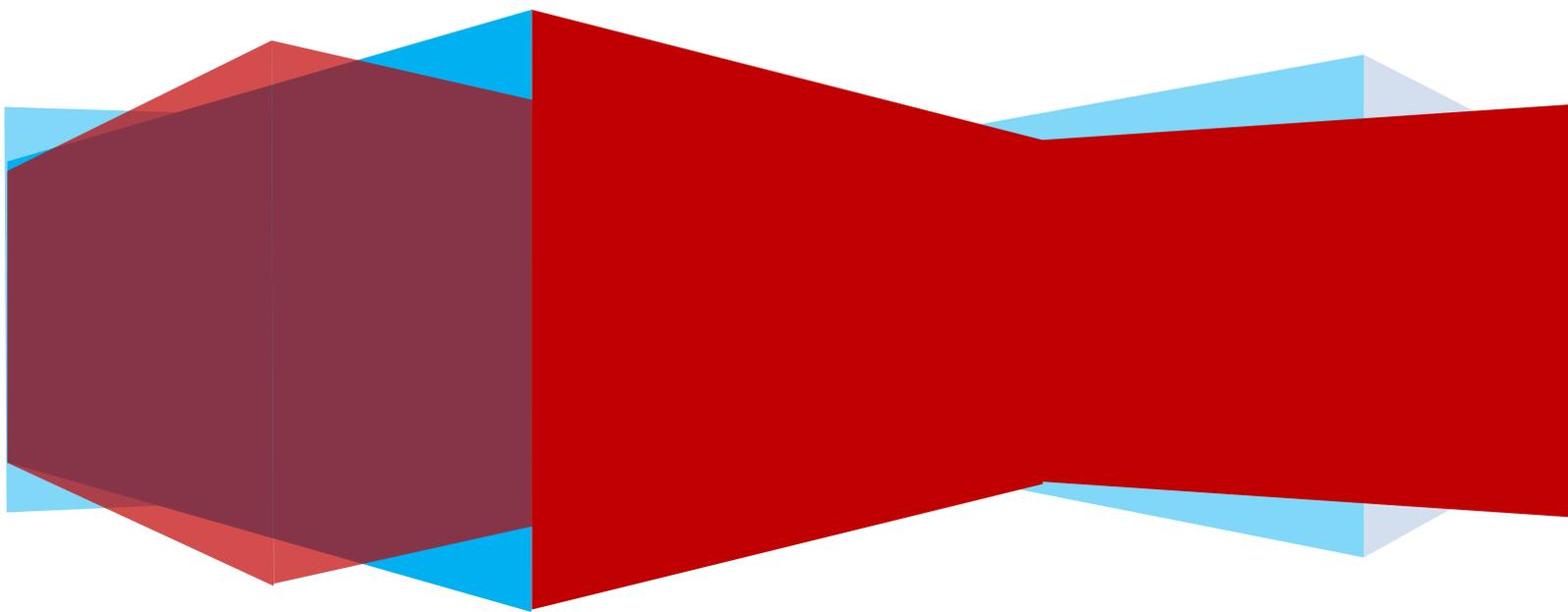


The Hub User Guide

Part 2 – Managers' Guide

Leicestershire Social Care Development Group (LSCDG)



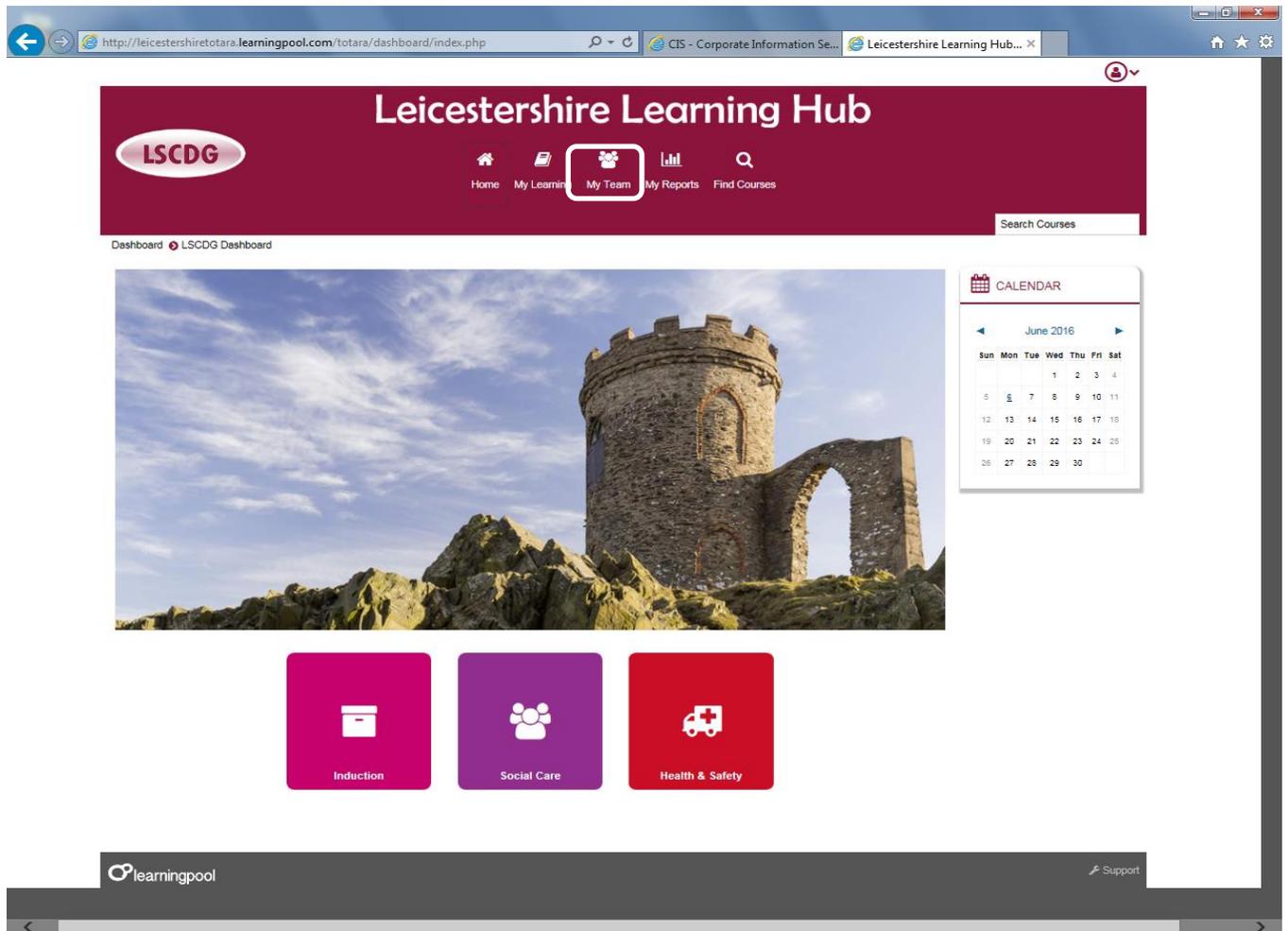
This guide is designed to illustrate the additional permissions a manager has within the Hub that enable them to view the training records of the workers that they supervise and how they can book or reserve places on courses for these workers.

