



**Bromley  
Learning Hub**



## **Frequently Asked Questions (FAQ)**

**Q: Who has an account on the Bromley Learning Hub?**

**A:** All LBB staff excluding casual workers and those working in schools. Agency staff will be included in the roll out in September. Partners will be provided with accounts as required by the Workforce Development Team.

**Q: How do I get an account on the Bromley Learning Hub?**

**A:** All LBB staff, excluding casual staff are maintained using a weekly interface from our HR system Resource Link. Any new staff will be sent an email as soon as their account is created. This will contain their username and initial password, which they will be forced to change when they first login. Any LBB staff with no email address or whose Outlook account has not yet been created, will still have an account created and their manager will be notified of their username and password.

**Q: Is the Bromley Learning Hub site available to use at all LBB office locations?**

**A:** Yes, although the use of sound at some remote London Borough of Bromley (LBB) office locations may affect network performance. These remote locations are shown below. At these locations you are advised to use the non-audio versions of the courses or complete the courses from a device outside of the office.

- 2 St Blaise Avenue
- Apsley Court
- Astley Centre
- Beeche Centre
- Biggin Hill Family & Children Centre
- Blenheim Children & Family Centre
- Bromley Magistrates Court
- Bromley Police Station
- Bromley Road
- Burnt Ash Children & Family Centre
- Castlecombe Children & Family Centre
- Church House Gardens Lodge
- Churchfields Depot
- Cotmandene Children & Family Centre
- Cotmandene Community Centre
- Durham House
- Griffin Centre
- Hawes Down Children & Family Centre
- High Elms Country Park Nature Centre
- Kent Association for the Blind
- Mottingham Children & Family Centre
- Mottingham Community & Learning Shop
- Norton Court
- Orchard Grove

**Q: What do I do if I have forgotten my password?**

**A:** On the login screen click the option ‘**Forgot your password?**’ You will be asked to enter either your ‘Username’ or ‘Email Address’ and click search. If the information you supply is correct then an automated email message will be sent to you. It will contain instructions on how to confirm your request and then supply you with a new password in a second email. If you continue to have difficulty or do not have an email account, please contact

[bromleylearninghub@bromley.gov.uk](mailto:bromleylearninghub@bromley.gov.uk).

**Q: Is the site accessible?**

**A:** We care about ensuring that our site is as accessible as possible. Areas in which we have considered the accessibility of our site for various groups and customers have included:-

1. Non-audio versions are available for most courses for hearing impaired users.
2. Keyboard shortcuts are available for users with impaired movement
3. By the end of 2013 all courses will be made available in HTML 5 versions. This makes them fully accessible via a screen reader for individuals with impaired vision.
4. Users are able to increase the zoom level on screens.

**Q: What devices can the system operate on?**

**A:** The Bromley Learning Hub can run on any device but there are some restrictions when studying a course online.

- Most courses can be studied on an Apple Mac PC using either Firefox or Safari.
- A few older titles require a Microsoft Windows PC running Internet Explorer.
- Courses require Adobe Flash Player so therefore cannot be used on any Apple devices e.g. iPad, iPhone. *Note:* iPads can be used for studying courses later in 2013 when the E-learning content has been updated.
- Android Phones may be used.

**Q: My courses aren't working properly?**

**A:** The Learning Nexus courses and LMS are designed to work without too much configuration. If you are using a LBB PC then contact the CSIS help desk for support.

If you are not using a LBB PC then you need to ensure:

- **Internet Explorer Version 6** or later is installed. To check your version, select Help, About Internet Explorer from your browser and your version will be displayed.
- **Flash Player** Version 8 is installed. To test your PC, select the following link <http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html> . For further details and how to download Flash, <http://get.adobe.com/flashplayer/>
- **ActiveX controls** are allowed. For further details, please refer to the link <http://windows.microsoft.com/en-us/internet-explorer/use-activex-filtering#ie=ie-10>
- pop-ups, for the Learning Nexus website, are not blocked.

**Q: Why do I see the message “Pop-up blocked. To see this pop-up or additional options click here” when accessing a course?**

**A:** By default most PC's do not allow pop-ups from a website. When you see the message above click the message and select the option “Always Allow Pop-ups from This Site”. The Bromley Learning Hub site will then be added to your popup allow list.

**Q: My screen is not displaying correctly?**

**A:** The recommended screen resolution for courses is 1280 x 1024. For details on how to change your screen resolution please refer to the link:

<http://windows.microsoft.com/en-US/windows-vista/Change-screen-resolution>.

**Q: I cannot hear the course?**

**A:** Ensure you have selected an Audio version of the course and you have attached your headphones securely to the PC.

**Q: I cannot access files available on the site?**

**A:** Files provided on the website are in Adobe PDF format. This software is free and you can download it using the link <http://get.adobe.com/uk/reader/>

**Q: Some of the links on the site are not working?**

**A:** The links which take you to the Bromley Intranet can only be accessed if you are logged onto the London Borough of Bromley network e.g. the Face to Face Training and Managers Toolkit links.

**Q: How do I search for a course?**

**A:** Choose from one of the three categories displayed on the home page and browse through the available courses within that category. The available categories are Training for All, Children's Social Care and Adult Social Care. It is not currently possible to search for a course from the home page of the system. This functionality will be provided in future upgrades.

**Q: How long are the courses?**

**A:** The length of the course depends upon the topic and content included. The course might take as less as 15 minutes or up to 3 hours. The length of the course can be found on the factsheets.

**Q: Do I have to enrol on a course category?**

**A:** Yes. The first time you access a course category e.g. Training for All, Children's Social Care or Adult's Social Care, you will need to select the 'enrol' button to see the courses within that category. This only needs to be done once for each course category. After that you will automatically just see the courses when accessing a course category.

**Q: How do I know what courses I have accessed?**

**A:** If you select a course category, all activities within that category are displayed. If you have accessed a course it will be highlighted with a tick. These courses may have either been completed or part completed.

**Q: How do I know what sections of a course I have completed or need to complete?**

**A:** If you select a course the sections within that course are displayed. Any completed sections of the course are marked with a green tick. Any incomplete sections are marked with orange. If you have never accessed a section then it is simply displayed as a box with no colour coding.

**Q: What if I want to stop working through a course and return to it later?**

**A:** You can exit a course and come back to it at more convenient time. Your progress data will be saved from the previous session. The system will bookmark the last page you visited and ask you whether you would like to continue from where you placed a bookmark.

**Q: Can I print out course material?**

**A:** No, unless you take screenshots of each screen. Alternatively you can access course notes on some courses via the Resources button whilst within a course.

**Q: Where can I find course notes?**

**A:** Like Factsheets, course notes can be accessed via the Resources tab on the course where available.

**Q: Where can I find the course factsheet with an overview and learning objectives?**

**A:** Factsheet documents can be found in Resources tab during a course.

**Q: How should I exit a course to save my progress?**

**A:** Select the Exit option within a course and wait for the blue bar to complete. Your progress to date is being recorded whilst the blue bar is visible. If you exit from this screen before it is complete then your progress during that session will be lost.

**Q: What does 'return to your courses in the usual way' mean when I exit a course?**

**A:** This means that that your progress data has been saved and you can either continue further study or log out from the system. Select 'home' to return to the Home Page.

**Q: Are you planning on adding more courses?**

**A:** Yes, we are continuously reviewing our library and updating it as required. Face to Face training courses will be introduced over the coming months to the Bromley Learning Hub.