

Electronic Staff Record

Learning Certifications

Introduction

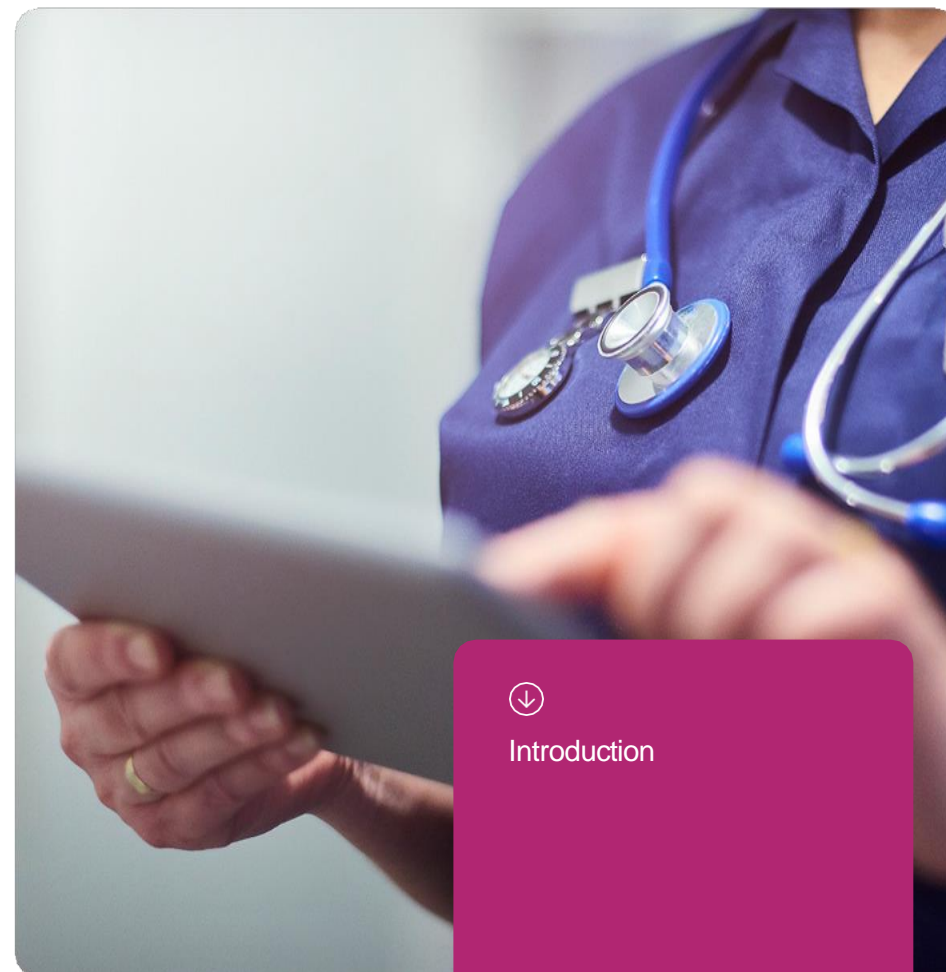
Learning Certifications are part of the ESR Learning Management function and enable the following:

- Control method of learning
- Enable optional and/or mandatory components for learning
- Associate competences to be awarded on completion of all mandatory components
- Enables learner's last completed dates, scores and status to be reset, enabling new dates etc.

The correct set up of [Learning Certifications](#) has a direct impact on the ease with which learners can complete their training and allows e-learning to be renewed. Using the correct settings will ensure that learners are able to complete training easily in conjunction with the compliance portlet. This should also ensure that administrative burden on administrators related to Learning Certifications is reduced.

We recommend that all learners are directed to the My Compliance portlet to review and complete required learning.

Other recommended settings to use for Learning Certifications are outlined in more detail in this document. Examples of the Learner and Administrator views are also provided.



Introduction

Considerations

Below are some points and topics that you should consider before creating your certifications. Each point is covered within this guide.