To see how to access the Hub, view your own records of learning and how to book onto a course etc. see the User Guide part 1.

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Viewing Staff Records

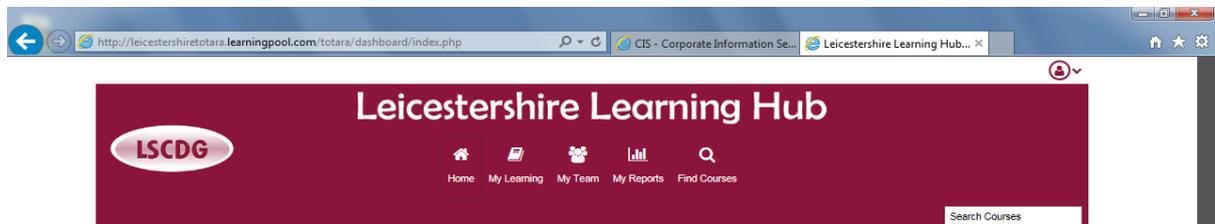


On the main banner managers have an additional button – **My Team**.

This gives access to the training records of those workers who they immediately supervise.

Click the **My Team** button.

Profile



Home > My Team > Team Members

ADMINISTRATION

Site administration

Team Members: 7 records shown

All members of your team are shown below.

Name	Last Login	Courses Started	Courses Completed	Competencies Achieved	Extensions
Dawn Huckerby <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	26 May 2016	6	6	0	0
Dennis Stenson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	27 May 2016	21	20	0	0
Kyle Hudson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>		16	15	0	0
Mairead Turner <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	19 Jan 2016	14	14	0	0
Marion Bruce <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	3 Feb 2016	13	13	0	0
Mark Randle <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	11 Mar 2016	10	10	0	0
Sonal Godhania <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	4 Feb 2016	13	13	0	0

This will open the page above.

You will be presented with a list of the workers you manage and some training and access information.

To check details of a particular worker click the **Profile** link under their name.

The screenshot shows a web browser window displaying the Leicestershire Learning Hub. The header features the LSCDG logo and navigation links: Home, My Learning, My Team, My Reports, and Find Courses. A search bar is located in the top right corner. The main content area shows the user profile for Dennis Stenson, including a profile picture, a 'Message' button, and various sections: 'User details' (Timezone: Europe/London, Hierarchy Path, Org Framework), 'User position details' (Position, Organisation, Manager), 'Learning' (Record of Learning, highlighted with a red box), 'Course details' (Course profiles), 'Miscellaneous' (Forum posts), and 'Login activity' (First and last access to site). A right-hand sidebar contains an 'ADMINISTRATION' menu with a 'Site administration' link. The footer includes the 'learningpool' logo and a 'Support' link.

You will now be able to see the profile of the worker.

Click on the **Record of Learning** link.

Record of Learning

The screenshot shows the Leicestershire Learning Hub interface. At the top, there is a navigation bar with the LSCDG logo and menu items: Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar for courses.

The main content area is titled "Record of Learning for Dennis Stenson : All Courses". It includes a search filter for "Course Title" with a dropdown menu set to "contains" and buttons for "Search" and "Clear".

The table below lists 21 training records for Dennis Stenson. Each row includes a "Type" icon, "Course Title", "Progress" bar, "Course completion date", and "Previous Completions" count.

Type	Course Title	Progress	Course completion date	Previous Completions
ACAS	ACAS Employing People	100%	18 Jan 2012	
Adobe	Adobe Captivate Training	100%	20 Mar 2013	
Brain	Brain Friendly Learning	100%	28 Jun 2011	2
Briefings	Briefings on Mental Health First Aid for Potential Instructors	100%	1 Dec 2011	
ContrOCC	ContrOCC	100%	8 Jul 2014	3
Demonstration	Demonstration Course	0%		
Demonstration	Demonstration of Declare Interest	0%		
DFH	DFH Key Trainer	100%	14 Apr 2014	
Dyanamic	Dyanamic Learning Enviroment Workshop	100%	17 Nov 2011	
Emergency	Emergency First Aid	100%	14 Apr 2016	
Food	Food Safety Level 3	100%	22 Feb 2016	
FS	FS Level 2	100%	14 Dec 2015	
Introduction	Introduction to Myers Briggs Personality Profiles	100%	7 Jan 2013	
Liquid	Liquid Logic and ContrOCC Training	100%	19 May 2014	
Managing	Managing Challenging Behaviour Introduction (LD)	100%	5 Apr 2013	
MHFA	MHFA	100%	13 Feb 2012	
Moving	Moving & Handling People 2015	100%	27 Jan 2015	
Moving	Moving & Handling People Conference	100%	30 Jan 2014	
Personality	Personality Disorders	100%	11 Feb 2015	
Recruitment	Recruitment & Selection	100%	6 Dec 2011	
Whole	Whole Systems Approach Workshop	100%	9 Aug 2013	

This will allow you to see the individual training record of the worker.

You can also access a worker's **Record of learning** from the **My Team** link:



Home > My Team > Team Members

ADMINISTRATION

- Site administration

Team Members: 7 records shown

All members of your team are shown below.

Name	Last Login	Courses Started	Courses Completed	Competencies Achieved	Extensions
Dawn Huckerby <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	26 May 2016	6	6	0	0
Dennis Stenson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	27 May 2016	21	20	0	0
Kyle Hudson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>		16	15	0	0
Mairead Turner <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	19 Jan 2016	14	14	0	0
Marion Bruce <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	3 Feb 2016	13	13	0	0
Mark Randle <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	11 Mar 2016	10	10	0	0
Sonal Godhania <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	4 Feb 2016	13	13	0	0

Go to the **My Team** page and click **Records** link under the worker.

And you will see the Record of learning of that worker.

