Learning Zone Guide: How to Complete Training (MHA Colleagues & Volunteers)

This guide provides instructions on how to complete different types of training from within the Learning Zone system. This guide is relevant for both MHA colleagues and volunteers.

This guide will cover the following areas.
1. Completing compliance e-learning/videos
2. Finding and completing non-compliance e-learning/videos
3. Completing compliance face to face / webinars
4. Completing non-compliance face to face / webinars
5. Courses that cannot be booked by colleagues.
6. Unenroll from a course that you self-enrolled on
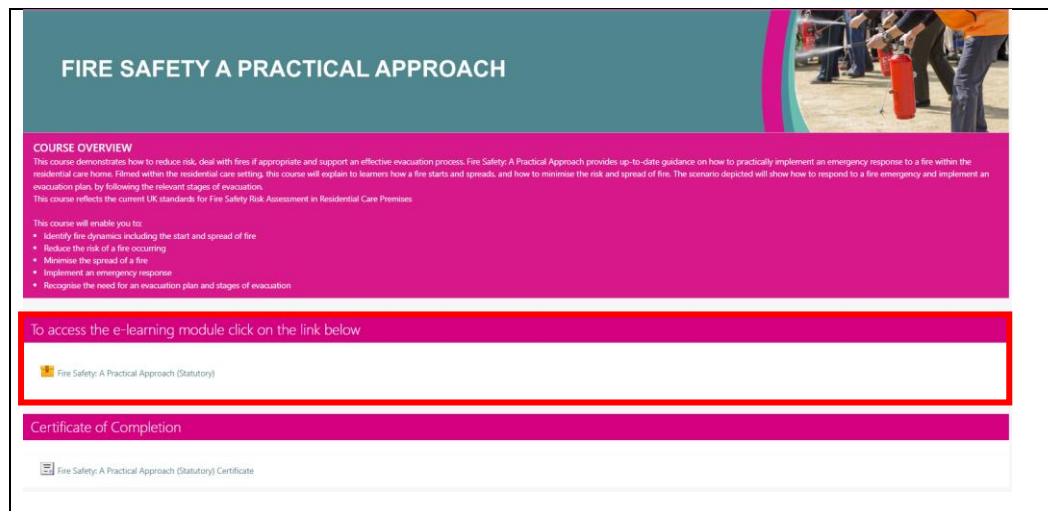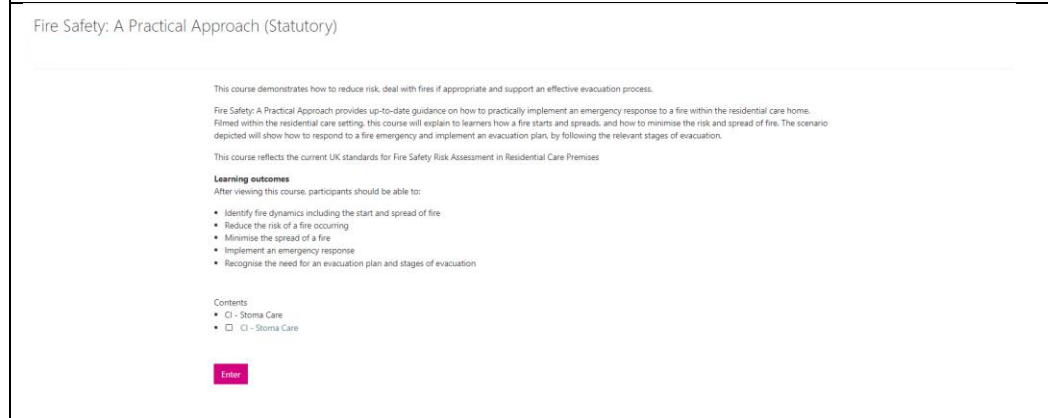
1. Completing compliance e-learning/videos

1. For all colleagues and volunteers any compliance training will be automatically assigned to you based on any job roles that you hold according to MyMHA (iTrent) for MHA colleagues and for volunteers this will be advised by the Central Volunteering Team

2. The Learning Zone system will automatically enrol you on these required courses as per the MHA Core Training Framework.

3. As your compliance courses start to become due for a refresh, they will start to appear in your **Active Learning** on your **Dashboard** screen

4. E-learning courses can be identified easily as it will say in the title of the course.
Example: Fire Safety: A Practical Approach (Statutory) [e-Learning]