Considerations	Refer to
Use Learning Auto Subscription and Enrolment or the Find Learning functionality, do not manually bulk subscribe learners?	Subscription Options
Competences associated to the Certification will only be awarded on completion of all mandatory components of the Certification.	Optional / Mandatory Course Options
Can learners complete one or multiple learning options?	Optional / Mandatory Course Options Learning Certification Self Study Options
What length of time should be allowed to complete (consider those on long term absence i.e. maternity)?	Learner Certification Completion and Renewal Options and Recommended Settings <i>After subscription, renewal, or expiration, learner must complete certification</i> Troubleshooting <i>Learners who don't renew or complete Certifications in the time allowed:</i>
Decide renewal options.	Learner Certification Completion and Renewal Options and Recommended Settings <i>Learner can renew</i>
Are you making changes to training method options, renewal periods or content?	Trouble Shooting <i>New Courses</i>
Do you want the content to be available to learners at all times, even after completion?	Learner Certification Completion and Renewal Options and Recommended Settings <i>Learner can renew</i>
The validity period of the Certification will supersede the renewal period of the competence where these timeframes differ.	Learner Certification Completion and Renewal Options and Recommended Settings <i>Completed certification is valid for</i> <i>Certification validity starts from</i>
Do you want the learner to receive a Certification renewal notification in addition to Competency Expiry Notifications (90 and 30 days before expiry)?	Learner Certification Completion and Renewal Options and Recommended Settings <i>Notify learner before due date</i>
Why can't learners search or subscribe?	Trouble Shooting <i>Enable Learner Access</i>

Subscription Options & My Compliance Portlet

Introduction

Use [Learning Auto Enrolment](#) where possible. At the point that a learner needs to complete training (either initially or renewal), this process will automatically subscribe the learner to the Certification if they are not already.

The [Competence Requirements and Learning Automatic Subscription and Enrolment](#) guide available on the ESR Hub also provides more detail.

Where Learning Auto Enrolment cannot subscribe learners to a Learning Certification, use Self Enrolment. Both methods reduce the administrative burden and will ensure that workflows generated for competencies and Learning Certifications deliver a consistent message.

You can stop learners from unsubscribing themselves using the [Prevent Unsubscribing](#) setting in the Certification. If a Learner is unsubscribed they will not be able to 'renew' their status.

My Compliance Portlet

Learners can easily access their Learning using the **My Compliance** portlet on the My ESR Portal. This give learners the option to search for learning where not already subscribed or enrolled or to play e-learning they are enrolled onto.



After subscription, renewal, or expiration, learner must complete certification

Based on date

Based on number of days [?](#)

* Learner must complete this certification in Day(s)

Notify learner before due date Day(s)

Learner can renew For a period before certification expires [?](#)

* Renewal period Day(s)

* Completed certification is valid for Day(s)

Certification validity calculation starts [?](#)

Learner Certification Completion and Renewal Options and Recommended Settings

After subscription, renewal, or expiration, learner must complete certification*:

The options are either a specific date, or a number of days. The recommended option is 'Based on number of days' as this is dynamic, based on when individuals subscribe. The number of days entered should be a realistic number of days in which to complete a piece of learning from first subscription or subsequent renewals or expiry. For example, how long should you allow applicants/new hires and those on long term absence? As a basic rule, this should be less than the validity period of the Certification. The learner's Certification will expire after this number of days has passed and they will need to renew the Learning Certification to complete, by playing the e-learning from the My Compliance portlet. Using 'Based on date' applies the same date to all learners.

Notify learner before due date*:

This generates a notification for learners based on the due date of the Learning Certification. The recommended option is to leave this field blank if you are adding a competence to the Certification. Learners will already receive a Competency Expiry reminder 90 and 30 days before expiry.

Learner can renew#:

If learners are expected to review the learning outside of the compliance period, the 'Immediately after learner completes' option can be used. The e-learning is then available to play at any point. The 'For a period before a certification expires' option, means the course will not be available to play until this period is due. When using this option, you will also need to add a 'Renewal period' as the number of days before expiry that the learner can renew. For example, a competency expiry notification will be issued 90 and 30 days before renewal, so if the 'Renewal period' is also 90 days, the learner can renew at the point that they receive the competency reminder notification. This does mean that the course will not be available to play again until the renewal period is reached.

