Turning Points Scotland e-learning Policy

1. Definition of e-learning

E-learning is learning which is accessed and delivered 'online' through a computer network. In Turning Point Scotland, we use it for formal learning through training courses, as well as self -learning resources and articles. E-learning complements our face-to-face delivery and together they form a blended approach to supporting people on their learning journey. E-learning provides the same knowledge and outcomes you would obtain on a face-to-face course.

E-learning will help and enable you to:
- complete a training course in a time that is convenient to you and your service
- obtain the knowledge that will help you do your job competently and safely
- meet the needs of the people we support
- meet organisational expectations
- meet legal requirements and SSSC registration requirements
- reduce the amount of time you need to spend outside the service

E-learning courses often have a built in assessment process, which you must pass to successfully complete them, or progress to the next stage of the course.

Turning Point Scotland uses moodle for its e learning platform and you can access e-learning by typing in **elearning.tpsstaff.com** in your internet browser bar.

2. When and where can people do their e learning?

Traditional face-to-face classroom courses usually run during the working week and during standard working hours. However, e-learning opens up the potential for 24/7 opportunities to access learning resources.

Because e learning is accessible on a 24/7 basis, it means there is the capacity to undertake your learning from a variety of different locations, in effect anywhere you can access a computer with internet access.

While we would hope you would be able to complete your e-learning in Turning Point Scotland workplaces, services can take a flexible approach to this and you may complete your e-learning at home, or in another location such as a library.

However you complete it, you must undertake your training at a time and location that is convenient to the service and agree this with your line manager.

3. Practical considerations when people are doing e-learning

The arrangements and opportunities for accessing computers and the best time for completing learning will vary across TPS services so local flexibility is essential. In all cases, you must agree the method and time of doing e-learning with your manager.

Some courses have videos to watch so headsets will be available to borrow through a local TPS office; however, you may wish to use your own headphones or earplugs. If you are using one of the Wyse terminals, you may have to use the headphone socket on the machine to hear sound.

If you are undertaking e-learning in a house where we support someone, your line manager must assess the overall suitability of this.

For example, it may be appropriate during quiet times, or on a waking night, however it must not interfere with the support you provide to someone, or compromise any aspect of service user or staff health and safety.

If you are not already based in an office and coming into another TPS building to do your e-learning, your local administrator should be able to advise you of

computer availability and may be able to assist with logging on if there are any difficulties.

The training department administrator at Govan Road will oversee any practical issues associated with access to e-learning courses and materials.

If you have any problems with the content of e-learning, please speak to your line manager in the first instance, or alternatively contact the training department.

4. How much time you will get to do e-learning

Your manager should allocate you time in your rota to complete training via e-learning in the same manner as classroom training.

When you are undertaking e-learning, there will be a notional time allowance for each course as part of your normal shift arrangement or granted as TOIL, which you must agree with your local line manager.

The time allowed will vary from course to course and if you take longer than expected to complete the course you will do this in your own time. The expected time to complete the course will appear in each course overview.

There may be exceptional circumstances that mean you are unable to complete the course in the agreed timeframe. This may relate to IT equipment or your computer connection, or you may have other concerns such as literacy skills or IT confidence. In all cases, you must discuss and reach agreement about how to progress this with your line manager.

The training department are able to monitor the length of time it takes you to complete your course and if there is an assessment element to it, whether you have reached the necessary standard. They will make this information available to your line manager as required, as you may have to undertake the whole course or parts of it again.

5. Computer Considerations

You should be able to access TPS e-learning courses on any computer as long as you have an internet connection.

You will not be able to access TPS e-learning courses on i-pads or i-phones, as they do not support the use of flash files, although this may change in future.

There may be occasions where you are unable to access a link to other websites. These will only be for further reading and should not affect you completing your e-learning course.

6. Security Considerations

TPS e-learning does not have service user specific information. However if you are accessing the course remotely, you are not always in control of who is sitting in close proximity to your computer who may see and read the data. You should at least be aware of this when accessing a TPS e-learning course.

Only TPS staff should access e-learning. You must not share the material with anyone outside TPS.

With the exception of printing a certificate of learning, you are not able to download materials or export them to other formats.

7. E-learning misconduct

You should not in any way misuse TPS e-learning facilities. Examples of this include

- Copying another member of staff's work
- Working with another person to complete your on line assessments
- Getting someone to do your e learning course for you.

You may be subject to disciplinary procedures if you breach any of the above conditions.

Stewart Smith – Head of Learning and Quality