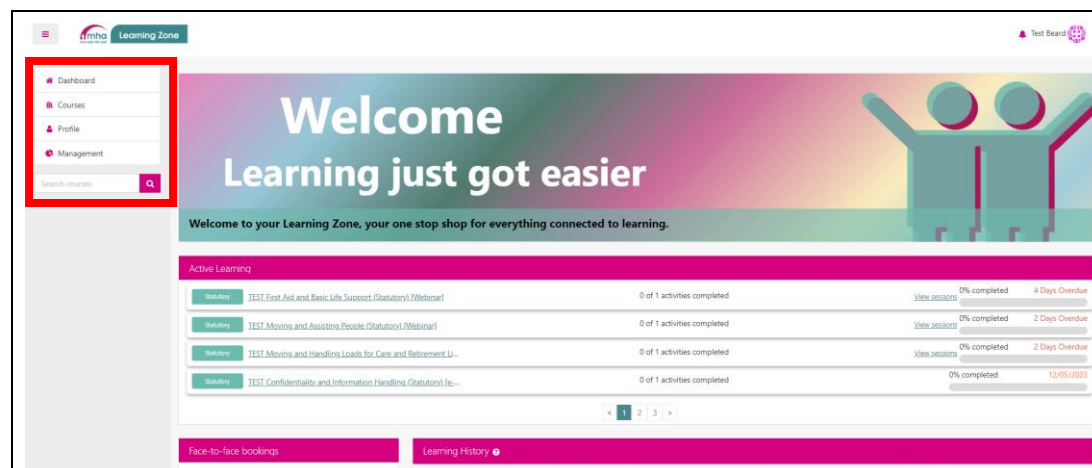|	
FIRE SAFETY A PRACTICAL APPROACH **COURSE OVERVIEW** This course demonstrates how to reduce risk, deal with fires if appropriate and support an effective evacuation process. Fire Safety: A Practical Approach provides up-to-date guidance on how to practically implement an emergency response to a fire within the residential care home. Filmed within the residential care setting, this course will explain to learners how a fire starts and spreads, and how to minimise the risk and spread of fire. The scenario depicted will show how to respond to a fire emergency and implement an evacuation plan, by following the relevant stages of evacuation. This course reflects the current UK standards for Fire Safety Risk Assessment in Residential Care Premises This course will enable you to: • Identify fire dynamics including the start and spread of fire • Reduce the risk of a fire occurring • Minimise the spread of a fire • Implement an emergency response • Recognise the need for an evacuation plan and stages of evacuation To access the e-learning module click on the link below Fire Safety: A Practical Approach (Statutory) Certificate of Completion Fire Safety: A Practical Approach (Statutory) Certificate	5. To complete an e-learning courses that is due or overdue and is showing in your **Active Learning** click on the title of the course. 6. This will take you straight into the course screen. 7. Once in this screen click on the e-learning module shown in the section called **'To access the e-learning module click on the link below'**
Fire Safety: A Practical Approach (Statutory) This course demonstrates how to reduce risk, deal with fires if appropriate and support an effective evacuation process. Fire Safety: A Practical Approach provides up-to-date guidance on how to practically implement an emergency response to a fire within the residential care home. Filmed within the residential care setting, this course will explain to learners how a fire starts and spreads, and how to minimise the risk and spread of fire. The scenario depicted will show how to respond to a fire emergency and implement an evacuation plan, by following the relevant stages of evacuation. This course reflects the current UK standards for Fire Safety Risk Assessment in Residential Care Premises **Learning outcomes** After viewing this course, participants should be able to: • Identify fire dynamics including the start and spread of fire • Reduce the risk of a fire occurring • Minimise the spread of a fire • Implement an emergency response • Recognise the need for an evacuation plan and stages of evacuation Contents • CI - Stoma Care • ☐ CI - Stoma Care Enter	8. The following screen will be displayed which will provide an overview of the courses that you are about to complete. 9. Click **Enter** to continue. 10. The e-learning module will then start, and you can complete the course.

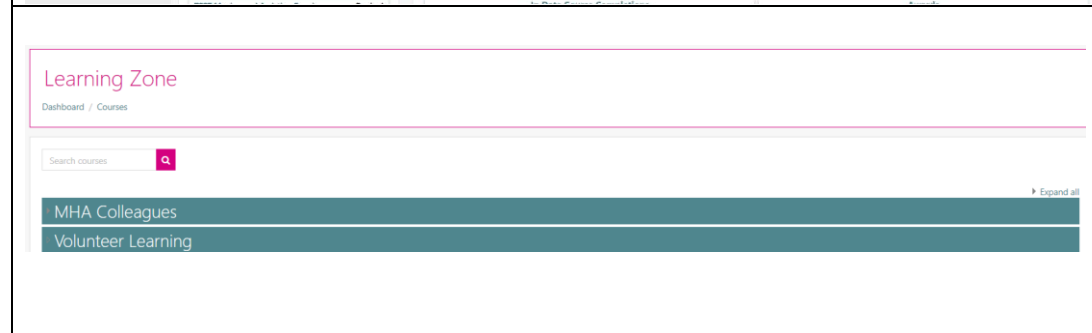|	
	11. Once completed and any relevant tests passed the module will show as **Done** in the course screen underneath the e-learning module link
	12. To receive your Certificate, click on the link under the **Certificate Completion** section

Summary of previously received certificates **Issued** Friday, 12 May 2023, 7:51 am Click the button below to open your certificate in a new browser window. [Get your certificate] ◄ Fire Safety: A Practical Approach (Statutory) [Jump to... ▼]	13. On the screen displayed click **Get Certificate** 14. Your certificate will then be displayed on screen in a pdf format. You can save and print it at this point although it can be accessed later (see points 17 and 18 below)
Active Learning [Statutory] TEST Fire Safety and Emergency Response (Statutory) [Webinar] 0% completed 9 Days Overdue [Statutory] Fire Safety: A Practical Approach (Statutory) [e-Learning] 100% completed [Regulatory] TEST Safeguarding Adults at Risk (Regulatory) [e-Learning] 0% completed 5 Days Overdue [MHA Mandatory] TEST Reducing Distressed Behaviours Level 1 (MHA Mandatory) [Webinar] 0% completed 9 Days Overdue < 1 2 3 >	15. The module will also show in your **Active Learning** screen as complete with the completion bar fully shaded in 16. This will remain visible for up to 24 hours when it will then disappear.
Learning History ❓ **In Date Course Completions** **Awards** 331 of 338 completed 79 Compliance Courses 2 Certificates View your completed courses	17. A record of your completion will be shown in your **Learning History** under both the **In Date Course Completions** and your **Compliance Courses** 18. Your certificate will also be able to be viewed, saved and printed from within the **Certificates** section

![MHA Learning Zone logo]

2. Finding and completing non-compliance e-learning/videos

Using the Courses screen to browse and find courses
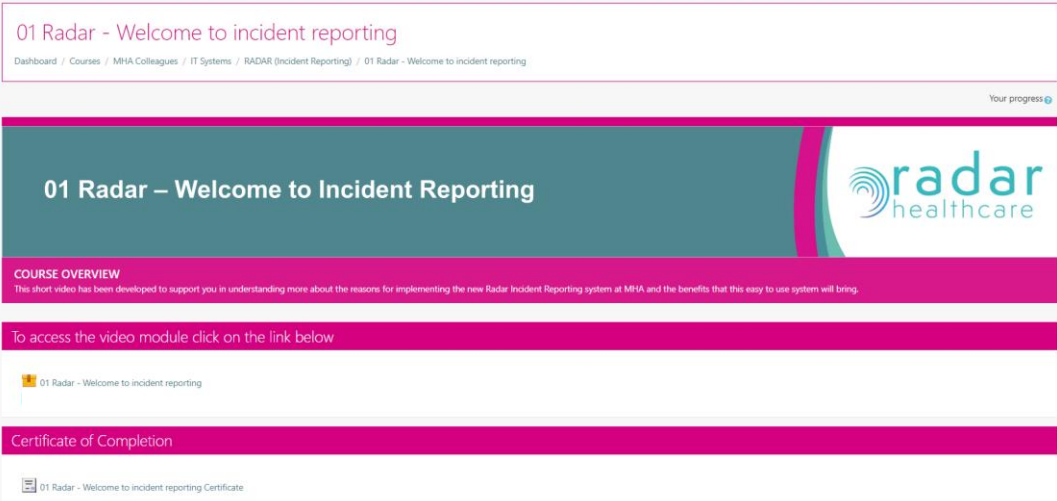

