

Learning Central User Guide

Version 2.0

For training providers



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VERSION CHANGE CONTROL

Version #	Date	Author	Description
0.1	Feb 27	EW	Initial Draft prepared
0.2	Mar 6	EW	Draft updated based on MA review
1.0	Mar 7	EW	First version finalized for training
1.1	Mar 12	MA	Edited version for training
1.2	Mar 15	MA	Edits after training
2.0	June 2023	SH	Expansion following LCII Launch; new features

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INTRODUCTION

This guide is an administrative guide to help you make the most of Learning Central. In this guide, you will find helpful steps and screenshots to lead you through the most common processes you will need as a course administrator.

HOW TO USE THIS GUIDE

This guide is designed so that you can quickly and easily find the help you need. On the following page you will find a graphic representing the Course Administration Cycle. Each of the major steps can be clicked to jump you to the part of the guide that contains the relevant tutorials for that step. Throughout this guide, you will find the following buttons:

HOW TO

The blue button will jump you to the related tutorial sections

ICONS & SYMBOLS



Automatic email sent by Learning Central for **all courses**



Recommended email that needs to be manually sent



Helpful tip

We're Here to Help

If at anytime you have additional questions or need support, please don't hesitate to get in touch with us. We want to make Learning Central work for you!
Odl1@uvic.ca



WELCOME TO LEARNING CENTRAL

Learning Central is a free learning registration system designed to serve as the hub for all employee learning opportunities. Learning Central offers *employees* one-stop-shopping; offers *training providers* an easy tool to promote and manage courses. It records learning from across campus and provides *supervisors* with an effective way to monitor employee development.

Learning Central is NOT for managing meetings, committees or events.

When in doubt, ask this question: *Do participants need a learning record of the event?* If yes, then Learning Central may be your solution. If not, the university suggests some other event and conference management applications. For more information, please visit:

<https://www.uvic.ca/systems/services/businessapps/eventmgmt/index.php>

WHY LEARNING CENTRAL?

Learning Central provides you and your team the ability to manage a robust learning calendar with relative ease.

Not only does it provide certificates and learning records for employees, it also provides reporting for supervisors, so they can track what training their direct reports are taking. Read more about what Learning Central does for its users by visiting our [Learning Central website](#).

As an administrator of Learning Central, it can now do so much more, including:

- **Settings for self-paced/asynchronous courses** and the ability to 'direct-register' in a Brightspace course from Learning Central
- Seamless course completion linking with Brightspace courses, to allow learning records from Brightspace to live in Learning Central
- **Setting credential expiration dates** on a course, for which participants will receive an automatically generated reminder to re-take the training
- Customizable course dates and times for multi-day courses

UNDERSTANDING THE LEARNING CENTRAL APPLICATIONS

Learning Central consists of two different applications: one for registrants and another for administrators. UVic credentials, Netlink ID and password, are required for access.

REGISTRANT APPLICATION

Link: <https://learningcentral.uvic.ca/>

Primary Users: Employees, faculty, supervisors, staff and students. Students primarily use Learning Central for their Occupational Health, Safety and Environment training. Agency and externally funded employees do not have access to the platform.

Main Actions: Browse for courses, register and unregister from courses, access learning records and certificates from courses.

Please refer to the [How-To Guides](#) for additional information.

The screenshot shows the Learning Central interface. At the top left is the UVic University of Victoria logo. To the right are links for 'Contact us', 'Sarah Howe', and a 'Sign out' button. Below this is a navigation bar with 'Learning Central' and tabs for 'Course Calendar', 'My Courses', and 'Notifications'. The 'Course Calendar' tab is active, displaying a search bar with the placeholder 'What are you looking for?'. Below the search bar are two filter dropdowns: 'Filter by topic' and 'Filter by provider'. A 'More Options' link with a dropdown arrow is also present. A month navigation bar shows 'ALL', 'Jan', 'Feb', 'Mar', 'Apr', 'May', 'Jun', 'Jul' (highlighted), 'Aug', 'Sep', 'Oct', 'Nov', and 'Dec'. The main content area features a course listing for 'PE41: Write Effective Goals' with 'with Cara Jones, Sarah Howe'. Course details include a calendar icon for 'July 11, 2023', a clock icon for '8:30AM - 12:00PM', a clock icon for '3.5 Hour(s)', a person icon for 'Face-to-Face', and a lock icon for 'Open to employees'. The course description reads: 'Set effective goals to plan for and take meaningful steps toward success.'

Figure 1 View of Learning Central user application main dashboard and course listing

ADMINISTRATOR APPLICATION

Link: <https://apex.uvic.ca/gen/f?p=123>

Primary Users: Training providers who have been trained and their account has been set-up by the Learning Central Admin team.

Learning Central allows different administrative groups two levels of access:

- *Read-only* users can explore the training scheduled by their group and download class lists, with no rights to modify content. This is recommended for facilitators.
- *Training providers* with full administrative rights can manage courses, facilitators, and participants.

Who this Guide Is Meant For:

This guide is meant for *Training providers* only.

Not sure who might have what access on your team? Get in touch with us!

Main Actions: Create, open, and close courses, manage registrants and waiting lists, run reports.

Course name	Course description	Instructor	Group	Delivery method	Status	By invitation only	Start date	Start time	Location	Registered	Waitlisted	Minimum flag
Office Ergonomics	This training session is offered on a monthly basis and covers all aspects of workstation set-u...	Cathy Boraston	Human Resources - Learning Services	Face-to-Face	Published	N	16-JAN-19	10:00AM	Sedgewick Building 8125	8	0	-
Student Mental Health Level 1	This session will provide participants with basic training in mental health awareness and respo...	Dawn Schell	Human Resources - Learning Services	Face-to-Face	Published	N	07-FEB-19	10:00AM	BEC 402	17	1	-
Student Mental Health Level 3: Suicide Awareness	This session includes learning how to identify risk factors for suicide, warning signs, how to ...	Dawn Schell	Human Resources - Learning Services	Face-to-Face	Published	N	28-FEB-19	09:30AM	BEC 402	18	0	-
Cannabis on Campus	This session includes an overview of the legalization of cannabis and the implications for UVIC...	Dawn Schell	Human Resources - Learning Services	Face-to-Face	Published	N	05-MAR-19	01:00PM	BEC 402	12	0	-
Creating Spaces: Challenging Privilege, Power and Oppression	Do you ever wonder if your actions and language are as inclusive as they could be? Do you feel ...	Moussa Magassa	Human Resources - Learning Services	Face-to-Face	Published	N	05-MAR-19	09:00AM	Business & Economics Building 402	16	0	-
Return to Work 101 for Supervisors and Managers	The Stay at work/Return to Work program promotes early intervention. As a supervisor you have a...	Cathy Boraston	Human Resources - Learning Services	Face-to-Face	Published	N	05-MAR-19	01:30PM	SED 8125	13	0	-

Figure 2 View of Learning Central Administrators main dashboard



We highly recommend Learning Central administrators familiarise themselves with the Registrant Application or 'UserApp' so you can promote and assist the platform to learners.

Start by looking through your [own profile](#) and reading the [How-To Guides](#).

GUIDING PRINCIPLES

These guiding principles offer a framework to support UVic training providers in using Learning Central as their course registration system. By accessing the administrative application of Learning Central, each training provider commits to upholding the following guiding principles and join as an active member of the Learning Central training provider group.

The following principles have been created to ensure we all contribute to the best use of Learning Central while offering quality learning opportunities to UVic employees.

