

January 2017

THE  
MORAY  
COUNCIL

## USER GUIDE TO CLIVE





# The Moray Council

*User Guide to CLIVE (learnPro)*

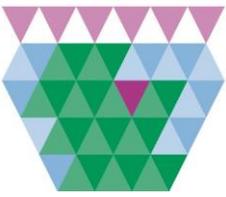
## *Welcome to LearnPro*

*LearnPro is designed around Moray Council to manage training across departments, access eLearning content and record personal learning logs.*

*CLIVE is our name for learnPro and stands for **C**orporate **L**earning **I**n **V**itual **E**nvironment*

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### Log on to CLIVE

The link to CLIVE can be found in the Discussions tab on the Intranet. It can also be found through Google – simply type Learnpro Council into the search engine. Or click here: <http://council.learnprouk.com>

Though it says Email, the default username for existing employees is MC and your payroll number  
Password: welcome

Please enter your login details below:

Email:

Password:

**LOGIN**

[Forgotten Login](#) [Create Account](#)

By logging in to the site, you are accepting our [Terms and Conditions](#)

For assistance using learnPro please visit the [Support Site](#)

If you are recently employed (after February 2014) you will need to register. Click **Create Account** and follow the instructions.

### Home Page

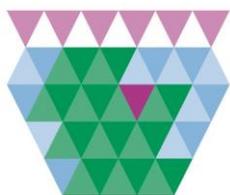
From your Home page you have a number of options:

**Dashboard** – this area will show you any announcements made by the Employee Development Team. It will also show you the last emodule that you visited with the option of a quick launch, as well as a Course Summary on your current learning.

**My Learning** – this area refers to all e-learning modules. Simply click on one of the categories and Add to your profile.

**Training Events** – this area refers to all classroom based courses. Simply click on Apply for Events to view a list of all available classroom training.

**Personal Learning Log** – this area is an opportunity to upload additional learning that you have achieved that was not booked through CLIVE.



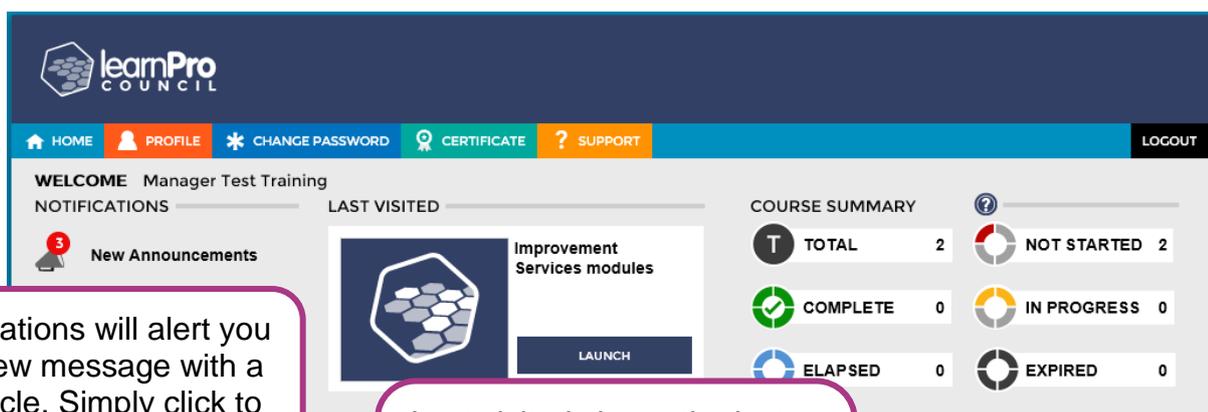
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## User Guide to CLIVE (learnPro)

### Home

### Dashboard

The first thing that you will see is the Home page. The coloured tabs across the top allow access to different areas of CLIVE.