The screenshot shows the Leicestershire Learning Hub interface. The main header is maroon with the LSCDG logo and navigation links: Home, My Learning, My Team, My Reports, Find Courses. Below the header, the breadcrumb trail reads: Home > My Team > Record of Learning for Dennis Stenson > All Courses. The main content area is titled 'Record of Learning for Dennis Stenson : All Courses' and shows '21 records shown'. There are tabs for 'Courses', 'Other Evidence', and 'Certifications'. A search bar is present with a dropdown menu set to 'contains' and buttons for 'Search' and 'Clear'. A 'Show/Hide Columns' button is also visible. The table below lists the records:

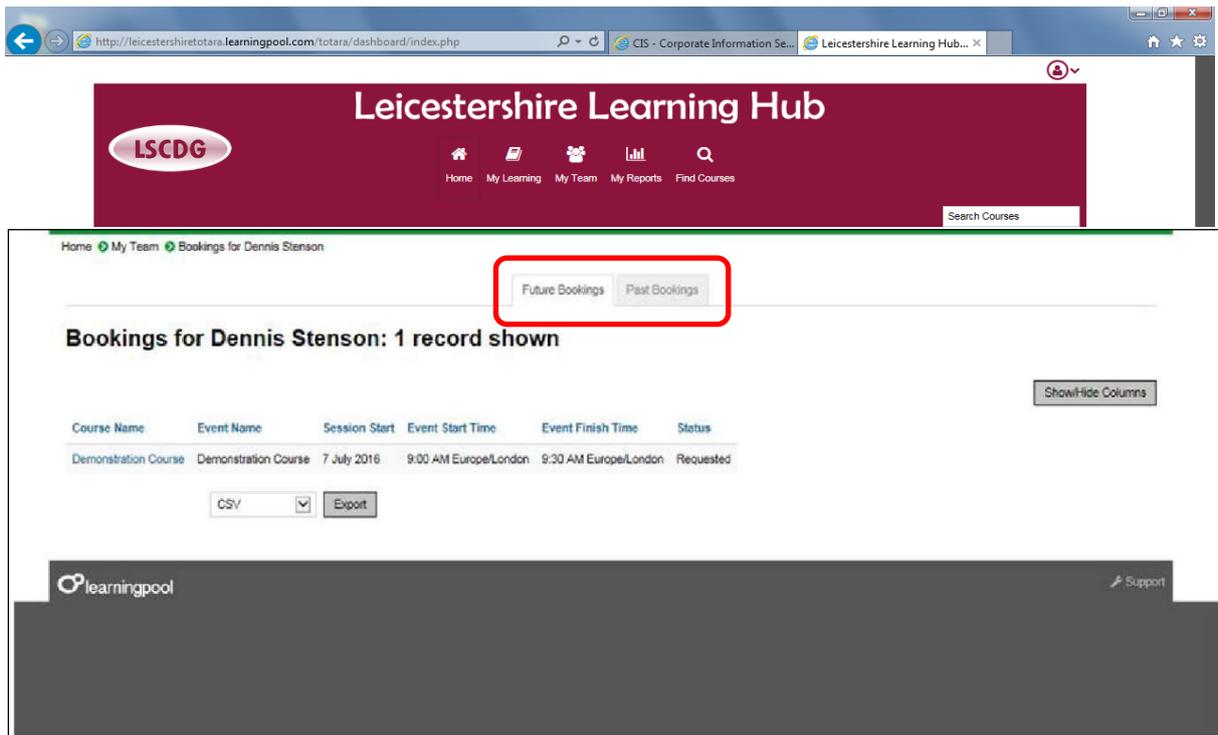
Type	Course Title	Progress	Course completion date	Previous Completions
ACAS	ACAS Employing People	100%	18 Jan 2012	
Adobe	Adobe Captivate Training	100%	20 Mar 2013	
Brain	Brain Friendly Learning	100%	28 Jun 2011	2
Briefings	Briefings on Mental Health First Aid for Potential Instructors	100%	1 Dec 2011	
ContrOCC	ContrOCC	100%	8 Jul 2014	3
Demonstration	Demonstration Course	0%		
Demonstration	Demonstration of Declare Interest	0%		
DFH	DFH Key Trainer	100%	14 Apr 2014	
Dynamic	Dynamic Learning Environment Workshop	100%	17 Nov 2011	
Emergency	Emergency First Aid	100%	14 Apr 2016	
Food	Food Safety Level 3	100%	22 Feb 2016	
FS	FS Level 2	100%	14 Dec 2015	
Introduction	Introduction to Myers Briggs Personality Profiles	100%	7 Jan 2013	
Liquid	Liquid Logic and ContrOCC Training	100%	19 May 2014	
Managing	Managing Challenging Behaviour Introduction (LD)	100%	5 Apr 2013	
MHFA	MHFA	100%	13 Feb 2012	
Moving	Moving & Handling People 2015	100%	27 Jan 2015	
Moving	Moving & Handling People Conference	100%	30 Jan 2014	
Personality	Personality Disorders	100%	11 Feb 2015	
Recruitment	Recruitment & Selection	100%	6 Dec 2011	
Whole	Whole Systems Approach Workshop	100%	9 Aug 2013	

Bookings

The screenshot shows the Leicestershire Learning Hub dashboard. At the top, there is a navigation bar with the LSCDG logo and links for Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar for courses. The main content area is titled 'Team Members: 7 records shown' and lists the following members:

Name	Last Login	Courses Started	Courses Completed	Competencies Achieved	Extensions
Dawn Huckerby <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	26 May 2016	6	6	0	0
Dennis Stenson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	27 May 2016	21	20	0	0
Kyle Hudson <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>		16	15	0	0
Mairiad Turner <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	19 Jan 2016	14	14	0	0
Marion Bruce <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	3 Feb 2016	13	13	0	0
Mark Randle <small>Plans Profile Bookings Records Appraisals 360° Feedback Goals Required</small>	11 Mar 2016	10	10	0	0