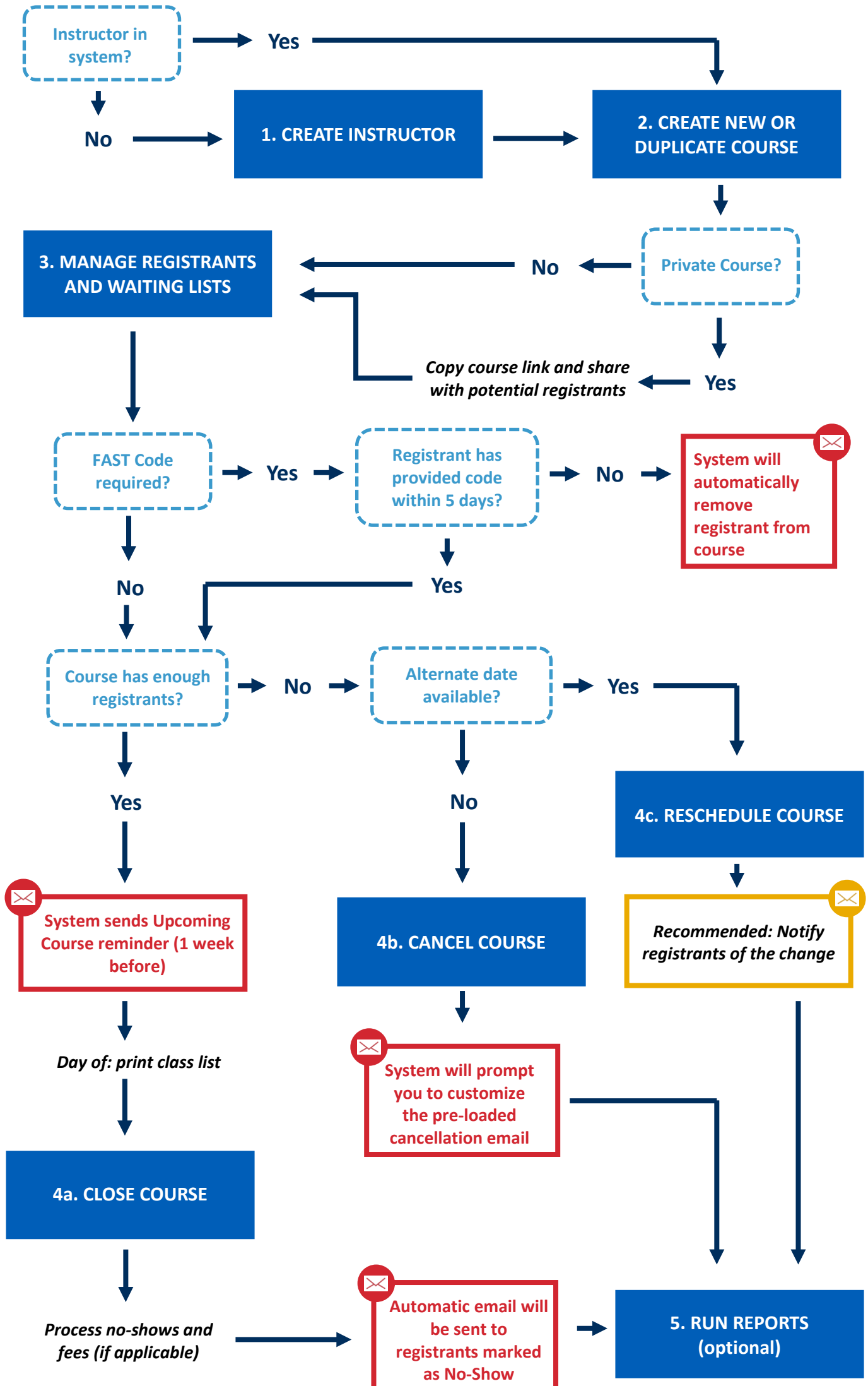
1. **Learning appropriate content:** Learning Central is a course registration system designed for employees. Please use other resources like Outlook, Teams, SharePoint or Brightspace to schedule meetings, project committees, communities of practice activities, and any non-learning related events.
2. **Responsible Administration:** All administrative tasks in Learning Central are to be timely completed by the training group that scheduled the session, for example, monitor courses, communicate with registrants (if required), close courses, etc.
3. **Mindful Administration:** As Learning Central is collectively maintained, training providers are encouraged to take responsibility for their course offerings by ensuring that they are administered with care. This includes: keeping course-related information up-to-date, closing courses in due time, maintaining relevant and active instructor bios, and course descriptions that accurately describe the offering.

In support of this principle, the Learning Central Admin group in the ODLS office connects via email with active training providers whenever there is information or resources to share with the group.

4. **Focus on adult learning:** Each training provider can integrate adult learning principles by creating and publishing courses with meaningful titles, updated descriptions and whenever possible, applicable learning outcomes. More information and support on applying adult learning principles in the system can be provided by the ODLS office if requested.
5. **Collaborative improvement:** Training providers are encouraged to report bugs, typos and any other feature that is not working properly to the ODLS office (Please attach a screenshot when possible). We also encourage feedback, comments and ideas on ways to improve Learning Central and supporting resources.

By working together, we support a community of life-long learning for UVic employees.

COURSE ADMINISTRATION CYCLE



1. CREATE INSTRUCTOR

HOW TO CREATE AN INSTRUCTOR

1. Click on 'Instructors' from the left side bar.

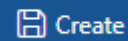
A dark blue rectangular button with a white magnifying glass icon on the left and the text "Instructors" in white on the right.

2. Select 'Create new Instructor'.

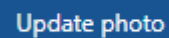
A dark blue rectangular button with a white plus sign icon on the left and the text "Create new Instructor" in white on the right.

3. Fill out the instructor information and click Create.

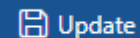
Training providers now have the option of including preferred pronouns in the instructor bio.

A dark blue rectangular button with a white document icon on the left and the text "Create" in white on the right.

4. **Recommended:** Click update photo if you would like to include a photo in the instructor profile.

A dark blue rectangular button with the text "Update photo" in white.

5. Click update.

A dark blue rectangular button with a white document icon on the left and the text "Update" in white on the right.

6. To return to the list of instructors, click 'Back to instructors' on the top right of your screen.

A light blue text link that says "<< Back to instructors".

Update as you go:

Instructor profiles can be updated at any time. Remember to adjust bios or photos as preferred. Profiles can also be removed if the instructor is no longer active at UVic.

2. CREATE NEW OR DUPLICATE COURSE

Tutorials in this section (click each title to jump to the selected tutorial):

Create a New Course

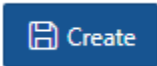
Duplicate A Course

HOW TO CREATE A NEW COURSE

1. From the home screen, click on 'Create new course'.

A blue button with a white plus sign icon and the text "Create new course".

2. Fill out the course information and click Create.

A blue button with a white document icon and the text "Create".

Short description: this text appears in the main Learning Central course listing.

PE41: Write Effective Goals with Cara Jones, Sarah Howe

📅 July 11, 2023 ⌚ 8:30AM - 12:00PM ⌚ 3.5 Hour(s) 👤 Face-to-Face 🔒 Open to employees

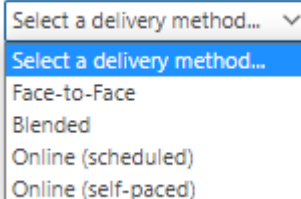
Set effective goals to plan for and take meaningful steps toward success.

