

LMS USER GUIDE

REQUESTED LEARNING (ADMIN VIEW)

Requested Learning is an optional feature that is enabled when an organisation allows their learners to request their own training material rather than always allocating courses to them.

In order to use this functionality the details of the relevant manager/administrator who will be responsible for authorising requests must be set on each individual learner record in advance.

Add User

Fields with a red star (*) are mandatory.

Account Details

* User Type	Learner
* First Name	Freda
* Surname	Smith
* Email	paul.butler@virtual-college.co.uk
* Confirm Email	paul.butler@virtual-college.co.uk
* User ID	
New Password	
Expiry Date	31 December 9999

Organisational Details

* Organisation	PAB Enable Demonstration
* Department	PAB Demos - Dept 1
Job Title	
Job Title (Not In List)	
Employee Number	
Manager's Organisation	PAB Enable Demonstration
Manager	Paul Butler Organisation Admin

The correct manager details must be entered onto all individual learner records prior to using Requested Learning

WHAT THE LEARNERS SEES - When Requested Learning is enabled in an LMS, the Requested Learning tab will be accessible from the learner dashboard. When the learner selects the Requested Learning tab, they will see the options available:

The screenshot shows the E-nable LMS interface. At the top left is the E-nable logo with the tagline 'the complete LMS solution' and navigation links 'Create', 'Manage', and 'Deliver'. At the top right is the 'Powered by VIRTUAL COLLEGE' logo. A blue navigation bar contains links for 'Home', 'Virtual College', 'Help & Support', and 'Logout'. Below this is a breadcrumb trail '>> Dashboard' and the date '26 January 2010'. The main content area has a tabbed interface with 'Active Learning', 'Completed Learning', 'Requested Learning' (selected), and 'Personal Development'. A 'Help' icon is visible. The 'Requested Learning' section displays the text 'Requested Learning' with an 'Export' link, followed by 'You currently have no outstanding training requests.' Below this are three buttons: 'Course Request', 'New Learning Activity Request', and 'Record Historical Learning'. On the right side, the user profile for 'Sue Butler' is shown, including a placeholder for a profile image, the text 'no profile image', and an 'Edit Profile' link. The profile details are: Organisation: PAB Enable Demonstration, Department: PAB Demos - Dept 1, Manager: N/A, and Last Login: 26 Jan, 2010.

Course Request – this option enables the learner to request a course from the directory of courses which have already been set up by their administrator(s).

New Learning Activity Request – this option enables the learner to submit a request to undertake or attend a course which is not already set up in their organisation.

Record Historical Learning – this option enables users to register learning that they have undertaken in the past. (This is an optional feature - so this function will only be available if the organisation has specified that it should be switched on).

WHAT HAPPENS WHEN A REQUEST HAS BEEN MADE

What happens after a learner has submitted a request will depend upon what their administrator(s) have specified regarding levels of authorisation. In some instances no manager/administrator approval may be necessary and a course will automatically appear on the learner's record as soon as they have made the request.

In other instances the learner's manager (and possibly also a senior administrator) will need to approve the course prior to it being made available to the learner. For example if there are significant costs involved, the organisation will need to authorise this prior to the learner receiving permission to undertake the course.

However, whatever the level of approval, the learner is kept advised of the current state of any request by notices on their training record and messages/emails.

MANAGING REQUESTED LEARNING

The manager/administrator view will vary slightly depending upon their user type (eg Learner Managers do not have the same level of access as Section or Organisational Administrators and, therefore, their dashboards will vary). In the following examples the screenshots relate to Section Admin Level, but the process involved in managing Requested Learning will be the same for all administrators that have access to this function.

When Requested Learning is enabled, a Course Request Summary option will appear at the bottom of the manager/administrator's dashboard.

- ▶ [Reminder Emails](#)
- ▶ [Reports](#)
- ▶ [Batch Upload](#)

Frameworks

- ▶ [Units](#)
- ▶ [Qualifications](#)
- ▶ [Frameworks](#)
- ▶ [Deliveries](#)

Extended Activities

- ▶ [New Extended Activity](#)
- ▶ [Extended Activities](#)
- ▶ [Assess Extended Activities](#)
- ▶ [Extended Activity History](#)

Course Request Summary

[Help](#) 

Name	Course/ Event	Status	Date	Action
Ray Shimmin	COSHH	Awaiting Manager Approval	29-Oct-2013	View >>
Ray Shimmin	Test Historical L...	Awaiting Manager Approval	07-Nov-2013	View >>
Ray Shimmin	Historical Learn...	Awaiting Manager Approval	18-Nov-2013	View >>

[Manage Requests](#) 

Messages

[Help](#)

-  You have (2) new messages in [your inbox](#)
-  [Announcements \(1\)](#)
-  [Links](#)
-  [Resources \(1\)](#)
-  [Look Up Email](#)
-  [Subscriptions](#)

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When a learner submits a request that requires authorisation, the relevant manager/administrator will be notified via the messaging system (as shown in the following example screenshot below) and by email.

Home | Manage Users | Help & Support | Logout

>> [Section Admin Dashboard](#) >> [Messages](#) 29 January 2010

Inbox				Help
From	Subject	Received	Action	
Training Management System	Practice LMS TMS: Course Request Requires Authorisation	29/01/2010		
Training Management System	Practice LMS TMS: Course Request Requires Authorisation	26/01/2010		

Quicklinks

- [Delete All Messages](#)
- [Mark All as Read](#)

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1) From the Course Request Summary on the Dashboard select the **View** Link for details of a request

Course Request Summary [Help](#)

Name	Course/ Event	Status	Date	Action
Susan Turner	CISCO	Awaiting Manager Approval	29-Jan-2010	View >>

[Manage Requests](#)

2) Check the request details

3) Enter details of any message you wish to send to the learner

4) Select your chosen option from the buttons at the bottom of the screen

The full details of the request will then appear.

ISB Organisational Specific Objective

AVAILABLE OPTIONS

Approve – if all is OK – this will automatically allocate the course to the learner

Reject – if you are rejecting the request

Learner Amendment Required – if you require the learner to amend the request (for example if you need further information about the course)

Personal Objectives Health & safety

Reason Given/ Objectives TEST

Business Outcomes
•
•
•

Course Costs £10

Additional Costs N/A

Date/Time 29-Nov-2013 00:00

Duration 0 hours and 0 minutes

Current Status Awaiting Manager Approval

Additional Information N/A

Message (if applicable)

Approve
Reject
Learner Amendment Required
Back

The learner will then receive notification of your decision via message/email.

The above instructions describe how a manager / administrator would deal with outstanding requests. They can also view all requests for a particular learner by clicking of the link to the learner's name, or view all requests made to date by clicking on the Manage Requests link

Course Request Summary

[Help](#) 

Name	Course/ Event	Status	Date	Action
Susan Turner	CISCO	Awaiting Manager Approval	29-Jan-2010	View >>

[Manage Requests](#) 

Click on the learner's name to view all requests for that learner

Click on Manage Requests to view all requests made to date