A Guide:

How to use our Learning Management System

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Learning Management System

Overview

Our Learning Management System (LMS) organises, manages and delivers your organisation's training schedules. Some advantages include:

- Reduce training administration time
- Set-up all your users and invite them to take training in under 5 minutes
- System generated user notifications and reminders
- All progress and certificates held in a single central training record
- Comprehensive suite of reports
- Annual licence options
- No limit on the size of organisations
- Our friendly customer support team is available via telephone, online chat and email to help you with any questions

Learning Management System

Key Features

Reporting

✓ See your organisation's training status eg. number of users still to take or retake their training. You can also access reports that let you track, measure and report on a user's progress.

Certification

✓ Users can access their certificates after they have successfully completed a course or download them from their user account. Administrators also have these privileges.

Child Protection Company

This is to certify that

A Person

has successfully completed online
Child Protection for Nannies

Date	Valid Until	Certificate No.
25-Mar-2022	25-Mar-2024	123456789

To verify this certificate, please visit www.childprotectioncompany.com/verify
ChildProtectionCompany.com, Icon Innovation Centre, Eastern Way, Daventry, NN11 0Q8.
Tel: 01327 552030   www.childprotectioncompany.com

ChildProtectionCompany.com is a trading name of Smart Horizons Ltd.
Company Registration Number 06448634, VAT Registration Number 105 0250 78.
Registered Office: Icon Innovation Centre, Eastern Way, Daventry, Northamptonshire, NN11 0Q8.

Key Features

Account Management

✓ View your organisation's training license and training credits bought or used, see the number of users still to take or retake their training, or purchase new courses and credits. In addition, users can track their own progress and manage their profiles.

Set Up

✓ Administrators can add and delete users, allocate courses to users, notify them to take a course and send a series of reminders if the training hasn't been started. In addition, admins can manage user passwords.

Manage your account details

User name:	organisation.admin		Organisation name:		Welcome to Smart Horizons Ltd	*
Organisation ID:	ⓘ CPID39751471		Address 1:	ⓘ	Icon Innovation Centre	*
First name:	Organisation	*	Address 2:		Eastern Way	
Last name:	Admin	*	Address 3:			
Email address:	hello@smarthorizons.cc	*	Town/city:		Daventry	*
Re-type email address:	hello@smarthorizons.cc	*	County:		Northants	
Telephone number:	ⓘ		Post code:		NN11 0QB	*
Mobile number:			Promotion code:			
Choose a password:	ⓘ •••••••	*	Type:		Commercial ⌄	*
Re-type password:	•••••••	*	Sector:		Select the sector ⌄	*
Choose a security question:	ⓘ Memorable location? ⌄				Save Exit	
Answer to security question:	ⓘ					

* = mandatory

Key Features

Automation

The LMS sends automated email reminders, requesting that users take/retake courses. These reminders can be tailored with different email content and send times etc.

Customer Support

Our friendly customer support team is available via telephone, online chat and email support to help you with any questions you may have.

Compliance

The LMS provides a central record of staff training and email reminders in the event of an inspection by Ofsted or the Local Authority.

Training Home Screen

The training home screen is the primary navigational screen to access your training courses, manage your organisational training requirements, administration and billing details and change your account profile.

On your training home screen you will see the following sections:

My training (No. 1) – Access your individual training courses. Click on the course title to start.