Completed certification is valid for#:

This value sets the validity period of the Competency attached to the Learning Certification. Ensure that the expiry period of the Competency matches if possible. This field does give an organisation flexibility where there is no competency with an expiry period which matches local policy. NB: Where the Competency expiry period and Certification validity period differ, the Certification validity period supersedes the Competency expiry period.

Certification validity starts from#:

The recommended value is 'From learner completion date'. Where the 'Completed certification is valid for 365 days' and a learner completes the Certification on 18th July 2021, the Certification and Competency will expire on 18th July 2022. If using the 'From Certification due date' option for a Certification due by 18th August 2021, the Certification and Competency will expire on 18th August 2022, even if the learner completed the training before 18th August.


* These fields cannot be updated once learners have been subscribed to the Learning Certification.

These fields can be updated. Changes made will only apply to learners who subscribe after the change or when existing subscribers renew their certification.

Learner Certification Self Study Options

Learning Administrators can define the learning method required for both the initial time of training and subsequent renewals. In the Learning Certification, 'self-study' refers to Learning Objects (i.e. eLearning, videos etc.). Other methods of learning can also be added into the Certification.


The self-study options shown will only be available when the 'Learner can renew' field within the Learning Certification 'Completion and Renewal' region is set to a value other than 'Never':

- * Restriction on self study
- No restriction on the use of self-study classes for initial certification or renewal.
- Use of self-study classes allowed for initial certification. Restriction on the use of self-study classes for renewal.
- Use of self-study classes not allowed for initial certification. Restriction on the use of self-study classes for renewal.
- Use of self-study classes not allowed for initial certification or renewal. 

No restriction on the use of self-study classes for initial certification or renewal

If this option is selected, the learner can complete the Certification via any option available to them.

Use of self-study classes allowed for initial certification. Restriction on the use of self-study classes for renewal

If this option is selected, the learner can complete their initial certification via any option available to them. Once this option is selected, a new field will appear:  Max number of consecutive certifications and renewals using self-study

The number of consecutive times a learner can complete the Certification via self-study is controlled by the number entered in the 'Max number of consecutive certifications and renewals using self-study' field. The minimum number that can be entered is '0' and the maximum is '9'. For example, if the method in years 1, 3, 5 etc. is eLearning and the method in years 2, 4, 6 etc. is face to face, the consecutive number is 0.

Use of self-study classes not allowed for initial certification. Restriction on the use of self-study classes for renewal

If this option is selected, the learner cannot use self-study for the initial certification. The learner can choose any option available to them for subsequent renewals, but the number of consecutive times that a learner can complete the Certification via self-study is controlled by the number entered in the 'Max number of consecutive certifications and renewals using self-study' field.

Use of self-study classes not allowed for initial certification or renewal

If this option is selected, self-study can never be used to complete the Certification.

NB: All self-study options and 'Max number of consecutive certifications and renewals using self-study' can be updated at any point. Changes affect future subscriptions or renewals only and have no impact on users already subscribed. The Learning Auto Enrolment process will also recognise Certification self-study restrictions.

Optional / Mandatory Course Options

When adding Course Components, Learning Administrators have the option to add Mandatory and / or Optional Components.

Where multiple Course Components are added to a Certification, the Learning Administrator must specify which courses are Mandatory and/or Optional and specify the number of Optional Components.

The screenshot shows two sections: 'Mandatory Components' and 'Optional Components'. Each section has an 'Add' button and a table with columns for Course Name, Course Start Date, Course End Date, Valid From, Valid To, and Remove. Both tables currently show 'No results found.' and are empty.

Mandatory Components (Courses):

To become certified, learners must complete all Courses in this section or a Class from each Course in this section. Administrators can specify the order that courses appear to learners, though would also have to assign catalogue [Prerequisites](#) to enforce the order in which learners must complete the classes.

Optional Components (Courses):

If learners have options to achieve training, administrators can add these as Optional Components. Once courses have been added in this section, administrators can also specify the number of Optional Components To Complete: [Components To Complete](#)

Where the number of Optional Components To Complete is specified, it is displayed to the administrator:

Restriction on self study Use of self-study classes not allowed for initial certification. Restriction on the use of self-study classes for renewal.
Max number of consecutive renewals using self-study 1
Optional components to complete 1

Optional / Mandatory Courses and Auto Enrolment

Where a person is subscribed onto a Certification which contains both mandatory and optional components, the person will only be enrolled onto the mandatory components where it contains a single e-learning class.