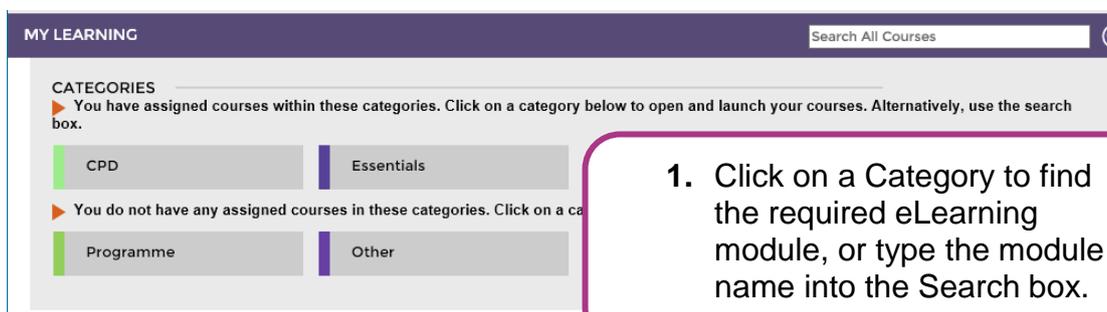
Notifications will alert you to a new message with a red circle. Simply click to view them.

Last visited shows the last eLearning module that you accessed. This becomes a shortcut back to the module. Simply click Launch

### Launch an eLearning module

As you scroll down the Home page you will see the purple band with the title My Learning. This area is relevant to all eLearning modules.

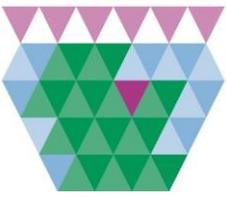
To access an eLearning module do the following:



There are currently four categories:

**CPD:** This holds the most modules and are relevant to continuous Personal Development.

**Essentials:** This holds the modules that every Moray Council employee must complete.



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Programme: This holds a group of modules under one title, namely Customer Service Excellence.

Other: This holds peripheral modules that are of interest to employees.

You will need to move the module you wish to complete from the bank of modules onto your personal course list.

**ADD COURSES**

▶ These are courses that are not currently on your course list. To add a course click on Add, then click Confirm.

CATEGORY	COURSE NAME
Essentials	Moray: Public

**ADD**

2. Click on **ADD** to move the module onto your profile and then **Confirm**

Once the module has been moved onto your personal course list, you can begin the module

CATEGORY	COURSE NAME	PROGRESS
Essentials	Moray: Complaints Handling - SPSO	
Essentials	Moray: Equalit	

3. Click on **Select** for the module you wish to complete.

You have not started this Course.

**VIEW ASSESSMENT RESULTS**

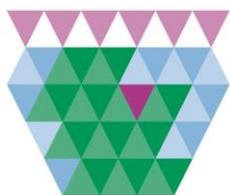
4. Click on **Launch** to begin the module.

PROGRESS MODULES

Public Contracts Scotland Regulations 2006 **LAUNCH**

[Remove Course](#)

Once you leave the eLearning module you will see it appear on your Dashboard as Last Visited. From here you can quickly relaunch the module without going through the above process. It will also show up on the traffic light system to show whether the module was completed, not started etc.

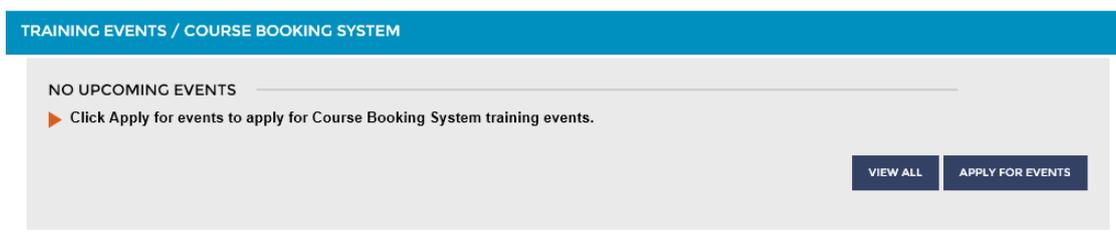


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### Booking onto a Course

Further down on the Home page there is a blue band with the title, Training Events/Course Booking System. This is where all the classroom based courses are held.



