

## CU Learn Hub - Frequently Asked Questions

This document contains advice and information on basic CU Learn Hub queries and functions for the following topics:

1. Registration and User Details
2. Certificates
3. Booking a Course
4. CU Learn Co-ordinator
5. CU CPD Scheme
6. E-learning
7. Accredited Programmes

### Registration and User Details

<p><b>I have registered for a CU Learn account. I did not receive an email confirming my account registration</b></p>	<ol style="list-style-type: none"> <li>1. Your new account must be approved by your CU Learn co-ordinator. The co-ordinator may not have done this yet or co-ordinator details are not complete for your credit union. Check with the CU Learn co-ordinator in your credit union.</li> <li>2. Your email address – check that you have included it correctly in your CU Learn Hub Account details. If it is correct, check the junk mailbox or the email filters on your email account.</li> </ol> <p><i>Further Information:</i> <i>See the Approve Registration Request section in the CU Learn User Guide.</i></p>
<p><b>CU Learn Hub will not accept my login details</b></p>	<p>Ensure that you have entered your login details correctly. CU L&amp;D recommend the format of <i>firstname.surname</i> for a User ID.</p> <ul style="list-style-type: none"> <li>• Login details are not case sensitive</li> <li>• Have you got the ‘dots’ inserted in the correct place?</li> </ul>
<p><b>I have forgotten my</b></p>	<p>Your CU Learn Co-ordinator can check your User ID.</p>

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<p><b>User ID</b></p>	
<p><b>I have forgotten my password</b></p>	<p>Click on <b>'Forgot your password'</b> on the login page. A link to reset your password will be emailed to the email address listed on your account details.</p> <div data-bbox="548 596 1013 772" data-label="Image"> </div> <p><i>Further Information:</i> See the <i>Update User Account (Reset a User Password)</i> section in the <i>CU Learn Hub User Guide</i>.</p>
<p><b>Can I change my email address on my CU Learn account?</b></p>	<p>Yes. Click on <b>'My Details'</b> at the top of any CU Learn Hub page (beside <i>Home</i>). Enter your new email address details and click save.</p> <p><i>Note:</i> Your email address on CU Learn should be <b>personal</b> to you and not a general credit union email address (i.e. <a href="mailto:info@anytowncu.ie">info@anytowncu.ie</a>).</p> <p>A personal email address (i.e. <a href="mailto:mary@anytowncu.ie">mary@anytowncu.ie</a>) will ensure that only you receive your personal information such as:</p> <ul style="list-style-type: none"> <li>• Course booking information</li> <li>• Cancellation notices</li> <li>• Information relevant to you – course information, CPD etc.</li> <li>• Confidential information, e.g. exam results information</li> </ul>

### Certificates

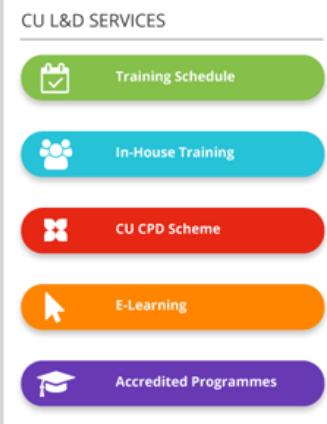
<p><b>How do I print a certificate?</b></p>	<p>From the Homepage, click on View My Certificates. Find the Certificate you require and follow the instructions to print.</p> <div data-bbox="954 1745 1386 1898" data-label="Image"> </div>
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<b>My certificate will not print</b>	Ensure that your computer is connected to a printer. If the problem persists, click on print, advanced and select “print as an image”.
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### Booking a Course

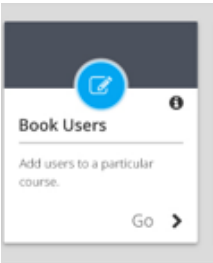
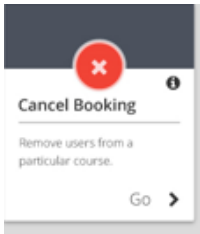
<b>How do I book a scheduled training course?</b>	Click on the Training Schedule Icon from the CU L&D Services list on the homepage of CU Learn Hub.
<b>How do I book In-House training?</b>	<p>Click on <b><i>'In-House Training'</i></b> from the CU L&amp;D Services list on the homepage.</p> <p>Complete the form entitled <b><i>'Request In-house Course for your Credit Union or Chapter'</i></b>. A member of CU L&amp;D will organise the session and contact you to confirm.</p> <p>Once set up, your credit union will be able to view the In-House session in the <b><i>'In-House Training'</i></b> area. Ensure that all officers book onto the in-house course here.</p>
<b>Can I see the courses I am enrolled on?</b>	All courses you are currently enrolled on will be listed on the CU Learn Hub homepage.
<b>Will I be informed if a course is cancelled?</b>	<p>If a course you are enrolled on is cancelled, you will be emailed.</p> <p>You will not receive this email if:</p> <ul style="list-style-type: none"> <li>You are not enrolled on the course at the time of cancellation</li> <li>Your email details are not in CU Learn Hub or are entered incorrectly.</li> </ul>



