

This list of frequently asked questions will help you navigate iLearn+. Please note that your iLearn+ may look different depending on your organisation. However, the basic functions will work in the same way. Please click or tap the questions below to go straight to that answer.

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## Section 1: Logging in to iLearn+

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### How do I set up a new account?

How you request an account will depend on the type of user you are, as described below.

#### Permanent Hertfordshire County Council Staff (non-schools)

You will have an iLearn+ account created automatically for you. This will be linked to your personnel number and created shortly after you have been set-up in SAP. You or your line manager should receive an email containing your login details.

#### All Other Users (including Hertfordshire County Council Temporary Staff)

You will need to [request an iLearn+ account by filling in this online account request form](#). It can also be found on the iLearn+ login screen, just select “Create new account” on the iLearn+ log in page (picture below).



When completing the form, please ensure that you enter all the details fully, or your request will be delayed. Remember to click or tap “Request account” at the end of the form.

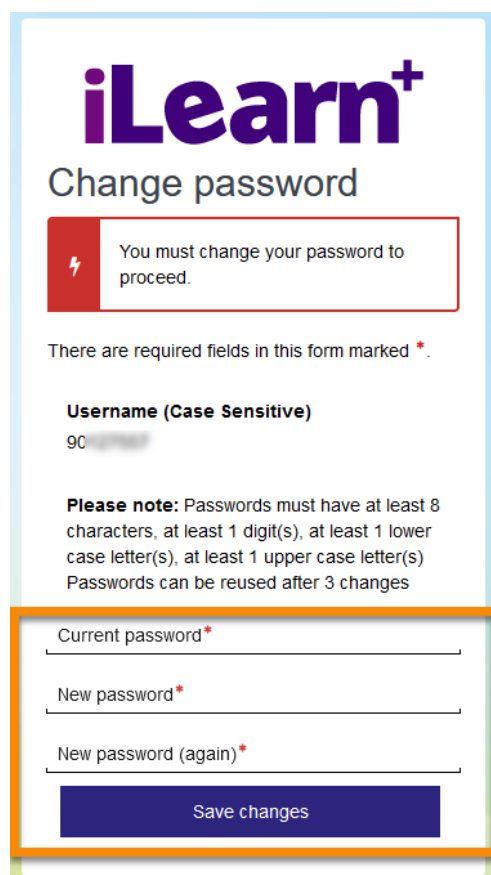
Shortly after submitting your request, you will receive an email, with a link to confirm your email address. Please ensure you do this, as we will use this address to contact you regarding your application. Please check your junk and/or spam folder if you are having trouble locating the email.

Once you have confirmed your email address, our team will review your request. We aim to respond to your request within 24 hours. If your account is approved, you will receive an automated email containing your login details.

## How do I set or update my iLearn+ password?

### New accounts

When you get a new iLearn+ account, you'll be sent a temporary password, which you'll have to change the first time you log in. When you try to access the site, you will see a screen which asks you to enter your current (temporary) password, then set a new password and confirm that new password before saving the changes.



**iLearn+**  
Change password

You must change your password to proceed.

There are required fields in this form marked \*.

**Username (Case Sensitive)**  
90

**Please note:** Passwords must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)  
Passwords can be reused after 3 changes

Current password\*

New password\*

New password (again)\*

Save changes

Please make sure that you choose a password that is secure but memorable to you. It must contain at least: 8 characters, 1 digit, 1 lower case letter and 1 upper case letter.

### Automatic login users

You cannot change your iLearn+ password as your account uses 'Single Sign-On'. This means that you should not have to enter your username and password once you have logged into a Hertfordshire County Council device.

### All other Users

If you are not a new user or automatic login user and want to change your iLearn+ password, follow the instructions below for a forgotten password. This will send you a link to set a new password.

### What login option should I use?

There are two login options for iLearn+, "Automatic Login" and "Manual Login". The "Automatic Login" option (top green box) is only available for selected users. Generally, to use the Automatic Login option, you must:

1. Have a Hertfordshire County Council (HCC) email and network account.
2. Have only one HCC personnel number.
3. Have worked for HCC for over 2 months.
4. Not work in a school or temporary position.

If you satisfy these criteria and can't use the "Automatic Login" option, please contact [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) to check if you are eligible.

All other users should use the "Manual Login" option (bottom purple box), where you must enter your iLearn+ username and password.

### What if I've forgotten my username?

For all Hertfordshire County Council (non-schools) and Hertfordshire Catering Ltd employees who have a personnel number, your username will usually be your personnel number. For Watford and Three Rivers users, your username will usually be your personnel number preceded by either w3r-trc- or wbc- depending on your service.

For all other users (including schools), your username will usually match your name in the format “firstname.surname” (all lower case). For example, john.smith.

If you have tried these options or usually use the “Automatic Login” and still cannot log in, please email [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) or call 01992 555557 (option 5) Mon-Fri between 9am and 4pm for support.

### What if I've forgotten my password?

Please use the [forgotten password link](#). You can also find this by selecting the “Manual Login” option on the iLearn+ login screen, then selecting the “Forgotten your Username or Password?” link. This will send a secure password reset link to your email address.

Please note that this can take a few hours to come through, and you may need to check your spam/junk folders. If you don't receive the link within 24 hours, your email may not be associated with your iLearn+ account. In this case, please email [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) or call 01992 555557 (option 5) Mon-Fri between 9am and 4pm for support.

### What if I don't have an email address?

An email address is required for an iLearn+ account. If you don't have a business email address, we can use a personal email address. In exceptional circumstances, we can create a dummy email address for your account. However, it is preferred that you provide an email address, so that you still receive system notifications such as forgotten password emails, workshop confirmation emails etc.

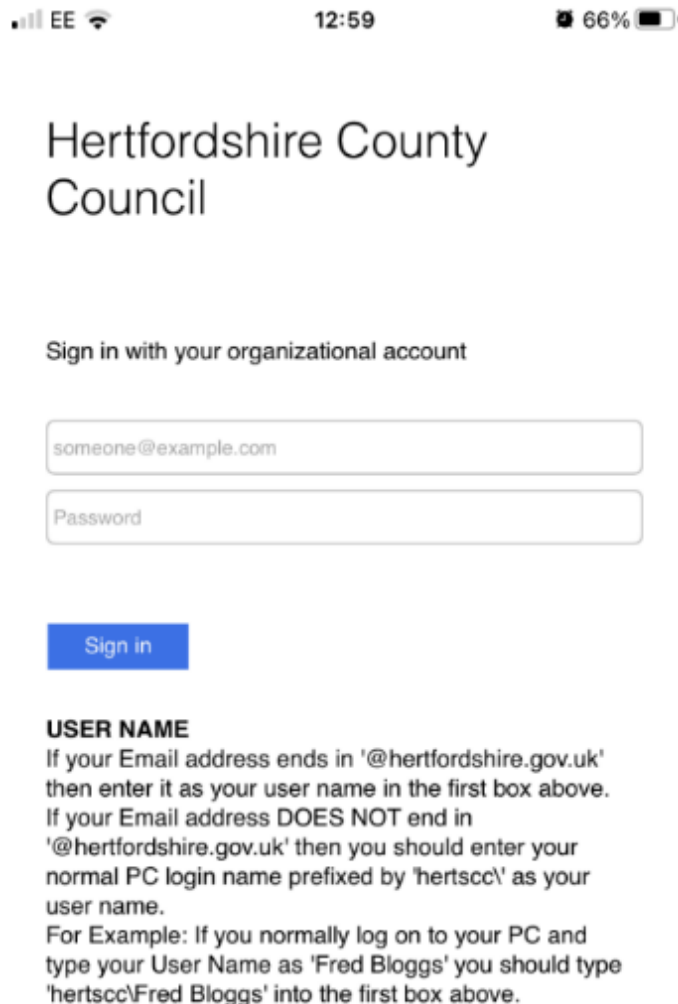
For new users without an email address, their temporary login details will be shared with their manager.