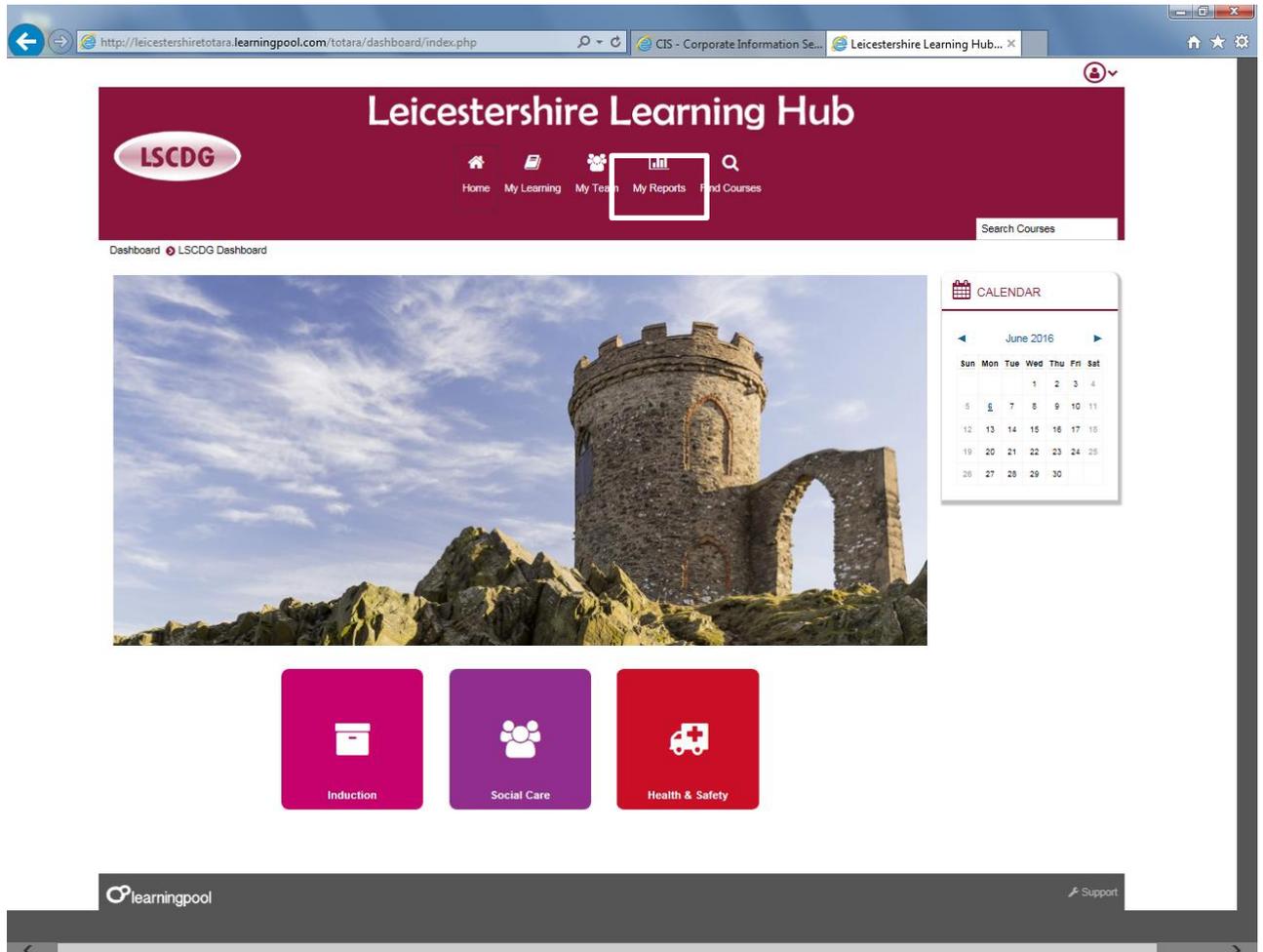
Click the **Bookings** link below the name.



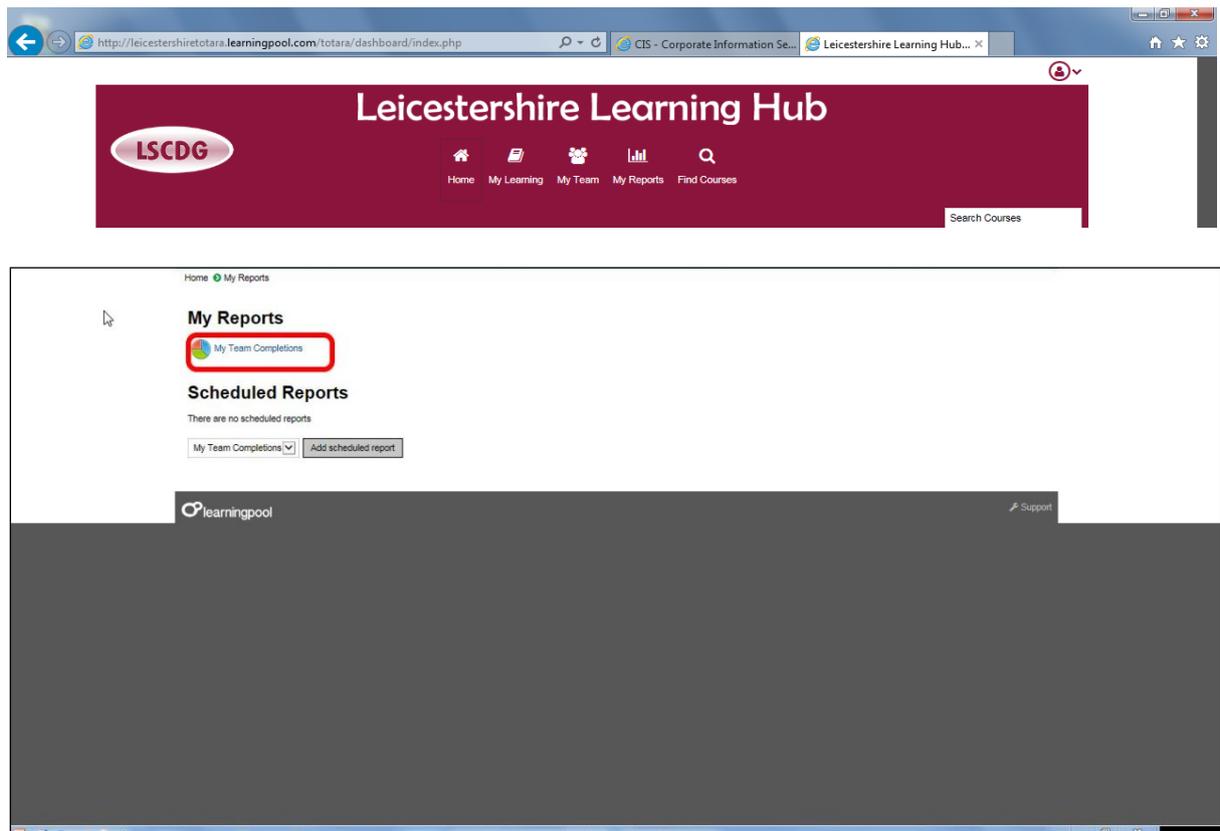
You will be able to see the bookings of the worker, you can move between future and past bookings by clicking on the tabs at the top as you can with your own personal training record.

Reports

You can also view the training records of the workers you manage from the **My Reports** button.



Click the **My Reports** button



Click the **My Team Completions** link.

The screenshot shows the Leicestershire Learning Hub interface. At the top, there is a navigation bar with the LSCDG logo and menu items: Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar for courses. The main content area is titled 'My Team Completions: 126 records shown'. It includes a search filter for 'User's Fullname' with a dropdown menu set to 'contains'. A table displays the completion records for various users, including details like course names, organizations, positions, and completion dates. At the bottom of the table, there is an 'Excel Export' button highlighted with a red box, and a 'Show/Hide Columns' button. The footer of the page includes the 'learningpool' logo and a 'Support' link.