Communication Health and Wellness Leadership Personal Development Productivity Personal Effectiveness Learning Series

Register

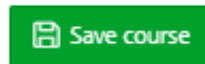
Save

Delivery method: LC can support both in-person, online and e-learning (self – paced). For more on e-learning courses, [jump to the self-paced courses section](#).

A dropdown menu with a white background and a grey border. The top item is "Select a delivery method..." with a downward arrow. Below it are four options: "Select a delivery method..." (highlighted in blue), "Face-to-Face", "Blended", "Online (scheduled)", and "Online (self-paced)".

Delivery platform: always select 'Learning Central' except for when you are wanting to link records from a Brightspace course to Learning Central. [Click here for more about information Brightspace – Learning Central integrations](#).

3. On the following screen, fill out the remaining information. Be sure to review the following elements and **SAVE** as you go:





Start date & timing: Select the date and times of the course by using the date pickers.


Once set, hit **SAVE**.

After saving the first date/time, you can also use the 'customize' function to program a multi-day course.

[Click here to jump to specific steps](#) on customizing your multi-day course. (You won't want to miss it!)

Start date 


Start time 

End time 

Number of days

Start date 

Customize

Start time 

End time 

Completion date:

***Important note** - Do not fill out the completion date until just before you close the course. Doing so too early will assign completion dates to all participant records regardless of whether they attended the course or not. For more information, please see [course closing section](#).

Completion date 


Credential Expiry:

If the credential for your course has an expiry date (ex. 1 year), fill in this field. The learner will receive an automated email on the day of the expiry advising them to contact your admin team or search for the refresher training.

Credential expiry (in years) (if applicable)

If a course has an expiry date, this will also show on the certificate for the course.

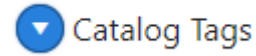
By invitation only: This will mark your course as private. It will not display on

By invitation only? 

the public Learning Central catalog and you will need to email potential registrants the direct course link.

Catalog tags:

Tags are used to help categorize your courses, as well as help users browse and search. You may apply more than one tag to your course.



REQUIREMENTS AND ACCESS

Open to/audience fields: Customize who the course is for. Selecting 'students' allows the course to be seen by students, otherwise they are not able to see any employee-related courses when they login to Learning Central.

Open to Employees Students Affiliates

Who is the audience for this course?

Who has to take this course?

Populating the 'audience' or 'who' fields allows you to customize specifically who the course is for. For example, this LTSI course suggests it's open to a more narrow group, even though everyone can see it in the listing:

LTSI/TE - Instructional Skills Workshop (ISW) with Nancy Ami

📅 August 21, 2023 ⌚ 9:00AM - 5:00PM ⌚ 32 Hour(s) total 👤 Face-to-face 🔒 Open to Faculty and Sessionals

📅 August 22, 2023 ⌚ 9:00AM - 5:00PM

📅 August 23, 2023 ⌚ 9:00AM - 5:00PM

📅 August 24, 2023 ⌚ 9:00AM - 5:00PM

The Instructional Skills Workshop is offered within a small group setting and is designed to enhance the teaching effectiveness of both new and experienced educators.

Personal Development Learning and Teaching (LTSI)

Register Save Course full, waitlist available


Refreshments: Ticking this box will prompt the system to ask registrants for any dietary restrictions. This information is then provided in the .csv participant download report.

Is there food offered in this course?



Plus ones: Ticking this box is helpful for folks who intend to bring an additional person to the session. This may be particularly useful for pensions or retirement seminars.

The participant .csv download report will provide an indication of 'yes or no' for plus one. The administrator may then follow-up with the individual to confirm attendance and numbers.

Are attendees allowed to bring a plus one? 

Accessibility & Accommodations


Each course listing in the *Registrant Application* has a space for participants to share any accessibility or accommodation requests.

This information will appear when you download the csv. participant report.

Are special accommodations required? Please specify:

We encourage groups to feel free to add additional instructions about accessibility in the course description if needed.

Fees: If you indicate either a registration or a cancellation fee, the system will request a FAST code from the registrant. The registrant has 5 days from their date of registration to provide a FAST code, otherwise the system automatically removes them from the course. As the administrator, you are able to manually change their status back in the Class List dashboard. ***Note: It is recommended to include the link to a service policy if you are charging any fees. View [our service policy on this website](#) for inspiration. All chargebacks etc. are administered manually by your administration team.***

 Fees

-
4. **SAVE** all the changes you have just made. The course will be saved as a

 Save course

'Draft' until such time as you are ready to publish it.

5. If you are ready to publish your course, click 'Publish'. **This will change the status of the course to 'Published'**. You can unpublish the course at any time.



Your new 'Direct course URL' is what you can use to link directly to your course, especially in the case that the course is 'invite only'.

Direct course url

https://learningcentral.uvic.ca/gen/f?p=124:30::::P30_COURSE_ID:15883



***Test as you go:** We like to publish the course and then see what it looks like in the Registration Application. Making edits is instant! Just refresh your course page.*

FURTHER INFORMATION

Click below to jump to more information on the following:

- [Multi-day and recurring courses](#)
- [Setting a course expiration date](#)
- Self-paced courses and [linking Brightspace courses with Learning Central](#)

HOW TO DUPLICATE A COURSE

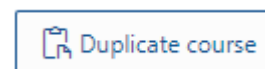
1. From the home screen, search for the course you would like to duplicate and click on the pencil icon next to the course name.

Often the course you may want to duplicate is closed. Use your reporting filters to search for the one you need. See the [reporting section](#) for further details.



-
2. Underneath the main course information, click on the 'Duplicate course' button

Note: *all fields are copied over to the duplicate course except for time and date.*



-
3. Make any necessary changes to your new duplicated course. Use the detailed explanations in the 'create a course' section for more information.
 - o ***Be sure to update the Course name as it will automatically have DUPLICATE in the title.***

-
4. If you would like to save your changes WITHOUT publishing the course, click 'Save Course'.



-
5. If you are ready to publish your course, click 'Publish'.



3. MANAGE REGISTRANTS AND WAITING LISTS

Tutorials in this section (click each title to jump to the selected tutorial):

Manage the Waitlist	Manually Enroll User in a Course
Email Registrants	Update Course Information
Print the Class List	.CSV Participant Report

HOW TO MANAGE THE WAITLIST

As the administrator, you will receive an overnight automated email to your group email when space has become available in your course. You can also manually adjust the waitlist/registration list at any time.

The Learning Central user app displays when a course is full or has a few spots remaining:

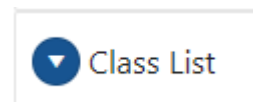
The screenshot shows a course titled "Business Process Mapping" with instructors Cara Jones and Becky Rogers. The course is scheduled for June 6, 2023, from 1:00PM to 4:30PM, lasting 3.5 hours, and is face-to-face and open to employees. Below the course details, there are several learning series tags: Communication, Leadership, Personal Development, Project Management, Supervision, and Personal Effectiveness. At the bottom, there are three buttons: "Register", "Save", and "Course full, waitlist available". The "Course full, waitlist available" button is highlighted with a red border.

When a participant registers for the waitlist, they receive an auto-generated email that includes information on what position on the waitlist they are.


1. From the home screen, search for the course for which you would like to manage the waitlist and click the pencil icon.



2. Scroll to the 'Class list' tab.

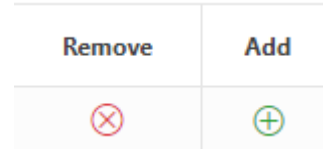


-
3. Click on the 'Waitlisted' tab.



