

Learning Zone: Frequently Asked Questions

The following questions were raised in the Learning Zone Managers training.

We have our own train the trainer in the home for moving and assisting people / handling loads, do we still send a training completion form to peopledevelopment@mha.org.uk to update staffs records?

Yes, this will still be the case in the Learning Zone

Can all colleagues book their own places on face to face / webinar courses, or do managers still do this?

Any colleague at MHA has the access to be able to book themselves onto a face to face / webinar course in the Learning Zone.

However, we have maintained the existing process in all our communications to advise that your Admin Manager or dedicated person within your home or scheme will book face to face and webinar places for their colleagues. All Admin Managers and agreed identified roles that currently book training for colleagues have been given special access to enable them to undertake this role.

If a colleague does book a place themselves the manager will be advised as the Learning Zone will send you a copy of the confirmation email.

As a manager, are we still able to allocate non-mandatory training courses to staff members using the new system?

No courses can be allocated to colleagues other than by People Development. Non-mandatory courses do not need to be allocated to colleagues as they can be accessed in the Courses screen and or through the search course function. The individual can enrol themselves onto the course so that it appears in their Active Learning section of their Dashboard.

If a course is cancelled by a delegate is the manager notified as well, by the system?

Yes, the manager will receive a copy of the cancellation email that is generated by the Learning Zone

Can we choose the email address that any manager emails get sent to, as we currently use the Home Admin email so that the Admin Manager and Home Manager can access the details?

Unfortunately, this is not possible as the system takes all email addresses from iTrent and therefore it would be the managers email that is recorded in their iTrent account.

These emails can be forwarded onto the Home Admin account or any other account if needed.

How can we book people on training when the admin manager is off?

You can email Peopledevelopment@mha.org.uk to ask them to set up temporary access on the Learning Zone for someone else in your home or scheme to be able to book people on training. You will need to advise People Development of the name and payroll number of the person you want to have this access and the timeframe in which they should hold the access.

Can we break down the Predefined Compliance RAG report to show only the courses relevant for our colleagues?

Unfortunately, this is not possible as the report is set to run for all compliance courses offered by MHA. People Development are running sessions from the 23rd June on how to use Excel to help filter and sort this report and these can be booked on the Learning Zone from the 5th June.

If someone phones in sick on the morning of the course, can we replace their name with someone else last minute?

Yes of course, we understand that these last-minute changes happen, and you can just send a different person along to the session and the trainer will alter the records on the Learning Zone. We would ask that you only send the same number of people as places that have been booked to help prevent courses being oversubscribed.

If we know that a colleague did attend a session of training, but we have been advised that they were a 'no show' what can we do?

You can email Peopledevelopment@mha.org.uk and we would look into this and pending the decision, would make any required alterations to their attendance record in the Learning Zone.

Will we still need a separate log for induction workbooks, site fire, TMARs etc?

For a short period, this would still be required, however we are going to be working on getting these competency assessments set up in the Learning Zone as part of our Phase 2 of development.

Are there any user guides for the new Learning Zone?

Yes, there will be work instructions available on the new colleague portal as of the morning of the 5th June. Instructional Videos will also be available and uploaded to the portal. To access the Colleague Portal, click this link: <https://www.mha.org.uk/colleague-portal>

Do Deputies and Home Managers have the same level of access as Admin Managers?

No, only Admin Managers and other roles that have been advised to People Development by Senior Operational Managers have access to be able to book colleagues onto training courses. All 3 roles do have access to the Managers Dashboard and Reporting though.

If there are two Admin Managers, can they have equal permissions?

Yes, all Admin Managers will have the same access no matter how many are working at each location, it is all set by job title.

Can you mark staff as "absent" to stop the effects on compliance?

Unfortunately, you cannot stop the impact on an individual's compliance by suspending them, however you do have the option to remove the following colleagues from your compliance figures in the reporting.

- Long Term Sick
- Parental / Adoption leave
- Temporary / Bank staff

This does require them to be marked as such on iTrent.

How do we add a course to our outlook calendar?

When a place is booked for a course on the Learning Zone the system will automatically send an Outlook Calendar invite to the individual. This invite contains the link to the course if it is a webinar.

Will Boots link in with the Learning Zone?

Unfortunately, we are not able to put direct links in the Learning Zone to the Boots courses as Boots do not allow organisations to do this. However, to make life a little easier each Boots course contains a link to the Boots site to enable you to log in and then complete the course. In addition, we have put all the instructions to setting up and accessing a Boots account on the Learning Zone to save you having to search for these on the intranet. Also, People Development will receive a completions report from Boots every week which will be uploaded to the Learning Zone. This means you do not need to send us any manual completion forms for Boots courses.

Will the first aid online course still be available for volunteers?

Yes, these courses are still available. They have been allocated to volunteers based on their role. Alison Slater and Simon Cook have developed a new Core Training Framework for volunteers, and this has been used to assign relevant training by role to our volunteers.

How can colleagues access the link to webinar training courses?

This can be accessed in 3 ways.

1. They can access it from the confirmation email that the Learning Zone will send to the learner and their manager.
2. From the Outlook Calendar invite that the Learning Zone will send to the learner
3. From the Face-to-Face bookings block on the learner's dashboard in the Learning Zone. Please see the relevant work instructions on the Colleague Portal for how to access the link from here.

Can we add any in-home training organised by us with local health boards such as nutrition, dental care venepuncture, catheterisation for carers and nurses?

People Development can offer approved training to cover all needs of our colleagues. If you have any specific training needs for your colleagues, please email peopledevelopment@mha.org.uk and we will arrange the training for you.

We do recognise that there is free training available to you that you may feel supplements the training that MHA offers and please do feel free to arrange this locally. We wouldn't be able to record this on the Learning Zone, but it may be useful to maintain local records to demonstrate additional learning to your regulator.

We do however require all colleagues to complete all MHA's compliance training as required for their role and any local training would be in addition to support wider learning.

Will the staff still be able to use their own email for password reset rather than the MHA email?

The Learning Zone can use any email address provided to it from iTent. The Learning Zone will send notifications and password resets to the email address contained within system. If this is not correct, please ask the individual to access their MyMHA account and update their email address, failing that you can email peoplesupport@mha.org.uk for further support.

Will individual colleagues be able to add external training as a record of training?

At the moment this isn't possible, although we will look into this as a possible future enhancement.

For courses booked on Bookwhen that are not taking place until after the 5th June, do we need to re-book them on the Learning Zone?

No, people development will be transferring all these bookings to the Learning Zone for you. Please note that the Learning Zone will not re-issue emails for these bookings and therefore please use the ones that you have already received from Bookwhen for webinar links.

Will Managers receive email notifications for people who are overdue on courses?

No, this was agreed with the Champions and a number of managers that this would be turned off due to the amount of emails managers in larger Care Homes and RL Schemes would receive. Managers felt that the reporting enabled them to view this and chase people if needed.

Do you have to claim a certificate for the course completion to register on the Learning Zone?

No, claiming certificates is a personal choice and does not impact the completion being recorded on the Learning Zone.