

Manchester University NHS Foundation Trust

# New Learning Hub – FAQs



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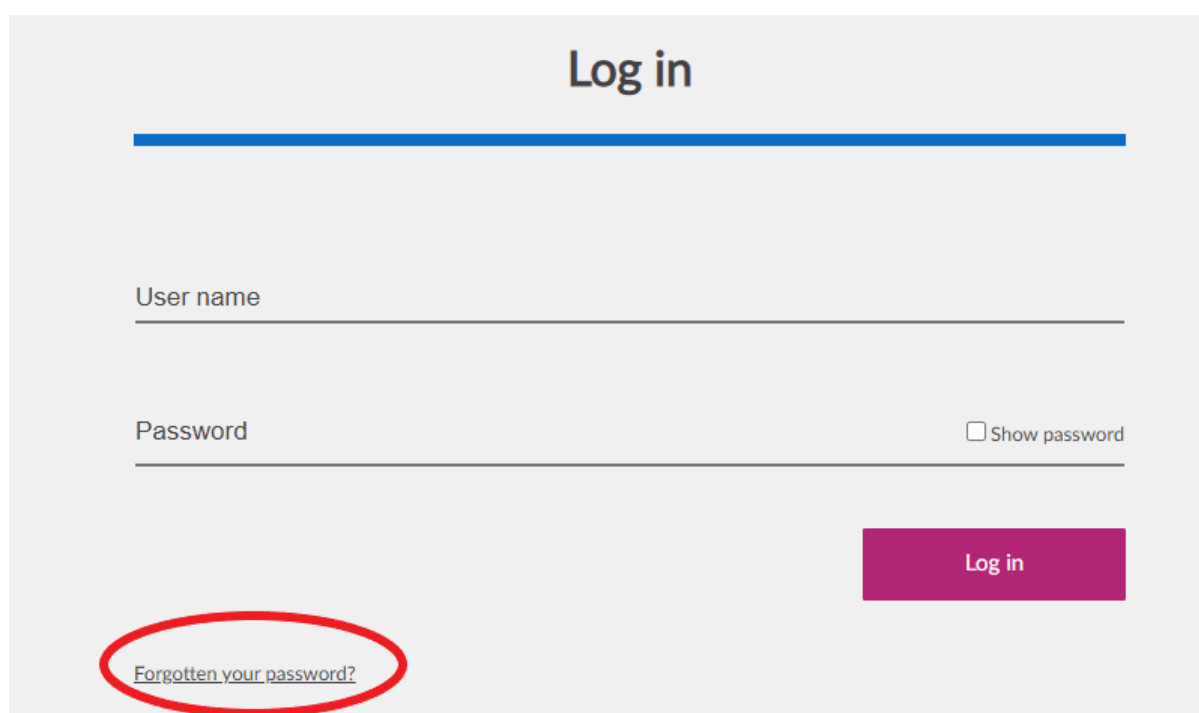
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## End Users

### **I am unable to login with the password and email given, what should I do?**

If you have forgotten your log in details, click on the 'Forgotten your password?' link highlighted below. Enter your username as your MFT email address, this will then generate an automated email with a temporary password for you to access the system.



Log in

User name

Password ☐ Show password

Log in

Forgotten your password?

In the event you continue to have issues accessing your account once you have completed the above, please raise a request via the Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

### **My profile and job title don't look correct on the 'My details' section, what should I do?**

We encourage you to check your personal information on ESR, to make sure your details are correct.

- Log in to Employee Self Service (ESS) via [my.esr.nhs.uk](https://my.esr.nhs.uk)
- Select the 'My Personal Information' tab in the left-hand navigation bar and select 'Personal Information' or use the "My Personal Information" box on the right-hand side of the screen.
- Check your personal details including name, address, work email and contact details.

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- Use the “Update” button to update your basic information if it is out of date or incorrect.
- Click the ‘Home’ button at the top of the screen to return to the main dashboard once your details have been checked and updated.
- Select the ‘My Employment’ tab in the left-hand navigation bar and select ‘Employment Information’.
- Check your job title, organisation, and supervisor. **You cannot update this information yourself. Please raise with your manager if any of your information is incorrect.**

For support, please contact [myesr@mft.nhs.uk](mailto:myesr@mft.nhs.uk).

## I am unable to find a course on the Learning Hub?

Our full Learning Hub Content will be available from the 22<sup>nd</sup> February 2023. Any mandatory training requirements for your role will be found in the ‘courses I have to do’ section, unless you have previously completed these within the necessary time frames, then they will be in the ‘courses I have done’ section.