Where Optional and Mandatory exist in the same Certification, the Auto Enrol process will enrol the learner on ALL possible self-study options (even if they are only Optional).

If any courses within a Certification are not e-learning (i.e. classroom based), the Auto Enrol will subscribe the learner to the Certification but not enrol them to the course. The learner will be able to select an appropriate date option themselves.

Learning Administration View

Learner Certification Completion and Renewal

We recommend that the learners are directed to the My Compliance portlet. However, the examples below demonstrate the impact of Certification settings made by the Learning Administrator if the learner accesses the Certification from the Learner Home Page.

After subscription, renewal, or expiration, learner must complete certification

Based on date
 Based on number of days

1 * Learner must complete this certification in Day(s)

Notify learner before due date Day(s)

3 Learner can renew Day(s)

* Renewal period

* Completed certification is valid for Day(s)

2

Certification validity calculation starts

The My Compliance portlet expiry dates are based on the Competences achieved by learners. The dates and timescales displayed to the learner in the 'Certifications' tab of the Learner Home Page are based on the Certification settings.

Optional / Mandatory Course

Restriction on self study Use of self-study classes not allowed for initial certification. Restriction on the use of self-study classes for renewal.

Max number of consecutive renewals using self-study 0

Optional components to complete 1

Mandatory Components

Add ***

Course Name	Course Start Date	Course End Date	Valid From	Valid To	Remove
No results found.					

Optional Components

Update Components Reorder Add Components To Complete 1 ***

Course Name	Course Start Date	Course End Date	Component Start Date	Component End Date	Remove
505 Fire Safety Training	01-Jan-2022		20-Oct-2022		
505 Fire Safety Training (e-learning)	20-Oct-2022		20-Oct-2022		

Learner View

Learner Certification Completion and Renewal

Learner subscribed on 4th July:

1. Due date is based on the 'Learner must complete certification' value.

▲ Certification Summary

Subscription Number 461

You began this certification period on 04-Jul-2023

You must complete this certification by 02-Oct-2023

You can next renew your certification on 02-Oct-2023

Learner completes on 4th July:

1. Due date remains the same
2. Expiry Date based on Completed certification is valid for
3. Renewal date based on 90 days before Certification expires

▲ Certification Summary

Subscription Number 461

1 You began this certification period on 04-Jul-2023

You must complete this certification by 02-Oct-2023

Your current certification expires on 03-Jul-2024 2

3 You can next renew your certification on 04-Apr-2024

You last completed this certification on 04-Jul-2023

Renewable Yes

Optional Courses to Complete:

Optional / Mandatory Course

Optional Courses Hide

You must complete 1 courses of your choice in this section.

Select one class for each course below to enrol in.

505 Fire Safety Training

Select Class	Type	Language	Location	Class Start Date	Duration
505 Fire Safety Training (Classroom) - 25OCT22		English		25-Oct-2022	4

505 Fire Safety Training (e-learning)

Select Class	Type	Language	Location	Class Start Date	Duration
No classes are available in this course for enrolment as of 20-Oct-2022.					

Trouble Shooting

New Courses:

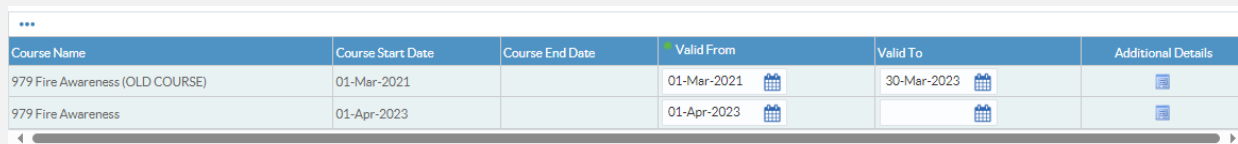
Where the Course on the Learning Certification changes, you can either:

- Create a new Learning Certification. Where auto enrolment is used, the learners will be subscribed and enrolled onto the new Certification at the point that they need to do the training. This will generate auto-enrolment notifications.

or

- Add the new course to an existing Learning Certification. However, if you are changing courses within a Certification, ensure there is no overlap between dates.

