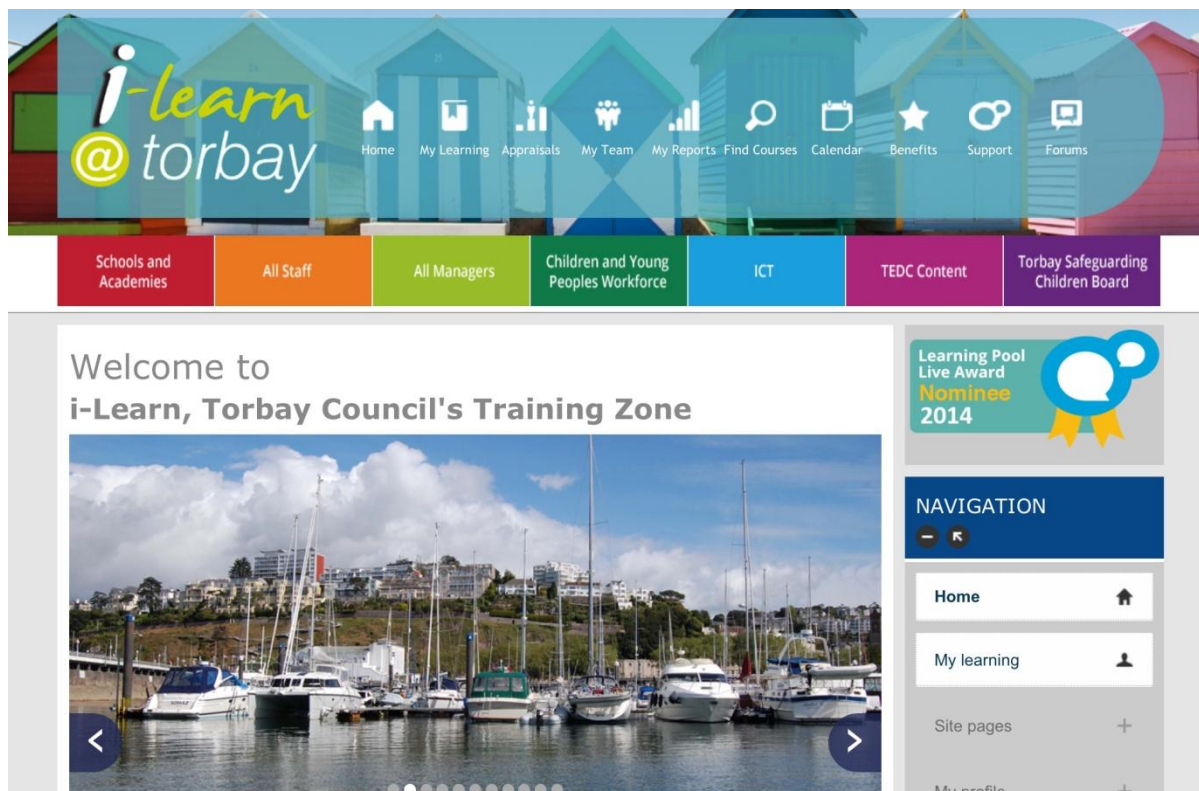


Learning pool

Instructions for managers

- Authorising bookings



Managers only please!

If you don't know how to login into the site, book onto training or check your bookings you need the instructions aimed at **USERS**. This guide is simply for managers to know what to do when they get an email asking for them to authorise a booking.

Emails, emails and more emails!

We all receive a constant supply of emails and sometimes it can be difficult to make time to read them all. However, you will receive emails from the Learning Pool site and if you do not take action where needed this can mean the following:

- ▶ Staff are not authorised to attend training and therefore miss out on training opportunities;
- ▶ Reminder emails are not actioned and where staff are off on sick leave etc places are not cancelled and you are therefore charged or cancellation fees are charged.

What emails will you receive from the site?

- ▶ **Authorisation emails.** Where costs are involved or the training is for more than half a day we ask learners to state who their manager is. The system allows staff to choose their manager, so if you have received an authorisation email for a staff member not in your team this maybe because their manager is on leave and need to have authorisation ASAP.
 - ▶ Staff are generally asked to state why they wish to have a place on the training and this is detailed within the email.
- ▶ **Reminder emails.** These are sent out at a set time prior to the course. Generally these are to remind staff they have a place and a gentle nudge to cancel their place if they can no longer attend.
 - ▶ You will receive a copy of this email if you authorised the training for two reasons:

1. If there is prior learning to be completed, staff must be given time to complete this and ideally check that this has been completed.
 2. If staff have taken unexpected leave we need to be informed. Forward the e-mail to torbaypdc@torbay.gov.uk and let us know. If places aren't cancelled this can incur costs for the organisation!
- ▶ **Cancellation emails.** We will notify you automatically if a staff member cancels off a course. This has been a requested automated email from past managers to ensure they are kept up to date.

