

# Learning Zone Support and Guidance



## Learning Zone Support and Guidance

Please visit the [OD HUB](#) for details on our latest courses and other available resources.

### Introduction

The Learning Zone is our online, self-service learning management system, providing access to a wide range of training and learning opportunities through the new IBC portal.

As a Learner, it is where you can: book onto instructor led courses; consume e-learning; recommend learning to others; manage and cancel your bookings; and keep track of your learning history.

As a Manager, it is where you manage the learning of your team members and reports by: assigning learning to them and enrolling them on courses; recommending learning to them; withdrawing them from courses when needed; and monitoring their learning plans.

The guidance pages below, provide learners, managers, internal instructors, and Learning Zone Administrators with the information they need to manage learning

effectively, through a variety of resources including policies, organisational instructions, and guidance material.

If you get stuck, help is available via 'how to' videos hosted on these pages, and links to 'click-by-click' process help texts within the IBC Portal; so you can self-serve help as you're accessing the Learning Zone. When needed, help is also available from your Learning Zone Administrators.

## Key Principles

Our people strategy, [Westminster Way, outlines three key principles for learning:](#)

- Personal development – everyone has talent. We will create opportunities for everyone to thrive
- Value our people and diversity – everyone feels valued. We will celebrate and embrace our differences, using them to bring new perspectives to future challenges
- The Westminster Way of working – everyone is a leader. Everyone will be empowered to take a lead in their role

As a leader in your role, we expect you to take your learning and personal development into your own hands. Learning Zone is an enabler of this, helping us to create a culture of openness, transparency and integrity in which individuals thrive.

## Contacting your Learning Zone Administrators

### Introduction

Guidance on when and how to contact your Learning Team.

If you are unable to access the Learning Zone due to an IT issue, please contact the IT Help Desk by calling ext. 2020.

If you have a learning related query i.e. a course not having a waitlist, being assigned a course by your Learning Team, cancelling a course booking after the withdrawal cutoff date has passed, you may want to speak to one of your People Services Learning Administrators.

## Instructions

Contact your People Services Learning Administrators at:  
odtraining@westminster.gov.uk

You can expect a response within 48 hours.

The response you receive should answer your query or should offer alternative routes for you to take.

Please be aware that you may be re-directed to another Learning Administrator depending on what your query is, but you will be informed of this within the 48 hour window.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Contact Us' etc

## Learning Zone 'How-to' Videos

### Introduction

Guidance material for carrying out learning processes for Learners and Managers.

If you are a Learner or a Manager, you can find videos on how the system works for key learning processes below.

## Policies and Guidance

To see the LMS Learner/Manager demo videos, click [here](#).

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Waitlist' etc

# Accessing the Learning Zone

## Introduction

Guidance on how internal user groups (Learners, Managers, Instructors, System Administrators) will access the Learning Zone.

Primary point of access:

- IBC services are accessed by staff via the IBC Landing Page. This is accessible from partner networks through single sign-on
- Clicking on the Learning Zone tile gives users access to the Learning Zone.
- Off network access:
- Users are able to access the IBC Landing Page while not connected to WCC network by self-registering. A user must exist in IBC to be able to self-register.
- From the IBC Landing page, users will be able to access the Learning Zone tile for access to the Learning Zone.

ESS Lite model:

- ESS Lite provides access to a suite of transactions for employees through URL links.
- A mobile optimised version of the IBC Landing Page and the ESS Lite functionality is available to all internal users on mobile devices via browser.
- Other access points to the Learning Zone:
- At present, there are several links to learning resources from WCC intranet sites. These links direct users to content on the current Learning Zone, content provided by external providers and some intranet pages contain the learning content directly.

Success Factors mobile app:

- Success Factors has a mobile app which gives learners access to a wide range of functions including viewing learning assignments, catalogue browsing, course registration, viewing mobile enabled e-learning.
- This app needs to be downloaded by users from the Apple App Store or Google Play Store and can only be activated by internal users.
- Once the app has been download, click 'login with QR code' and allow the app to access your camera.
- Navigate to the Learning Zone on your desktop. Go to the 'options' menu, select 'mobile', select 'activate via camera' to generate the QR code.
- Scan QR code with your mobile app.

- Standard Learning Zone pages are not optimised for use on mobile devices in the way that the Learning Zone mobile app is.
- Users will be provided with guidance on when to use the app and when to use the desktop UI.

## Assigning Learning

### Introduction

Guidance on how to assign learning to your team members and reports.