There are two options within this area:

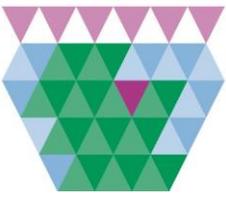
**View all:** this will show you all the classroom courses that you have requested to attend and have already attended.

**Apply for Events:** this will show you the long list of available classroom courses you can apply for. Once you have selected Apply for Events, do the following to book onto a course:

**1. Click on **More Info** for further details on the course.**

**2. Click on **Select** for the course you wish to attend.**

**3. Check the course details and if correct click on **Book on Event**.**



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This process will send an automatic email to your line manager to approve the training request. Once the training has been approved you will receive an email giving you the confirmation.

For this process to work there are a few things that need to be in place.

1. Have you entered your email address onto your Profile
2. Has your line manager added you to their Staff List

You can check these details in the Profile tab.

## Personal Learning Log

At the bottom of the Home screen there is an opportunity to upload additional learning that you have achieved that was not recorded through CLIVE. It is the purple bar with the title: Personal Learning Log.

To add an learning activity:

**1. Click on Access PLL**

PERSONAL LEARNING LOG

Use the Personal Learning Log to record additional learning activities

**+ ACCESS PLL**

**BACK** Personal Learning Log

## Personal Learning Log

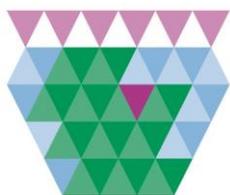
▶ Click Add Activity to record additional learning activities.

Activity

You currently have no items in your Personal Learning Log

**2. Click on Add Activity to enter your learning**

**+ ADD ACTIVITY**



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► Fill in the details below and click Save.

### GENERAL OPTIONS

Name:

Category  
Elective Continuing Professional Development

How did you undertake this personal development?

Aligned to:  
None

- 3 Enter the name of the completed learning
- 4 Select the relevant category
- 5 Comment on the method used, such as eLearning, distance learning, Moray College etc.
- 6 If applicable assign the learning to an association. The list can be increased, just contact Employee Development
- 7 Enter the date learning was completed

### DATE

Date:  
16/12/14

### REFLECTIONS

What did you learn from this?

What aspects of your work has changed as a result of

- 8 Describe what you learnt from this learning
- 9 Describe any aspects of your work that have changed as a result of this training.

SAVE

CANCEL

10 Click **Save**

This will send an automatic email to your line manager for approval. Evidence of attendance will then be asked for before accepting this personal learning item.

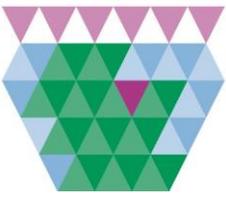
## Profile

The profile tab holds your basic employee information, such as your email (which can also be your username), your name, job role and department, employee number and line manager.

**learnPro COUNCIL**

HOME PROFILE CHANGE PASSWORD CERTIFICATE SUPPORT ADMIN

**EDIT USER PROFILE**  
You can update your personal details here. It is your responsibility to keep these details up to date.



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### Basic Details

It is a good idea to review your Basic Details and make any necessary changes by typing into the corresponding box.

**BASIC DETAILS**

Email / Username: test.training

First Name: Manager Test

Last Name: Training

UPDATE CHANGES ?

We suggest changing your username to your email address when you first log on. This will ensure that you don't forget your username and you will receive training notifications.