### Can I access iLearn+ at home or on a non-HCC device?

iLearn+ is a website so is available from any computer, laptop, tablet, or smart phone that has an internet connection. The web address is <https://hertfordshire.learningpool.com>.

If you usually use the “Automatic Login” option then you will still need to select this box. However, you will then be asked to enter your HCC email address and your HCC network account

password. The screen you are shown will look similar to the below, and provides guidance to help you enter your details correctly.

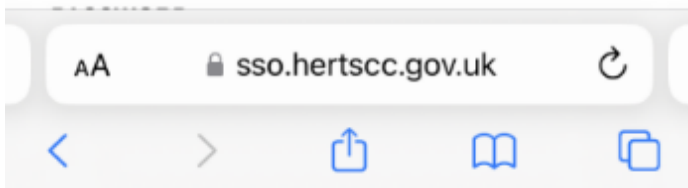


someone@example.com

Password

Sign in

**USER NAME**  
If your Email address ends in '@hertfordshire.gov.uk' then enter it as your user name in the first box above.  
If your Email address DOES NOT end in '@hertfordshire.gov.uk' then you should enter your normal PC login name prefixed by 'hertsccl' as your user name.  
For Example: If you normally log on to your PC and type your User Name as 'Fred Bloggs' you should type 'hertscclFred Bloggs' into the first box above.



## Section 2: Finding and Sharing Learning

### How can I find a course on iLearn+?

If you are looking for a specific course on iLearn+, please use the search functions, found on the task bar at the top of the screen. Either use the “Find Learning” drop-down to search for specific courses, programs, or certifications, or the “Course Search” box.

Note that iLearn+ searches course names and keywords. Therefore, it is important that you are as specific as possible. Searching for broad terms (for example 'safeguarding'), will return many results.



You can also view available eLearning and workshops from the dashboard options on your Home Page. Dashboards will be different depending on your employer and type of account you have, but all allow you to navigate through iLearn+ categories to find the learning you want.

## How do I see a list of the learning I've enrolled on or completed?

Select "My Learning" from the task bar at the top of iLearn+, then select "Record of Learning". Here you can view all the "**Courses**" you have enrolled on, along with their completion status and where applicable, their completion date/previous completion dates.

Course Icon Course Title ^	Progress	Course completion date	Previous Completions
A Year in the Life of a Budget Holder	<a href="#">See course criteria</a>		
Agile Project Management: Foundation	0%		
Anti-Fraud and Corruption Prevention.	0%		2
ARCHIVED 15/12/21 - Emotional Intelligence	100%	13 Jun 2019	
ARCHIVED 15/12/21 - Planning and Implementing Change	25%		

If the progress shows as "See course criteria" this means that the course does not record completion dates. Any other courses will show as 100% when fully complete. If they do not show as 100%, this means that you have not yet completed all the learning activities needed to



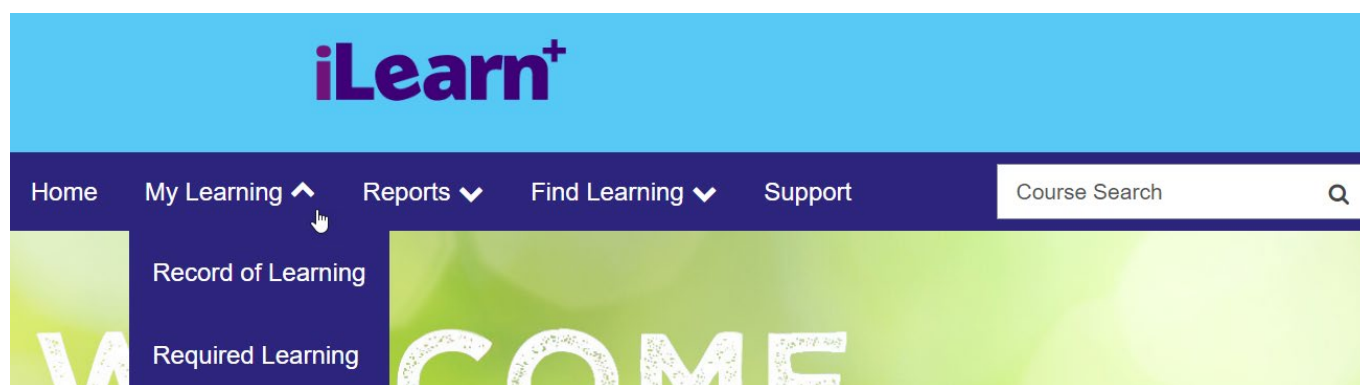
complete the course. You can click or tap on the “Course Title”, to navigate to the course and complete any outstanding activities.

Depending on your account type, you may also be able to see:

- **“Programs”** - holds programs of learning, for example an induction program.
- **“Other Evidence”** – if you wish, you can upload evidence here for learning you have completed outside of iLearn+.
- **“Certifications”** – holds courses which are mandatory and need to be refreshed on specific schedules.

## How do I see a list of outstanding learning?

You can view your outstanding learning from the “My Learning” drop-down on the main task bar within iLearn+. This drop-down will show two options if you have required learning outstanding, “Record of Learning” and “Required Learning”. “Record of Learning” is always shown and lists all the learning you have enrolled on, along with its completion status. “Required Learning” will only show incomplete courses which are mandatory to complete. “Required Learning” will only show if you have mandatory learning to complete.