	1. From your **Dashboard** screen click **Courses** in the menu on the left-hand side of the screen to access the course catalogue
	2. In the **Courses** screen you will have 2 options • MHA Colleagues • Volunteers 3. If you are an MHA Colleague, you will be able to access all courses

	contained under the MHA Colleagues section by clicking on it
	4. If you are an MHA Volunteer, you will be able to access all courses contained under the Volunteers section
	5. You will not see any courses under the section that is not relevant for you
MHA Colleagues Dashboard / Courses / MHA Colleagues Course categories: MHA Colleagues Search courses ▶ Expand all Compliance Courses IT Systems Personal Development Leadership and Management (Leading the Way) Dementia Learning Clinical / Care Development Care Certificate Health and Safety - Non Compliance Qualifications & Apprenticeships Lunch and Learns Team Building Events Other Learning	6. For both groups as you start to click on the different sections it reveals more options, it essentially works as an interactive contents page in a book.

7. The further you click through the more options you will see until you start to see the actual course links which are the ones in the smallest text with a white background.

8. You will see in the name of the course how the course will be provided i.e. video, e-learning etc…

9. For courses other than compliance courses you will find that you have not been enrolled on the course.

10. To complete a course, you must first enrol. This does not complete the course or commit you to complete it. It just records your intention to want to review the course in more detail.

11. Click **Enrol me**

	Please note: For some courses you will not be able to enrol on them see section 5 of this document
	12. Once enrolled you will be taken to the course screen. 13. For each course you will see a short course overview and some further information about what is covered in the top banner below the image and name of the course.

01 Radar - Welcome to incident reporting Dashboard / Courses / MHA Colleagues / IT Systems / RADAR (Incident Reporting) / 01 Radar – Welcome to incident reporting Your progress ⓘ **01 Radar – Welcome to Incident Reporting** ⟲ radar healthcare **COURSE OVERVIEW** This short video has been developed to support you in understanding more about the reasons for implementing the new Radar Incident Reporting system at MHA and the benefits that this easy to use system will bring. To access the video module click on the link below 📙 01 Radar - Welcome to incident reporting Certificate of Completion 🗒 01 Radar - Welcome to incident reporting Certificate	14. Once in this screen click on the e-learning module shown in the section called **'To access the e-learning module click on the link below'**

|	
01 Radar - Welcome to incident reporting Dashboard / Courses / MHA Colleagues / IT Systems / RADAR (Incident Reporting) / 01 Radar - Welcome to incident reporting / To access the video module click on the link below / 01 Radar - 01 Radar - Welcome to incident reporting Contents • Radar - 01 Welcome to incident reporting • ☐ Radar - 01 Welcome to incident reporting [Enter] Jump to... ⬍	15. The following screen will be displayed which may provide an overview of the course that you are about to complete 16. Click **Enter** to continue 17. The e-learning module will then start and you can complete the course.

01 Radar - Welcome to incident reporting Dashboard / Courses / MHA Colleagues / IT Systems / RADAR (Incident Reporting) / 01 Radar - Welcome to incident reporting Your progress **01 Radar – Welcome to Incident Reporting** **COURSE OVERVIEW** This short video has been developed to support you in understanding more about the reasons for implementing the new Radar Incident Reporting system at MHA and the benefits that this easy to use system will bring. **To access the video module click on the link below** 01 Radar - Welcome to incident reporting **Done:** Pass the activity **Certificate of Completion** 01 Radar - Welcome to incident reporting Certificate	18. Once completed and any relevant tests passed the module will show as **Done** in the course screen underneath the e-learning module link
FIRE SAFETY A PRACTICAL APPROACH **COURSE OVERVIEW** This course demonstrates how to reduce risk, deal with fires if appropriate and support an effective evacuation process. Fire Safety: A Practical Approach provides up-to-date guidance on how to practically implement an emergency response to a fire within the residential care home. Filmed within the residential care setting, this course will explain to learners how a fire starts and spreads, and how to minimise the risk and spread of fire. The scenario depicted will show how to respond to a fire emergency and implement an evacuation plan, by following the relevant stages of evacuation. This course reflects the current UK standards for Fire Safety Risk Assessment in Residential Care Premises This course will enable you to: • Identify fire dynamics including the start and spread of fire • Reduce the risk of a fire occurring • Minimise the spread of a fire • Implement an emergency response • Recognise the need for an evacuation plan and stages of evacuation **To access the e-learning module click on the link below** Fire Safety: A Practical Approach (Statutory) **Done:** Pass the activity **Certificate of Completion** Fire Safety: A Practical Approach (Statutory) Certificate	19. To receive your certificate click on the link under the **Certificate Completion** section

Summary of previously received certificates **Issued** Friday, 12 May 2023, 7:51 am Click the button below to open your certificate in a new browser window. Get your certificate ◄ Fire Safety: A Practical Approach (Statutory) Jump to... ⇕	20. On the screen displayed click **Get Certificate** 21. Your certificate will then be displayed on screen in a pdf format. You can save and print it at this point although it can be accessed later (see points 24 and 25 below)
Active Learning Statutory TEST Fire Safety and Emergency Response (Statutory) [Webinar] 0% completed 9 Days Overdue Statutory Fire Safety: A Practical Approach (Statutory) [e-Learning] 100% completed Regulatory TEST Safeguarding Adults at Risk (Regulatory) [e-Learning] 0% completed 5 Days Overdue MHA Mandatory TEST Reducing Distressed Behaviours Level 1 (MHA Mandatory) [Webinar] 0% completed 9 Days Overdue < 1 **2** 3 >	22. The module will also show in your **Active Learning** screen as complete with the completion bar fully shaded in 23. This will remain visible for up to 24 hours when it will then disappear.
Learning History ❓ **In Date Course Completions** **Awards** 331 of 338 completed 79 Compliance Courses 2 Certificates View your completed courses	24. A record of your completion will be shown in your **Learning History** under both the **In Date Course Completions** and your **Compliance Courses**

	25. Your certificate will also be able to be viewed, saved and printed from within the **Certificates** section

	1. Alternatively, if you know the name, partial name or even subject relating to the course that you would like to complete then any **Search** field throughout the different screens of the Learning Zone can be used.
	2. Type in what you are looking for a click the adjacent magnifying glass icon.