User's Fullname	Course Name	User's Organisation Name	User's Position	Completion Status	The completion date
Dennis Stenson	Food Safety Level 3	R0719 Team 3	14199.Learning & Development Advisor...	Complete	22 Feb 2016
Dennis Stenson	Course Set-Up	R0719 Team 3	14199.Learning & Development Advisor...	Not yet started	
Paul Lewis	ILM3	R0719 Team 3	14193.Senior Learning & Development Advisor..	Complete via rpl	10 May 2011
Mark Randle	L&D Corporate Resources Team Workshop	R0719 Team 3	14195.Learning & Development Advisor.Corp Resources & Chief Execs.	Complete via rpl	17 Nov 2011
Dennis Stenson	MHFA	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	13 Feb 2012
Marion Bruce	Procurement Essentials	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	29 Feb 2012
Dennis Stenson	Recruitment & Selection	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	6 Dec 2011
Marion Bruce	Safeguarding Adults Briefing Session	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	18 Jan 2012
Dennis Stenson	Adobe Captivate Training	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	20 Mar 2013
Kyle Hudson	Dealing With Difficult Conversations	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	15 Mar 2013
Paul Lewis	Dealing With Difficult Conversations	R0719 Team 3	14193.Senior Learning & Development Advisor..	Complete via rpl	26 Nov 2012
Mairead Turner	CSC Ecomms Train the Trainer	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	20 Nov 2013
Mairead Turner	CSC Highways Email training (train the trainer)	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	12 Jul 2013
Mairead Turner	CSC Home to School OPA Briefing	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	30 Apr 2013
Sonal Godhania	Developing and Maintaining Trust (Learn and Lead)	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	5 Feb 2014
Kyle Hudson	Domestic Abuse and Adult Mental Health Conference	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	12 Nov 2013
Marion Bruce	Domestic Abuse Learning day	R0719 Team 3	14199.Learning & Development Advisor...	Complete via rpl	20 Jun 2012

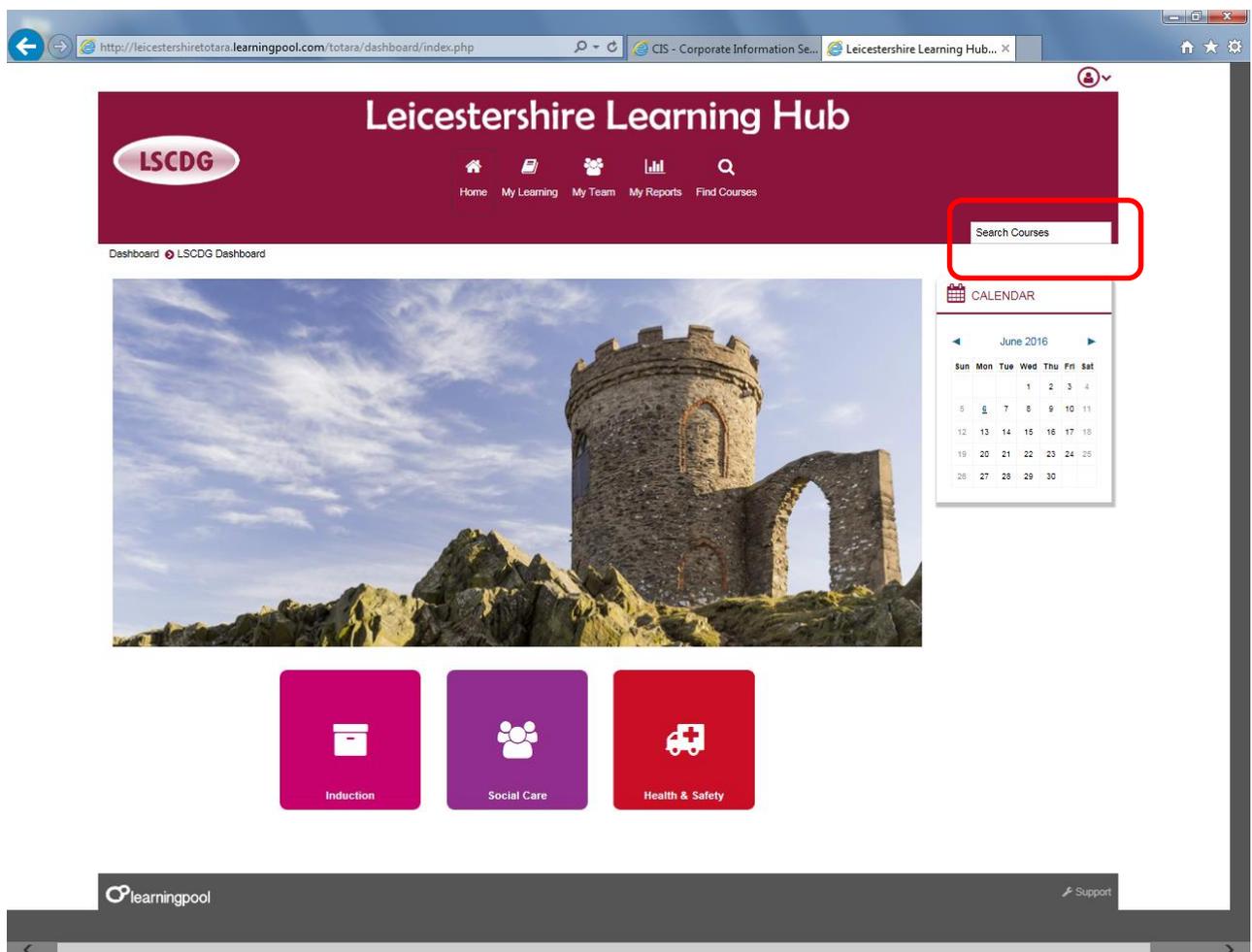
You will see the complete learning record of the workers you manage as shown above – you can export this information in various formats including Excel and pdf.

Booking Staff Members onto a Course

The Hub is intended to be used as a self-service centre and the expectation is that all workers who are able to will book themselves on learning events.

However there are some members of workers who work for the Council who do not have an email address or access to the internet – these workers should be booked on to any learning event by their line manager.