-
4. Use either the red x to remove the employee from the waitlist, or the green + to move them from the waitlist to the list of registrants.

Note: the system will automatically send a confirmation email once you move them to the list of registrants.



Through the Learning Central admin console, administrators are able to manually add registrants and exceed the maximum capacity of the course (if necessary).

LC ADMIN MASTERCLASS | WAITLISTS

When a space becomes available in a course, Learning Central doesn't automatically fill it. Sometimes, there is a delay in when you (the admin) are able to fill the waitlisted spot, leaving a spot open for someone searching in the Registrant Application, thereby 'jumping the queue'.

To avoid this happening, once the course has reached its maximum, ODLs likes to drop the 'maximum participant number' to well below what you had originally set. It doesn't change who is already registered, it just tells the system that the course is full and should stay full. Then you can manually adjust the waitlist as needed. Try it out!

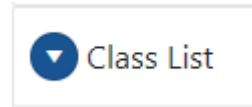


HOW TO MANUALLY ENROLL A USER IN A COURSE

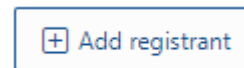
1. From the home screen, search for the course for which you would like to enroll a user and click the pencil icon.



2. Scroll to the 'Class list' tab.



3. Click on the 'Add registrant' button.



4. Enter either the first and last name and hit enter.
Note: Be sure to double check the V# of your selected registrant if multiple options appear.

5. If applicable, enter the FAST code for the registrant.

Fast code

6. If applicable, select the reservation to which the registrant belongs.

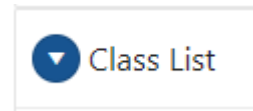
Select a reservation... ▼

7. Once you have reviewed all of the registrant's details, click 'Create' to confirm the registration.
Note: This will trigger an automatic registration confirmation email from the system to the registrant.



HOW TO EMAIL REGISTRANTS

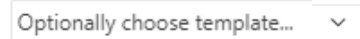
1. From the page of the course for which you would like to email the registrants, scroll to the 'Class List' tab.



2. Click on 'email registered participants'.



3. *Optional:* From the drop-down list, choose the template you would like to use.



NEW TEMPLATE ALERT: Personalize

Attach PDFs, cc and bcc non-registrants

The new 'Personalize' template allows you to not only attach PDF's to your email, but also manually add additional non-registrant emails, such as for your facilitator. You can choose to CC or BCC.

Attachment

Choose files No file chosen

4. *Optional:* Click 'Load template'.

Load template

5. Review the template for any customizations that you may need to make. Any information displayed as [INFORMATION] is automatically generated by the system. Once you are finished, click 'Next'.

> Next

6. Review the final version of the email. If you need to back changes, select the '<' arrow. If you are ready to send the email, click 'Send'.

<

Send




If you would like to request an email template, please contact Learning Central Admin.

HOW TO UPDATE COURSE INFORMATION

1. From the home screen, search for the course for which you would like to update the information and click on the pencil icon next to the course name.



2. Update the necessary information and click 'Save course'.

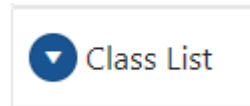
 Save course

3. If you have changed the **date, time** or **location** of the course, remember to email registrants to inform them of the changes and suggest to update their calendar.


NOTE: the system will NOT automatically send a notification of the changes. This must be done manually.

HOW TO PRINT THE CLASS LIST

1. From the page of the course for which you would like to print the class list, scroll to the 'Class List' tab.



2. Click on 'Open sign in sheet'.

 Open sign in sheet

3. The system will automatically generate a class list of all registered participants, excluding waitlist registrants. To print this list, click on 'Click here to print this page'.



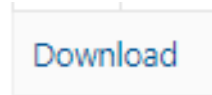
Click here to print this page

DETAILED .CSV PARTICIPANT REPORT

Below the listing of the names is a 'Download' button. Clicking on it will download an important .csv file that contains all of the additional information related to the participants who have registered for the course.

This additional information includes:

- Food preferences, where applicable
- Accessibility information
- Plus-one information, where applicable
- Supervisor
- Department



*These reports can also be generated for the waitlisted and unregistered participants.

4. CLOSE, CANCEL OR RESCHEDULE A COURSE

It is important to understand the distinction between the following three actions as well as the implications for each action in the system:

- **Close a Course:** Learning Central will generate an entry for all registrants' learning record as well as a certificate for the learner
- **Cancel a Course:** No entry is generated for learning records, but a historical record of the course exists within Learning Central
- **Reschedule a Course:** Course remains open for registration and editing

Tutorials in this section (click each title to jump to the selected tutorial):

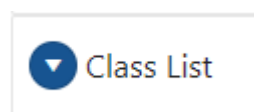
Close a Course

Cancel a Course

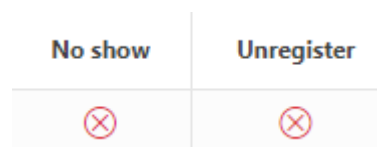
Reschedule a Course

HOW TO CLOSE A COURSE

1. From the page of the course which you would like to close, scroll to the 'Class List' tab.

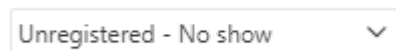


2. Review the list of registrants for any no-shows or cancellations. Use the correct red X to update their status.



- **No Show:** For registrants who do not attend on the day(s) of the session. This status will remove their registration from the course, remove the course from their learning record and add the No Show tag to their record.

If you do not have their signature on your sign-in sheet, best practice is to send them an email confirming their non-attendance.



- **Unregister:** For registrants who provide cancellation notice within your specified window. This status will remove their registration from the



course and remove the course from their learning record.

3. Selecting either 'No show' or 'Unregister' will open a dialogue box where you can confirm the new registration status, as well as indicate if you have charged the registrant any fees (if applicable)

Charged

4. Set Completion Date

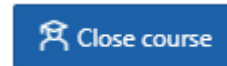
Once you have confirmed which participants attended the training, set your course completion date.

Doing so before will assign completion dates to all participant records regardless of whether they attended the course or not. If this happens, clear the completion date and **SAVE** any changes before adjusting your participant list and then closing.

Completion date

-
5. Once you have reviewed all the registrants, scroll up to the Course Details section and click the 'Close course' button.



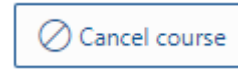
-
6. A confirmation window will open. If you are sure that you would like to close the course, click 'OK'



NOTE: this action CANNOT be undone.

HOW TO CANCEL A COURSE

1. From the page of the course which you would like to cancel, click the 'Cancel' button under Course Details.



2. The system will automatically generate a cancellation email for all participants. Review the template for any customizations that you may need to make. Any information displayed as [INFORMATION] is automatically generated by the system. Once you are finished, click 'Next'.



3. Review the final version of the email. If you need to back changes, select the '<' arrow. If you are ready to send the email, click 'Send'.



HOW TO RESCHEDULE A COURSE

1. From the home screen, search for the course which you would like to reschedule and click on the pencil icon next to the course name.



2. Update the necessary information and click 'Save course'.



3. Remember to email registrants to inform them of the changes to the date, time or location.

NOTE: the system will NOT automatically send a notification of the changes. This must be done manually.

5. RUN REPORTS

HOW TO RUN A REPORT

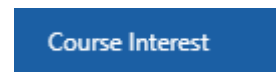
1. Click on 'Reports' from the left side bar.



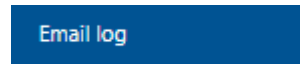
2. The system will automatically display a report of Course Participants.



To see a report of users who have indicated their interest in a course, click on 'Course Interest'.



