

Administrator Guide to the Highfield Learning Management System

lms.highfieldelearning.com



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Introduction to the Learning Management System

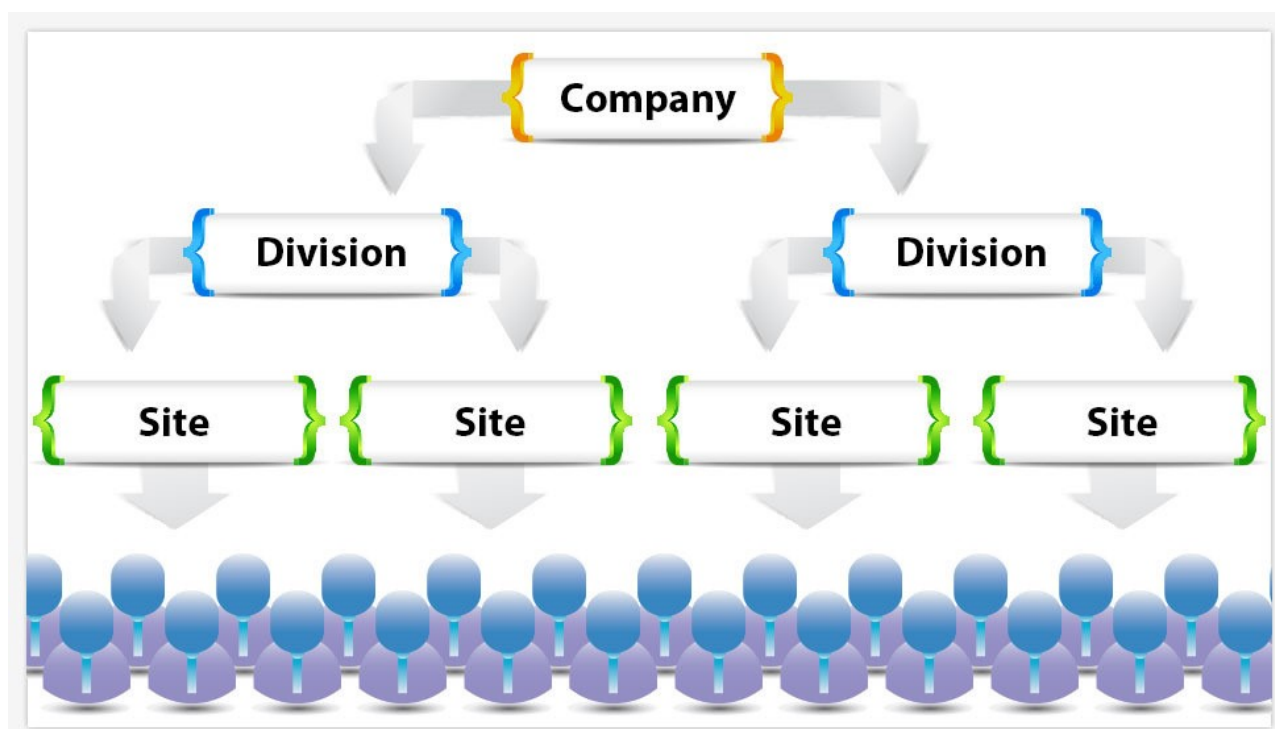
The main purpose of the Learning Management System (LMS) is to provide learners with online access to our range of e-learning courses whilst allowing their supervisor or manager to be able to administrate and report on their progress as well as setup new learners.

There are two types of login account on the LMS:

Learner accounts – these accounts only have access to the course(s) that they have been allocated; learners can complete their courses and retrieve their completion certificate.

Administrator accounts – these accounts can create new learner accounts, purchase, and assign e-learning courses and administrate all of the Divisions/Sites/learners that fall beneath them in the Company/Division/Tree (see the flow diagram below).

The following flow diagram illustrates how a company structure can be split into tiers on the LMS. An administrator can be assigned to a company, division or a site and will only be able to administrate the tiers that fall directly below them in the flow diagram.



A licence is required for every learner to gain access to a training resource. The LMS allows an administrator to control the distribution of purchased licenses within the section of organisation that they have access to.

Company

A company administrator possesses the overall view of the divisions, sites, learners and the administrators for each of those.

If you are a company administrator; you can add new divisions, sites and learners; issue licenses to divisions, sites and learners; as well as print certificates for learners that have completed the training.

Divisions

Divisions are used to split your company up into sections or areas. For example, a large company with sites in different regions of the country may like to use the divisions such as North, Midlands and South.

A division administrator controls the distribution of licenses within that division. They can add sites to the division and learners to the sites.