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Will I be charged if I withdraw from a course?	The withdrawal policy for each course is clearly displayed on the course enrolment page. Charges may be applied in accordance with the withdrawal policy for that course.
Can I change my email address on my CU Learn account?	Yes, click on ' <b>My Details</b> ' at the top of a CU Learn page (beside <i>Home</i> ). Enter your new (personal) email address and click save.

### CU Learn Hub Co-ordinators

Can my credit union have more than one co-ordinator?	<p>A credit union can have as many CU Learn Hub Co-ordinators as they require.</p> <p><i>Note</i> It is recommended that each credit union would have a maximum of one or two co-ordinators. More than two co-ordinators should only be required where a credit union has a number of sub-offices.</p> <p>Contact CU L&amp;D to register or change a co-ordinator.</p>
How do I perform co-ordinator tasks?	CU Learn Co-ordinators can access the Co-Ordinator Zone from the top of a CU Learn page.
Can the co-ordinator book multiple people onto a course?	<p>The co-ordinator can click on '<b>Book Users</b>' in the Co-Ordinator Zone to book people from their credit union onto a course.</p> 
Can the co-ordinator cancel a booking?	<p>The co-ordinator can click on '<b>Cancel Booking</b>' in the Co-Ordinator Zone to cancel or withdraw people from their credit union from a course.</p> 

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<p><b>I have created a user account but I can't book that user onto a training course</b></p>	<p>Check that the status for this account has been set to Active.</p> <p>In the Co-ordinator Zone, click on <b>'Search for a User'</b>. Find the user and check their status. Change to Active, if necessary, and save.</p>
<p><b>Can I produce training reports or see the training activity for my credit union?</b></p>	<p>Co-ordinators can run standard reports directly from the Co-ordinator Zone page.</p> <p>Reports are listed by year. If a report that you require is not listed here, contact CU L&amp;D directly.</p>

### CU CPD Scheme

<p><b>What is the difference between CU Learn Hub and CU CPD Scheme?</b></p>	<p><b>CU Learn Hub</b> is the training administration system that manages all training delivered by CU Learning &amp; Development.</p> <ul style="list-style-type: none"> <li>• CU Learn is free to use.</li> </ul> <p><b>CU CPD Scheme</b> is a scheme which credit union officers may join to manage and demonstrate their continued professional development (CPD); an on-going commitment to complete 15 hours relevant training per annum.</p> <ul style="list-style-type: none"> <li>• Membership of the CU CPD Scheme costs €120/£95 per annum.</li> <li>• CU CPD Scheme members can access all CU L&amp;D e-learning for free.</li> <li>• CU CPD Scheme members can also add non-ILCU events to their CPD record</li> </ul>
<p><b>How do I know what the requirements of the CU CPD Scheme are?</b></p>	<p>Guidelines and requirements for the CU CPD Scheme are contained in the CU CPD Scheme Guidelines, which is provided to all new CU CPD members, is available to download from the CU CPD Zone on CU Learn Hub.</p>

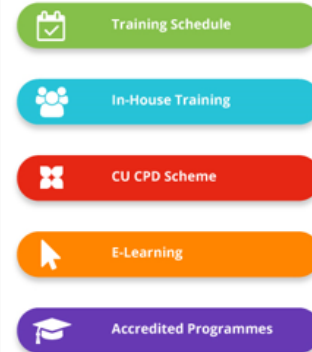
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### How do I join the CU CPD Scheme?

From the CU Learn Hub homepage, click on CU CPD Scheme from the list of CU L&D Services. Download the CU CPD application form. Complete and return it to CU CPD who will register you onto the CU CPD Scheme.

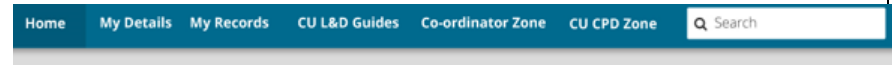
Membership is automatically renewed every year.

#### CU L&D SERVICES



### How do I know if I am on the CU CPD Scheme?

If you are currently a member of the CU CPD Scheme, you will be able to view the **CU CPD Zone**, accessible from the top menu on any CU Learn Hub page. If you cannot see this, you are not currently on the scheme.