Don't forget to click Update Changes

### Location and Job Role

**LOCATION AND ROLE**

Location: Scotland > Moray Council > HR & ICT > Human Resources **CHANGE**

Role: Moray Council > HR & ICT > Training Co-ordinator **CHANGE**

The Location within the Council must be the same as your whole team and your line manager. This will ensure that any training you do will show up in the correct report. If you are unsure if your location is correct, then contact your line manager.

To change your location, select the 'Change.'

**SET LOCATION**  
You can update your location below.

▶ Once you have made any changes, please click the Save Changes button at the bottom of the screen.

- Moray Council
  - Chief Executive
  - Community Care
  - Corporate Services
  - Direct Services
  - Education & Social Care
  - Environmental Services
  - External Delegates
  - Finance
  - Housing & Property
  - HR & ICT
  - Integrated Childrens Services
  - Legal & Community Services
  - Lifelong Learning Culture & Support
  - Planning & Economic Development
  - School & Curriculum Development
  - Strategic Planning & Governance

Ensure you are within the Moray Council list. Select the correct department. Select Save Changes

To change your job role, select 'Change.'



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### SET ROLE

You can update your role below.

Once you have made any changes, please click the Save Change

- ICT Officer
- ICT Project Leader
- ICT Team Leader
- Information Officer
- Senior Human Resource Adviser
- Senior ICT Officer
- Trainee Human Resource Adviser
- Trainee ICT Officer
- Trainee ICT Officer
- Training Co-ordinator**
- ICS - Corporate Parenting & Commissioning
- ICS - Inclusion Service
- ICS - Integrated Childrens Services
- ICS - School & Curriculum Development
- Legal & Democratic Services
- Lifelong Learning Culture & Sport
- Planning & Economic Development
- Research & Information Officer

Ensure you are within the Moray Council list.  
Select the correct job role.  
Select Save Changes

If you cannot find the correct location or job role, email:

[employee.development@moray.gov.uk](mailto:employee.development@moray.gov.uk)

## Employee Number

### IDENTIFICATION

Payroll Number: 0000000

CHANGE

It is unlikely that you will need to change this number, but if there is a need you can do this here. If you leave the Moray Council your account will be disabled, but not deleted, therefore if you return to work for Moray Council all your training records will still be held. To reactivate your account please email:

[employee.development@moray.gov.uk](mailto:employee.development@moray.gov.uk)

## Line Manager

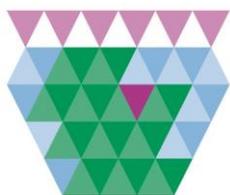
If the Line Manager section is empty or wrong please email:

[employee.development@moray.gov.uk](mailto:employee.development@moray.gov.uk)

### LINE MANAGER(S)

ADD

There is an option to **Add** your line manager here. However, if there is any difficulty with this email Employee Development.



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## *Change Password*

The Change Password is where a user can edit their password.

**CHANGE PASSWORD**  
Passwords can be changed at any time.

Once you have made any changes, please click the Change Password button at the bottom of the screen.

**BASIC DETAILS**

Reset Password for: Manager Test Training(test.training)

Choose New Password:

Confirm New Password:

**CHANGE PASSWORD**

Don't forget to click 'Change Password' to save the new password.

## *Certificate*

This tab will automatically open a new window on your computer with your certificate, which you can then print or save.

**PRINT CERTIFICATE** **PDF INFO**

**CLAIRE WALL**  
Moray Council  
Training Co-ordinator

**CERTIFICATE OF ACHIEVEMENT**  
18/01/2017

**learnPro COUNCIL**

<b>Name:</b>	CLAIRE WALL	<b>Council:</b>	Moray Council
<b>Country:</b>	Scotland	<b>Department:</b>	HR & ICT
<b>Registration Date:</b>	17/12/2013	<b>Team/Unit:</b>	Human Resources
<b>Job Family:</b>	Moray Council	<b>Sub Family:</b>	HR & ICT
<b>Role:</b>	Training Co-ordinator	<b>Date Generated:</b>	18/01/2017