The Email Log report provides the administrator with a log of successful email sends – both manual and auto-generated.



You can use this function to check to see if any of the emails you send bounced to a certain person.

3. **Optional:** To select the information you would like to include in your report, click on 'Actions' then click on 'Columns'.



Select the information you would like to include/not include and use the arrows to add or remove them from the list of items displaying in your report. Once you are finished, click 'Apply'.



4. **Recommended:** To filter the date range for which your report date is full, click on 'Actions' then click on 'Filter'.



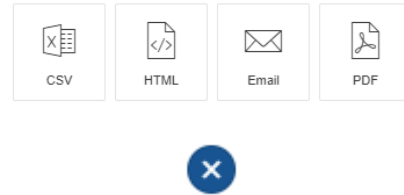
Set the Column to 'Start date' and the Operator to 'between', then enter the date range for which you would like your report and click 'Apply'.



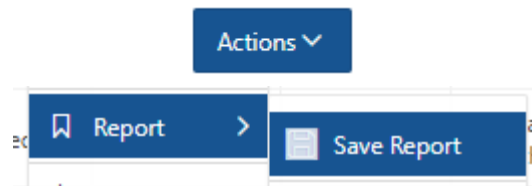
5. To download your report, click on 'Actions' and select 'Download'.



Select the format for your report and wait for it to download. This may take a while. Once your report has downloaded, click the 'X' to exit out of the window.



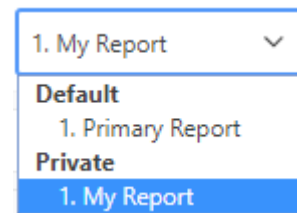
6. **Optional:** If you have a preferred report view, or specific columns you will always include/not include, you can save the report by clicking on 'Actions', then 'Reports' then 'Save Report'.



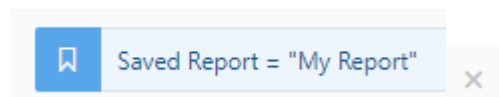
Enter in the name of your report, a description and click 'Apply'.



To toggle between specific reports, select your preferred report from the dropdown menu.



To delete a saved report, make sure you have that report open. Next, click on the 'X' next to the report name.



6. COURSE CUSTOMIZE SETTINGS

CUSTOMIZE FUNCTION | MULTIPLE-DAY COURSES AND TIMING

Use the 'customize' function to program multiple-day courses with varying times and dates.

Options include courses that take place over multiple weeks.

EXAMPLE: A COURSE THAT RUNS TUESDAY, THURSDAY & FRIDAY IN ONE WEEK

- Select your start date as the first date of the course.
- Select your end date as the **day after** the last day of the course, in this case, Saturday.
- Then click the boxes for Tuesday, Thursday & Friday.

Add customized timing for each day as needed.

Course schedule ✕

Course Name **Test - For LC Manual**

Start Date

End Date

Monday

Tuesday From To

Wednesday

Thursday From To

Friday From To

Saturday

Sunday

Apply Changes Delete Cancel

Your course will then appear as the following in the User app:

Test - For LC Manual with Sarah Hood

- June 20, 2023 (TUE) 12:00PM - 3:00PM 9 Hour(s) Face-to-Face Open to employees
- June 22, 2023 (THU) 1:00PM - 4:00PM
- June 23, 2023 (FRI) 12:00PM - 3:00PM


EXAMPLE: A COURSE THAT RUNS AT THE SAME TIME ON THE SAME DAY FOR THREE WEEKS STRAIGHT


- Select your start date as the first date of the course.
- Select your end date as the *day after* the last date of the course. For example if the course starts on the first Monday in July and runs for three weeks, select the Tuesday of the third week in July.



Then click the box for just Monday.

Course schedule

Course Name **Test - For LC Manual**

Start Date 

End Date 

Monday From  To 

Tuesday

Wednesday

Thursday










Friday

Saturday

Sunday

Your course will then appear as the following in the registrant app:

Test - For LC Manual with [Sarah Hood](#)

-  July 3, 2023 (MON)  10:00AM - 12:30PM  7.5 Hour(s)  Face-to-Face  Open to employees
-  July 10, 2023 (MON)  10:00AM - 12:30PM
-  July 17, 2023 (MON)  10:00AM - 12:30PM

7. SETTING COURSE EXPIRIES

OVERVIEW

- The credential expiry function runs exclusively through Learning Central, regardless if it is linked with Brightspace or if it is *administered* exclusively through Learning Central
- Email reminders are sent from Learning Central the day after the credential expires. The course can be closed in Learning Central for this job to still function.

Tutorials in this section (click each title to jump to the selected tutorial):

Brightspace Expiry

Learning Central Expiry

Course Expiry Template

SET EXPIRY FOR A BRIGHTSPACE - LEARNING CENTRAL INTEGRATED COURSE

1. Set your delivery platform to Brightspace, and select 'save course'.

Delivery platform *

Brightspace

2. Complete the credential expiry field and click save.

Credential expiry (in years)

(if applicable) 1

SETTING A COURSE EXPIRY FOR A REGULAR LEARNING CENTRAL COURSE

1. Set your Delivery platform to Learning Central:

Number of participants

10

to

25






Delivery method *

Online (scheduled)

Delivery platform *

Learning Central

2. On the right side of the course information dashboard, set your credential expiry to a certain date by using the field as shown below:

End time	<input type="text" value="03:00PM"/>	
Number of days	<input type="text" value="1"/>	
Completion date	<input type="text"/>	
Credential expiry	<input type="text"/>	

COURSE EXPIRY TEMPLATE

Please note that the merge fields - those indicated between [parenthesis] – are automatically filled or ‘merged with preexisting data’ when the email is generated.

Hi [EMP_FIRST_NAME],

Please be advised that your training for [COURSE_NAME] expired on [CREDENTIAL_EXPIRY].

If you continue to require or want to refresh this training, please visit [Learning Central](#) to search for upcoming courses, or contact us directly at [ORGANIZED_BY_EMAIL].

If you have already renewed this training, please disregard this message.

Thank you,

[ORGANIZED_BY_NAME]

8. SELF PACED COURSES & INTEGRATION WITH BRIGHTSPACE

You can now use Learning Central for your e-learning and self-paced courses too. A key feature is the ability to link the learning/completion records from a Brightspace course in to Learning Central. These two key functions are explained below:

- How to setup a self paced course in Learning Central
- How to integrate a Brightspace course with a Learning Central one

Tutorials in this section (click each title to jump to the selected tutorial):

Self-Paced Course Setup

Brightspace Integration

Integration Best-Practice

HOW TO SETUP A SELF-PACED COURSE

Setting up a self-paced course that isn't linked to Brightspace is a great way to simply **promote** any online training and segments you would like people to access. If you use relevant tags, learners may find it when they are searching for new course and decide to click on the link.

1. Begin creating a new course or create a duplicate using the [instructions above](#).

Delivery method *

Online (self-paced) ▼

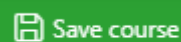
For 'Delivery method' select **self-paced**.

2. In the main description section, add the link to your self-paced course and any other relevant information. Be specific about what actions you want the learners to take. For example, in the description, tell them to click directly on the course URL.

You won't be prompted to fill in as much information as scheduled courses.

[Here's an example](#) of what a simple self-paced course could look like in Learning Central.