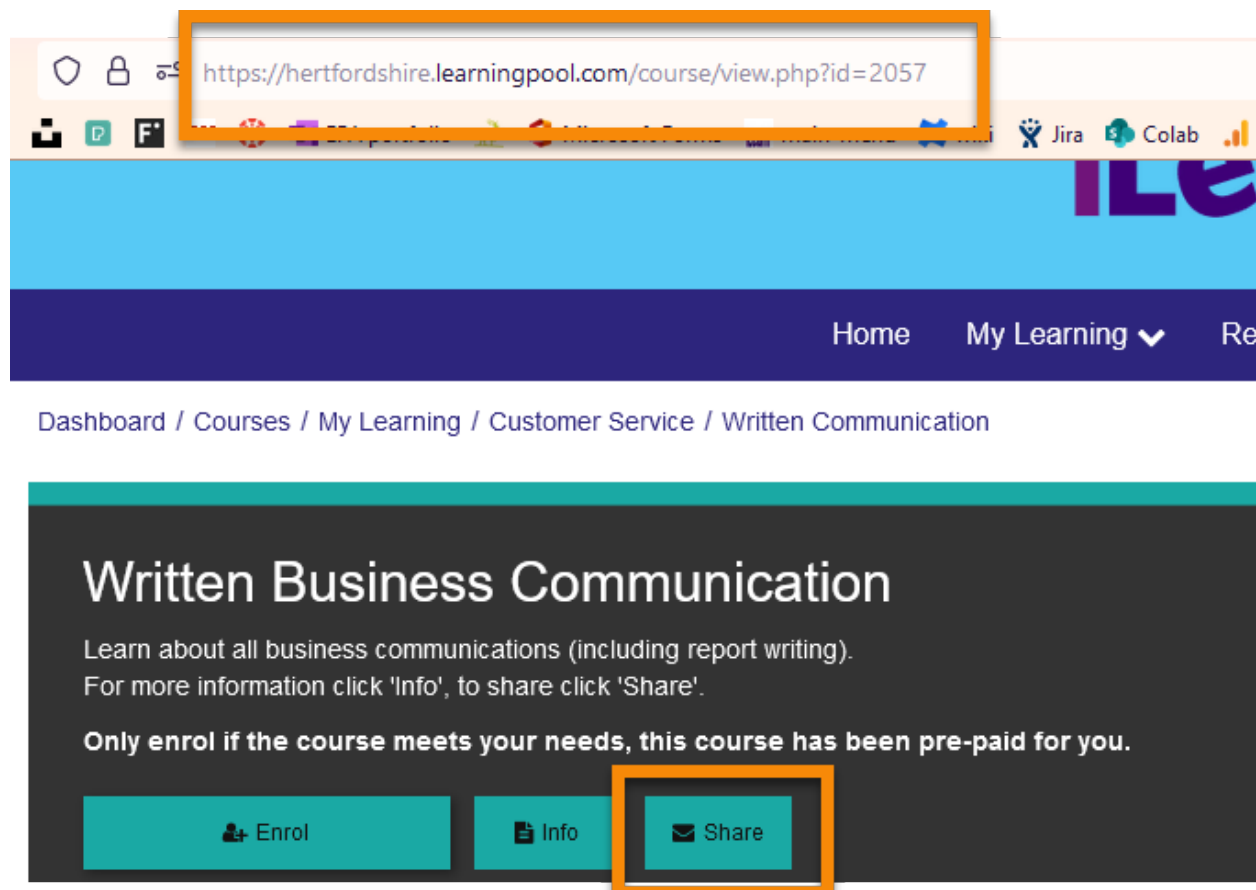


**Note that your manager or local Learning and Development team may require you to complete other learning in addition to your “Required Learning” shown in iLearn+.**

## How do I share a course from iLearn+?

If you want to share a course with a colleague or staff member, first find the course you wish to share. Then copy the URL (the course page address) at the top of your internet browser, this can

be shared by email or message. Some courses will also provide a “Share” button at the top of the course page, this will launch an email with the URL already embedded.



Note that not all users have the same access to the same courses within iLearn+. Therefore, please don't share iLearn+ courses with contacts outside of your organisation as they may not be able to view the content.

## Section 3: Course Content and Enrolment

### How do I enrol on a course?

You should only enrol on a course when you are sure it is suitable for your needs. This is especially important if the course has a cost associated with it. If there is a cost, you should only enrol on the course when you are ready to pay, so must have had the spend agreed by your line manager or appropriate budget holder.

Once you are happy that you should be enrolling on a course, there are a few different ways to do this. The enrolment method will depend on the type of course and how the relevant Learning and Development Team has set it up (please see notes below).

### Self enrolment – before accessing full course content.

When you try to access a course in iLearn+ you may see a pop-up like the below. This shows a brief overview of the course, including who it is aimed at and what the course covers. If you wish to enrol on the course, all you need to do is click or tap the “Enter” button under the heading “Self enrolment (Learner)”. This will enrol you on the course, creating an entry in your record of learning and allowing you to begin your learning.

## Working at Heights

### Enrolment options



Working at Heights

**Aim:** This module works through what you need to know and what you need to do when it comes to working at heights.

**For:** All anyone working at a height in the workplace.

#### ▼ Self enrolment (Learner)

Please click on the ‘Enter’ button below

Enter

### Self enrolment – after accessing full course content.

Some courses in iLearn+ will allow you to view the full course details before you have to enrol (example below). In this case, you can review the content on the page, but you will not be able to interact with it (for example you won’t be able to view eLearning), before you enrol.

Once you’ve reviewed the course content, agreed any spend (if there is a cost associated with the course) and are happy that the course will meet your needs, you can click or tap “Enrol”. This will enrol you on the course creating an entry in your record of learning and allowing you to begin your learning.

**Written Communication**

This workshop will give you effective techniques for communicating with writing.  
For more information click 'Info', to share click 'Share'.  
**Only enrol when you are ready to pay cost £135.**

Enrol Info Share

You need to enrol to access this course

**Overview**

There is a real skill in using the written word to get your message across effectively and with impact.  
Getting our communications right can save time and money. It can reassure our customers, clarify points of uncertainty or trigger a desired response from them.

Load help

Return to Customer Service

Return to MyLearning

LEARNING ACTIVITIES

If you see a padlock over content on the course page, or a message suggesting you need to enrol, it just means that you haven't pressed the "Enrol" button. Once you have successfully enrolled, you will no longer see the "Enrol" button.

## Automatic Enrolment

For some courses, you'll be automatically enrolled. These are generally mandatory courses or courses which make up part of a program of learning. You'll be able to see if you have been automatically enrolled on a course (and why) from the green message at the top of the course page (example below).

**Data Protection**

This course helps you understand data protection requirements at HCC.  
This course forms part of HCC's Induction.

Info Share

You have been enrolled in course Data Protection via required learning program HCC Mandatory - Data Protection 2 year.

Load help

Return to Induction

## How do I know what I need to do to complete the course?

If you are unsure what you need to do to complete a course within iLearn+, you should first carefully read the course text. The course text will define what activities you need to do to complete the full course. This could be completion of eLearning, attendance at a workshop/facilitated session, an assessment, or several other activities.

In this example (below), we can see that the eLearning module must be completed first, then the assessment must be completed, with a pass mark of at least 80% to complete the course.


Completing the Course:

1. You must complete the eLearning module
2. Once you have completed the eLearning module, complete and pass the course assessment - a passmark of 80%


**Please note that the eLearning and Assessment are two separate activities. You must complete both in order for this module to record at 100%.**

This course will take approximately 40 minutes to complete.


Data Protection eLearning 2021 ✔



Data Protection Assessment ○



Data Protection Certificate ○



**COURSE COMPLETION STATUS LIST**

Status: Not yet started  
All criteria below are required

Data Protection Assessment ✘

You may also notice a “COURSE COMPLETIONS STATUS LIST” on the right-hand side of the course page. This highlights the activities which must be completed to complete the course. In the above example, it is showing that you must complete the assessment (which is only available once the eLearning is completed). Since there is a red cross showing next to the assessment activity, this means that it has not been completed and therefore the course will not show as complete.

In some courses, you will see multiple items within the “COURSE COMPLETIONS STATUS LIST”. In this case, it is important to take note of the wording above the activities. In the example below, you can see that:

1. The list on the left specifies “**any**” criteria are required. This means that as long as one of the activities is complete, the course will record as fully completed. None of the activities have been completed, so the status is 0% complete.
2. The list on the right specifies “**all**” criteria are required. This means that all learning activities must be completed to complete the course. All of the activities have been completed, so the status is 100% complete.