3. A list of relevant options will be displayed,
4. Click the one you want to review in more detail or complete and you will be taken to the course screen

3. Completing compliance face to face / webinars

IMPORTANT: All non-management colleagues in Care Homes and Retirement Living schemes will not be required to book themselves onto sessions of face to face or webinar courses. This will be undertaken by a designated role within your home or scheme (i.e. Care Team Leader, Admin Manager etc..) as it always has been. This person will inform you of any sessions you are booked on and you will also see them in your Face-to-Face Bookings section on your Learning Zone Dashboard.

1. For all colleagues and volunteers any compliance training will be automatically assigned to you based on any job roles that you hold according to MyMHA (iTrent) for MHA colleagues and for volunteers this will be advised by the Central Volunteering Team
2. The Learning Zone system will automatically enrol you on these required courses as per the MHA Core Training Framework.

3. As your compliance courses start to become due for a refresh, they will start to appear in your **Active Learning** on your **Dashboard** screen

4. Face to face and webinar courses can be identified easily as it will say in the title of the course.
Example: Fire Safety and Emergency Response (Statutory) [Webinar]

Fire Safety and Emergency Response

COURSE OVERVIEW
This course will enable you to:
• Understand MHA's fire policies and procedures
• Describe how fires start and spread with buildings
• Be aware of general fire safety precautions relevant to the care setting
• Effectively manage fire safety within the care setting
• Describe how fire extinguishers operate
• Understand the role of the responsible person during an evacuation and be able to effectively manage this process
• Be familiar with personal emergency egress plans, different evacuation strategies, use of evacuation mattresses and investigation procedures and calculation of compartment evacuation timings

To book a place on this course click on the link below

TEST Fire Safety and Emergency Response (Statutory)

Sign-up for an available upcoming session
11 July 2023 9:00 am - 12:00 pm
11 July 2023 2:00 pm - 5:00 pm
22 August 2023 9:00 am - 12:00 pm
22 August 2023 2:00 pm - 5:00 pm
View all sessions
To do: Fully attend the activity

Certificate of Completion

5. To book yourself onto a face to face or webinar course that is due or overdue and is showing in your **Active Learning** click on the title of the course.

6. This will take you straight into the course screen.

7. Once in this screen you will see a limited list of dates of sessions that are available to book onto.

8. To see all the sessions available click **View all Sessions**

All sessions in TEST Fire Safety and Emergency Response (Statutory)

To do: Fully attend the activity

Upcoming sessions

Location	Venue	Room	Date	Time	Seats available	Status	Options
			11 July 2023	9:00 am - 12:00 pm	15	Booking open	Sign-up
			11 July 2023	2:00 pm - 5:00 pm	15	Booking open	Sign-up
			22 August 2023	9:00 am - 12:00 pm	15	Booking open	Sign-up
			22 August 2023	2:00 pm - 5:00 pm	15	Booking open	Sign-up

9. The following screen will be displayed which will display all the session dates and times available.

10. Location, Venue and Room will also be provided.

	11. Identify a session you can attend and click **Sign Up** in the black box adjacent to the relevant session

12. The following screen will be displayed that contains key information about the course you want to attend to include;

    a. Location / Venue / Room

b. Session Date /time

a. Seats available – this is how many places remain available to book for the session.

b. Duration of the session

c. Normal Cost – this is a cost per place on the course and is NOT a cost that you will be charged but is included to provide an insight into the level of investment that MHA makes in developing out people.

d. Instructions – these are instructions that you may need to be aware of for the course. If the course is being delivered by Webinar you will also see the link for the webinar. You MUST not click this until you are ready to join the session. This information is available in a number of other places to included joining instruction emails that will be sent to you upon signing up and also from your Learning Zone Dashboard screen in the Face-to-Face booking section.

13. You will note at the bottom of the screen your managers and your email will all be added already. Please do check to ensure these are correct and email peopledevelopment@mha.org.uk if not. These details are added here to enable the system to send you and your manager any relevant emails about this course booking.

14. To finalise the booking on the session click **Sign-up.**

15. Once **Sign-Up** is clicked the system may take a few short moments to process your booking and create all the joining instruction emails to send out.

Your booking has been completed.

You and your manager should immediately receive a confirmation email.

All sessions in TEST Fire Safety and Emergency Response (Statutory)