As a Manager, you can assign learning to others that you feel would be beneficial for them to undertake. You can do this by:

- Assigning to a single report by clicking on the team member's name, clicking 'Assign learning', searching and selecting the learning item you want to assign. You will now be able to see the learning you have assigned listed under that employee's learning assignments.
- Assigning to multiple reports by clicking on 'Assign/remove learning' in the 'Line Manager Links' tab, searching and selecting the learning item you want your team members to complete and adding the team member names you want to assign the learning item to. You can double-check that the learning activity has been successfully assigned to the employees by looking for it in their learning plans.
- Please note: assigning learning is different from recommending learning
- Recommending learning can be done for any person regardless of your relationship with them, and puts the learning in their 'Recommendations' tile from where they can open it for further information and decide for themselves if they want to complete the learning or not.
- Assigning learning can only be done for another person by an Administrator or their Manager. It puts the assigned learning in their learning plan but does not automatically enrol them onto a scheduled offering (specific instance of a course with a set date and time).

### Instructions

Make sure you discuss with your employees before assigning them learning, this can be done through a seasonal development conversation, or a general catch-up. It is important for your team members to understand your reasons behind them undertaking any learning, and for you to hear from them about development they may want.

We expect employees to take a lead in identifying their own learning and to self-enrol, following discussion with their Manager. Assignment of learning by Managers or Administrators will only be required in certain circumstances for example where a particular piece of learning is a requirement of the role for example for CPD.

You can assign learning as 'optional' or 'required'. If the learning is needed for their role or key to their development, select 'required'. If the learning is an extra, or a 'nice thing to have', select 'optional'.

As a Manager, you have the ability to remove learning from your employee's learning assignments. You can remove learning from your employees for the following reasons:

- It is inappropriate for them to attend the learning
- The learning is not role specific
- There is another priority to attend to on that date
- They are unable to remove the learning themselves due to being unwell/on leave
- To avoid a cancellation fee
- Please be aware that if you cancel within the timeframe, you may incur a charge

Be mindful of your employee's time – discuss with them before assigning learning to ensure this can be completed in addition to their current work priorities.

## **Policies and Guidance**

[Cancellation Policy.](#)

## **Online Help**

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Assign Learning', etc

## **Booking onto a Course**

### **Introduction**

You can be enrolled onto an instructor led course either by self-enrolment or by assignment from your Manager or Administrator. In both cases, you will be sent

an enrolment notification and your learning plan will be updated.

For self-enrolment, when browsing the Learning Zone, you can click on 'Register now' to enrol yourself onto a specific scheduled offering.

You can also click on 'Assign to me' which puts the learning item in your learning plan, but doesn't actually book you onto the course.

You will also be informed of pricing (if any) and asked to confirm accessibility and dietary needs.

## Instructions

You are in charge of your own development, which means you have the freedom to learn in whichever way you can. We do, however, expect you to be letting your Manager know what learning you are attending, either during your seasonal development conversations or in an informal catch-up. This helps us build a culture of trust and openness.

Try not to book on a course if you know you are unable to attend, due to leave or other priorities, this will leave spaces open to others, and save you from incurring a charge for late cancellation.

## Policies and Guidance

[Cancellation Policy.](#)

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Instructor led Course' etc

## Cancelling a Course Booking

### Introduction

Guidance on how to cancel a course booking.

Sometimes, due to change in circumstances i.e. important work deadline or sudden leave of absence, you may be unable to attend a training.

You can cancel your enrolment onto a scheduled offering by clicking on 'Withdraw' next to the course in your learning assignments, provided the course is within the cancellation period. The cancellation policy referenced will indicate the cancellation periods.

Once the cancellation is processed, your place will be assigned to some else on the waitlist.

For courses for which withdrawal cut-off date has passed, you will need to contact your Learning Team to request cancellation.

Please note that cancelling the invite in your Outlook calendar will not cancel your booking and you should go into Learning Zone to withdraw.

## **Instructions**

If you are no longer able to attend a learning, make sure you have a conversation with your Manager. It may be that they would like you to attend the learning and help you make time for it. You also need to let them know if there is late cancellation as you may incur a cancellation charge for your department.

We understand that sometimes there are mitigating circumstances which mean you may no longer be able to attend a learning. If this is the case with a mandatory/compliance course, make sure you rearrange to attend on another date.

The cancellation policy referenced will indicate whether there will be a charge for your withdrawal or not.

Some withdrawals may require management approval. After your Manager has reached a decision, you will receive either a withdrawal approval notification or a denial notification depending on the decision taken.

## **Policies and Guidance**

[Cancellation Policy.](#)

## **Online Help**



Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Cancel Enrolment' etc

# Joining Instructions

## Introduction

Actions you need to take before you attend an instructor led course.