## COURSE COMPLETION STATUS LIST

Status: 0%

Any criteria below are required

- Prevent and Radicalisation ❌
- Prevent - archived ❌
- Prevent and Radicalisation archived ❌

## COURSE COMPLETION STATUS LIST

Status: 100%

All criteria below are required

- The Uncomfortable Truth ✅
- The Uncomfortable Conversation ✅

Activities listed in the “COURSE COMPLETIONS STATUS LIST” are also hyperlinked. This means you can click the activity to load and complete it. This is useful if there are many activities on a course page and you are struggling to find the one you have missed.

### How do I give feedback on the course?

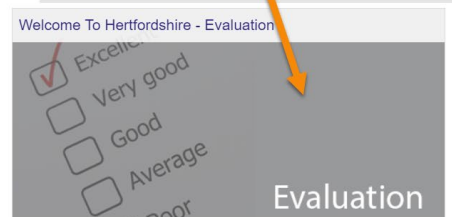
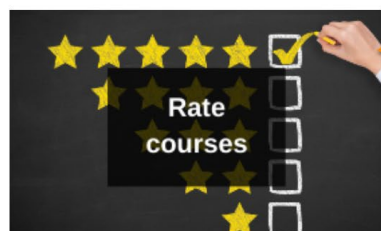
It’s very important to gather feedback on the courses within iLearn+ so that they can be improved for future learners. Once you’ve completed your course, you can submit feedback by selecting the ‘Rate courses’, ‘Feedback’, or ‘Evaluation’ activities in the course page.

#### Rate this course

It's very important for us to collect your feedback, we use it to ensure our learning is:

- in line with what you need within your role and to develop,
- keep our content up to date and
- enable us to ensure our learning is fit for purpose for future learners.

Once you've attended the workshop and/or completed online learning, you'll be asked to complete an evaluation by clicking on the one below. You will then be redirected to the course rating page.



By selecting these activities, you’ll be transferred to a questionnaire similar to the below (the questions will change based on the type of course you are evaluating). Here you’ll be able to evaluate the course and provide any additional feedback you have.



## HCC Workshop Evaluation 2022

Thank you for attending one of our workshops and agreeing to provide feedback. This helps us continually improve our delivery, content, and your learning experience.

1 <sup>\*</sup> **What month did you attend the workshop?**  
Please select from the dropdown below.

Choose... ▾

2 <sup>\*</sup> **Regarding pre-workshop experience, how would you rate the below statements?**  
(1 = strongly disagree, 4 = strongly agree)

	1	2	3	4
<input checked="" type="radio"/> The booking process was easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/> Accessing course materials was easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you've attended a workshop/facilitated session, you may receive an email asking you to complete your evaluation. This email will contain a link which will take you to a similar evaluation form in iLearn+.

**Important note:** some Learning and Development Teams prefer to complete evaluations outside of iLearn+. So, you may be asked to complete your evaluation through 'Smart Survey' or another external survey provider.

### Who do I need to contact about the course content?

If you have found an issue with content on iLearn+, or believe the content needs updating, you can include this as part of your evaluation (see previous section). If you prefer you can email your comments directly to the relevant Learning and Development (L&D) or Training Team.

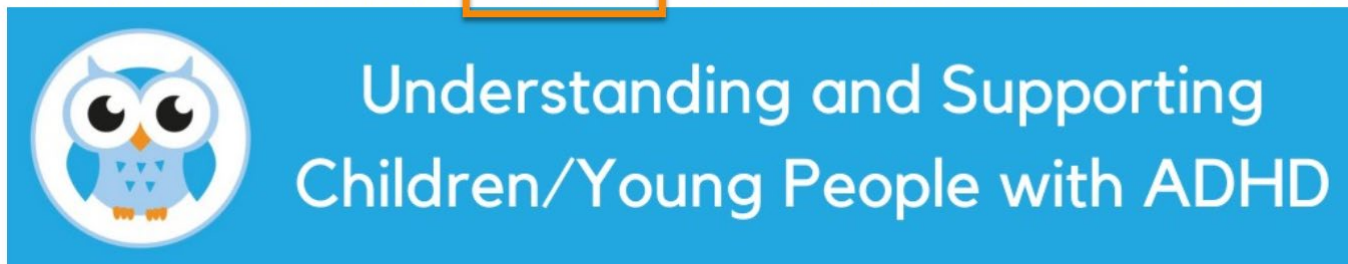
If you are unsure which L&D team owns the course content, you should first check the page content. This will often show you which team owns the course (HR L&D in the example below), along with their contact details.

### COURSE DETAIL

SME	Desiree Blair
Team Ownership	HR L&D
Contact details	01992 555000 (25000 option 2 then 5) or <a href="mailto:iLearn@hertfordshire.gov.uk">iLearn@hertfordshire.gov.uk</a>
Last Updated	January 2022

If you can't see who owns the course from the course page content, you can check the breadcrumb links at the top of the course page. These will often point you to the team who owns the content. In the below example it is the Children's Services L&D team.

Dashboard / Courses / Service Specific Pages / **Children's Services** SEND / Understanding and Supporting Children/Young People with ADHD



Understanding and Supporting Children/Young People with ADHD  
Course Objectives 1

- To understand more about ADHD

If you still aren't sure who owns the content, email: [iLearn@hertfordshire.gov.uk](mailto:iLearn@hertfordshire.gov.uk) with the course details.

## Section 4: Completing eLearning

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### How do I find the eLearning module?

eLearning can form part or all of a course within iLearn+. There may be multiple eLearning modules within one course page that you need to complete. To find the eLearning, you must first find the course and enrol on it (see contents page for help on this). Once you are enrolled in the course, you will see the eLearning module within the course page. Depending on your organisations set-up, the eLearning may look like a tile or just a hyperlink within the course page.

### Why does the eLearning show a blank page or refuse to open?

#### Pop-ups

To access the eLearning modules on iLearn+, pop-ups must be enabled on your browser. You will either need to:



- Disable pop-up blockers in your internet browser or
- Allow pop-ups for the web address <https://Hertfordshire.learningpool.com>.

### Blank screen

If you see a blank screen when you try to access eLearning, this is an indication of a loading or network error. This is usually due to your device, internet connection or browser. To fix this issue please try one or all of the following:

- Try a different device (PC, laptop, tablet, mobile).
- Try a stronger, more stable internet connection.
- Try restarting your router.
- Update your browser to the latest version.
- If using Internet Explorer, switch to a more up to date browser such as Edge, Firefox, Safari or Google Chrome.

Note: Hertfordshire County Council device users will only have access to Microsoft Edge.

### Support

If you are on the Hertfordshire County Council network but unsure how to use Microsoft Edge, or need help with allowing pop-ups, please seek guidance from your line manager or [the ICT Technology Hub](#).

If you are a user from another organisation, please contact your local ICT department for help with your browser or pop-up settings.

### Why isn't my eLearning showing as complete?

Generally, when eLearning isn't showing as complete, it's because the user has missed a section of the eLearning that they need to interact with. Be sure to work through the eLearning, carefully reading and following the instructions given. If you are still having trouble completing the eLearning, try the steps below.

Check if the eLearning activity is ticked.

When you have successfully completed the module, a tick will appear in the circle next to the eLearning module. This may show slightly differently depending on how the eLearning module is displayed, but you will always see a tick if the module is complete (examples below).