To do: Fully attend the activity

Upcoming sessions

Location	Venue	Room	Date	Time	Seats available	Status	Options
			11 July 2023	9:00 am - 12:00 pm	14	Booked	More info Cancel booking
			11 July 2023	2:00 pm - 5:00 pm	15	Booking open	none
			22 August 2023	9:00 am - 12:00 pm	15	Booking open	none
			22 August 2023	2:00 pm - 5:00 pm	15	Booking open	none
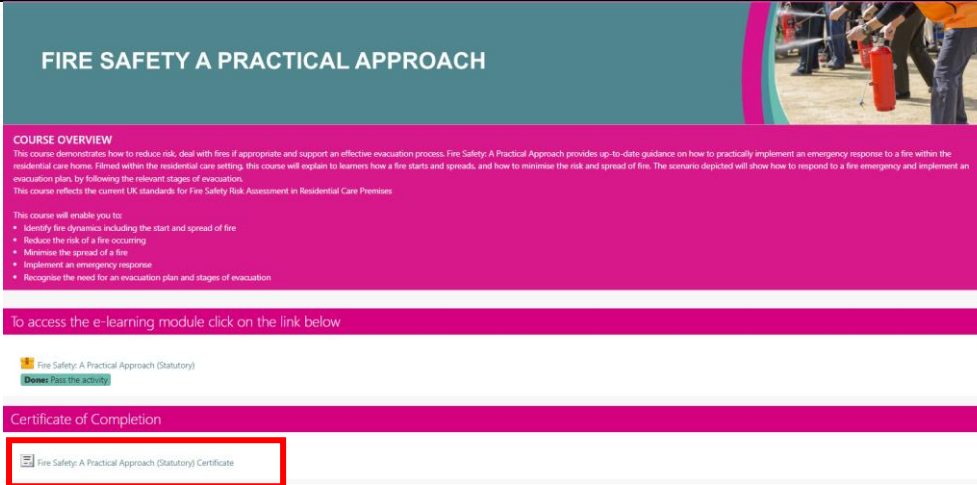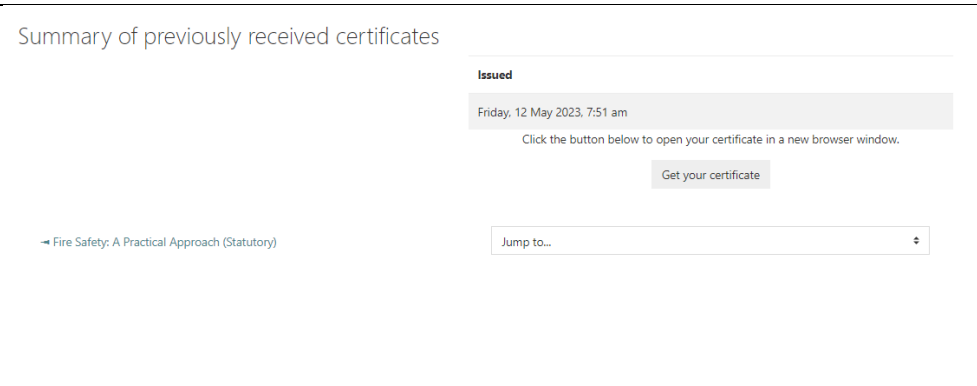
16. You will then see the booking screen displayed with confirmation at the top of the screen that your booking has been made.

17. You will also see that the session you are booked on is highlighted in mint green.

18. You and your manager will also receive a number of emails about your booking

19. Once you have attended your session at the scheduled date and time the trainer for the session will take mark you as attended, and the session will show as completed in your training record and in your **Active Learning** section on your **Dashboard** for up to 24 hours.

20. If you fail to attend a session that you are booked on you will be marked as **Did not attend** and your manager will receive an email to advise them that you did not attend.

