

Resolving issues with the New Learning Zone - Update for Schools

Summary

Detail

Hampshire County Council's new Learning Zone was launched on 1st October 2018. It has become clear that there are some ongoing issues, causing frustrating and time consuming queries for users and administrators alike.

We would like to thank all schools for their continued patience and understanding during this transition period. We have been following up each query, discerning patterns, identifying root causes and working with the system architects to rectify the issues. Some are straightforward and others require painstaking and forensic correction of thousands of data entries.

The new system itself is performing as expected with new courses but the main issues have arisen due to the complex transfer of data from the old Learning Zone to our new platform. Below is an update on each issue setting out what the issue is, what effect it has, and where we are with fixing each of them.

1. Delegation of course booking and reporting from Headteachers to School Managers

The new Learning Zone system does allow Headteachers to delegate the authority to book courses for staff to their Business Manager or other administrator. The original guidance for Headteachers on how to do this incorrectly referred to a My Employees tab at the top of the screen. This should have referred to a My Employees tile at the right of the screen. The guidance has been corrected and reissued to schools, and is available via [this link](#).

2. Managers (or their delegated administrators) not able to see their line managed staff to book them on courses

The new Learning Zone is based on personnel information in SAP/IBC, such as personnel numbers and line management (LM) structure. The LM structure for schools in IBC is simplified into 2 levels, managers and managed. This simplified version has caused problems in schools where the actual LM structure is more complex, meaning that managers cannot see

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For the attention of:
Headteacher and Administration

Phase: All

Action: For information and action

From: Hampshire Teaching and Leadership College

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or book training for the correct list of people. As a side-effect of this issue the system has been assigning John Coughlan, HCC Chief Executive, as the line manager for all staff where the actual LM structure wasn't working.

The technical/IT team are urgently working on a technical fix that will reinstate an accurate LM structure so that managers can see the correct staff. This is the top priority issue for the technical team and a resolution will be tested this week.

3. Missing bookings

Some course bookings made in the previous Learning Zone system, up to September 2018, did not transfer across to the new version. This was because the old system didn't always need someone's personnel number, and the new system does. 4,000 bookings were manually added by the HTLC team and this work was completed on Friday. All bookings should now be visible. If they are not, please contact HTLC.

4. Schools not able to book places due to missing course information

Schools were finding that some courses were missing completely, or if the course was visible, bookings were often not possible. This was caused by a setting within the global system and has now been reset to the right option. If you're still experiencing problems making a specific booking, please get in touch.

5. Schools seeing wrong prices or no prices

Again, this was caused by incorrect options selected in the set up of the new system. We now believe all displayed prices should be correct so please get in touch if you see any unusual or missing prices.

As explained at briefings and in guidance, the learning item price displayed in the new Learning Zone will take account of your school's subscription, membership or service level agreement. Any discounts will be automatically applied. If you would like to change this default setting, please contact us to discuss.

6. Booking notifications

Some people aren't receiving notifications of course bookings. We're not aware of any technical issues with the sending of notifications, but the system uses the email address stored in ESS. We do know that many such email addresses are missing or incorrect, so if someone isn't getting notifications the first step is to log into ESS and check that their email address is correct. If it still doesn't work please get in touch.

Finally, this has been a very difficult few weeks for everyone largely caused by unforeseen issues, despite the care that was taken to manage the migration. To re-iterate pre-launch messages; we had no choice but to replace the existing system due to increasing software issues; the Success Factors product is a market leader LMS, despite these data transfer issues; and, whilst we anticipated some issues a small number of difficult to diagnose problems has caused big problems. However, we now feel we are making headway in understanding what they are and how to fix them.

We will update you regularly with further progress information until it is no longer necessary.

A reminder about how to access the new Learning Zone

All staff in Hampshire maintained schools can access training through the Learning Zone tile on the [Hantsweb shared](#)

[services page](#). In order to get started all staff, including managers, will need to log in to their account, check their linked e-mail address and set their personal password. Once this has been done, the Learning Zone tile will take them straight in to our new system.

Guidance and help

We recognise that any change of this type is likely to generate queries as users become familiar with the new system. Please find below a link to an [updated guidance booklet](#) which covers what schools may need to know to help get started on the new Learning Zone.

In addition there is a comprehensive set of How To guides and help pages on Hantsweb. These will be accessible from a new Learning Zone Help tile at the bottom of Learning Zone login page.

If staff are experiencing difficulties in logging in to ESS lite, support is available from the IT Service Desk on **01962 847007**. All users logging in to ESS Lite for the first time will need their personnel number.

Reporting

The updated Learning Zone offers school users access to a wide variety of enhanced reports which can be scheduled to run automatically at regular intervals if required. We are currently working on constructing reports that may be most helpful to schools following feedback from our recent roadshows. All reports have multiple options that enable you to configure to your needs. We will provide a list of reports that are tailored to the specific needs of schools, and further guidance on how to generate them, shortly, when the system is running as anticipated.

How to get in touch

For any questions regarding the new Learning Zone, please contact our bookings team:

Email: htlc.courses@hants.gov.uk

Tel: 01962 718600