## eLearning



## Elearning Module

Please click on the icon below to access the module.

 Dementia Awareness

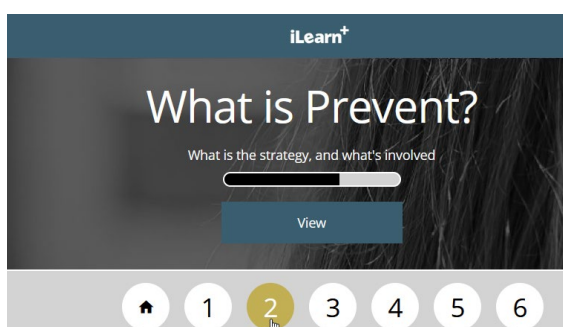


Check each section within the eLearning module is complete.

If you think you have completed the eLearning, but it is not showing as ticked; load the eLearning module and check the module homepage. Each of the sections in the eLearning module has a progress bar. If the progress bar is not full, the section is incomplete. In the example below, you can see that the introduction section is the only one that is fully complete.



There are different styles of eLearning within iLearn+, however they should all have progress bars available. Another example of a different type of progress bar is shown below.



If you have incomplete sections on your eLearning, click or tap on that section to complete the missing elements. See the following section, to help identify what you've missed.

### Check which interactive elements are incomplete.

In each section of the eLearning, you'll see a progress bar at the top of the page. If the bar is not full, it means that you have missed some interactive elements on the page. If you click or tap on the progress bar, a side menu with a breakdown of activities will appear, showing you what you have missed:



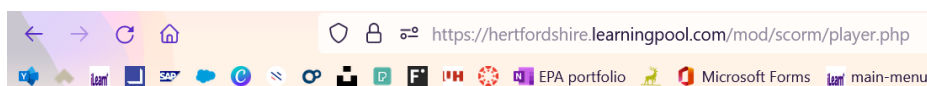
In the side menu, you can click or tap on each incomplete (unfilled) section to go straight to that activity to complete it. Make sure that you read the instructions for the activity and fully complete it. As you complete activities, you will see the progress bar fill. Once you have completed all the activities, the progress bar will be fully filled.

There are different styles of eLearning within iLearn+, however they should all have progress bars available. Another example of a different type of progress bar is shown below.



### Error messages

When you have completed all or part of an eLearning module, you should close the module. When you close the module, you should see a message pop up which shows that your progress is being saved within iLearn+ (example below).



## Data Protection eLearning 2021

Progress is being saved. Redirecting to course page...

If you don't get this message or receive an error message when leaving the eLearning module (or whilst completing it), this may mean that your progress will not save.

Generally, error messages will tell you what the problem is, for example *"connection error has occurred, and your work is not being recorded"* means that your network/internet connection has dropped. This is usually due to your device, internet connection or browser. To fix this issue please try one or all of the following:

- Try a different device (PC, laptop, tablet, mobile).
- Try a stronger, more stable internet connection.
- Try restarting your router.
- Update your browser to the latest version.
- If using Internet Explorer, switch to a more up to date browser such as Edge, Firefox, Safari or Google Chrome (Hertfordshire County Council device users will only have access to Microsoft Edge.)

You may also wish to try completing only small sections of the eLearning module and saving your progress more regularly (rather than completing the full module in one go). This will ensure that your session does not time out as well as limit issues caused by an unstable internet connection.

## Support

If you are still struggling to complete your eLearning please email [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) or call 01992 555557 (option 5) Mon-Fri between 9am and 4pm for support.

Please make sure to screen shot or note down any error messages you are shown.

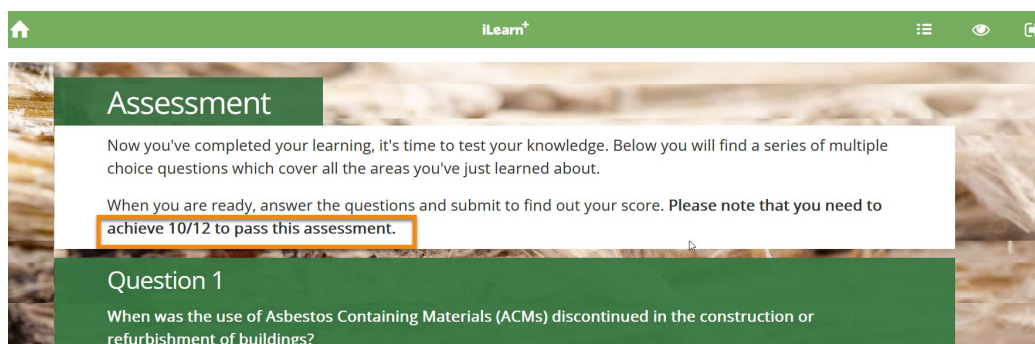
## Section 5: Completing Assessments and Quizzes

### How do I complete a quiz or assessment in iLearn+?

Some courses in iLearn+ require you to pass an assessment or quiz to complete the course. The assessment can form part of the eLearning module or can be a separate activity on the course.

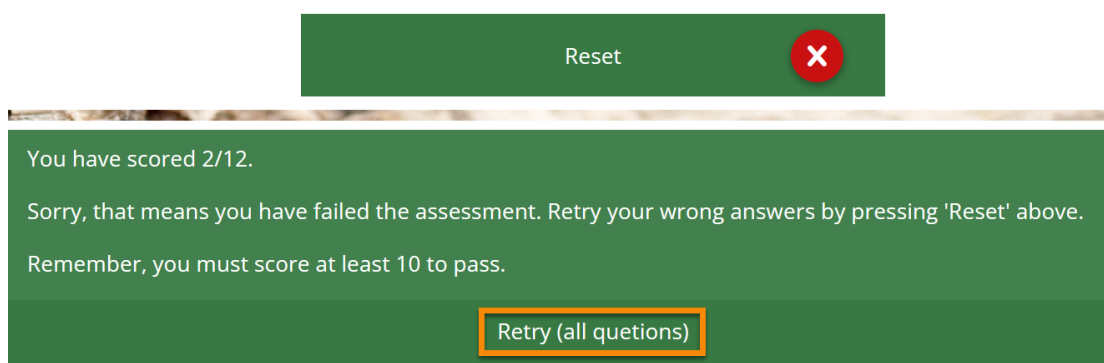
#### Quiz or assessment as part of eLearning

If there is a quiz or assessment within your eLearning module, it will usually be the final section. You'll see it is clearly marked as an assessment and shows you the pass mark you need to achieve to pass.



You can work through all the questions in the assessment and submit your answers. Make sure that you read the questions and instructions carefully. Unless you pass the assessment, the eLearning will not mark as completed.

Once you have completed your assessment, you'll see your score and be able to retry the assessment if you don't pass it. If you have got lots of questions wrong, it may be useful to review the eLearning before you try the assessment again.



## Quiz or assessment as a separate activity

If there is a separate quiz or assessment activity, you'll be able to see this on the course page in iLearn+. There will be clear instructions on the course page on what you need to complete before taking the assessment. In this example (below), the eLearning module must be completed before the assessment is attempted. If you don't complete the eLearning, iLearn+ will not allow you to try the assessment. You will also be shown what the pass mark is (in this example 80%).

