

FAQ's


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I have forgotten my password

You can access the password reset option through the

 button at the top of the screen



For help or support with any iLearn courses / modules on this site, please call

Learning Pool Support Desk on 0845 0744 114 (Network charges will apply if you use a mobile phone)

or email support@learningpool.com

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The elearning module will not launch – How do I enable Pop ups?

I have clicked on the module but it does not appear on the screen. If it has previously opened for you – the module is possibly open in another window. Check your open windows.

A guide to enabling Pop-ups is in the "[Help and Support](#)" section on the front page of iLearn.

To access the elearning modules, you will need to enable pop ups. If you have not already done this, go to the internet Browser menu bar and click Tools. Scroll down to Pop-up Blocker and select Turn off Pop-up Blocker.

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Activating Adobe Flash

If you see this screen



Click on 'Activate Adobe Flash' the e-learning will then start to play

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What is Online Learning?

Online Learning is the name given to courses that are accessed electronically. The courses are typically delivered from a website which you login to. Because the website is accessed via the Internet it can be accessed at any time.

The Online Learning courses are intended to enhance training opportunities available to you. Some courses are only available in as Online Learning. There may be times when you need to quickly refresh your memory about a topic or only have a couple of queries which do not require you to attend a full training session or there may be mandatory courses you are required to complete within a set time frame.

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Do I need my manager's permission before starting a course?

Yes, you should agree with your manager that you intend to complete a course and block out time in your diary to do so.

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How should I go about choosing a course?


Usually you should discuss the courses that will most benefit your personal development and those that meet your PADP outcomes with your line manager. Some courses are designed as quick refreshers or as a point of reference. You may wish to browse through the courses on offer by going to **Find Courses**.


Find Courses


The current catalogue is listed by course type/location using the filtering function.


Filter by

Course type/location (icons)

 Online (312)

 Cambridgeshire (41)

 Milton Keynes (10)

 Northamptonshire (215)

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Do I need to do any preparation before starting a course?

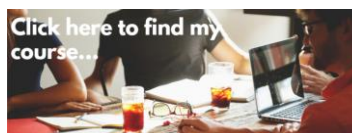
Before starting any course you should make sure you have a clear space in your diary and you will not be disturbed. You should also check the course length (if applicable) and ensure you have adequate time available. (Any times given will be an approximate)

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How do I access a course?

Find Courses

Click on the



or the graphic at the top of the home page

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The screenshot shows a user interface for filtering and searching courses. On the left, there is a 'Filter by' section with a dropdown arrow. Below it, the text 'Course type/location (icons)' is displayed. There are four filter options, each with a checkbox and an icon: 'Online (312)' with a blue computer icon, 'Cambridgeshire (41)' with a blue location pin icon, 'Milton Keynes (10)' with a blue location pin icon, and 'Northamptonshire (215)' with a blue location pin icon. To the right of the filters is a search bar with the text 'Search by' above it. The search bar contains a text input field. To the right of the input field are two buttons: a green 'Search' button and a grey 'Clear' button. Below the search bar, there is a pagination link: 'Page: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 (Next)'.

You can filter by course type/location and use the search by box. For best results, search only using one word of the course name.

(You will need to login to access any of the courses or you will be asked to login before you can)

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What is the Course Homepage?

The course homepage provides you with all the information relevant to that course. A course can include;

- A piece of e-learning
- Face to Face (classroom) course booking
- A resources section
- A quiz
- An evaluation form.

To ensure you are registered as having completed a course, you must complete the sections and activities on the course. The Certificate section will tell you which what you need to complete in order to release the certificate and be marked as complete.

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What if I want to stop working through an online learning course and return to it later?


Best to log out as if it you leave it open and it times out, your progress may not be recorded



The benefit of online learning courses are that you can revisit a course as many times as you like in order to complete it. However, we recommend most courses should be completed in two sessions.


You can exit a course at any time, by clicking on **Exit**, to leave the course and return to the **Course Homepage**. Your course progress will be saved and will be available the next time you log in.

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How do I know if I have completed a section/activity on a course page?

Sections/activities that need to be completed will show a box 

If there is a tick in the box you have completed that section/activity  

If there is a red cross in the box  then contact lgsslearning@northamptonshire.gov.uk

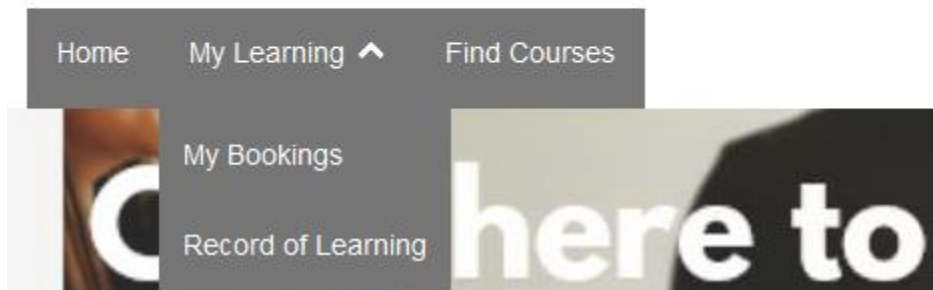
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How can I find out if I have any incomplete courses?

You have to be logged in to view your **Record of Learning**.

Hover over **My Learning** then choose the **Record of Learning**. You will be able to see all the courses you have enrolled on, courses in progress and courses you have completed. Also contains courses that you have been automatically enrolled onto.

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Will anyone else see any quizzes or tests that I have completed?

Where there is a requirement for you to complete a quiz or test, the result cannot be accessed by other members of staff. HR Administrators do have access to this information and management reports will be produced to monitor activity.

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What happens if I do not achieve the required score a course?

Should you not achieve the required score for a test or quiz, you will be asked to repeat it automatically (or follow any instructions given on the course).

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Can I print a course out?

We recommend that you don't print out courses, as this can only be done on a page by page basis. All courses are available to return to at any time by logging in with your username and password.

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What is the purpose of the Evaluation Form?

The Evaluation Form is an important part of providing us with your feedback, both on using the system as well as course content. Please spend some time completing the form, your feedback is valued and will help us to improve future courses. The Evaluation Form is usually the final section of a course, on the Course Homepage.

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Can I access iLearn from home?

Yes, iLearn can be accessed from home. However, you should always agree with your Line Manager which courses and when/how they should be completed.

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Why does the online learning not fit my screen?

If you are using a lower resolution screen display or a larger font, you may find the e-learning course does not fit onto your page. In which case, be aware that on some pages you may have to scroll up and down to ensure you see all the information. You may also change your screen resolution for the purposes of completing the elearning module. Contact your IT help desk who will assist you with this.

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