3. If you would like to save your changes WITHOUT publishing the course, click 'Save Course'.

 Save course

4. If you are ready to publish your course, click 'Publish'.

 Publish

HOW TO SETUP A BRIGHTSPACE – LEARNING CENTRAL INTEGRATION

ABOUT BRIGHTSPACE

[Brightspace](#) is UVic's Learning Management System. It not only supports our scheduled classes, it can also be used for 'non-credit' learning such as:

- Occupational Health, Safety and Environment training/modules
- Training on the web management system
- New employee orientation

Any course that you would like to be self-paced can be created and maintained on Brightspace. Our colleagues in the **Learning and Teaching Support and Innovation (LSTI)** administer and support the Brightspace platform.

To learn more about Brightspace, what a course might look like and how to request a course shell, visit: <https://www.uvic.ca/systems/services/learningteaching/brightspace/index.php>

BRIGHTSPACE AND LEARNING CENTRAL

Brightspace settings do allow learners to receive a certificate or badge after completing a course (depending on what settings you apply), similar to Learning Central, but here is why you should link the two:

Benefits

- linking a Brightspace course to a Learning Central one allows that learning record to exist alongside a persons' other learning records. Users can download a PDF listing all their completed courses, and this could include the courses they completed on Brightspace.
- Learning central also tracks course completions much easier than on Brightspace. Once a person has completed their course, the record is pulled overnight into Learning Central. Administrators can track very easily how many people have completed their course. This can be used for your reporting purposes.
- Course expiries can also be set and maintained by Learning Central. More information below


Drawbacks

- Your Brightspace course *must be* completed before you setup this integration. If you make any changes to the Brightspace course while the integration is in effect, it may cause the integration job to fail for *all* courses with this link (yes, all – even ours in HR!)
- If you need to make changes, please notify [PTS](#) beforehand so they are aware

STEP 1: CONFIGURE YOUR BRIGHTSPACE COURSE

As mentioned above, please ensure that all of your content is finalized in your Brightspace course, this includes any final quizzes, etc.

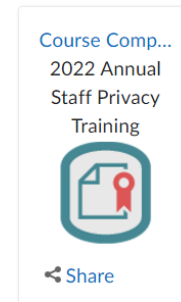
1. Note your Brightspace course number. It should be a 6 digits.

 bright.uvic.ca/d2l/home/104293

2. Navigate Course Tools > Awards.

Add an award, certificate or badge with a title that starts with “**Course Completion**”, e.g. “Course Completion for PrivSec 2021”

In this instance, the naming convention is important!



3. Attach any appropriate conditions to the award as you would for any other self paced course. The condition should indicate that the course material has been completed by the learner.

See the [UVic Teach Anywhere](#) website for additional support.

4. The course is now ready to be configured in Learning Central.

Grab your course URL and head over to Learning Central! Continue to Step 2.

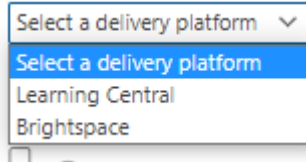
STEP 2: CONFIGURE YOUR LEARNING CENTRAL COURSE

1. Navigate to the Learning Central Admin App:
<https://apex.uvic.ca/gen/f?p=123>

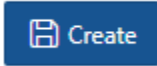
2. From the home screen, click on 'Create new course'.

A blue rectangular button with a white plus sign icon and the text "Create new course" in white.

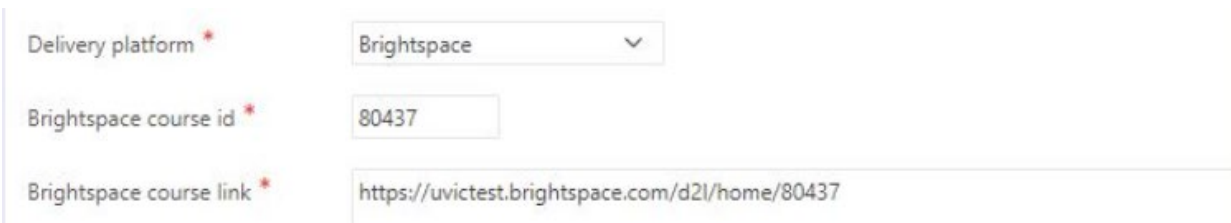
3. Select the delivery platform to be **Brightspace**.



4. Fill out the course information and click Create.

A blue rectangular button with a white document icon and the text "Create" in white.

5. Enter the Brightspace course id and Brightspace course link provided by LTSI

A form with three rows. The first row has a label "Delivery platform" with a red asterisk and a dropdown menu showing "Brightspace". The second row has a label "Brightspace course id" with a red asterisk and a text input field containing "80437". The third row has a label "Brightspace course link" with a red asterisk and a text input field containing "https://uvictest.brightspace.com/d2l/home/80437".

6. Select "By Invitation only" if it is a private course that should not be listed in the course calendar.
7. Does the course have an expiry date?
(For example, 1 year from completion)
If so, set the credential expiry.

Participants will receive an automatically generated email the day their training expires, recommending the complete the refresher.

Credential expiry (in years)

(if applicable)

1

8. If you are ready to publish your course, click 'Publish'.

The course is now active and connected to Brightspace.

A blue rectangular button with a white globe icon and the text "Publish" in white.

INTEGRATION BEST PRACTICE

- Records of completion are pulled between the linked courses nightly. A completed record from Brightspace will appear in Learning Central the following day.
 - Learning Central will also indicate if a learner has *started* the course
- So long as the Brightspace course is open and active, the Learning Central course should also remain open. You must manually close courses in Learning Central if the corresponding course gets closed in Brightspace.
- Expiry dates are set in learning central and the email reminders will be sent based on the settings from Learning Central. More on [expiry dates here](#).
- Learners can register for the Brightspace course via Learning Central – they will be pushed to the enroll page on Brightspace OR administrators can elect to simply link directly to the Brightspace course page. You will continue to maintain the benefit of storing records in Learning Central without them needing to access Learning Central.

USE AN ACKNOWLEDGEMENT OF COMPLETION

Create a topic in Brightspace that functions as your ‘Acknowledgement of Completion’, as shown below and attach a note with it instructing learners to check Learning Central for their certificate the following day.

Acknowledgement of Completion ▾

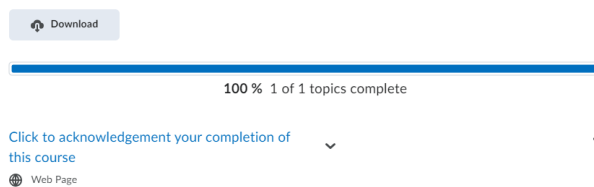


Figure 3 Acknowledgement of Completion in Brightspace



Acknowledgement of Completion

Congratulations - you have completed the course. This training is a requirement of WorkSafeBC.

By collecting your Certificate of Completion, you acknowledge that you have read and understood the information.

Your Certificate of Completion will be available in [Learning Central - My Courses](#).

Please allow one day for your certificate to be generated.

Figure 4 Let learners know to find their certificate in Learning Central



Remember: Contact the Production Team in Systems (PTS) – ptsadmin@uvic.ca – if you intend to make any large edits or changes to your course.

Changes can sometimes cause the integration to break which will impact all courses using the integration function.

TROUBLE SHOOTING

In general, please follow these steps when troubleshooting in Learning Central:

Confirm that the issue is recurring and not just a once-off.

- a. Does any of the information on the page change?
- b. Can you no longer do something?
- c. Try creating a new course shell and see if you experience the same problem

If the issue persists, and if you can reproduce it, please [get in touch with us](#) with a screenshot of what you see.

If **not**, carry on!

Noticed something that doesn't look right or work right? Let us know!