Completing the Course:

1. You must complete the eLearning module
2. Once you have completed the eLearning module, complete and pass the course assessment - a passmark of 80%

Please note that the eLearning and Assessment are two separate activities. You must complete both in order for this module to record at 100%.

This course will take approximately 40 minutes to complete.



When you are ready to try the assessment, you simply click or tap on the activity. You will then be presented with a screen that reminds you of the required pass mark and allows you to begin the assessment by selecting the “Attempt quiz now” button.

You can work through all the questions in the assessment and submit your answers by selecting “Finish attempt” at the end of the questions. If you don't pass the assessment the first time, iLearn+ will show you what questions you got wrong (see below example).

**QUIZ NAVIGATION**

Finish review

### Introduction To Health and Safety

<b>Started on</b>	Wednesday, 9 August 2023, 11:36 AM
<b>State</b>	Finished
<b>Completed on</b>	Wednesday, 9 August 2023, 11:39 AM
<b>Time taken</b>	2 mins 46 secs
<b>Grade</b>	4.50 out of 15.00 (30.00%)
<b>Feedback</b>	Sorry! You haven't reached the necessary level to pass the course. Don't worry though, have a another look at the eLearning and try again.

Question **1** Incorrect

A definition of a hazard is:

Select one:

- a. Using a wet cloth? ✘ Sorry that's not quite right - please try again.
- b. Tripping on a trailing wire?

Once you have finished reviewing your attempt, select “Finish review”. This will show you a list of all your assessment attempts, as well as allowing you to “Re-attempt quiz”. When taking an assessment, make sure that you read the questions and instructions carefully. Unless you pass the assessment, the course will not mark as completed.



## Section 6: Workshops (facilitated sessions virtual or face to face)

### How do I book onto a workshop (facilitated session)?

Depending on the organisation you work for, you may also have access to book onto facilitated sessions, such as workshops, classroom sessions and virtual classroom sessions via iLearn+. If you are unsure if you can book onto facilitated sessions within iLearn+ please speak to your local Learning and Development Team.

The best place to start when booking onto a facilitated session is to read the instructions on the course page in iLearn+. Depending on the session you wish to attend, you may need to:

1. Pay a fee to attend (and/or a cancellation charge if you fail to attend).
2. Complete pre-work, such as eLearning or evaluations.
3. Satisfy criteria to be eligible (such as have a specific job role).
4. Complete a questionnaire providing additional details before you sign-up.
5. Contact your local learning and development team to sign you up manually.

In the below example, we can see that the course is available to all Hertfordshire County Council Staff and has a cancellation policy which applies fees for no shows. There is also a booking information form which needs to be fully completed before you can book onto the workshop session.

**Audience:** All HCC Staff

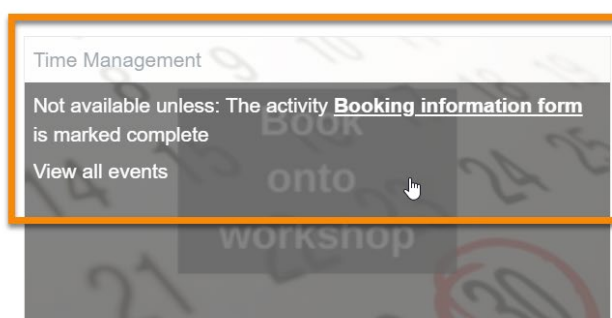
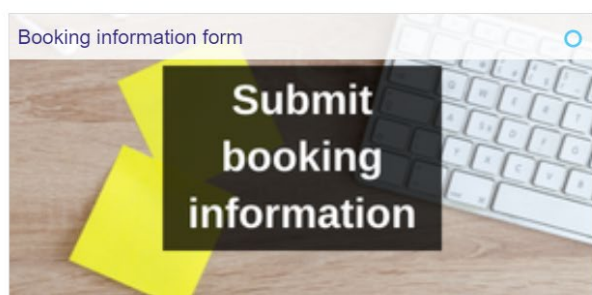
**Course Length:** 3-hour workshop

**Important:** Cancellation Policy



Please click here to view the Cancellation Policy (note that this policy is subject to change). This policy applies to all delegates regarding any HR L&D training. Cancellation fees will only be waived at the discretion of the HR L&D team.

### Book onto workshop



In this example, the session is only for Childrens Services or Adult Care Services staff. It has no tasks which need to be completed before you book onto the session. However, the session is fully booked, but does allow you to “Join the waitlist”.

Course Audience: All CS and ACS Staff

## Book your workshop

You can book onto a course session below by clicking 'Sign Up' on your preferred session below.

Gender Identity and Gender Diversity

Date	Time and Time Zone	Room	Capacity	Status	Options
19 January 2024	9:30 AM - 12:30 PM Europe/London	MS Teams virtual classroom (Room details)	17 / 17 (7 Wait-listed)	Booking full	<a href="#">Join waitlist</a>

This session is only for specific Libraries staff, and you must have agreement from your manager before sign-up. There are spaces available for the session, which you can “Sign-up” to by clicking or tapping the hyperlink.

**Audience:** This course is suitable for new Library Managers, Customer Service Supervisors and Assistant Customer Service Supervisors

**Course Length:** Full day - delivered face to face.

### Learner Instructions:

- Please ensure you have spoken with your line manager to approve your request to attend this course.
- If you have any queries regarding this training or booking please contact Gill Winters or [Library.Courses@hertfordshire.gov.uk](mailto:Library.Courses@hertfordshire.gov.uk)
- Please book your place below.

## Book onto Course

Active Supervision

Date	Time and Time Zone	Room	Capacity	Status	Options
24 November 2023	9:30 AM - 4:30 PM Europe/London	Room 3, Central Stocks Unit, Unit 3	4 / 12	Booking open	<a href="#">Sign-up</a>

Once you select the “Sign-up” link, you’ll see an overview of the session you are signing up for. You may then have to agree to terms and conditions as well as specify any special accessibility requirements you have. Make sure to leave “Email with iCalendar appointment” selected, as this will send you a booking confirmation for the session. Then click or tap “Sign-up” and you are booked onto the session.

### Self authorisation \*

By checking this box, I confirm that I have read and agreed to the [Terms and conditions](#) (opens a new window).

Please specify any special requirements which may need to be considered to enable you to attend:

Rich text editor with text area and toolbar.

### Receive confirmation by \*

Email with iCalendar appointment

Sign-up Cancel



## Why do I have to provide a cost code for a workshop (facilitated session)?

For Hertfordshire County Council staff, you will be asked to provide a cost code for the following reasons:

1. If there is a price to attend the session.
2. In case you do not attend, and a cancellation fee needs to be charged.

You should always get approval from your line manager and budget holder before providing a cost code.

## How do I cancel off a workshop (facilitated session)?

Before cancelling off a workshop (facilitated session), you should consider the cancellation charges that may apply. You can find these on the iLearn+ course page or from your local Learning and Development Team.

If you are sure you can't attend the session, understand the cancellation policy, and still wish to cancel, you can do this on the course page within iLearn+. Within the course page, find the session date you have signed-up for and click or tap the "Cancel booking" link.

### Book onto Course

Active Supervision

Date	Time and Time Zone	Room	Capacity	Status	Options
24 November 2023	9:30 AM - 4:30 PM Europe/London	Room 3, Central Stocks Unit, Unit 3	5 / 12	Booked	<a href="#">Cancel booking</a>

After selecting the "Cancel booking" link you will need to select the reason for cancelling, and you can provide further details if necessary. Then click or tap "Yes" to confirm you do wish to cancel. After this, you will receive a confirmation of the cancellation.