My details (No. 2) – Access your individual account details (change your personal details such as address, email password, username etc) and email preferences (choose whether to receive reminder emails etc).
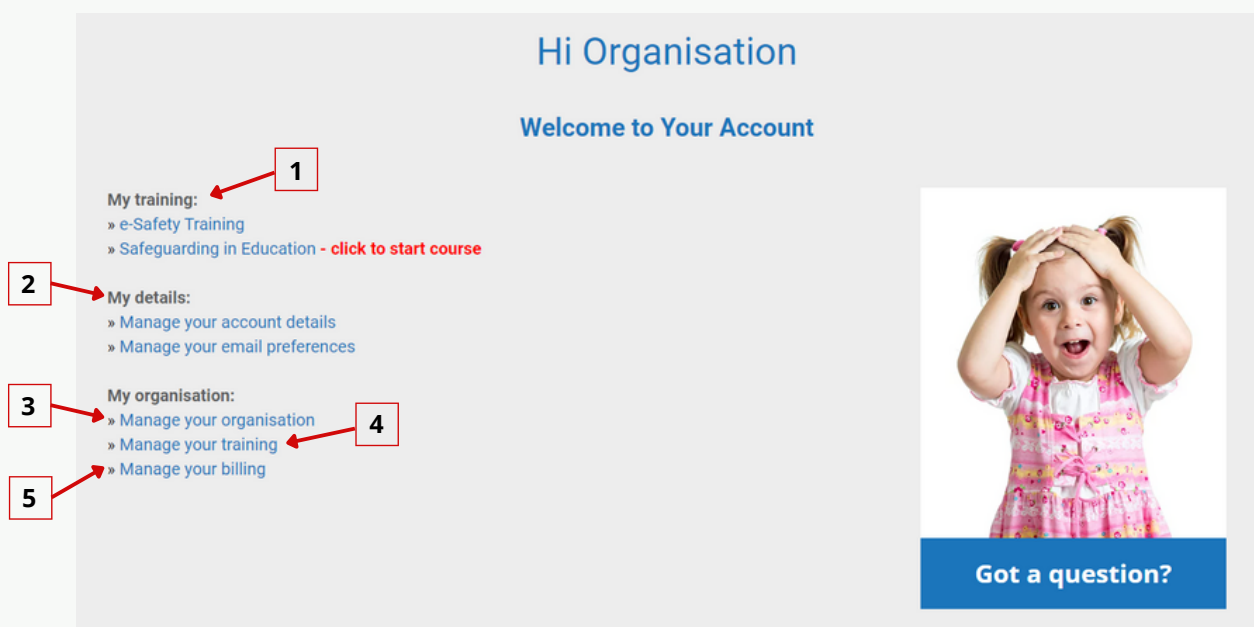
Manage your organisation (No. 3) –This section enables you to add, remove users, change passwords, send log in details etc.

Manage your training (No. 4) – This section enables you to send out training, view certificates and monitor progress etc.

Manage your billing (No. 5) – Here you will see any invoice details such as copy invoices and whether the invoice has been paid.

User Set Up

How do I add users?

Each person in your organisation needs a user account. From the Home Screen, select **Manage your organisation (No. 1)** and click on **Add Users (No. 2)**. If you have lots of users to add, you can also use the **Bulk Add (No. 2)** button, which will allow you to paste a list of users.
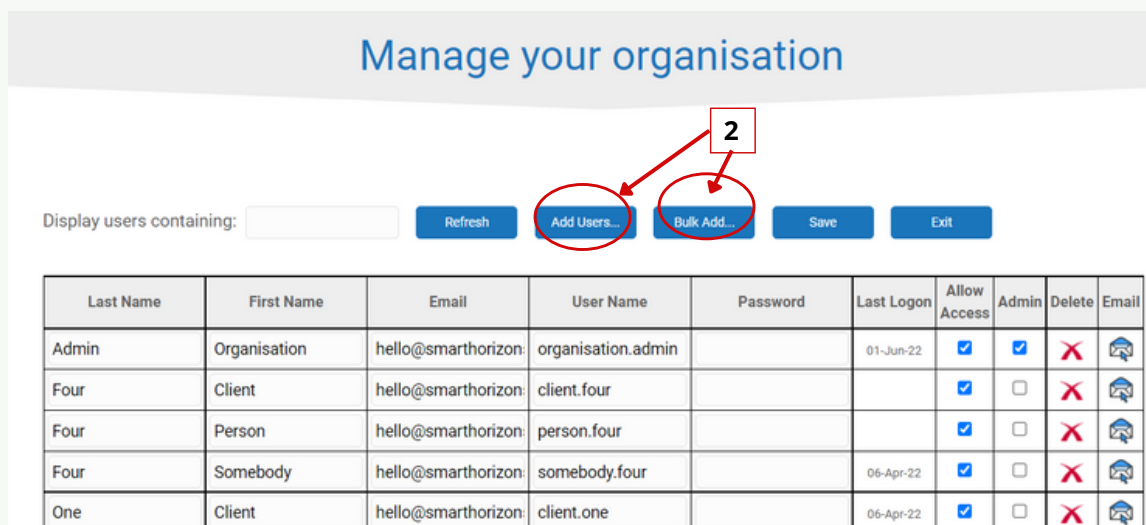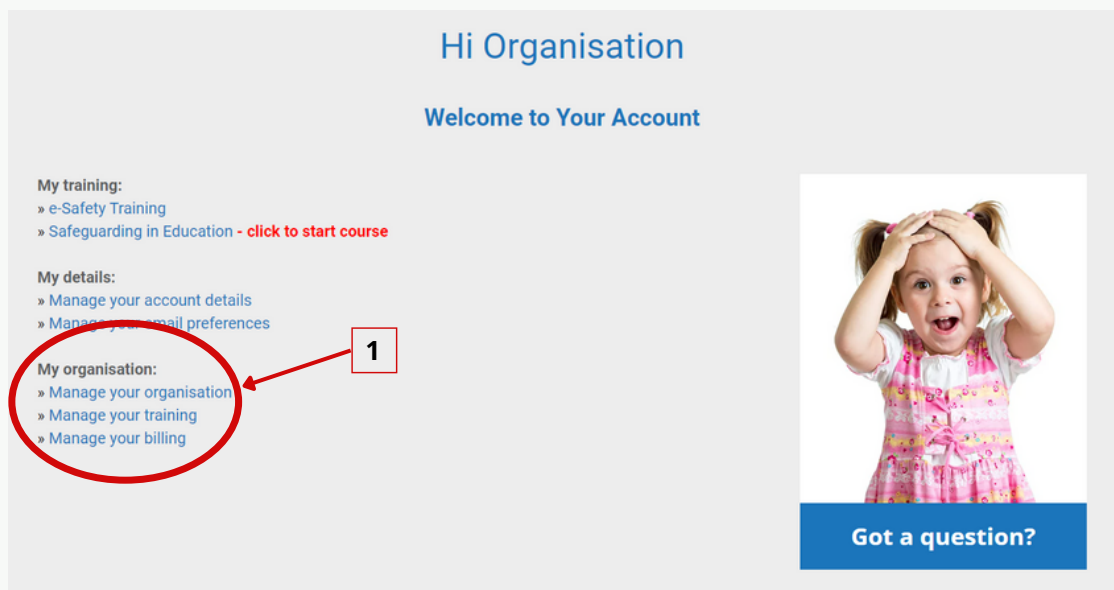
User Set Up