To book a worker onto a course:

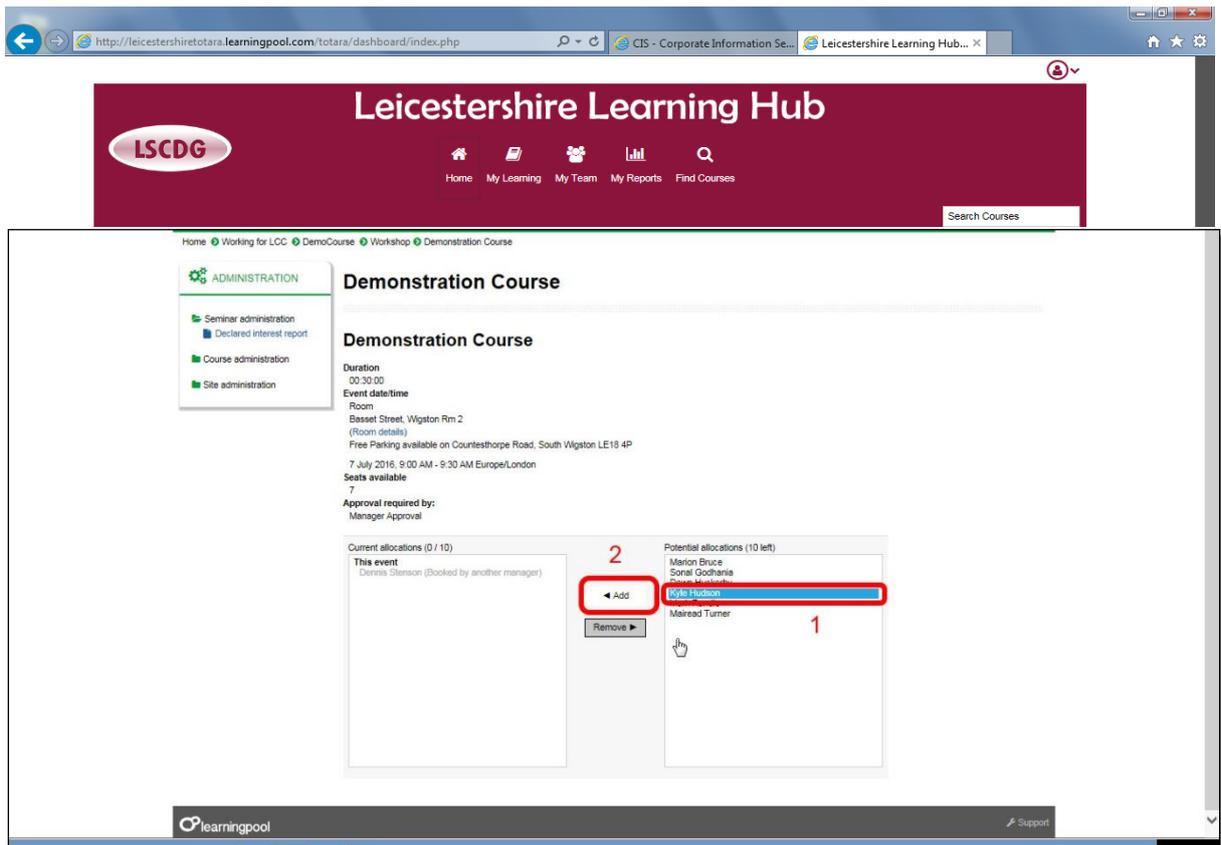


Search and enrol on the course in the usual manner.

The screenshot shows the Leicestershire Learning Hub interface. At the top, there is a navigation bar with the LSCDG logo and links for Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar. The main content area is titled 'Demonstration Course' and includes a 'Workshop' section. A table lists workshop sessions with columns for Date, Time and Time Zone, Room, Seats available, Status, and Options. The 'Options' column for the first session (7 July 2016) contains a link 'Allocate spaces for team (D10)' which is highlighted with a red box.

Date	Time and Time Zone	Room	Seats available	Status	Options
7 July 2016	9:00 AM - 9:30 AM Europe/London	Basset Street, Wigston Rm 2 Basset Street, Wigston (Room details)	7	Booking open	Allocate spaces for team (D10) Reserve spaces for team (D10) Sign-up
15 July 2016	11:30 AM - 12:30 PM Europe/London	County Hall Room 102 (ICT Training Room) County Hall, Glenfield (Room details)	9	Booking open	Allocate spaces for team (D10) Reserve spaces for team (D10)

Click the **Allocate spaces for team** link.



- 1: Select the worker you wish to book a place for.
- 2: Click the **Add** button.

The screenshot shows a web browser window with the URL <http://leicestershirelearningpool.com/totara/dashboard/index.php>. The page header features the Leicestershire Learning Hub logo and navigation links: Home, My Learning, My Team, My Reports, and Find Courses. A search bar is located in the top right corner.

The main content area displays the 'Demonstration Course' administration page. On the left, there is a sidebar menu under 'ADMINISTRATION' with options: Seminar administration, Declared interest report, and Course administration. The main content area includes the following details:

- Duration:** 00:30:00
- Event datetime:** Room
- Room:** Basset Street, Wigston Rm 2 (Room details)
- Free Parking available on Countesthorpe Road, South Wigston LE18 4P**
- 7 July 2016, 9:00 AM - 9:30 AM Europe/London**
- Seats available:** 6
- Approval required by:** Manager Approval

Below these details are two columns for course allocations:

- Current allocations (1 / 8):** This event, Kyle Hudson, Dennis Spenson (Self booked). Includes an 'Add' button and a 'Remove' button.
- Potential allocations (7 left):** Marion Bruce, Sarah Goddard, Dawn Huckerby, Mark Randle, Mairead Turner.

The place is now booked.

Removing a Worker from a Course

You can remove a worker from a course in the same way.

Go to the course you wish to remove them from.

The screenshot shows the Leicestershire Learning Hub interface. At the top, there is a navigation bar with the LSCDG logo and links for Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar. The main content area displays the 'Demonstration Course' page. On the left, there is a 'COURSE COMPLETION STATUS' sidebar. The main content includes course details like duration (30 mins) and audience (All staff). Below this is a 'Workshop' section with a table of sessions. The table has columns for Date, Time and Time Zone, Room, Seats available, Status, and Options. A red box highlights the 'Allocate spaces for team (D10)' link in the 'Options' column for the first session on 7 July 2016.

Date	Time and Time Zone	Room	Seats available	Status	Options
7 July 2016	9:00 AM - 9:30 AM Europe/London	Basset Street, Wigston Rm 2 Basset Street, Wigston (Room details)	7	Booking open	Allocate spaces for team (D10) Reserve spaces for team (D10) Sign-up
15 July 2016	11:30 AM - 12:30 PM Europe/London	County Hall Room 102 (ICT Training Room) County Hall, Glenfield	9	Booking open	Allocate spaces for team (D10) Reserve spaces for team (D10)

Click on the **Allocate places for team** link.