Who do the emails come from?

There are two different emails addresses to look out for:

- moodle@example.com
- noreply@learningpool.com

Please look out for these.

We spend a lot of time chasing unauthorised bookings, this means more emails in your in-box. So it makes sense to respond to the first one you receive.

So you get the email:

From: moodle@example.com >

[Hide](#)

To: [Lu Wills](#) >

Course booking request: TSCB: FGM, Honour Based Violence and FGM, [09:30 AM-04:30 PM](#)

5 November 2014 20:04

This is to advise that Jan Brown has requested to be booked into the following course, and you are listed as their Team Leader / Manager.

Course: TSCB: FGM, Honour Based Violence and FGM

Cost: £0.00

Duration: 7 hours

Date(s):

[15 January 2015, 09:30 AM to 4:30 PM](#) at Brunel Room, Professional Development Centre, Torquay Town Hall

Reason for Attending:

As discussed within supervision.

Special Requirements:

None.

Please follow the link below to approve the request:

<http://torbay.learningpool.com/mod/face/attendees.php?s=181#unapproved>

As you can see this email is specifically written to you. It tells you the learner's name, cost of the course and the reason they have requested a place on the course. Notice how there is a link to the site? We'll see what happens when you click here in a moment.

At the end of the email you also get this:

*** Jan Brown's booking request is copied below ****

Your request to book into the following course has been sent to your manager:

Participant: Jan Brown
Course: TSCB: FGM, Honour Based Violence and FGM
Cost: £0.00

Duration: 7 hours

Date(s):

[15 January 2015, 09:30 AM to 4:30 PM](#) at Brunel Room, Professional Development Centre, Torquay Town Hall

Reason for Attending:

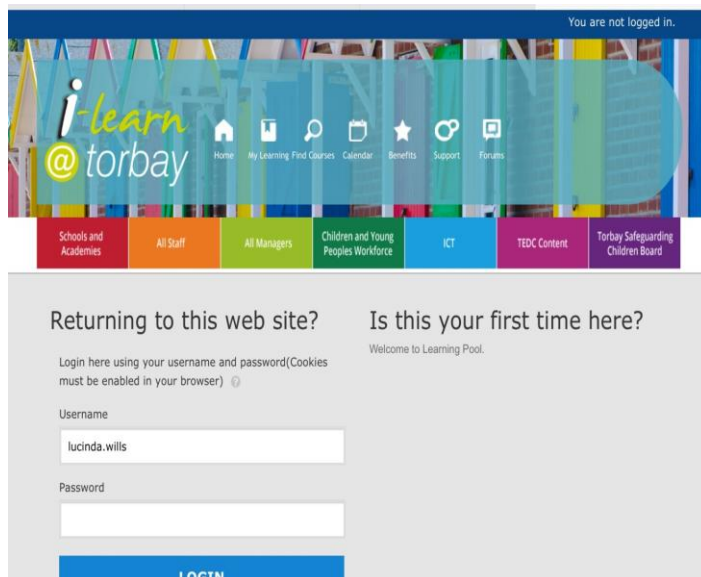
As discussed within supervision.

Special Requirements:

None.

<http://torbay.learningpool.com/mod/facetoface/link.php?link=view&s=181&f=65>

This is an exact copy of what the learner has received. So let's click that first link. We immediately get taken to:



You are not logged in.

i-learn @torbay

Home My Learning Find Courses Calendar Benefits Support Forums

Schools and Academies All Staff All Managers Children and Young Peoples Workforce ICT TEDC Content Torbay Safeguarding Children Board

Returning to this web site?
Login here using your username and password (Cookies must be enabled in your browser) ?

Username
lucinda.wills

Password

LOGIN

Is this your first time here?
Welcome to Learning Pool.

So let's login...

Hey presto we are straight to the course page.

The screenshot shows the i-learn @ torbay interface. At the top right, it says "You are logged in as Lu Wills (Logout)". The main navigation bar includes icons for Home, My Learning, Appraisals, Find Courses, Calendar, Benefits, Support, and Forums. Below this is a secondary navigation bar with categories: Schools and Academies, All Staff, All Managers, Children and Young Peoples Workforce, ICT, TEDC Content, and Torbay Safeguarding Children Board. The main content area displays the course title "TSCB: FGM, Honour Based Violence and FGM" and the following details:

- Session date(s)** 15 January 2015, 09:30 AM – 15 January 2015, 04:30 PM Brunel Room (Venue details)
- Capacity** 24 (overbooking is allowed)
- Places Taken** 0
- Duration** 7 hours
- Terms & Conditions** You must attend the whole session. Please ensure you park in plenty of time to find the venue, if you arrive more than 30 minutes late you will be turned away from the course. Please ensure you can stay until the end of the course. Cost:

Have a look at what it tells you as we scroll down, we have this...