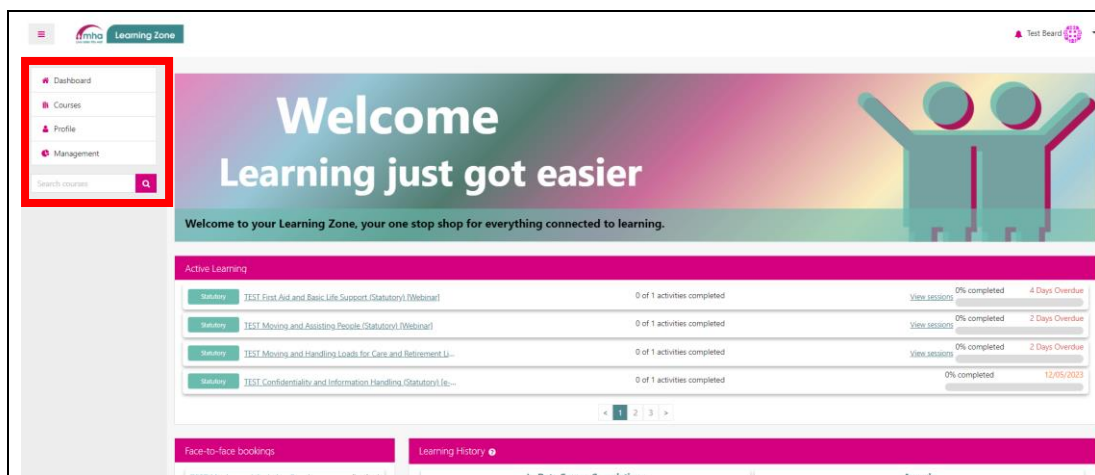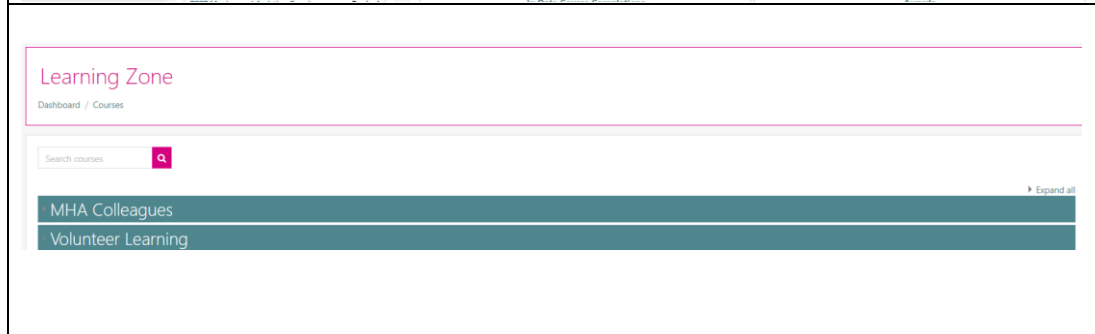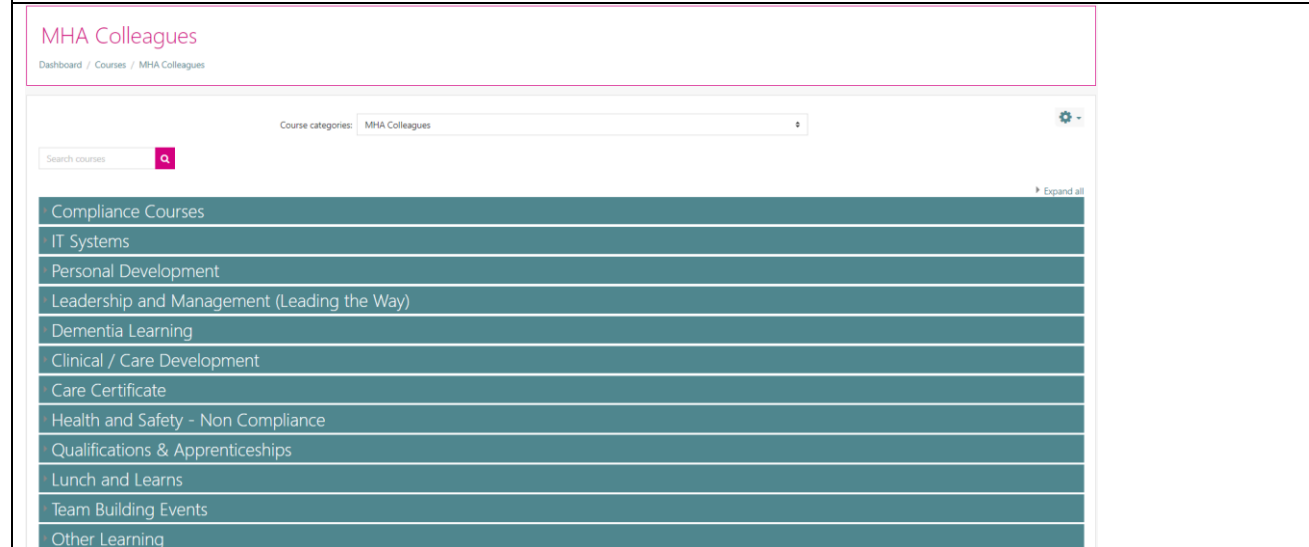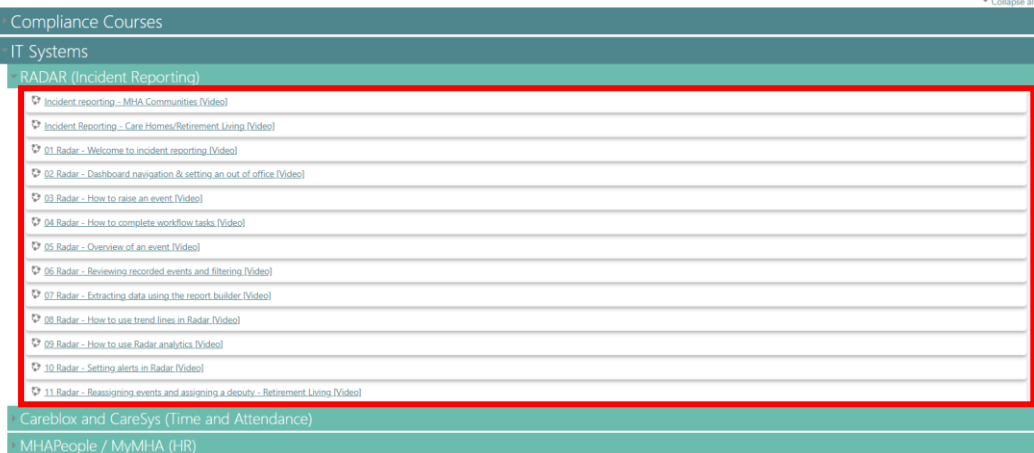|	
FIRE SAFETY A PRACTICAL APPROACH **COURSE OVERVIEW** This course demonstrates how to reduce risk, deal with fires if appropriate and support an effective evacuation process. Fire Safety: A Practical Approach provides up-to-date guidance on how to practically implement an emergency response to a fire within the residential care home. Filmed within the residential care setting, this course will explain to learners how a fire starts and spreads, and how to minimise the risk and spread of fire. The scenario depicted will show how to respond to a fire emergency and implement an evacuation plan, by following the relevant stages of evacuation. This course reflects the current UK standards for Fire Safety Risk Assessment in Residential Care Premises This course will enable you to: • Identify fire dynamics including the start and spread of fire • Reduce the risk of a fire occurring • Minimise the spread of a fire • Implement an emergency response • Recognise the need for an evacuation plan and stages of evacuation To access the e-learning module click on the link below Fire Safety: A Practical Approach (Statutory) **Done:** Pass the activity Certificate of Completion Fire Safety: A Practical Approach (Statutory) Certificate	21. Once you have attended you will then be able to receive your certificate 22. To do this access the course screen for the course you attended and click on the link under the **Certificate Completion** section.
Summary of previously received certificates **Issued** Friday, 12 May 2023, 7:51 am Click the button below to open your certificate in a new browser window. Get your certificate ◄ Fire Safety: A Practical Approach (Statutory) Jump to... ▼	23. On the screen displayed click **Get Certificate** 24. Your certificate will then be displayed on screen in a pdf format. You can save and print it at this point although it can be accessed later (see points 25 and 26 below)

In Date Course Completions

331 of 338 completed

View your completed courses

Awards

79
Compliance Courses

2
Certificates

25. A record of your completion will be shown in your Learning History under both the **In Date Course Completions** and also your **Compliance Courses**

26. Your Certificate will also be able to be viewed, saved and printed from within the Certificates section

4. Finding and completing non-compliance e-learning/videos

Using the Courses screen to browse and find courses

	1. From your Dashboard screen click **Courses** in the menu on the left-hand side of the screen to access the course catalogue
	2. In the **Courses** screen you will have 2 options • MHA Colleagues • Volunteers 3. If you are an MHA Colleague you will be able to access all courses

	contained under the MHA Colleagues section by clicking on it
	4. If you are an MHA Volunteer, you will be able to access all courses contained under the Volunteers section
	5. You will not see any courses under the section that is not relevant for you
	6. As you start to click on the different sections it reveals more options, it essentially works as an interactive contents page in a book.

7. The further you click through the more options you will see until you start to see the actual course links which are the ones in the smallest text with a white background.

8. You will see in the name of the course how the course will be provided i.e. video, e-learning etc…

9. For courses other than compliance courses you will find that you have not been enrolled on the course.

10. To complete a course, you must first enrol. This does not complete the course or commit you it just records your intention to want to review the course in more detail.