After booking onto an instructor led course, you should make it a habit to review any learning instructions so you can be fully prepared for the learning you are going to undertake.

Learning instructions will be communicated via notification and also be visible in the details of the scheduled offering in your learning plan. The date, time, and location of the scheduled offering will also automatically go into your diary as a calendar invitation. A reminder notification will be sent one week before your class/course takes place, reminding you of your course date and time. Please look out for any pre-course reading, which will also be sent to you by email.

As standard, when attending learning, Learners are expected to come prepared to learn. This means:

- Completing any required pre-learning
- Bringing any required materials to facilitate learning
- Participating
- Listening respectfully to others
- Coming willing to learn
- Turning your phone off
- Dressing appropriately for the occasion
- Good time keeping
- Staying for the whole duration of the class/course

## Instructions

Learning instructions contain important information about: the date and time of your course; the course location; the instructor; the cancellation policy; any pre-

learning that's required; and other details such as if you are required to bring any materials, i.e. a laptop or tablet.

Please note that learning instructions can be different for each course, so take the time to read information you are sent about courses you're booked onto in advance of the course date.

## **Being Waitlisted for a Course**

### **Introduction**

Guidance on how to register to a waitlist for a course with no available spaces.

When browsing the catalogue, if you want to book onto a course but there are no available spaces, you can request to be put on the waitlist by clicking on 'Waitlist. When requesting to go onto the waitlist, you are only doing so for the date specified.

If there is no waitlist available, please email the Learning Team who will be able to advise you on the next course or an alternative offer.

### **Instructions**

Let your Manager know if you have been put on a waitlist for a course because the waiting list is automated (by default) so if a space becomes available on the course, you will automatically be registered to take that place. Therefore you must keep the date of the scheduled offering free to ensure you can attend. The cancellation policy will apply if you are automatically allocated a space, then find that you can no longer attend the course (please contact the Learning Team). A course registration notification is sent to you should your place on the course be confirmed.

If you know in advance that you are no longer able to attend on the date you have been waitlisted for, you can remove the learning.

It might also be worth contact the Learning Team to find out if there are future dates which you can attend.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Waitlist' etc

## Requesting Learning

### Introduction

Guidance on how to request a new scheduled offering (course date) when there are no suitable dates showing for a course, or the course is oversubscribed.

When browsing the Learning Zone, learning requests can be made by clicking on 'Request Schedule'. This tells your Learning Team that you need to take a course, but there are no suitable dates.

### Instructions

It is important to remember that requesting a new scheduled offering is only a request and might not be fulfilled depending on a range of organisational considerations

If the Learning Team acts on your request to arrange a new date, this will be communicated to you via email, and you will be invited to go to the Learning Zone and enrol

Requests will be fulfilled when the Learning Team deems there is enough interest to be able to viably run a course. If you don't receive a response within 60 days, please feel free to contact the Learning Team directly to find out more.

If there is a learning that you are interested in but you are unable to find within the Learning Zone, please contact the Learning Team as they will be able to suggest when this learning might be available or a suitable alternative.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Request New Offering' etc

# Adding External Learning to your Learning History

## Introduction

Guidance on how to request addition of external learning to your learning history.

You can request your learning attended elsewhere to be recorded in your learning history by completing a Recognition of Prior Learning (RPL) Request Form. Send the completed form to your Manager for approval by email, along with any required evidence of your external learning i.e. completion certificate and necessary documentation attached to the form as scans or PDFs.

If your Manager approves your submission, your learning history will be updated by the Learning Team. If your submission is not approved, you will need to resubmit the request after making necessary corrections suggested by your Manager.

## Instructions

Your request will be completed within 7-10 working days. If not, please contact your Learning Administration team.

The type of learning that qualifies as RPL is that which relates to your job, i.e. any Continuous Personal Development (CPD), or if you have attend a first aid course outside the council.

Please make sure learning request is appropriate.

## Policies and Guidance

[RPL Request Form](#)

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'External Learning Upload' etc

## Recommending Learning

## Introduction

Guidance on how to recommend courses to other Learners or your reports.

As a Learner or Manager, you can recommend learning to others that you feel would be beneficial for them to undertake. You can do this by:

- Recommending learning you're already enrolled onto, or learning that is assigned to you by finding it in your learning assignments, clicking 'Recommend', and selecting the person you want to recommend to, or
- When browsing the catalogue, finding learning you want to recommend, clicking 'Recommend' and selecting the person you want to recommend to

Once you have recommended learning, both you and the person(s) you've recommended it to will receive notifications, and the learning will be added to the 'Recommendations' tile on their 'My learning' page.