The screenshot shows the "Unapproved Requests" section. It contains the following text:

Please ensure you can stay until the end of the course.
Cost:

Cancellations:
Please provide at least 24 hours notice. If you do not provide 24 hours notice:
Partner agencies - this place will be lost and the learner will be counted as a Did Not Attend
Non-partner agencies - you will still be charged the full rate of this place

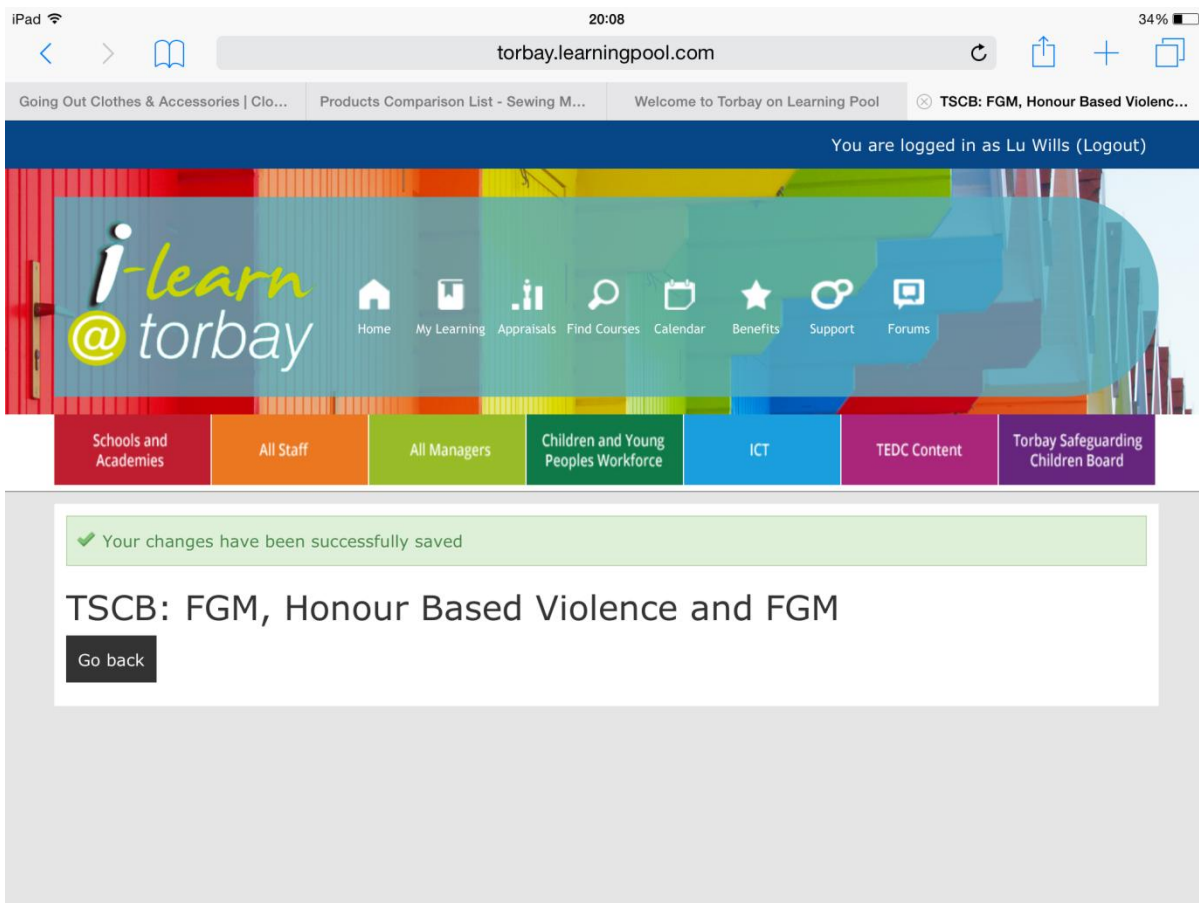
Unapproved Requests

Name	Time Requested	Decide Later	Decline	Approve
Jan Brown	5 November 2014, 08:04 PM	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Update requests
View all sessions