NB: Where a learner is already subscribed to a Certification then they must renew the Certification to be able to enrol on the new Course.



Course Name	Course Start Date	Course End Date	Valid From	Valid To	Additional Details
979 Fire Awareness (OLD COURSE)	01-Mar-2021		01-Mar-2021	30-Mar-2023	
979 Fire Awareness	01-Apr-2023		01-Apr-2023		

Learners completing Courses outside of a Certification:

Learners who have completed a course outside of a Learning Certification may not show as compliant because the Competence is applied to the Certification, not the Course. These learners can be identified using the Learning Record analysis in the [ESR BI NHS Learning Administration Dashboard](#). Where the 'In Certification' field is set to 'No' then they have not subscribed to the Certification. They can be subscribed to the required Certification (either via [Manager Self Service](#), [Employee Self Service](#) or [Learning/Class Admin](#)) and an overnight process will run which will synchronise their e-learning attempt and will mark their status as Certified and award any associated competencies. Alternatively, the Learning Administrator can subscribe the Learner and 'update the Subscription Status' to 'Certified'. The administrator then has the option to add the next Due Date, a Completion Date and tick if the competency should be assigned from the Completion Date.

Within the Class, the Class/Learning Administrator has a tickbox option to specify that the Class can be completed in a 'Certification only'. This prevents the learner enrolling on the Course without being subscribed to the Certification first.

Trouble Shooting

Learners who don't renew or complete Certifications in the time allowed:

If a learner has not completed their Certification in the time specified in the 'Learner must complete this Certification in' field, the options will vary, depending on your settings. If the Certification is not renewable, the Learning Administrator will need to 'Update the Subscription Status' to 'Subscribed'. If the Certification is renewable and the associated competence is a requirement, they can use the My Compliance portlet which will automatically renew the Certification. If a renewable Certification does not include a required competence and is therefore not in the My Compliance portlet, the learner can select 'Renew' from Learner Home Page.

Certification Housekeeping and Reporting:

The [ESR BI NHS Certifications Analysis Dashboard](#) is available to help identify learner status/progress and the details of each Certification (including dates, course names, competencies etc.)

Enable Learner Access

The Enable Learner Access tickbox ensures the settings in the Learner Access Form are applied (i.e. Set Self Enrolment).

- If the Enable Learner Access is not ticked, all learners can search for the Certification and request subscription but this will be sent to the manager for approval.
- If the Enable Learner Access is ticked and no settings are made in the Learner Access Form, no learners will be able to search for the Certification.
- If the Enable Learner Access is ticked and settings have been made in the Learner Access Form (i.e. Set Self Enrolment), those settings will be applied to relevant learners.

Status / Progress Explained

The following tables describe the various status for learners and Certifications.

Subscription Status	
Subscribed	The learner has successfully subscribed
Concluded	The learner has completed the component courses but the certification has been end dated
Certified	The learner has completed the certification
Unsubscribed	The learner subscription has been cancelled
Expired	The certification has passed its end date and cannot be completed
Waiting for Approval	The learner has attempted to subscribe and is waiting for an approval
Rejected	The request for approval for subscription has been declined

Course Status	
Active	A learner has enrolled in the certification course
Cancelled	A learner has cancelled their enrolment in the certification course
Completed	A learner has completed the certification course
Planned	A learner has requested enrolment in the certification course

Status / Progress Explained

Certification Progress	
Active	The learner is subscribed and has renewed or can renew their subscription for the current period
Completed	The learner has successfully finished the certification for the current period
Inactive	A subscribed learner cannot currently renew or complete a renewed certification, usually because the renewal period has ended, a course is unavailable, the learner is not enrolled in any classes that complete the current certification or the competence has been applied to multiple courses and certifications
Cancelled	The learner has cancelled their subscription for the current period
Incomplete	The learner has not yet finished the certification
Expired	The renewal date has passed and certification cannot be renewed
Active	The learner is subscribed and has renewed or can renew their subscription for the current period



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