Sites

Sites are the specific workplaces you have within a division. For example, you may have a café and shop in the north division, and a café in the south division.

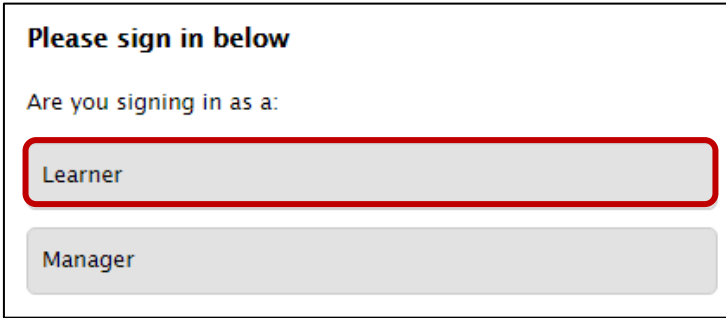
A site administrator can add learners to the site and distribute licenses to them.

Learners

A learner is the person who will be undertaking the training. Learners will be presented with a different page to administrators once logged in, they will simply see a list of training courses that they have been assigned a license for.

Logging in as a learner

Navigate your web browser to the LMS login page <http://lms.highfieldlearning.com> and select the 'Learner' option (as below).



Please sign in below

Are you signing in as a:

Learner










Manager

You will then be required to enter your login details (please note that your account details are case sensitive). When you have entered your correct log in details select the 'Login' button.

Once you have successfully logged into your learner account you will be immediately presented with the learner dashboard, including a list of all the courses that you have been assigned, as well as an overall progress report on each course.


Once you have selected the course that you would like to enter you will be presented with all the modules for that course as well as any additional course documentation associated with that course, for example, a downloadable PDF to supplement your learning.

Health and Safety Level 2 Your progress

 Accidents including slips, trips and falls	<input type="checkbox"/>
 Legal responsibilities	<input type="checkbox"/>
 Risk assessment	<input type="checkbox"/>
 Workplace health, safety and welfare	<input type="checkbox"/>
 Work equipment	<input type="checkbox"/>
 Fire	<input type="checkbox"/>
 First aid	<input type="checkbox"/>
 Manual handling	<input type="checkbox"/>
 Hazardous substances (COSHH)	<input type="checkbox"/>

Supporting resources

Here you will find supporting resources for the subjects covered in this course.
It is recommended that you use these resources to supplement your learning.

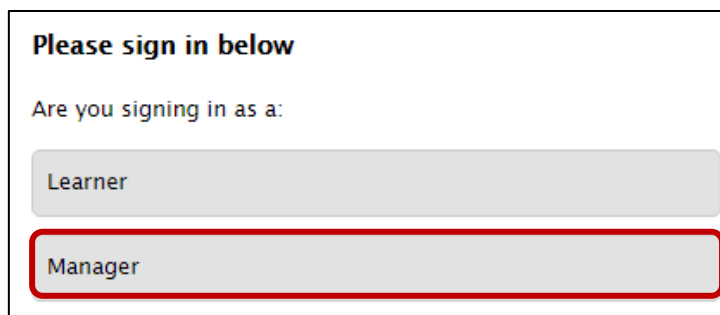
 Health and Safety Handbook (Level 2)	<input type="checkbox"/>
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Simply click on a module and select 'Enter' to start. Any modules that you have completed already will have a tick in the 'Your progress' box located to the right of the module.

If the course has been completed, you will be given a link at the bottom of this page to download a PDF version of your certificate. Your manager will also be able to log in to their administrator account and access this certificate.

Logging in as an administrator

Navigate your web browser to the LMS login page <http://lms.highfieldelearning.com> and select the 'Manager' option (as below).



Please sign in below

Are you signing in as a:

Learner

Manager

You will then be required to enter your login details (please note that your account details are case sensitive). When you have entered your correct login details select the 'Login' button.

Once you have successfully logged into an admin account you will be presented with the admin dashboard with quick-links to some of the most important features available to you.

Creating a division or site

Company administrators

Have the ability to create divisions and sites directly below their company.