The screenshot shows the Leicestershire Learning Hub interface. At the top, there is a navigation bar with the LSCDG logo and menu items: Home, My Learning, My Team, My Reports, and Find Courses. Below this is a search bar labeled 'Search Courses'. The main content area is titled 'Demonstration Course' and includes a sidebar with 'ADMINISTRATION' options: Seminar administration, Declared interest report, and Course administration. The course details are as follows:

- Duration: 00:30:00
- Event date/time: 7 July 2016, 9:00 AM - 9:30 AM Europe/London
- Room: Besset Street, Wigston Rm 2 (Room details)
- Free Parking available on Countesthorpe Road, South Wigston LE18 4P
- Seats available: 6
- Approval required by: Manager Approval

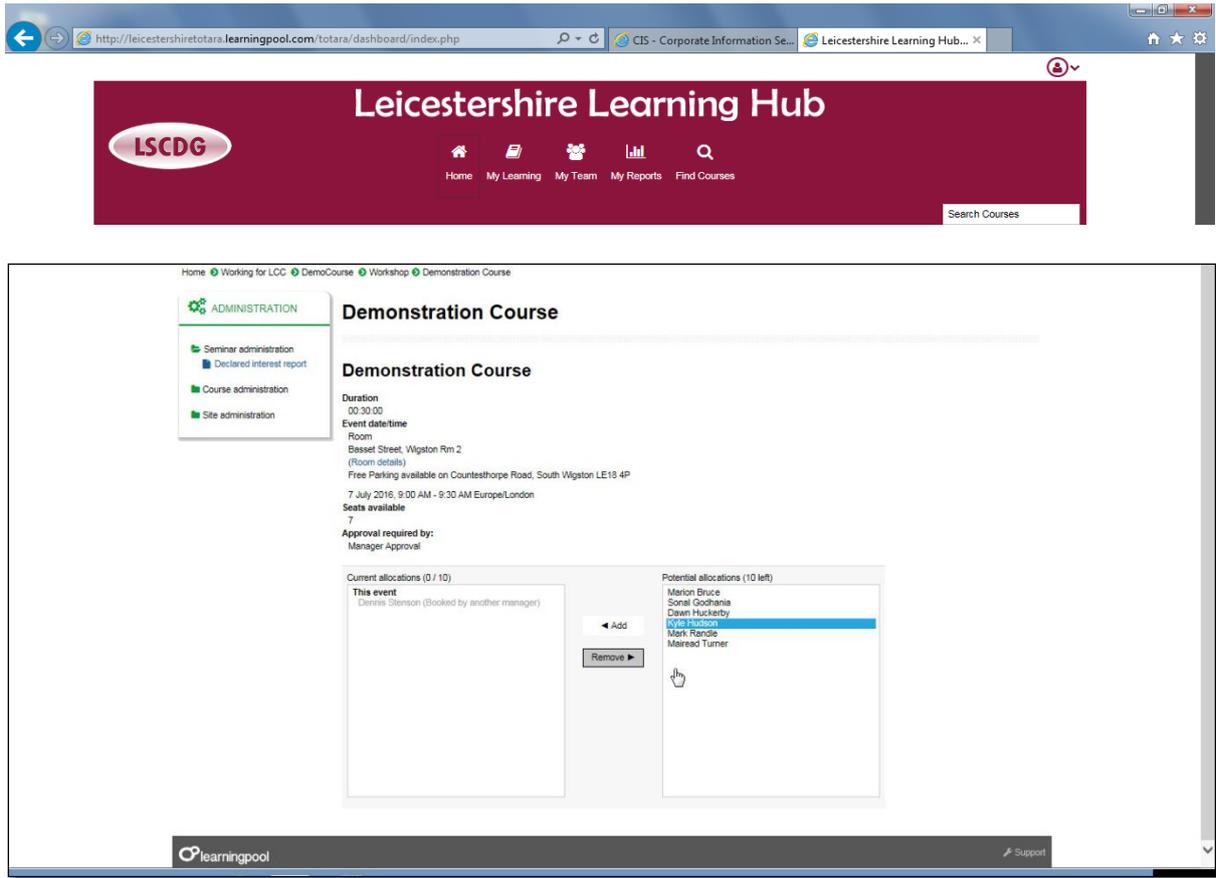
Below the details, there are two columns for allocations:

- Current allocations (1 / 6):** This event (Kylie Hudson, Dennis Stenson (Self booked)).
- Potential allocations (7 left):** Marion Bruce, Sonal Godhania, Dawn Huckerby, Mark Randle, Mareed Turner.

Buttons for 'Add' and 'Remove' are located between the two columns.

1: Select on the name of the worker you wish to remove.

2: Click the **Remove** button.



The worker is removed from the course.

Reserving Places for Workers

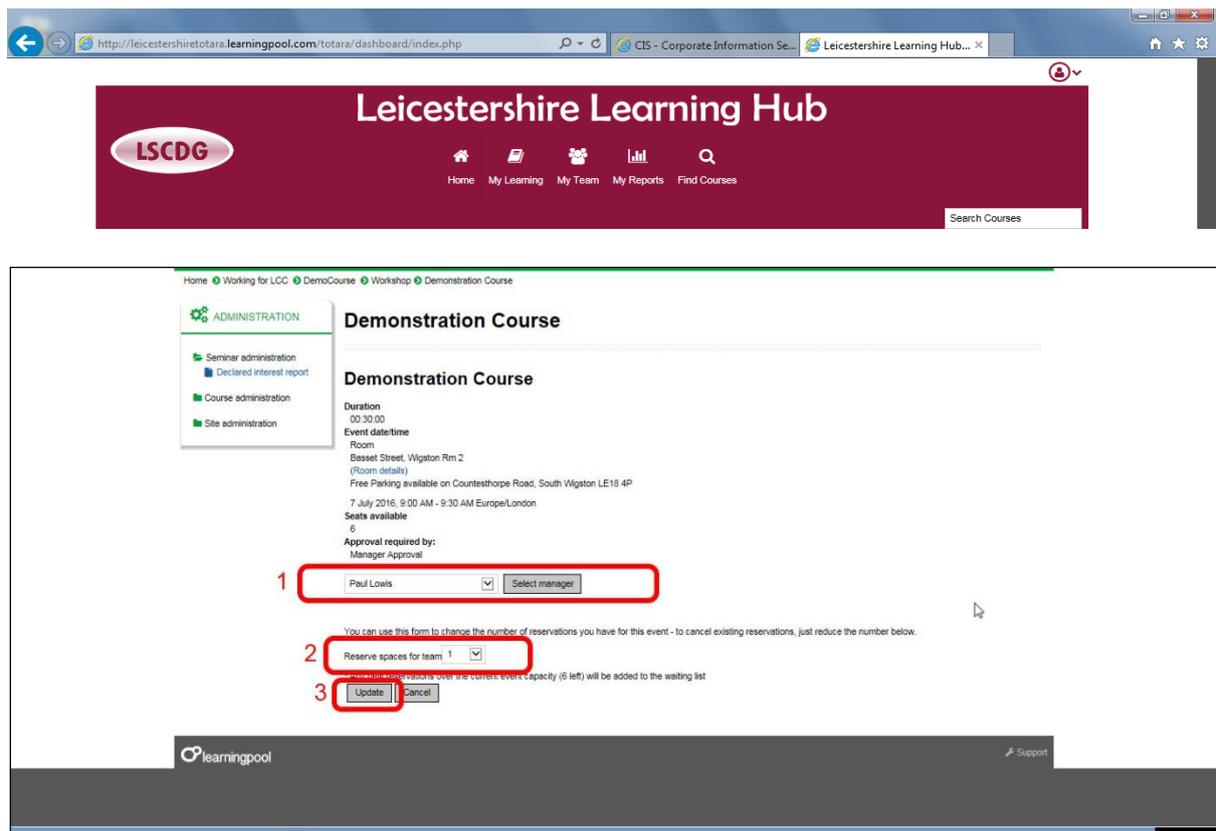
The Hub allows managers to reserve spaces on a learning event for workers whom they manage. The place will only be reserved for **2 days**, this should give you the opportunity to discuss with your team or individuals and confirm the need for a place.