#### Cancel booking

Are you sure you want to cancel your booking to this event?

Cancellation reason \*

Choose...

Cancellation reason (further details)

## How can I find my workshop (facilitated session) details?

When you sign-up to a workshop (facilitated session) in iLearn+, the system will automatically send you a booking confirmation and calendar invite with your booking details. Often, additional reminders and details are sent closer to the session date too. However, if you are still unsure, you can check the session details within iLearn+. Simply navigate to the course page, find your session date and click or tap on “More info”, this will provide you with all the information you need to attend your session.

Date	Time and Time Zone	Room	Seats available	Status	Options
31 October 2023	9:30 AM - 12:30 PM Europe/London	Hertfordshire Development Centre, Hertfordshire Development Centre, Robertson House, Stevenage, SG1 2FQ <a href="#">(Room details)</a>	14	Booked	<a href="#">More info</a> <a href="#">Cancel booking</a>

**Event date/time**  
31 October 2023, 9:30 AM - 12:30 PM Europe/London

**Duration**  
3 hours


**Room**  
Hertfordshire Development Centre, Hertfordshire Development Centre, Robertson House, Stevenage, SG1 2FQ  
[\(Room details\)](#)

**Seats available**  
14

**Normal cost**  
0.00

**Details**

**Parking permit**  
For both directions and to indicate a permit for parking at Robertson House/Farnham House car park. You will need [HDC, Stevenage](#)



## Why haven't I received my booking or cancelation confirmation?

If you have signed-up or cancelled off a workshop (facilitated session) in iLearn+, the system will automatically send you confirmation of this via email. This is an automated process, which does not happen immediately. If you have not received the confirmation by the following morning please:

1. Check your junk mail, the confirmation email may be there.
2. Check your email address in iLearn+ is correct (by selecting your profile icon at the top right of the iLearn+ screen). Contact [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) to update your email address.
3. Contact your local Learning and Development Team.

If you are unsure who to contact, or can't find your confirmation in your junk mail, please contact [hrlearning&development@hertfordshire.gov.uk](mailto:hrlearning&development@hertfordshire.gov.uk)

## Section 7: Certificates

### How do I get a certificate when I have completed my course?

Not all courses in iLearn+ provide a certificate. In the first instance, you should access your “Record of Learning” if you wish to provide evidence of completing learning.

For courses which do provide a certificate, you will be able to see this on the course page. This will either show as a simple certificate hyperlink on the course page or an activity button (similar to the below). You will have to complete all the required activities on a course page before you can access your certificate. In this example, the eLearning is not complete, so the certificate can't be accessed.

#### eLearning

Please click on the eLearning block below to access your learning. Once you've completed the eLearning you'll be able to view your certificate by clicking the 'Certificate' block.



Once you have completed the necessary learning activities you'll be able to access your certificate by selecting the certificate hyperlink or button. You will then see a summary of when the certificate was issued and you'll be able to select “Get your certificate”, to view a pdf of your certificate. Note that this will open in a pop-up window (example below).

#### Legionella Management eLearning

Now that you have completed the course, please click on the icon below to access the course.

#### Summary of Previously Received Certificates

**Issued**

Tuesday, 22 August 2023, 4:27 PM

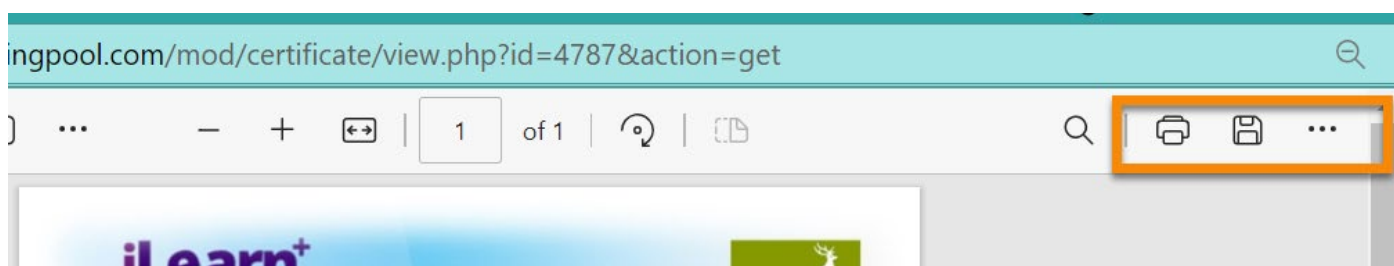
Click the button below to open your certificate in a new window.

[Get your certificate](#)



## How do I save and print my certificate?

You can always access your certificates within iLearn+, you can also save an electronic copy of the certificate and email it if you require to do so. So, there should not be a need to print a hard copy. However, if you do wish to print a hard copy or are required to for audit purposes you can do so from the certificate pop-up window. You should see a print icon and a save icon, which you can use as necessary. However, depending on the browser you are using and the screen size, you may need to click or tap the three dots to access the print/save options (see example below)



Note that you will need [Adobe Reader](#) to view saved certificates, this is installed on all HCC computers, but if you are using a different device you may need to install it.

## Why isn't the date on my certificate updating?

When you complete a course which has a certificate available, you'll be able to see the date you completed the course on your certificate. If you choose to refresh your learning by re-completing some or all learning activities in that course, **you will not receive a new certificate or completion date** as you have already completed the course.

The only exception to this, is if a course has been set to have a mandatory refresher period known as a "certification". These courses require you to re-certify your learning at regularly scheduled periods. Therefore, they archive your previous completion date when it is time to re-certify, so you will receive a new completion date in your record of learning and on your certificate. For more information on certifications, please see section 8 below.

**Please note that we cannot manually update certificate dates.** If you have been asked to provide a new certificate for learning which is not set-up as a certification (with a refresher period), please contact your local Learning and Development Team.

## Section 8: Miscellaneous

### Why do I have to re-complete courses / what is a certification?

Some courses in iLearn+ require you to re-complete your learning at regularly scheduled periods, these courses are known as “Certifications”. Certifications will:

1. be required for legal or compliance reasons or perhaps to follow recommendations made by governing bodies such as the Information Commissioners office or Ofsted;
2. usually be assigned to courses which present a risk to you, your service users/customers, or your organisation if the correct processes are not followed;
3. be different courses and/or refresher periods depending on your organisation and service area.

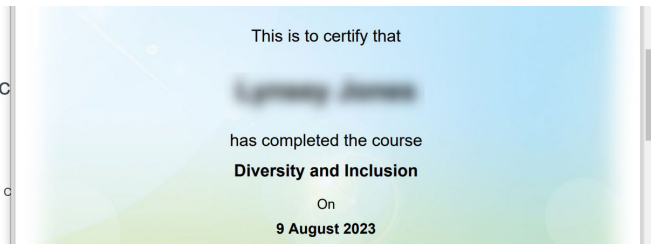
You can find your certifications within iLearn+ by selecting “My Learning” then “Record of Learning” from the main task bar at the top of the iLearn+ screen. If you then select the “Certifications” tab, you will see a list of all your certifications, their status and when they will expire. You will also see a date labelled “Window opens”, this is the first date that you can re-certify. It is usually approximately a month before the expiry date. **Do not try to re-certify before this date.**

You can also see details of previous completion records for the specific certification. As you can see from the following screen shot, this learner is currently certified for the Diversity and Inclusion certification. They also have one previous completion. If you click or tap on the previous completion number, you can see the previous completion dates for that certification.