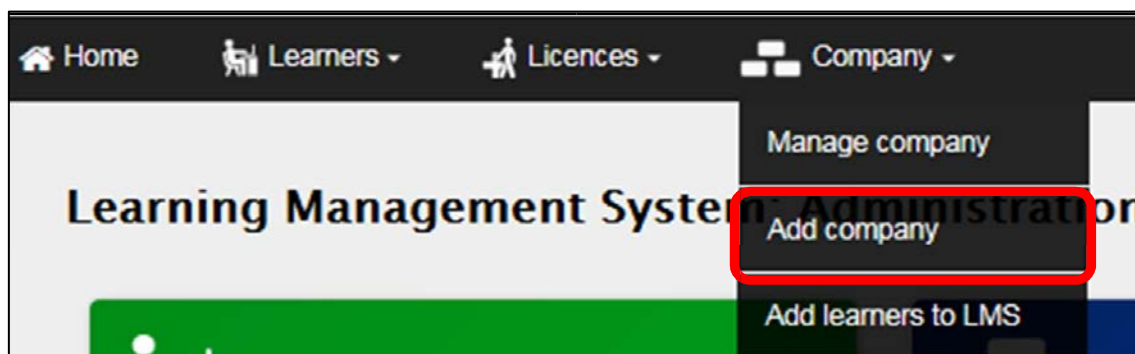
Division administrators

Have the ability to create sites directly below their division.

Site administrators

Do not have the ability to create any divisions or sites.

To create a division or site, select 'Add company' from the 'Company' dropdown on the main menu.



You will then be presented with a number of fields that require specific information about the division/site that you are creating.

The mandatory fields are as follows:

- Tier:** Select which type of tier you are creating – either a division or site.
- Parent:** If the tier is set to 'Site', you will need to select which division to add the site to. This box will only appear after the tier is set to 'Site'.
- Name:** Enter the name of the division/site that you are creating.

You can also create a new administrator account to attach to the new division/site by selecting the 'Add administrator' check box at the bottom of the page and entering the details for the new administrator.

Once you have filled in the relevant information click on the 'Create' button.

Creating/linking administrator or assessor accounts

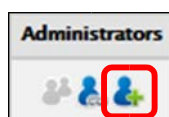
Create an administrator or assessor account

If your administrator account is attached to a company or a division you have the ability to create new administrator accounts to manage divisions or sites that are below you (site administrators do not have this ability).

To do this select 'Manage company' from the 'Company' dropdown menu.

You will now be presented with all of the divisions and sites that are directly below you (if any have been created). You have control over these divisions/sites and have a number of options available for managing them.

To create a new administrator, find the division or site that you would like to attach an administrator to and select the 'Add administrator' button for that division/site (as below).



Once you have clicked the 'Add administrator' button you will be asked to enter the details of the new administrator.

Complete all the mandatory fields (marked with a *), this includes the 'User type', this is where you decide what the account will be, either a 'Manager', 'IQA' or 'Assessor'.

A **manager** has overall administrative permissions of the division/ site including adding and removing learners.

An **assessor** can only view learner reports for the site that they are assigned to, as well as the assessments that learners have submitted, an assessor can mark/grade these assessments.

An **IQA** can only view learner reports for the site that they are assigned to, as well as the assessments that learners have submitted, they can also see the grading and feedback that assessors have carried out for those assessments. An IQA can lock an assessment so that an assessor does not have access whilst the IQA carries out their checks, the IQA can then leave their own feedback against the assessor.

Then select 'Create user'.

The new administrator account that you have created will now be attached to the selected division/site.

Linking an administrator account to a site or division

Administrators can be attached to more than one division/site; instead of selecting the 'Add administrator' button select the 'Link administrator' button located directly to the left of the 'Add administrator' button.

You can then search for an existing account to link to the selected division/site.

Please note that there is a legend/key at the bottom of the page that you can view to identify what each of the icons on screen mean.

Adding learners to the LMS

From the dashboard select 'Add learners to the LMS' or select 'Add New Learner' from the 'Learners' dropdown menu.

To add learners to the LMS you are required to add at least two pieces of information for each learner. These are the learner's 'First name' and 'Last name' (*some organisations may have additional fields*). These are the names that will be displayed on the learner's certificate upon completing a course.

Other optional fields are also available, such as 'Username', 'Password' and 'Email address'. If usernames and/or passwords are **not** entered, the system will automatically generate them. If a valid email address is entered, the learner will receive their login details via email.

You can add multiple learners by selecting the 'Additional learner' button. The 'Remove learner' button removes the last row of fields (*please note this will remove any information inserted in this field*).

Once you have inserted the learner information select the 'Add course(s)' button. Then from the dropdown box select the company, division, or site that you would like the learner(s) to be added to.

In order to select the course(s) that you want to allocate to the learner(s) you can either search for the course by typing it in to the 'Search course(s)' box and selecting it from the resulting dropdown selection, or you can filter by licence type. Filtering by licence type allows you to select multiple courses at once. Once the course(s) have been selected click the 'Add course(s)' button.

The courses will then appear under the 'Your selected courses' section. If a licence type isn't already selected for each course, select one from the dropdown box. The background will go green and the status of the course in the top righthand corner will update when the course is valid and ready to allocate.