Please keep in mind before you contact us that:

- You must be able to reproduce the issue
- Screen shots and direct links to the courses in question are very helpful

I can't add an administrator!

The super-administrators of Learning Central, the Organisation Development and Learning Services team, are the only ones who can provide access to administrators. If you would like to add a member of your team as an administrator, please get in touch with us! Odl1@uvic.ca

FAQ'S & RESOURCES

FAQ'S

We maintain a list of Frequently Asked Questions on the LC Training Providers website:
https://www.uvic.ca/hr/learning-development/learning_central/training-providers/index.php

USER APP HOW TO GUIDES

Website: https://www.uvic.ca/hr/learning-development/learning_central/index.php

LEARNING CENTRAL WEBSITE

Website: https://www.uvic.ca/hr/learning-development/learning_central/index.php

EMPLOYEE LEARNING CALENDAR WEBSITE

Website: <https://www.uvic.ca/hr/learning-development/calendar/index.php>

LEARNING CENTRAL ADMIN TEAM

Email: odls1@uvic.ca

APPENDICES

Tutorials in this section (click each title to jump to the selected tutorial):

[Custom Dashboard](#)

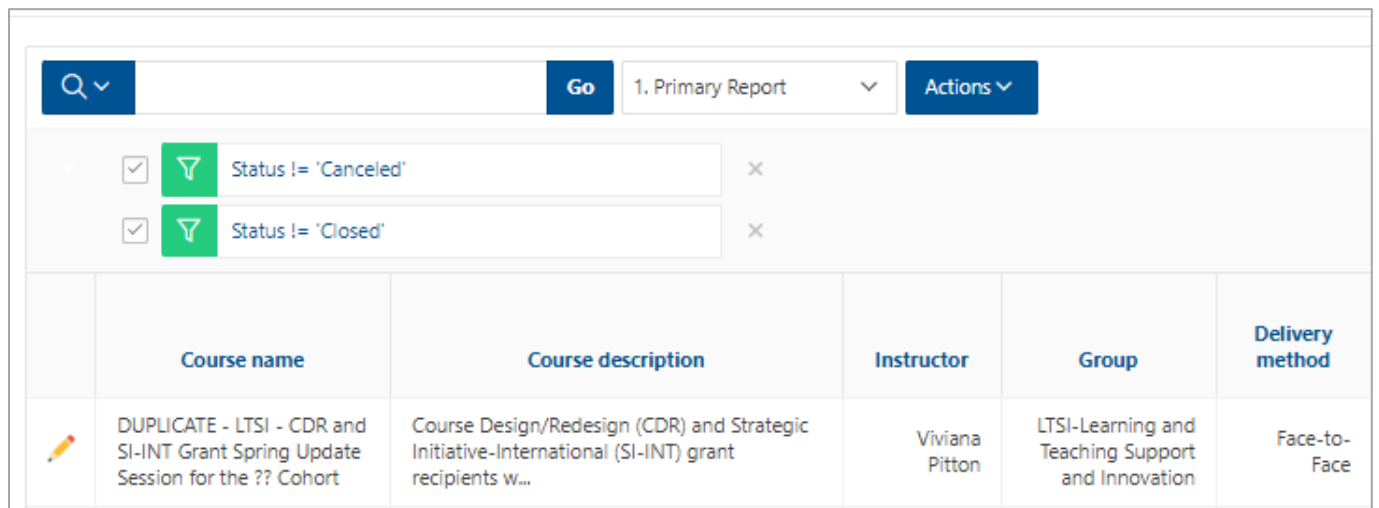
[View Specific Courses](#)

[Introduce Your Team](#)


[Annual Admin Checklist](#)

CREATE A CUSTOM DASHBOARD

By default, when Learning Central Training Providers and course administrators [login to the Learning Central Admin App](#), they see the following on their dashboard:



The screenshot shows a dashboard interface with a search bar at the top left, a 'Go' button, a dropdown menu set to '1. Primary Report', and an 'Actions' dropdown. Below the search bar are two filter settings: 'Status != 'Canceled'' and 'Status != 'Closed'', both with green filter icons and checkboxes. The main content is a table with columns for Course name, Course description, Instructor, Group, and Delivery method. The first row of data shows a course titled 'DUPLICATE - LTSI - CDR and SI-INT Grant Spring Update Session for the ?? Cohort' with instructor Viviana Pitton and delivery method Face-to-Face.

	Course name	Course description	Instructor	Group	Delivery method
	DUPLICATE - LTSI - CDR and SI-INT Grant Spring Update Session for the ?? Cohort	Course Design/Redesign (CDR) and Strategic Initiative-International (SI-INT) grant recipients w...	Viviana Pitton	LTSI-Learning and Teaching Support and Innovation	Face-to-Face

Please note the following about the above screenshot:

1. The two green filter settings are set to filter OUT all of the Closed and Canceled courses. In this dashboard, you will then effectively see all OPEN and courses in DRAFT.
2. The 'Primary Report' Listing and the opportunity to 'drop-down' to other reports.

VIEW JUST THE COURSES YOU ARE TEACHING

1. Begin with the default Primary Report view.

As above.

Learning Central Login: <https://apex.uvic.ca/gen/f?p=123>

2. Select the 'Actions' button in the top middle to view a number of actions you can take to manipulate the information you see in the dashboard.

Courses

The screenshot shows the 'Courses' dashboard with a search bar for 'Instructor', a 'Go' button, and a '1. Primary Report' dropdown. Below the search bar are two filter boxes: 'Status != 'Canceled'' and 'Status != 'Closed''. The main table has columns for 'Course name', 'Course description', and 'Instructor'. The 'Actions' dropdown menu is open, showing options like 'Columns', 'Filter', 'Data', 'Format', 'Chart', 'Group By', 'Pivot', 'Report', 'Download', 'Subscription', and 'Help'.

	Course name	Course description	Instructor
	DUPLICATE - LTSI - CDR and SI-INT Grant Spring Update Session for the ?? Cohort	Course Design/Redesign (CDR) and Strategic Initiative-International (SI-INT) grant recipients w...	
	DUPLICATE - LTSI - CDR and SI-INT Grant Fall Update Session for the ?? Cohort	Course Design/Redesign (CDR) and Strategic Initiative-International (SI-INT) grant recipients w...	
	DUPLICATE - LTSI - SI-I Grant Spring Update Session for the ?? Cohort	Strategic Initiative-Indigenous (SI-I) grant recipients will meet to share information on ...	
	DUPLICATE - LTSI - CEL Grant Project Completion Celebration for the ??	Join Community-Engaged Learning (CEL) grant holders as they showcase the process	Nael

Select FILTER.

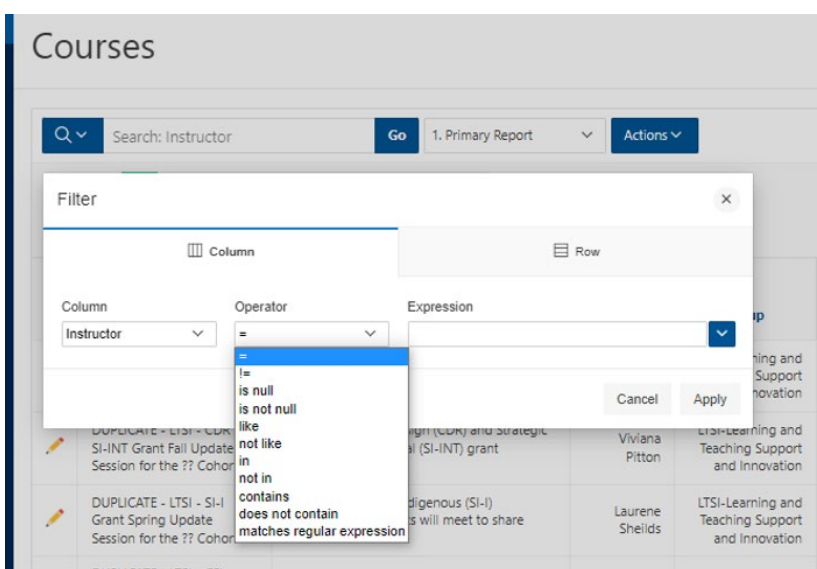
3. Selecting FILTER reveals a popout screen, as seen to the right.

