**NHS**

Electronic Staff Record

ESR Learning Management – a one-stop shop for Learning

ESR enables the learning and development of NHS staff at all levels to be provided, monitored and managed via the Learning Management (ESR LM) function. It provides control over all the activities associated with the learning and development of NHS staff using functions you would expect to find in any learning management system. ESR Learning Management functionality works alongside the rest of ESR, so all person changes (joiners, movers and leavers) appear instantaneously in ESR LM along with electronic passporting of learning. No interfaces are required.
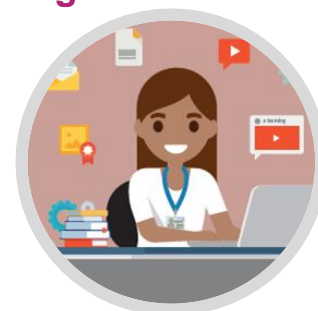
Included is the administration of all learning e.g. classroom-based and e-learning courses, and the recording and monitoring of learning progress for Applicants, Employees and External Learners. Learning can be linked to national competence frameworks, so progress and attainment of those competencies can be updated and monitored. The use of national competencies can help facilitate a reduction in the training that staff are required to complete when competencies are transferred using the Inter Authority Transfer (IAT) and Multiple Employer Competence Update processes. This guide is designed to outline a range of functionality available within ESR Learning Management. For further information please visit the 'Skilled Workforce' section in **www.discover.esr.nhs.uk** or to discuss further please contact your regional **NHS ESR Regional Functional Account Manager.**

There are various ESR LM access functions for Administrators and end users

Access options for Administrators		
Learning Administration	**Class Administration**	**Learning Instructor**
• Edit access to all functions within ESR LM. • Reporting ability within all national standard reports and those shared with the individual or URP. • View Learning Dashboard.	• Create / copy and administer Classes within specified subject. • Add / update / remove Enrolments within specified subject. • View Learning History for all Learners. • Reporting ability (restricted as per the catalogue). • View Learning Dashboard.	• Update enrolment status of existing Learners. • Moderate chats and forums. • Receive notifications when assigned to new events or existing events are changed. • Reporting ability (restricted as per the catalogue). • View Learning Dashboard.
All URPs are also accessible without the requirement for a smartcard while connected to secure NHS WiFi.		

| Access options for end users		
Employee Self Service	**Manager/Supervisor/Admin Self Service**	**External Learner**
• View compliance and learning history. • Add external training (with manager approval). • Enrol onto training events within the catalogue (with manager approval if applicable). • Enrol and play e-learning.	• View compliance and learning history of individuals and team. • Calendar view of all ESR events including training booked and competencies due to renew. • Add external training. • Enrol staff onto training events within the catalogue. • Reporting ability for all direct reports.	• View compliance and learning history. • Add external training (with manager approval). • Enrol onto training events within the catalogue (with manager approval if applicable). • Enrol and play e-learning.
All URPs are also accessible without the requirement for a smartcard while connected to any WiFi network.		

Click here to refer to the ESR Learning Management Best Practice Guide for more detail and information.

Administrator Experience

By accessing ESR Portal, via the ESR HUB, the Administrator selects **My Role** and **Learning Dashboard** to view their dedicated portlets.
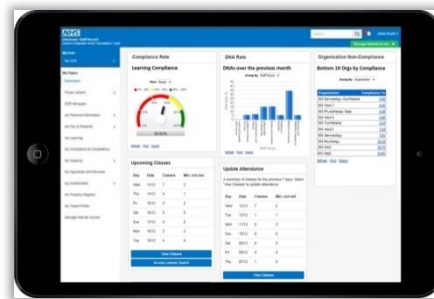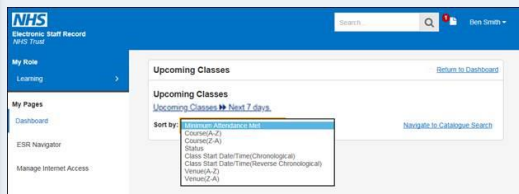
From here, the Administrator can view ESR BI extracts showing overall current organisational compliance, the ten least compliant departments within the organisation and 1 month's worth of DNA information.
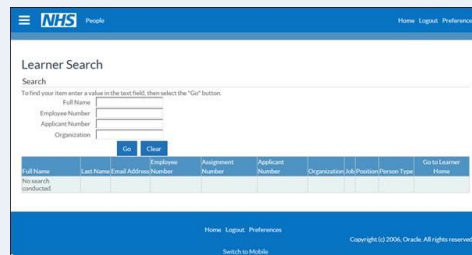
Also…

View upcoming Class details and search for Learners
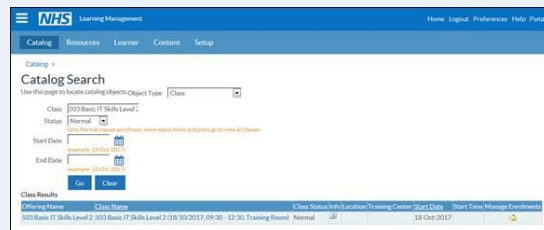
View past Class details and update Learner status
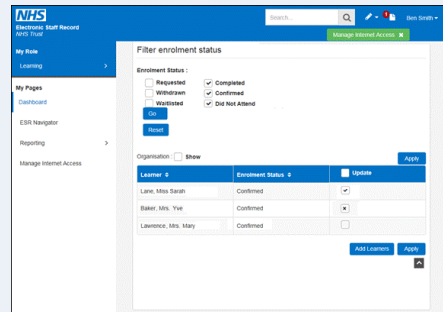
Business Intelligence (BI) Reporting

A suite of dashboards and reports are also available from the navigation menu on the left (**Reporting** > **Business Intelligence**). Administrators can monitor current compliance, trends and future requirements.