11. Click **Enrol me**

	Please note: For some courses you will not be able to enrol on them see section 5 of this document
Fire Safety and Emergency Response **COURSE OVERVIEW** This course will enable you to: • Understand MHA's fire policies and procedures • Describe how fires start and spread with buildings • Be aware of general fire safety precautions relevant to the care setting • Effectively manage fire safety within the care setting • Describe how fire extinguishers operate • Understand the role of the responsible person during an evacuation and be able to effectively manage this process • Be familiar with personal emergency egress plans, different evacuation strategies, use of evacuation mattresses and investigation procedures and calculation of compartment evacuation timings To book a place on this course click on the link below TEST Fire Safety and Emergency Response (Statutory) Sign-up for an available upcoming session 11 July 2023 9:00 am - 12:00 pm 11 July 2023 2:00 pm - 5:00 pm 22 August 2023 9:00 am - 12:00 pm 22 August 2023 2:00 pm - 5:00 pm View all sessions To do: Fully attend the activity Certificate of Completion	12. Once enrolled you will be taken to the course screen. 13. For each course you will see a short course overview and some further information about what is covered in the top banner below the image and name of the course.

Fire Safety and Emergency Response

COURSE OVERVIEW

This course will enable you to:

- Understand MHA's fire policies and procedures
- Describe how fires start and spread with buildings
- Be aware of general fire safety precautions relevant to the care setting
- Effectively manage fire safety within the care setting
- Describe how fire extinguishers operate
- Understand the role of the responsible person during an evacuation and be able to effectively manage this process
- Be familiar with personal emergency egress plans, different evacuation strategies, use of evacuation mattresses and investigation procedures and calculation of compartment evacuation timings

To book a place on this course click on the link below

TEST Fire Safety and Emergency Response (Statutory)

Sign-up for an available upcoming session
11 July 2023 9:00 am - 12:00 pm
11 July 2023 2:00 pm - 5:00 pm
22 August 2023 9:00 am - 12:00 pm
22 August 2023 2:00 pm - 5:00 pm
View all sessions
To do: Fully attend the activity

Certificate of Completion

27. Once in this screen you will see a limited list of dates of sessions that are available to book onto.

28. To see all the sessions available **click View all Sessions**

All sessions in TEST Fire Safety and Emergency Response (Statutory)

To do: Fully attend the activity

Upcoming sessions

Location	Venue	Room	Date	Time	Seats available	Status	Options
			11 July 2023	9:00 am - 12:00 pm	15	Booking open	Sign-up
			11 July 2023	2:00 pm - 5:00 pm	15	Booking open	Sign-up
			22 August 2023	9:00 am - 12:00 pm	15	Booking open	Sign-up
			22 August 2023	2:00 pm - 5:00 pm	15	Booking open	Sign-up

29. The following screen will be displayed which will display all the session dates and times available.

30. Location, Venue and Room will also be provided.

31. Identify a session you can attend and click **Sign Up** in the black box adjacent to the relevant session

Sign-up for TEST Fire Safety and Emergency Response (Statutory)

Location	
Venue	
Room	
Session date/time	11 July 2023, 9:00 am – 11 July 2023, 12:00 pm
Seats available	15
Duration	3 hours
Normal cost	£19
Details	**Instructions**

It is very important that you find a quiet space where you won't be disturbed during your training session. Please be aware that it is MHA policy to only allow up to 3 colleagues to share one laptop or up to 6 colleagues to share a large screen/projector for webinar training sessions. All colleagues must make themselves known to the trainer.

Please join the training 15 minutes before the start time to register and check your device is working correctly.

If you have any issues regarding accessing the training on the day, please contact peopledevelopment@mha.org.uk at least 15 minutes prior to the start of the training. We will not be able to offer any support after the training has started.

Teams webinar link:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZDU4NjRlZWYtMzJiMy00MTc3LWExMGUtZWE3NWRhMWRjZTA2%40thread.v2/0?context=%7b%22Tid%22%3a%221edaad83-b2ef-483d-81f1-2c48682f40ec%22%2c%22Oid%22%3a%2222e14a88-1bdf-4a5d-93e9-6c125526cf2e%22%7d

Please confirm that this is your manager's email address:

Manager's email	❗	peopledevelopment@mha.org.uk
Notification Type	❗ ❓	Email Notification and iCalendar Appointment ⇕
Mobile phone		
Email address	❗	peopledevelopment@mha.org.uk

By providing your mobile phone and/or email address you give us permission to contact you via these methods for the purpose of course booking and attendance.

[Sign-up] [Cancel]

32. The following screen will be displayed that contains key information about the course you want to attend to include;

   c. Location / Venue / Room

   d. Session Date /time

   a. Seats available – this is how many places remain available to book for the session

   b. Duration of the session

c. Normal Cost – this is a cost per place on the course and is NOT a cost that you will be charged but is included to provide an insight into the level of investment that MHA makes in developing out people.

d. Instructions – these are instructions that you may need to be aware of for the course. If the course is being delivered by Webinar you will also see the link for the webinar. You MUST not click this until you are ready to join the session. This information is available in a number of other places to included joining instruction emails that will be sent to you upon signing up and also from your Learning Zone Dashboard screen in the Face-to-Face booking section

33. You will note at the bottom of the screen your managers and your email will all be added already. Please do check to ensure these are correct and email peopledevelopment@mha.org.uk if not. These details are added here to enable the system to send you and your manager any relevant emails about this course booking.

34. To finalise your booking on the session click **Sign-up.**

35. Once **Sign-Up** is clicked the system may take a few short moments to process your booking and create all the joining instruction emails to send out.

36. You will then see the booking screen displayed with confirmation at the top of the screen that your booking has been made.