The screenshot shows the 'Courses' dashboard with the 'Filter' popout screen open. The 'Filter' screen has a 'Column' dropdown menu open, showing options like 'Displayed', 'Course name', 'Course description', 'Instructor', 'Group', 'Delivery method', 'Status', 'By invitation only', 'Start date', 'Start time', 'Location', 'Registered', 'Waitlisted', 'Minimum flag', 'Other', 'Cancellation fee', 'Course Url', 'Course fee', 'Course id', 'Credential expiry', and 'Teaching'. The 'Filter' screen also has an 'Operator' dropdown menu and an 'Expression' input field.

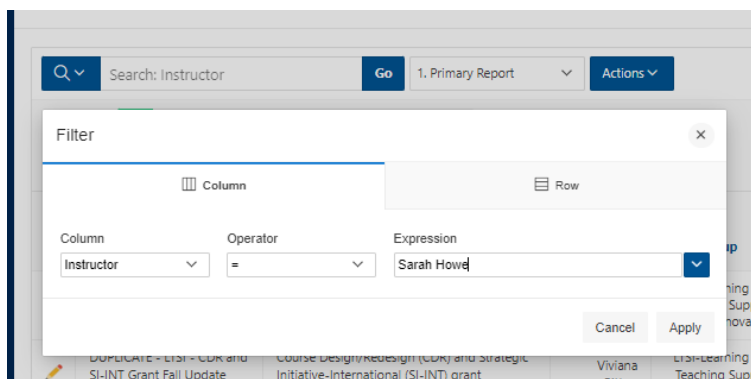
Select the first dropdown and click on 'Instructor'.

4. Use the 'operator' box, the next over to select how you would like to filter.

If you are looking for your own courses, you could use the equal to '=' or the 'contains' selection.

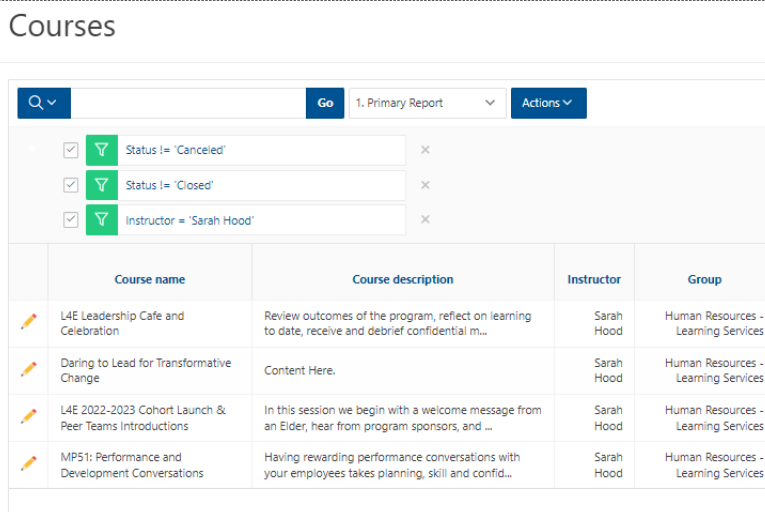


Enter your name as you would like and click "APPLY".



6. The courses that you now see should only be (A) the ones you are teaching and (B) the ones that are either OPEN or in DRAFT format.

Toggle the different filters on and off to view different courses.



Here you can see the upcoming courses that Sarah Hood is teaching.

- The final and most important step is to SET AND SAVE this new selection as your preferred report.

To do this, select the ACTIONS button, then REPORT, and SAVE REPORT.

Courses

The screenshot shows the 'Courses' report interface. At the top, there is a search bar and a 'Go' button. Below the search bar, there are three filter criteria: 'Status != 'Canceled'', 'Status != 'Closed'', and 'Instructor = 'Sarah Hood''. To the right of the filters is an 'Actions' dropdown menu. The menu is open, showing options: Columns, Filter, Data, Format, Chart, Group By, Pivot, Report (highlighted), Download, and Subscription. Below the menu is a table with columns 'Course name' and 'Course description'. The table contains four rows of course information.

Course name	Course description
L4E Leadership Cafe and Celebration	Review outcomes of the program, reflect on learn to date, receive and debrief confidential m...
Daring to Lead for Transformative Change	Content Here.
L4E 2022-2023 Cohort Launch & Peer Teams Introductions	In this session we begin with a welcome message an Elder, hear from program sponsors, and ...
MPS1: Performance and Development Conversations	Having rewarding performance conversations with your employees takes planning, skill and confid...

- Your various reports will then show up in your dropdown.

As you can see I have created a number of different reports to show different things.

The report you used the last time you logged in, should be the ones that loads the next time you login.

Courses

The screenshot shows the 'Courses' report interface. At the top, there is a search bar and a 'Go' button. Below the search bar, there are three filter criteria: 'Status != 'Canceled'', 'Status != 'Closed'', and 'Group contains 'Human Resources - Learning Services''. To the right of the filters is an 'Actions' dropdown menu. The menu is open, showing options: Default, 1. Primary Report, Private, 1. ODLS - ALL (highlighted), 2. ODLS - DTL, 3. ODLS - L4E, 4. ODLS - LS Courses, 5. ODLS - Main, and 6. Test_SarahHood.

INTRODUCING YOUR TEAM TO LEARNING CENTRAL

Using this platform for the first time represents a change in the regular operation. Make sure your process aligns with the way Learning Central works.

A suggested approach includes:

1. Have a discussion with your team regarding your Learning Central needs, potential questions could be:
 - What specific courses or workshops would we like to run through Learning Central?
 - What level of access does each team member need? Select between Read-only or full administrator.
 - What account could be used as group email? *This email is used to send all automatic notifications on behalf of the group. Registrants can reply to it.
 - What is the service policy regarding late cancellations, no-shows, etc? Define whether fees will be applied.
2. Attend a Learning Central training session OR schedule a consultation with one of the Learning Central Admin Team members
3. After attending training, have a discussion with your team regarding specific roles and responsibilities on Learning Central making sure each step in the admin cycle has a person assigned:
 - Who is responsible for adding new instructors and courses?
 - Who is responsible for monitoring registration and waiting lists?
 - Who is responsible for marking registrants as attended, no-shows or cancelled and making any necessary charges to FAST accounts?
 - Who is responsible for closing courses? *All courses, after being offered, need to be closed in order for the system to create the learning records for participants.
4. Schedule a check-in for 2-4 months after starting using Learning Central to see how the application is working for you. Be sure to send any feedback, requests, and/or technical issues to the Learning Central Admin team.

ANNUAL LC ADMIN CHECKLIST

- Close any courses that have since occurred
- Check the bios of your frequent instructors - any updates needed?
- Has anyone on your team that was an administrator left in the past year? Let us know odls1@uvic.ca