Emailing users

It's very easy to send an email to users. With this email, you can give them their log-in details and password and ask them to take a course. Simply click on **Manage your training** on the home page. Locate the users you want to send an email to from the list, then check the **Select** checkbox next to their names **(No. 1)**. If you want to send an email to everyone, click on the checkbox in the header of the report to automatically select everyone in the list.

Press the **Email Users** button **(No. 2)** You will then be taken to the Email Users screen, where you can select who the email should be sent from, the subject line and the contents of the email. The text items in the square brackets will automatically be filled in for you when each email is sent. The same approach can also be used to chase users who haven't yet completed their training, or to remind users to take training.

Important note – Please DO NOT change any of the text in the square brackets [text like this] as this information automatically pre-fills on the sent emails from your selections.

User Set Up

Enabling Course Access

Training courses can either be made available to everyone by default, or alternatively, you can set the course **(No. 1)** so that only specific people have access to the course.

If a course has 'Allow anyone to use credits set to 'No'' **(No. 2)** you will have to enable user access explicitly. Select the course from the drop-down list and then click on the **Enable Access** box next to anyone who requires access, finishing with the **Save** button **(No. 3)** If a course has 'Allow anyone to use credits' set to Yes, you can use a similar approach to disable access for certain users.

How does a user start the course?

To start a course, the user needs to simply log on with the account you have created for them and click on the relevant course title **(No. 1)** which will appear in 'My Account' on the home page.
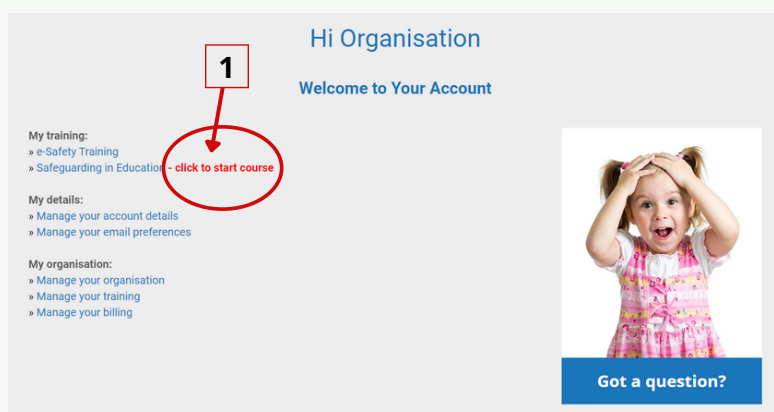
User Management

How can I send a user a new password?