Certification name	Certification due date	Status	Renewal status	Window opens	Expiration date	Completion date	Previous completions	Progress	
 HCC Mandatory - Diversity and Inclusion 2 year	11 August 2025, 4:15 PM	Certified	Not due for renewal	11 Jul 2025	11 Aug 2025	9 Aug 2023	1	100%	
							<b>Current?</b>	<b>Completion date</b>	<b>Expiration date</b>
 HCC Mandatory - Diversity and Inclusion 2 year							Yes	9 Aug 2023	11 Aug 2025
 HCC Mandatory - Diversity and Inclusion 2 year							No	11 Aug 2021	11 Aug 2023

If the course also has a certificate attached to it, the completion date on the certificate will match the most recent completion date (in this case, the 09/08/23).

Diversity and Inclusion  
Summary of Previously Rec



If you have outstanding certifications, you will also see them within the “Required Learning” option from “My Learning” on the main task bar. This only shows certifications which are outstanding or overdue. For Hertfordshire County Council staff, you can also see all your certifications on your iLearn+ homepage. If you scroll down the page until you see “My Learning Dashboard”, you will be shown a graphical representation of your overall compliance percentage. Below that, your certifications will be listed along with their status.

My Learning Dashboard

44%

My Compliance

44

My Course Completion

My Certifications

My Programs

My Courses

MY CERTIFICATIONS			
Certification Name	Status	Status	Date due
HCC Mandatory - Data Protection 2 year	Assigned	Not certified	
HCC Mandatory - Prevent 2 year	Overdue since 29 Jan 2023	In progress	29 Jan 2023 at 14:32
HCC Mandatory - Freedom of Information 2 year	Window opens 2 Jul 2024	Certified	2 Aug 2024 at 12:03

## What is a learning program?

A learning program is a set of courses that need to be completed. The most common type of learning program is an induction program. You can find your learning programs by selecting “My Learning” then “Record of Learning” from the main task bar at the top of the iLearn+ screen. Then, selecting the “Programs” tab.

Here you will see all the programs which are assigned to you, along with your percent progress through the program as a whole. If you click or tap on the program name, you will see all the individual courses contained within the program, along with your progress against each course.

Program Name	Program mandatory	Recurring	Due/Status	Previous completions	Progress
Hertfordshire Induction - 2021	✓	No		0	50%

## Hertfordshire Induction - 2021

You are required to complete this program under the following criteria:

- Member of audience 'All HCC (previously called "All users")'.

Date assigned: 31 December 2021	Due date: No due date set	50%
---------------------------------	---------------------------	-----

### Week One

**All courses in this set must be completed (unless this is an optional set).**

Course name	Actions	Status
Welcome to Hertfordshire County Council	Launch course	100%
ICT and Information Security	Launch course	0%
Data Protection	Launch course	0%

## Can I see my teams' learning records in iLearn+?

If you are a Hertfordshire County Council (HCC) line manager, you can view your direct reports learning records. However, please note the following:

1. You can only see your direct reports learning records, not the learning records of employees who report into your direct reports.
2. If you have a direct report who has more than one job with HCC, their learning records can only be stored against one manager. Therefore, you may not be able to see their learning records. If this is the case, your employee can share an export or screen shot of their learning record with you.

To see your direct reports learning records, select the "My Team" icon from your iLearn+ home page (found on the right-hand side as you scroll down the page). On selecting this icon, you will be taken to the "My Team" dashboard. This dashboard shows four tabs, discussed below:



- **My Team** – Lists all your direct reports, selecting their name will show an overview of their user details.
- **My Team Certifications** – Lists all the certified courses assigned to your direct reports. Certified courses must be refreshed (re-completed) at scheduled time periods. You'll be able to see if your direct reports are certified, not certified, or expired for each certified course.
- **My Team Programs** – Lists all the learning programs your direct reports are assigned to (such as the HCC induction program), you will be able to see if the program is complete or not complete.
- **My Team Courses** – Lists all the courses your direct reports have enrolled on, along with their completion status.

My Team Dashboard

My Team | My Team Certifications | My Team Programs | My Team Courses

### MY TEAM

User ▲	User Last Login	User's Courses Started Count	User's Courses Completed Count
 <a href="#">Profile</a>   <a href="#">Bookings</a>   <a href="#">Records</a>   <a href="#">Required</a>	27 Jul 2023	88	81
 <a href="#">Profile</a>   <a href="#">Bookings</a>   <a href="#">Records</a>   <a href="#">Required</a>		0	0

[View full report](#)

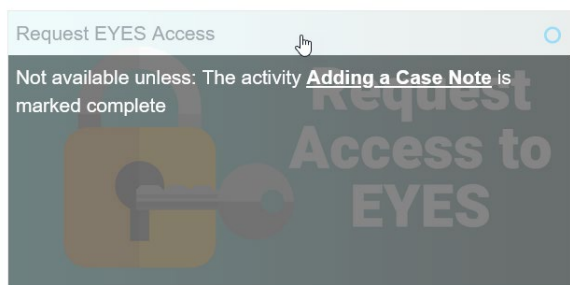
At the bottom of each of these sections you will also have the option to “View full report”, this will allow you to both filter the results and export the results to an excel spreadsheet.

If your list of direct reports is incorrect, please email [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk) with a list of amendments.

## I've done systems training (LCS / IES / EYES) why can't I access the system?

The course page within iLearn+ will provide you with instructions on how to gain access to the system. In the below example, there is a form within iLearn+ that you can fill in to request access. It will only allow you to complete the form if you have completed the required eLearning. This is a common method used for granting access to HCC systems.





Before you request or chase system access, please make sure that you have completed the relevant iLearn+ course, by checking that the course is showing at 100% complete in your record of learning.

**The iLearn+ support team can't give you access to any HCC systems.** Therefore, if you have confirmed that you have completed the necessary learning, followed the instructions on the course page to request access, and still cannot access the system, please:

- Speak to your line manager, to ensure they have requested access for you.
- Contact the ICT helpdesk on 01992 555000 (Comnet: 25000).

## Who do I contact to commission new learning?

If you want to create a new piece of learning, whether that be eLearning, workshops (facilitated learning sessions) or blended learning, please use one of the following methods.

### For HCC staff

1. Speak to your local Learning and Development Team.
2. Speak to your HR Business Partner.
3. Email [hrlearning&development@hertfordshire.gov.uk](mailto:hrlearning&development@hertfordshire.gov.uk).

### For non-HCC staff

Speak to your local learning and development, training, or HR team.

Who can I contact for further support?

For iLearn+ support, please either:

- Email the iLearn+ Team at [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk)
- Call the iLearn+ Team on: 01992 555557 (option 5). Lines are open Mon-Fri 9am-4pm

If you are unsure what learning you need to complete, please speak to your line manager in the first instance.

If you are having general ICT issues:

- **For HCC staff** - please contact ICT on 01992 555000 (Comnet: 25000)
- **For all other users** - please contact your local ICT department