Please note: recommending learning is different from assigning learning

- Assigning learning can only be done for another person by an Administrator or their Manager. It puts the assigned learning in their learning plan but does not automatically enrol them onto a scheduled offering, (specific instance of a course with a set date and time).
- Recommending learning can be done for any person regardless of your relationship with them, and puts the learning in their 'Recommendations' tile from where they can open it for further information and decide for themselves if they want to complete the learning or not.

## Instructions

We would encourage you to use this function. At Westminster City Council we want to build a learning culture and this means sharing what we have learned with one another. If you attended a course that you think your peers or other colleagues will benefit from, recommend it!

You do not have to be enrolled on a course or have it assigned to you in order to recommend learning

When recommending learning, it is a good idea to use the optional comment box to explain why you're doing so

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Recommend' etc

# Managing your Learning Assignments

## Introduction

Guidance on how to use the Learning Assignments section on the Learning Zone.

Your 'My Learning Assignments' section appears on the top left hand side of the 'My Learning' page. It displays your assigned learning activities and provides a consolidated view of courses requiring action.

By default, the courses are sorted by 'Date', however you can also sort the list by 'Priority'.

You can also filter courses by Course Type i.e. Registrations, Online Courses, Programs, Surveys, Curriculum Requirements.

- Using the 'Registrations' filter displays all the instructor led courses you have been registered for. Courses listed here could have an enrolled, on waitlist or pending approval status.
- Using the 'Online courses' filter, displays all the online courses assigned to you. Each course listed here will have a start course or continue course status.
- Using the 'Programs' filter, displays all the programs i.e. a combination of a variety of activities structured in a manner and order that you intend them to be consumed. Each program listed here will have a view program status.
- Using the 'Surveys' filter, displays all the course evaluations/surveys assigned to you upon completion of a learning event. Each survey listed here will have a start survey or continue survey status.
- Using the 'Curriculum requirements' filter, displays all the curriculum i.e. all courses and actions as part of your learning and development that are assigned to you. Each curriculum listed here will have a choose courses status.

You can also filter courses by Assignment Type i.e. Required (learning items assigned by Managers), Compliance (compulsory learning item assigned by Learning Team), Optional (learning items that have been assigned as optional to

complete), Recommended (learning items that have been recommended to you by others).

## Instructions

After using the registrations filter and selecting a course title, you can 'View registration details', 'Recommend' the course to others or 'Withdraw' from a scheduled offering. As a Manager, you can also 'Assign to others'.

After using the online courses filter and selecting the course title, you can 'Recommend' the course to others or 'Remove' a self-assigned course from your learning plan.

After using the programs filter and selecting the program title, you can 'Recommend' the program to others. As a Manager, you can also 'Assign to others'.

After using the surveys filter, you can select the survey title to launch the survey. You can either complete the survey or save the survey to complete it later.

After using the curriculum requirements filter, you can select the curriculum title link under 'More', or the 'Choose Courses' button next to the curriculum title to view the details of the course, i.e. curriculum status and assignment listed for the course.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Learning Assignments' etc

# Managing your Employee's Learning

## Introduction

Guidance on how to manage your team members' learning.

As a Manager, your learning responsibilities include:

- Approving a course withdrawal request from the employees that you manage
- Approving a Learner's email request to upload external learning to Learning Zone and emailing the Learning Team to process the request
- Assigning learning to your team member(s) where applicable
- Withdrawing employee(s) from courses/removing learning items from your team member(s) learning plan(s)
- Running reports on team member(s) learning
- Assigning substitutes (delegate users) for approvals for all employees reporting to you when you are unable to perform your duties due to a leave of absence etc.
- Assigning alternate manager(s) to an employee to complete the primary manager's tasks like running reports when say an employee is seconded.

## Instructions and Guidance

As a Manager, you can reject a course withdrawal request if the course is needed for your employee's learning, or if it outside the cancellation policy window.

As a Manager, you can reject an external learning request if it is inappropriate or not seen as CPD, for example, flower arranging or learning French.

As a Manager, you can withdraw a Learner from a course if they are needed at a priority meeting that day, or if the learning is not appropriate for their role.

As a Manager, you can assign substitutes - set a person up to manage all the learning activities of your entire team, i.e. you are going on leave for 3 weeks and do not want your employees' learning to be impacted.

As a Manager, you can add an alternate line manager for a single employee, i.e. they are being seconded to work on a project in another team for a period of time.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Approve', 'Assign Learning', 'Withdraw', 'Alternate Manager', 'Substitutes' etc



# Reporting

## Introduction

Guidance on how to run reports and a snapshot of key reports to run.