To send a new password to a user, select **Manage your Organisation (No. 1).** Then click on the email envelope icon next to the relevant user to send the new login details **(No. 2)**.
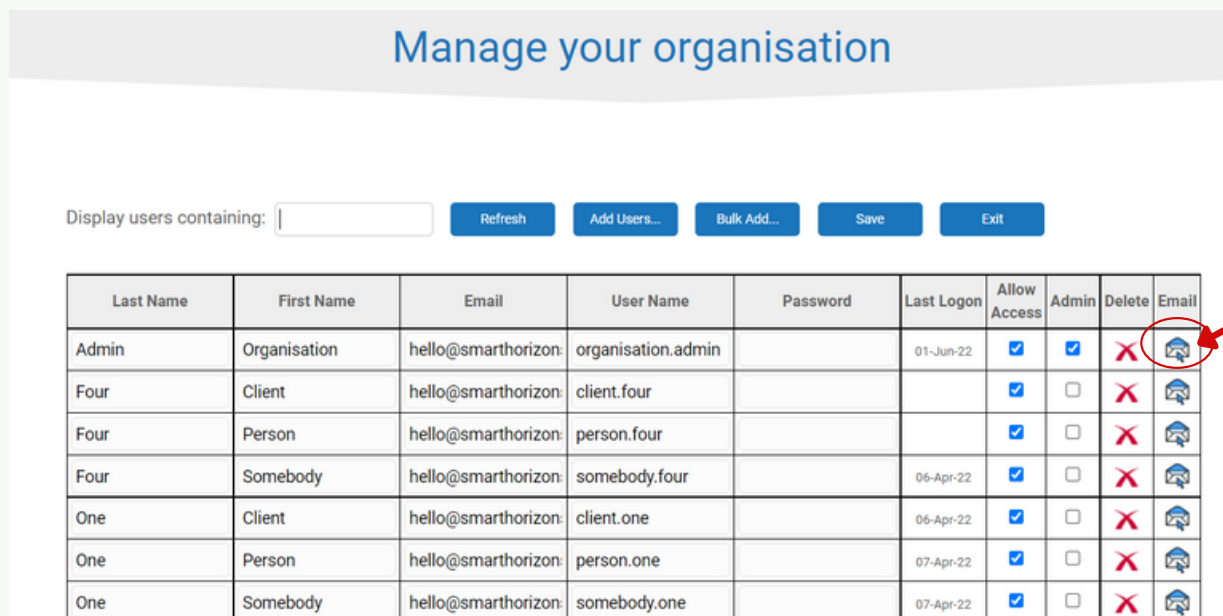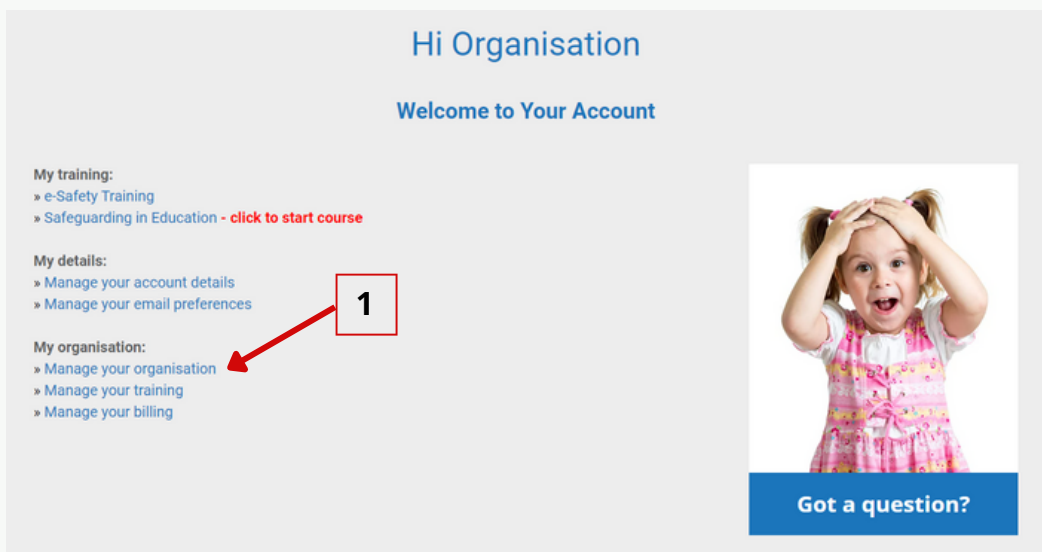
User Management

How do I purchase more courses?