Some courses may require further details, for example, where modules of the course are optional you may be required to select the individual modules to allocate. This can be done by clicking on the red 'X' of a desired module name, thus activating it and changing the 'X' to a tick.

Once you are happy with the course selection, select the 'Enrol learner(s)' button. You will then be presented with a results page that will summarise the learners and the courses they were enrolled on. If you have a valid email address registered to your administrator account, you will also receive these results via email.

Adding multiple learners (CSV upload)

If you would prefer to import the learners using our import feature, use the link at the top of the 'Add learner to LMS' page. You may find this useful for adding multiple learners to a site. On this page, you can find the 'click here' link to add learners from a spreadsheet.

New enroller
Enrol multiple learners on multiple courses in one process
Enrol learners - You have 2875 licences remaining

Optional/Additional fields

Username needed: Password needed: Payroll needed: Gender needed:
Date of Birth needed: Job role needed: Email needed: Mobile needed:

Populate the details below to add your learners, select 'additional learner' or 'remove learner' to add and remove learners as required.

If you are using a CSV/spreadsheet to upload your learners please [click here](#).

First name*
Enter learners first name.

Last name*
Enter learners last name.

If you would prefer to import the learners using a our CSV import feature please click here

A blank text box will appear below the link. Using the tick boxes, you can select the data which you would like to add for your learners. You can then copy and paste data from a spreadsheet into this box (excluding your headers).

You must make sure that the order of the data in the spreadsheet matches the order of the fields on the LMS.

Once the data has been pasted into the provided area on the LMS, the learners' details will automatically be added into the fields below.

Reset a learner's password

From the dashboard select 'Manage learners' or select 'Manage learners' from the 'Learners' dropdown menu.

Here you can search for your learner and click the key icon on the right of the page under the 'Options' column (displayed below).

Division	Site	Options
N/A	N/A	

Here you can auto generate or manually assign a new password to your learner.

Adding courses to existing learners

From the dashboard select 'Manage learners' or select 'Manage learners' from the 'Learners' dropdown menu. From here find the learner that you would like to add an additional course to (there are filter options on this page to help you find your learner).

When you have found your learner select the 'Add course' button (see icon below) located in the 'Options' column, this will take you to a new page.



This page is also directly accessible from the 'Learners' dropdown menu by clicking 'Enrol existing learners'.

If you wish to add a course to one learner then you will notice that your learner has been added into the 'Selected learners' area. You can now click 'Add courses' to select the course you wish to add.

Enrol existing learners (multiple learners)

Adding multiple existing learners to a course follows a similar process as mentioned above. Firstly, from the 'Learners' dropdown menu select 'Enrol existing learners'.

Here you can select existing users by searching for their name, site or by a course that they may have been previously enrolled on.

After typing your search criteria, click the "Get learners" button and your result will appear in the bottom left panel of the page.

Here you can use the purple arrows to move learners into the "Selected learners" panel on the right.

Once you are happy with the learners you would like to enrol, click the "Add courses" button to progress to the page where a course can be assigned.

Reactivating expired learners

If a learner has a licence that has expired they will no longer be able to access the course. To unexpire a learner you must re-assign the course to them using another licence of that course. When a learner is unexpired they will not lose any progress on the course, however they will be required to log in to update the reports.

Running reports

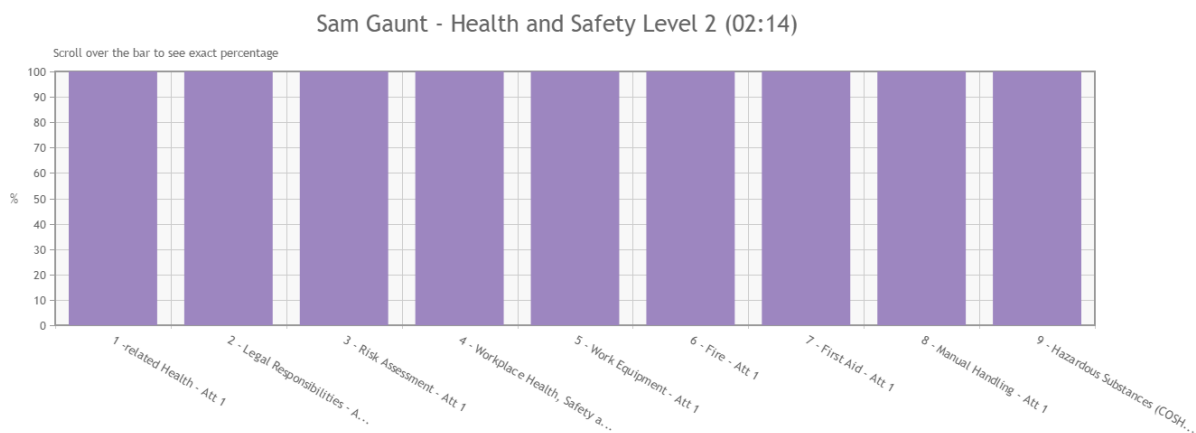
As an administrator, you can view reports for the learners that are within the company, division or sites directly below the tier that you are an administrator of.