As Learners, you can run reports for yourself from your learning page by clicking on 'Reports', under the 'Links' tile.

You can customize the report title, format, layout etc.

You can also print and save a report once generated.

Managers can run reports for themselves, their team members (direct & indirect reports) and any team member they are an alternate line manager for.

## Instructions

Some key learning reports are:

- Learning History Report - This report displays information about items that Learners have completed.
- Learning Needs Report - This report displays information about the items that have been assigned to the Learner that need to be completed.
- Certificate of Completion Report - This report enables you to create a report of printable certificates of completion for Learners by report learning item.
- Registration Status Report - This report displays registration information for both Learners and scheduled offerings.
- Scheduled Offerings Report - This report displays information about each scheduled offering.
- Scheduled Offerings Roster Report - This report displays information about the Learners registered in a scheduled offering.
- User Item Report - This report displays information about a Learner's status/completion status for items during a specified time period.
- User Online Item Status Report - This report displays each Learner's progress for online items.

## Online Help

Click here (<https://extra.hants.gov.uk/employee/>) for IBC online help

Use the following search terms within the IBC help pages: 'Learning', 'Run Report' etc

# Managing External Learners

## Introduction

Guidance on how to get your external Learners access to the Learning Zone.

External Learners are Learners who are not on the council's SAP system, and do not have an automatically generated Learning Zone account. If you have external Learners who wish to (or need) to access the Learning Zone and take up WCC courses, they will need to be registered as external Learners.

## Instructions

External Learners need to contact the Learning Team via [ODTraining@westminster.gov.uk](mailto:ODTraining@westminster.gov.uk) to register their interest. The Learning Team will provide them with a Learning Zone registration code and organisation ID. (This can take up to 5 working days).

Once they receive the details, they should navigate to the external landing page: <https://hampshirec.plateau.com/learning/user/portal.do?siteID=WCC%5fExternals&landingPage=login>

Under 'New User' they should click 'Here' to be taken to the 'Create new account form'. A User ID will have automatically been generated. They should make a note of it.

Fill in all the required information, including registration code and organisation ID and password. Tick the check box if they agree with the statement then click 'Submit'.

If they have registered successfully, a new page will load thanking them for registering, and informing them that their user ID is active. They will also be emailed to welcome them to the Learning Zone.

Click 'Continue' to enter the Learning Zone.

When they first enter, they should see the 'How to get the most out of learning' pop-up, which gives them a useful overview of some key system functionality. Note, not all will be available to them. Click 'Continue' to collapse the screen and continue to the Learning Zone

They are now logged into the Learning Zone and will have landed on the 'My Learning Assignments' page. It will not be populated, but within the hour should automatically populate with any learning pre-assigned by their Learning Team.

They may notice a warning message that 'Your talent profile is incomplete'. They may click on this link and update any missing information.

If they have already been registered as an external Learner on the Learning Zone, they should navigate to the external Learner landing page via the following

URL: <https://hampshirec.plateau.com/learning/user/portal.do?siteID=WCC%5fExternals&landingPage=login>

Enter their username and password and then click 'Submit' to enter the Learning Zone.

In the first instance, contact the Learning Team and they will re-direct the External Learners to the right service area who will be able to provide them with the right log in details.

## Learning Zone Glossary

### Introduction

Guidance to familiarize with key Learning Zone terminology.

### Instructions

Learning Item:

- An individual piece of learning
- Assigned directly to users
- Forms the template for a scheduled offering if instructor led

Scheduled Offering:

An instance of a learning item that happens on a date, in a location

Catalogue:

- Used to make learning available to users
- A user can have more than one catalogue assigned but there is no visible indication of this
- Catalogues are assigned based on user information (Location, role, job etc..)

Assignment Profile:

- A rule based system for assigning learning entities to users
- Criteria include region, job code, employee type, if they are a Line Manager
- Entities include learning items, catalogues, curricula, programs, featured learning

Curricula:

- A way of grouping learning
- Designed to be used for compliance, regulators and audits
- Certificate for completing each learning item
- Learning items only

Programmes:

- A way of grouping learning
- Designed to be both flexible and structured
- Certificate for completing programme
- Learning items or external items

Facilities and Locations:

- Resources within the LMS
- Facilities are buildings and Locations are the rooms within them
- Can be recorded in the LMS for reuse or as ad-hoc data for one off use
- This information is shown in the LMS for when users are considering a course and emailed once a user registers for a course

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## Learning and Development