From **Manage your training,** select the course you want to purchase and click the **Buy more credits** button **(No. 1).** Change the quantity to number required and click update. If there are additional courses you would like to purchase, click **Continue Shopping (No. 2)** Change the course title and repeat; when you have all the courses you need, click **Checkout**.

User Management

What is a training credit?

A training credit allows one person to take one course. Each credit is used up at the time a user starts a course. Therefore, if you enable access for somebody but they don't actually begin the course, the credit will remain valid and could be used by somebody else.

From the home screen go to **Manage your training** to view your available credits. Choose the correct course **(No. 1)** and you'll see both the number of credits available **(No. 2)** and the number of users who need to take or retake the training **(No. 3)**. 'Spare credits' represents the credits remaining if all those people take the training **(No. 4).**
Please note: If a user is not enabled for the training, they will not be included in the number of users to take/retake a course.

User Management

What are automatic reminders?

Automatic reminders are emails that the training system sends out on your behalf to ask your users to take or retake training. A key feature of the system is that it will also send email chasers if users haven't started the training. To turn on automatic reminders, go to **Manage your training** and change the automatic reminders drop down to 'Yes' **(No. 1).** Once enabled, the system will automatically send invites to users as appropriate.

By default, users will receive an invite approximately one hour after being added to the system. After one week, they will receive another invite if they have not yet completed the course, and then another after two weeks. Likewise, eight weeks before training expires, users will receive an email asking them to complete the course. If you would like to tailor the emails sent from the system, just click on the **Reminders (No. 2)** button. You can even specify who you would like the email to be sent from. As previously mentioned, please do not change any of the text in the [square bracket]. If you would like to view a test copy before you send an email, click the Test button and you will be emailed a preview. Please remember to **Save (No. 3).**

User Management

How do I view a user's certificate?

Click on the **Manage your training.** You will be able to view/print an individual user's certificates by clicking on the PDF icon **(No. 1)**. Alternatively, users can find their certificates within their accounts and a copy is emailed after completing the course.

Can I get a copy of everyone's certificate?

The training system will automatically maintain your organisation's training records online, so you do not need to download the certificates. However, if you would like a copy of one or more certificates, click on the select checkbox next to each user **(No. 1)** and select '**Email me a copy of the certificate for the selected users**' from the 'More Actions' dropdown list **(No. 2),** and press **Go (No. 3)**. The system will then email you a report with the user certificate(s).

User Management

Adding an expiry date of a certificate from another training organisation?

If some staff have taken training with other providers, you can add their certificate expiry date to your user records. This will remind the admin when their training is due to expire. From **Manage your training,** choose the checkbox next to the relevant user **(No. 1)** then choose 'Add an external certificate for the selected users' from the 'More Actions' dropdown list **(No. 2),** and press **Go (No. 3).** Then complete the 'Certificate Expiry Date' **(No. 4)** and press **Add Certificate (No. 5).**

User Management

How do I get a more specific training report? (for example, to see who has not yet taken a course)

From **Manage your training**, you can view the training in different ways by clicking on the **Report** button and selecting the report that is required from the drop-down list. For instance, to find out who has not taken the 'Safeguarding in Education' course, select the correct course from the drop-down list from the Course box **(No. 1).** Then select the correct report from the Report box drop-down list (in this instance, 'View users who have not taken the course') **(No. 2).** Finally from the 'More Actions' box select 'Email the currently selected course report' **(No. 3)** from the drop-down box and hit the **Go** button.

About us

**BROADEN YOUR HORIZONS,
MAKE THE SMART TRAINING CHOICE:**

Smart Horizons has four key specialist training areas. With a team of experts dedicated to each specific discipline, we are a leading provider across all four arenas. Please visit the individual websites for the specifics of the training available.

The Child Protection Company (www.childprotectioncompany.com)
Food Hygiene Company (www.foodhygienecompany.co.uk)
Fire Training Company (www.firetrainingcompany.co.uk)
Asbestos Education Company (www.asbestoseducationcompany.co.uk)

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