To find out how to search for a course on the New Learning Hub, please use the ‘New Learning Hub – End User Guide’, featured on our intranet page: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

## It looks like I’ve been assigned the wrong mandatory training, what should I do?

In the first instance, please check the Mandatory Training matrices on the Intranet or Extranet by clicking here:

<https://intranet.mft.nhs.uk/content/corporate-services/mandatory-training>  
<https://extranet.mft.nhs.uk/content/corporate-services/mandatory-training>

All Mandatory Training will be available on the new system from Go Live. If you need to log a query regarding the wrong mandatory training, please ask your line manager to visit the intranet/extranet on the link above to get support with your query. Following this, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

## My Learning History appears to be incorrect on the New Learning Hub

Learning history will be migrated over to the New Learning Hub in two stages:

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Stage	Activity	By When
Stage 1	Learning completion history up until 31/01/2023	Will be migrated over to the new Learning Hub by 22 <sup>nd</sup> February 2023
Stage 2	Learning completion history from 01/02/2023 – 21/02/2023	Will be migrated over to the new Learning Hub by 10 <sup>th</sup> March 2023

From 22<sup>nd</sup> February – 10<sup>th</sup> March, your learning history will only be up to date with any learning completed prior to 31<sup>st</sup> January. If in this period any of your learning history completed prior to 31<sup>st</sup> January is incorrect, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>.

From 10<sup>th</sup> March all learning history will have migrated over to the New Learning Hub, if any of your learning history is incorrect from this date for any period of time, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

Additionally, if you need access to your historical records for revalidation purposes throughout this period, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>. The team are still able to access historical records from the previous system and provide these for you.

## **Managers**

### **I have the wrong team members in 'My Team', what should I do?**

The Learning Hub uses data from ESR to populate the system. If your staff are in the wrong department or have the incorrect job title, please contact your Hospital HR Business Partner to complete a Transfer form (EWIP form).

### **My staff have been assigned the wrong mandatory training, what should I do?**

In the first instance, please check the Mandatory Training matrices on the Intranet or Extranet by clicking here:

<https://intranet.mft.nhs.uk/content/corporate-services/mandatory-training>

<https://extranet.mft.nhs.uk/content/corporate-services/mandatory-training>

All Mandatory Training will be available on the new system from the 22<sup>nd</sup> February 2023. If you need to log a query regarding the wrong mandatory training, line managers must do this on behalf of staff member, please visit the intranet/extranet via the above links to get support with your query:

Following this if your query is still not resolved, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

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## **I need a specific report building for my area of work, what should I do?**

All weekly and monthly ESR mandatory training reports will continue to be circulated to managers as they are now.

Team compliance can also be found in the 'My team' section of the New Learning Hub, please use the 'New Learning Hub – Manager User Guide', featured on our intranet page to find out how to access this information: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

If you still require a bespoke report building, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

## **Teachers/Educators**

### **I am a course teacher; how do I access my course?**

Access to your courses has been created based on your access to the previous Learning Hub. Details of how to access and maintain your courses can be found in the 'New Learning Hub – Teacher/Educator User Guide', featured on our intranet page: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

Details of virtual drop-in support sessions can also be found on the above intranet page.

The users guides and details of drop-in sessions have been sent to all educators/teachers directly.

If you do not have access to the correct courses, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

### **How to I enrol staff on a course?**

All mandatory training requirements have been assigned to staff members appropriately. Staff can search and complete any additional courses they may be required to complete. Details of how staff can search for courses is detailed in the 'New Learning Hub – End User Guide', featured on our intranet page: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

## **I need a specific report building for my area of work, what should I do?**

Your access will provide the opportunity to run a number of reports for your courses outlined in the 'New Learning Hub – Teacher/Educator User Guide', featured on our intranet page: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

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If you still require a bespoke report building, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>

## **I cannot find one of my courses**

During our move to the new system, we have archived courses that are no longer being used within the trust. If you would like to request a specific course to be un-archived, please raise a request via the Workforce Services Helpdesk <https://itsupport.mft.nhs.uk/> and we can advise our process for this content being made readily available if appropriate.

## **General Queries**

As we move to a brand-new updated Learning Hub, we appreciate that sometimes you might need support with general queries and using the system for the first time.

In the first instance, please visit our intranet page hosting a variety of useful resources: <https://intranet.mft.nhs.uk/content/corporate-services/mft-learning-hub/training-is-on-the-move>.

However, if you still require support after visiting the resources on these pages, please raise a request via our Workforce Services Helpdesk: <https://itsupport.mft.nhs.uk/>



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