Search and enrol on the course in the usual manner.

The screenshot shows the Leicestershire Learning Hub interface. The main header is maroon with the LSCDG logo and navigation links: Home, My Learning, My Team, My Reports, Find Courses. Below the header is a search bar. The main content area is titled 'Demonstration Course' and includes a sidebar for 'ADMINISTRATION' with links to Seminar administration, Declared interest report, Course administration, and Site administration. The main content area is titled 'All events in Demonstration Course' and includes a description: 'This course is designed as a demonstration course for the Leicestershire Learning Hub'. Below this is a section for 'Upcoming events' with a table of events. The first event is on 7 July 2016, from 9:00 AM to 9:30 AM, in Room 2 at Basset Street, Wigston. The 'Options' column for this event contains a link 'Reserve spaces for team (D9)' which is highlighted with a red box.

Duration	Date	Time and Time Zone	Room	Seats available	Status	Signup period	Options
00:30:00	7 July 2016	9:00 AM - 9:30 AM Europe/London	Basset Street, Wigston Rm 2 Basset Street, Wigston (Room details)	6	Booking open	25 May 2016 8:00 AM Europe/London to 6 July 2016 8:00 AM Europe/London	Allocate spaces for team (D9) Reserve spaces for team (D9) Sign-up
00:30:00	15 July 2016	11:30 AM - 12:30 PM Europe/London	County Hall Room 102 (ICT Training Room) County Hall, Glenfield (Room details)	9	Booking open	25 May 2016 8:00 AM Europe/London to 14 July 2016 8:00 AM Europe/London	Allocate spaces for team (D9) Reserve spaces for team (D9) Sign-up
00:30:00	26 July 2016	2:30 PM - 3:30 PM Europe/London	County Hall Room 101 County Hall, Glenfield (Room details)	9	Booking open	25 May 2016 8:00 AM Europe/London to 25 July 2016 8:00 AM Europe/London	Allocate spaces for team (D9) Reserve spaces for team (D9) Sign-up

Click the **Reserve spaces for team** link.



1: This is the approver – ensure that this is your name in this box.

2: Select the number of spaces you wish to reserve.

3: Click the **Update** button to confirm.

The screenshot shows the Leicestershire Learning Hub interface. At the top is a dark red header with the LSCDG logo and navigation links: Home, My Learning, My Team, My Reports, and Find Courses. Below the header is a search bar. The main content area is titled 'Demonstration Course' and includes a sidebar menu with options like 'Seminar administration', 'Declared interest report', 'Course administration', and 'Site administration'. The course details section shows a duration of 00:30:00, an event date/time of 15 July 2016, 11:30 AM - 12:30 PM Europe/London, and 9 seats available. A reservation form is present with a dropdown menu set to 'Paul Lewis' and a 'Select manager' button. Below the form, there is a section for 'Bookings in other events' which contains a table with one row: '7 July 2016, 9:00 AM - 9:30 AM Europe/London' with '1 reservation(s)'. This table is highlighted with a red box.

Confirmation of your reservation.

The screenshot shows the Leicestershire Learning Hub interface. The header includes the LSCDG logo and navigation links: Home, My Learning, My Team, My Reports, and Find Courses. A search bar is located on the right. The main content area is titled 'Demonstration Course' and includes an 'ADMINISTRATION' sidebar with options like Seminar administration, Declared interest report, Course administration, and Site administration. Below this, there is a section for 'All events in Demonstration Course' with a sub-section for 'Upcoming events'. A table lists three events with columns for Duration, Date, Time and Time Zone, Room, Seats available, Status, Signup period, and Options.

Duration	Date	Time and Time Zone	Room	Seats available	Status	Signup period	Options
00:30:00	7 July 2016	9:00 AM - 9:30 AM Europe/London	Basset Street, Wigston Rm 2 Basset Street, Wigston (Room details)	6	Booking open	25 May 2016 8:00 AM Europe/London to 6 July 2016 8:00 AM Europe/London	Allocate spaces for team (0/6) Reserve spaces for team (1/6) Sign-up
00:30:00	15 July 2016	11:30 AM - 12:30 PM Europe/London	County Hall Room 102 (ICT Training Room) County Hall, Glenfield (Room details)	7	Booking open	25 May 2016 8:00 AM Europe/London to 14 July 2016 8:00 AM Europe/London	Allocate spaces for team (0/7) Reserve spaces for team (2/7) Sign-up
00:30:00	26 July 2016	2:30 PM - 3:30 PM Europe/London	County Hall Room 101 County Hall, Glenfield (Room details)	9	Booking open	25 May 2016 8:00 AM Europe/London to 25 July 2016 8:00 AM Europe/London	Allocate spaces for team (0/7) Reserve spaces for team (0/7) Sign-up

The number of reservations you can now make has reduced.

Accessing Help

If you are having problems with the Hub there are two ways to access:

Learning Pool

For problems with lost passwords, unable to log on

Call 0845 074 4114 or email support@learningpool.com

There is a forgotten password facility on the log-in page, please remember that this will only work if you have an email address or you have added your personal email address to your account.

Leicestershire Social Care Development Group (LSCDG)

For problems concerning courses, setting up new users:

Email: lscdg@leics.gov.uk

Tel: 0116 305 7438 or 0116 305 7363

www.lscdg.org