For more information on Business Intelligence please visit the online BI User Guide.

Inter Authority Transfer (IAT) & Multiple Employer Competence Update

National competencies achieved by Applicants and Employees from other NHS employers can be transferred electronically to reduce time spent on induction and training. The 'My Compliance' portlet (available to Applicants and Employees) informs users of the training still required to be undertaken and directs them to the relevant options set by Learning & Development, thus reducing queries and administration. IAT Notifications are received for Applicants and Multiple Employer Updates are received for Employees and Applicants with multiple NHS employers.

Learning Auto Subscription and Enrolment

A daily automated process identifies both where training is required (renewal due, new hire, position changes etc.) and the relevant training available and enrols the Learner where applicable. This automated process reduces the need for Learners and Administrators to review and enrol on training required. Learners are notified both when an Learning Auto Subscription and Enrolment was successful (to advise of the training enrolled onto) and where no enrolment was possible (to remind the Learner the training is still required).

Automated Emails and Notifications

Notifications are messages sent to users within ESR. Emails are also generated and sent to the email address held on the Learner's HR or enrolment record. Enrolment and Course status changes trigger automated emails to Learners to advise of joining instructions, cancellations, changes to classes and withdrawals. Additional automated notifications and emails are sent to Learners and Managers to remind them when training needs to be renewed. A Notify function enables Administrators to send ad hoc, localised notifications and emails.

Learning Certifications

Different learning methods can be grouped together in Learning Certifications to give Learners options or to mandate learning. Both e-learning and classroom (online/physical) Offerings can be added into the same Certification and the settings selected by the Administrator allow Learners to either complete the learning or direct them to the relevant option. For example Administrators can mandate how many consecutive times a learner can complete via e-Learning. Learning Certifications are included in the Learning Auto Subscription and Enrolment function and Certification notifications can be automated to remind Learners when training needs to be repeated.

## Learner Access & Prerequisites

Administrators can enable or restrict access to training based on the Learner's role or their previous training. By default, all training is available to all Learners with Manager approval. Administrators can specify whether Learners can self-enrol without Manager approval using the Learner Access function. The same function also allows the Administrator to specify which Learners can access training (with or without Manager approval) by name, Position, Job, Organisation etc. Learners not meeting the Learner Access settings will not be able to search for the training. Prerequisites can also be defined to ensure that the Learner does not enrol onto training before previously having achieved relevant training and/or competencies. Learners not meeting the mandated Prerequisites will be able to view the training but not enrol.

Schedule Multiple Classes

Administrators can use the Schedule function to create multiple versions of the same Class across regular date patterns both historically and in the future. All Classes can be edited if required, thus reducing the time spent creating individual events.

Learner Experience

Whether an Applicant, Employee or External Learner, users will all have access to the 'My Compliance' portlet on their relevant Portal page via any internet enabled device. This will inform the Learner of their overall current compliance rate including any competencies that have electronically transferred from other current or previous NHS employers.
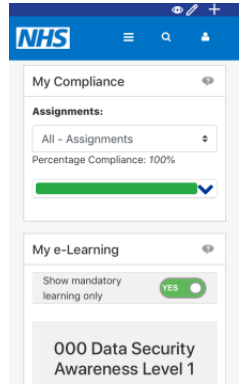
Once expanded, the learning requirements are prioritised (out of date or never achieved subjects listed first followed by those due to expire by date order). Clicking on the Status indicator will inform the Learner the current expiry date (where available). A Red status indicates training has either expired or has never been completed, Amber indicates training is due to expire within the next 3 months.

The learner's subject selection will then enable the relevant options:

► Play to play relevant e-learning that Learner is already enrolled onto.

Q search for relevant learning

View view information about an existing enrolment
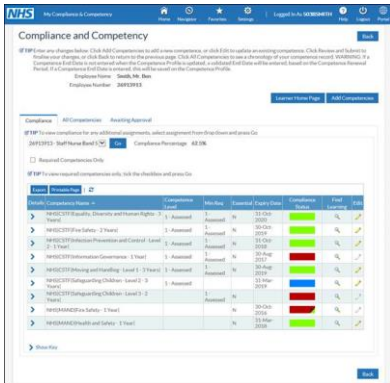
Selecting View My Compliance will direct the Learner to the Compliance and Competency page which shows all required training, including subjects where no action is currently needed (Green indicator), and any additional competences achieved that are not set as requirements (Blue indicator).

The search icon is also available (as per the My Compliance portlet) directing the user to the relevant learning set by the Administrator.

The Learner can also select Learner Home Page to search for additional training, view their current enrolments, their requested learning and learning history and to play e-Learning. There are hundreds of national developmental e-Learning courses to chose from, and local e-Llearning courses can also be added.