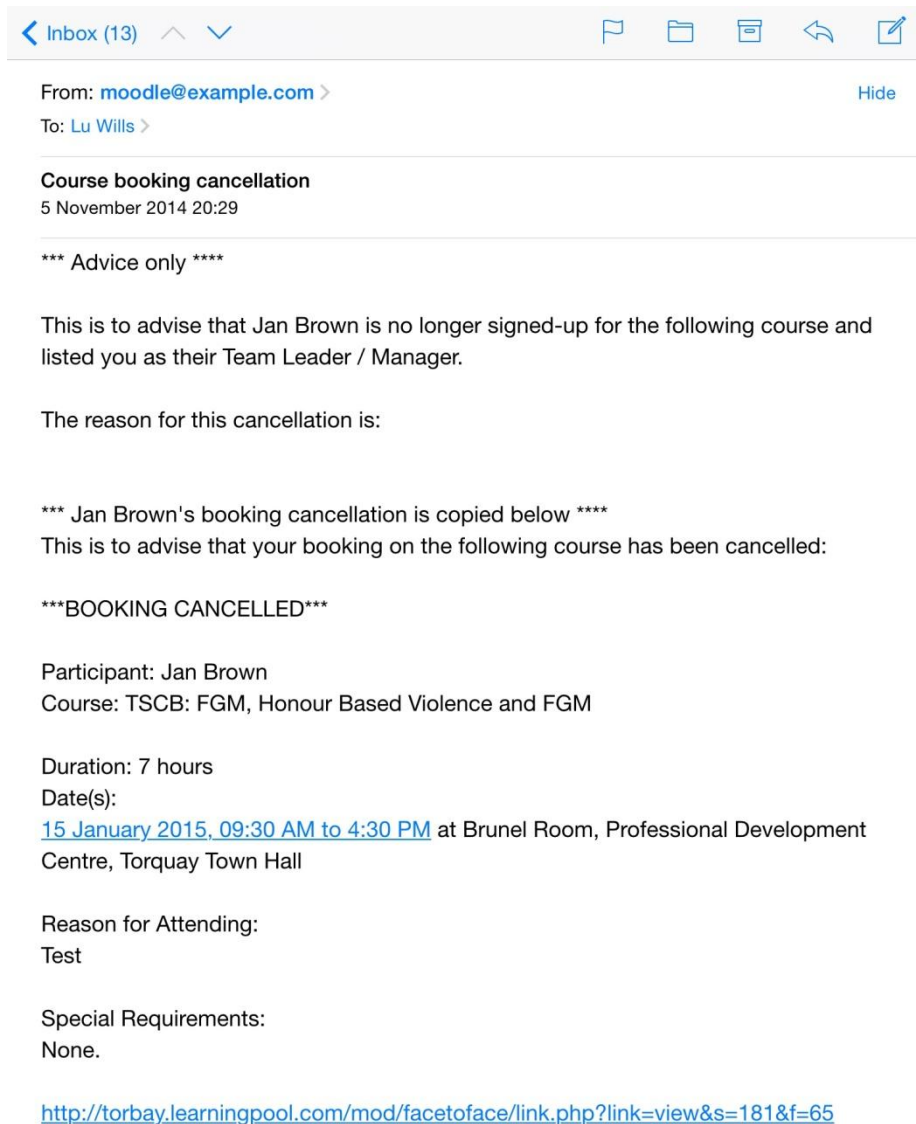
This shows you the terms and conditions, might be worth noting these to make sure the learner is aware of the cancellation policy! So what you need to do is click on decline or approve THEN click save changes. If you don't save changes nothing changes! Do not decide later - will you actually go back to the link to do this again?

Then you get this page...



How fab is that? Job done onto the next million and one emails.

So learner is booked on, we're happy they are attending. But oh no! What's this in your inbox...Don't worry it's for your information not action.



The screenshot shows an email client interface. At the top, there's a navigation bar with 'Inbox (13)' and several icons. The email header shows 'From: moodle@example.com' and 'To: Lu Wills'. The subject is 'Course booking cancellation' with a timestamp of '5 November 2014 20:29'. The body of the email starts with '*** Advice only ***'. The main text states: 'This is to advise that Jan Brown is no longer signed-up for the following course and listed you as their Team Leader / Manager. The reason for this cancellation is: *** Jan Brown's booking cancellation is copied below *** This is to advise that your booking on the following course has been cancelled: ***BOOKING CANCELLED*** Participant: Jan Brown Course: TSCB: FGM, Honour Based Violence and FGM Duration: 7 hours Date(s): 15 January 2015, 09:30 AM to 4:30 PM at Brunel Room, Professional Development Centre, Torquay Town Hall Reason for Attending: Test Special Requirements: None. A URL is provided at the bottom: http://torbay.learningpool.com/mod/facetoface/link.php?link=view&s=181&f=65

Your staff member has cancelled their place? Looks like the reason is justified and well within the cancellation period. Just need to check whether they can attend on another date as this course was discussed in supervision...

So that in essence is what you need to know about bookings from a manager's viewpoint. No you can't book for them, no you can't manage the booking - we've put the responsibility back with the learner to do this.

Questions and queries?

If it's technical then you may need to contact your own IT department.

Learning Pool themselves can also be contacted at support@learningpool.com

If it's about course content or stages of courses not being released as expected then contact the Workforce Development Team on 01803 208207 or email: torbaypdc@torbay.gov.uk