37. You will also see that the session you are booked on is highlighted in mint green.

	38. You and your manager will also receive a number of emails about your booking
39. Once you have attended your session at the scheduled date and time the trainer for the session will take mark you as attended and the session will show as completed in your training record and in your **Active Learning** section on your **Dashboard** for up to 24 hours. 40. If you fail to attend a session that you are booked on you will be marked as **Did not attend** and your manager will receive an email to advise them that you did not attend.	
	41. Once you have attended you will then be able to receive your certificate 42. To do this access the course screen for the course you attended and click on the link under the **Certificate Completion** section

|	
Summary of previously received certificates **Issued** Friday, 12 May 2023, 7:51 am Click the button below to open your certificate in a new browser window. Get your certificate ◄ Fire Safety: A Practical Approach (Statutory) Jump to... ⬍	43. On the screen displayed click **Get Certificate** 44. Your certificate will then be displayed on screen in a pdf format. You can save and print it at this point although it can be accessed later (see points 45 and 46 below)
Learning History ❓ **In Date Course Completions** 331 of 338 completed View your completed courses **Awards** 79 Compliance Courses 2 Certificates	45. A record of your completion will be shown in your Learning History under both the **In Date Course Completions** and also your **Compliance Courses** 46. Your Certificate will also be able to be viewed, saved and printed from within the Certificates section

Using the Search function to browse and find courses
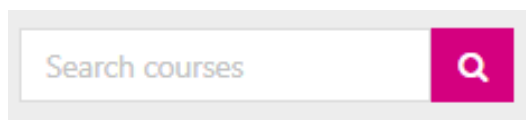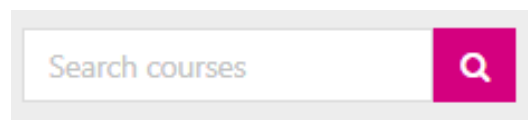
	1. Alternatively, if you know the name or partial name or even subject relating to the course that you would like to complete then any **Search** field throughout the different screens of the Learning Zone can be used.
Search courses 🔍	2. Type in what you are looking for a click the adjacent magnifying glass icon.

Learning Zone

Dashboard / Courses / Search / boots

boots 🔍

Search results: 24

- Boots TMAR (Topical Medicine Application Record) [e-Learning]
- Boots: Additional MARRs [e-Learning]
- Boots: Administering Insulin in a Care Setting [e-Learning]
- Boots: Anaphylaxis [e-Learning]
- Boots: Cancer Support Guides [e-Learning]
- Boots: Care of Medicines Advanced (Regulatory) [e-Learning]
- Boots: Care of Medicines Foundation (Regulatory) [e-Learning]
- Boots: Digoxin [e-Learning]
- Boots: EMAR (Electronic Medication Administration Record) [e-Learning]
- Boots: Falls in a Care Setting [e-Learning]
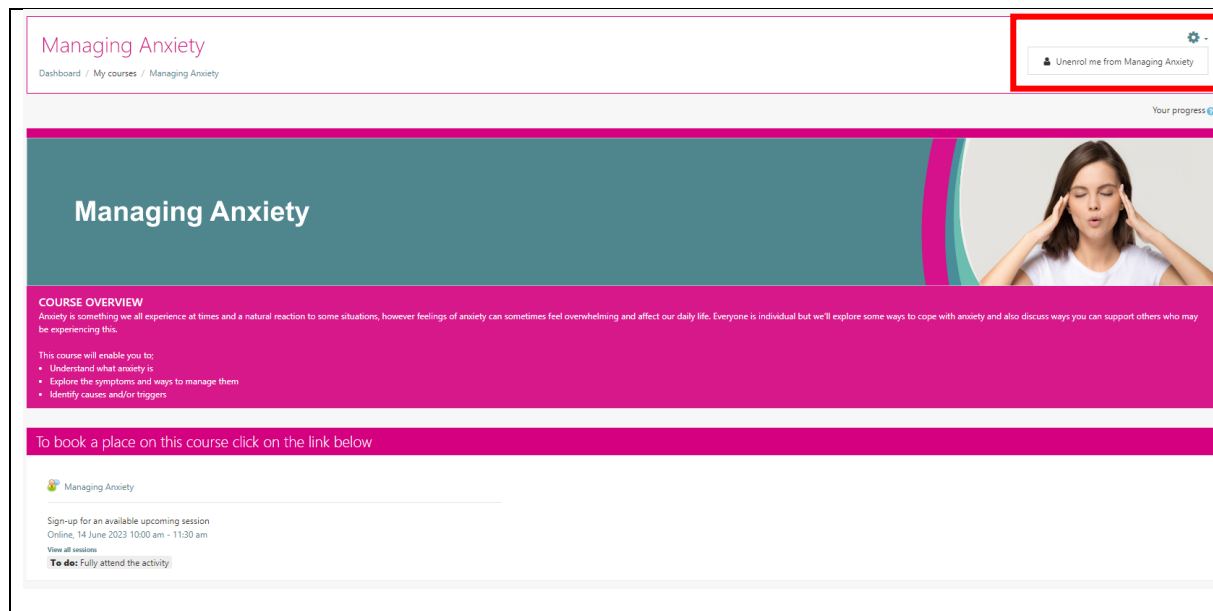- Boots: Hearing Care Learning [e-Learning]
- Boots: Heart Health Carer [e-Learning]

3. A list of relevant options will be displayed,
4. Click the one you want to review in more detail or complete and you will be taken to the course screen

5. Course that cannot be booked by colleagues

1. A small number of courses that are provided across MHA will be courses that you are unable to enrol or book onto.

2. The reasons for these types of courses are as follows;

   a. **Clinical courses** – these courses need to be requested by a manager and there are forms that are to be completed to enable People Development to book the correct course and deliver relevant content. These courses will be booked by People Development and anyone booked on will have been informed by their manager and will then receive joining instructions form the Learning Zone.

   b. Some **Leadership courses** such as Engaging Leadership programme – these courses are by invitation only to enable groups to have a mix of learners form across all MHA service types. You will receive emails form the Learning Zone as you are invited to attend a session and will have full instructions on what you need to do and what happens if you cannot make the session you are invited to attend.

   c. **Compliance courses** – all compliance courses are allocated by the Learning Zone based on the Core Training Framework and roles that each person is recorded as holding in MyMHA. Therefore, you are unable to self-enrol on any of these courses. If a course needs to be completed that is not normally relevant for your role due to you covering a shift your manager will need to email peopledevelopment@mha.org.uk so that this course can be allocated to you.

   d. **Course delivered locally** – some courses are delivered locally at your home or scheme. To record your attendance at these courses People Development will receive a register of attendance form your manager and will manually update your learning Zone training record to say the course has been fully attended.

6. Unenroll from a course that you self-enrolled on

1. If you enrol on a course and then decide that it is not for you then you can unenroll form the course to save it sitting in your **Active Learning**.

2. Access the course by clicking on the name of it from your **Active Learning** section.

3. Once in the course screen click on the cog icon in the top right of the screen.

4. Click on **Unenrol me from [coursename]**