMS.

Will notification emails be sent out at 3am?

Most notifications will be sent as soon as actions are taken but there is a possibility that emails will be generated overnight as large IT jobs tend to run overnight to spread the load and prevent computer crashes.

What about courses done on paper or not through the Learning Zone?

Depending on the nature of the training a record of this learning may be able to be added by an administrator in HTLC.

Will evaluations stay on My Learning until completed?

In general, yes. Some evaluations learners will be able to remove if they are optional. Others must be completed before the learning history is updated to show the learning, e.g. HLTA courses.

Can we still use un-named delegates?

No. The LMS requires a named learner for course enrolment. Training providers will be contacting schools to get names where un-named delegates have been used in existing bookings.

Will eLearning work? Sometimes it doesn't currently!

Yes – it is being embedded in the LMS and so it is easy to access and will track progress and completion. Some eLearning is being recreated as errors had been identified.

Will there be step by step instructions for all staff?

There is a comprehensive set of “How To...” guides and help pages on Hantsweb, just go to www.hants.gov.uk and search for “Learning Zone Guidance”.

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Glossary of terms

Learning Item

An individual piece of learning with set learning objectives.

Scheduled Offering

An instance of a Learning Item that happens on a specific date (or dates), in a location.

Catalogue

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

Curricula

A collection of learning items grouped together.

Programme

A collection of learning designed to be both flexible and structured (learning items or external items).