To do this select 'View learner reports' from the admin dashboard or select 'Learner reports' from the 'Learners' dropdown menu at the top of the page.

You will now be presented with a list of reports for all your learners and their assigned courses that are within your administrable company/division/site. You can filter through these reports using the filter options at the top of the page.

Once you have filtered down to the list of reports you require you can export that report to a spreadsheet. To do this; click the 'Download full list (csv)' button located above the list of reports and save the file.

You can view a graph of how far learners have advanced through the different modules of a course by clicking the graph icon located in the learners 'Progress' column. An example graph of a learner that is 100% complete is shown below:



Marking assessments

To mark an assessment, navigate to learner reports and filter the learner. Once found select the check list icon under the 'assignments' column. The assignments column will contain a notice either saying that the assignments are not complete or that they are awaiting grading.

When you have selected the icon, a pop up message will appear with the available assessments that are awaiting grading, select the assessment that is to be marked, now you will see their assessment, the questions and related answers will be on the left beside 2 buttons, accept and refer, with a text box below.

If the answer submitted is correct select accept, if not select refer. Below is the feedback box, in here you can leave comments, the learner will be able to see this. If any answer is referred, the learner will have failed this assessment and it will have to be unlocked for them to do it again. They will only have to re-take the questions that were referred but they can see the comments made on all questions.

Downloading certificates

A learner that has completed 100% of a course will be able to download their own certificate; however, as an administrator you also have two options to download a learner's certificate. In the learner reports you will have the following icons available:



- Download certificate with a background to print on regular paper




- Download certificate without a background to print on pre-printed card

Manually set learner progress to complete

For certain courses, you may have the ability to manually set a learner's progress to complete. This option is useful for situations where training has been provided away from the e-learning system, for example, in a classroom, so that you can keep your records all in one place and the learner can access their certificate.

Individual learner progress

To set an individual's progress to complete, filter the reports (as mentioned above) to find the learner and the relevant course.

Select the  icon to open a popup where you can use the dropdown box to change course completion from 'Auto detect' to 'complete'. Select the save button, close the notification and the popup box and then refresh the reports page. The report for the selected learner will be updated with your name (as the person who manually graded the learner) and the date in which it was set to complete. You will also be able to access the learner's certificate using the icons provided.

Setting multiple learners' progress to complete

From the main menu select 'Mark learners complete' from the dropdown under the 'Courses' tab. On the page that loads select the course that you want to mark as complete from the dropdown box.

If you are a site manager the list of available learners will automatically populate with learners within your site that are enrolled on the selected course. Administrators of a company or division can use the 'Site' dropdown box to filter the learners for a specific site.

Alternatively, you can search for an individual learner using their name. Use either of these filters and select the 'Get learners' button.

Once the 'Learners' list is populated you can move learners that you wish to mark as complete across to the 'Selected learners' list. To achieve this, you can use the following icons:



Move **all** the learners listed under 'Learners' into 'Selected learners'



Move only the selected/highlighted learner(s) into 'Selected learners' (you can highlight multiple learners at once)



Remove learners from the 'Selected learners' list. This will remove any learners that have the check box at the side of their name ticked



Remove **all** learners from the 'Selected learners' list

You can re-filter the list of learners to ensure that all of the required learners are added to the 'Selected learners' list. If the course being marked as complete contains an assessment, you may add a % mark for it. This is optional and for your reference only. Once you have selected all the learners that you would like to set to complete select the 'Grade as complete' button.

Please note that only learners listed under the 'Selected learners' list will be marked as complete.

Once the confirmation box appears you will be able to access each learners certificate by selecting the icon next to the learner's name. Once you have accessed the certificate for a learner the icon will change to a green tick. The learner will then also have access to their certificate if they log in.

Taking over from another administrator

If you are taking over from a previous administrator and require the login details for the administrator account, please go to the 'Getting help' section below for information on contacting our support team who will be happy to help.

Getting help

If you require any assistance with the Learning Management System you can contact our support team who will be more than happy to help.

Telephone: 0845 226 0350 (*ask for IT Support*)

Email: support@highfield.co.uk