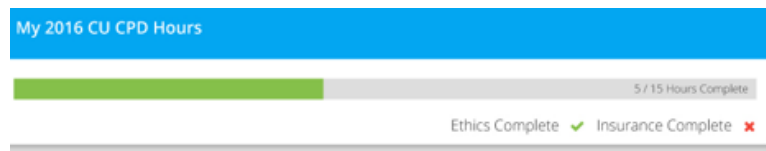


The CU Learn Hub Co-ordinator can also run a report of all CU CPD members in the credit union.

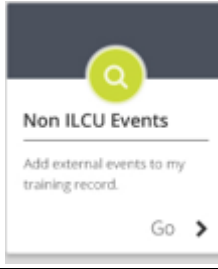
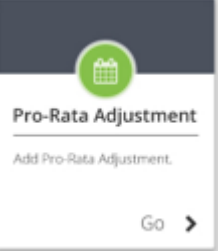
### How do I check my CU CPD record?

Monitor your CPD hour's requirement on the **CU CPD Zone** page.

You will see a status bar which indicates how many hours you have completed and how many are outstanding for the year. If you have a requirement to complete ethics and/or insurance, this will also be indicated here.

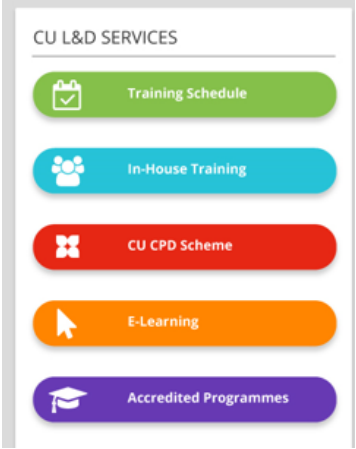


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<p><b>How do I add non-ILCU hours to my CPD record?</b></p>	<p>From the <b>CU CPD Zone</b>, click on <b>'Non ILCU Events'</b> to add CPD hours for course or events undertaken outside of the ILCU.</p> <p>All recognized events have a 5 digit CU CPD accredited number.</p>	
<p><b>I do not have a CU CPD event accreditation (5 digit) number for an external course which I attended.</b></p>	<p>If the external course has been approved by CU CPD, the code will be available from CU Learn Hub. To find the code, go to the CU CPD Zone on CU Learn Hub. Search by the name of the external course supplier.</p> <p>If the course is not listed, contact the course supplier to ask them for the code or request that they apply to the CU CPD Accreditation Panel for a code.</p> <p><i>Note</i> Accreditation for CPD hours cannot be guaranteed in advanced of application to, and approval of, the Accreditation Panel.</p>	
<p><b>An ILCU event or course I attended is not displayed on my CU CPD record.</b></p>	<p>This can take up to a week. For larger events, such as AGM, this may take longer. If, after a month, it is still not on your record, contact CU CPD.</p>	
<p><b>How do I record pro-rata hours for approved leave (maternity etc.)?</b></p>	<p>From the <b>CU CPD Zone</b>, click on <b>'Pro-Rata Adjustment'</b> to add the dates you were on approved leave. Your annual CU CPD requirement will be adjusted to reflect your absence.</p> <p><i>Note</i> Pro-rata adjustments will not exempt from certain mandatory course requirements, i.e. ethics training.</p>	

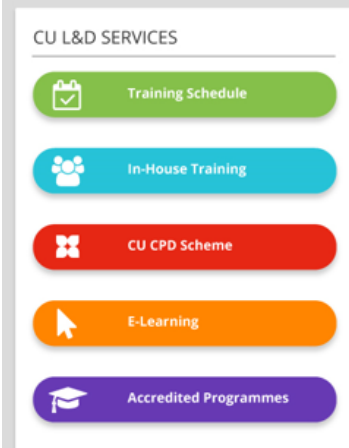
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### E-Learning

<p><b>How do I take an e-learning course</b></p>	<p>From the CU Learn Hub homepage, click on E-learning from the list of CU L&amp;D Services.</p> <p>CU CPD members can also access e-learning from the CU CPD Zone page.</p> <p>Select the e-learning course you wish to take. Click 'enrol' to begin the course.</p>  <p>The screenshot shows a vertical list of services under the heading 'CU L&amp;D SERVICES'. The services are: Training Schedule (green button with a calendar icon), In-House Training (light blue button with a group of people icon), CU CPD Scheme (red button with a gear icon), E-Learning (orange button with a mouse cursor icon), and Accredited Programmes (purple button with a graduation cap icon).</p>
<p><b>Will I be charged for e-learning?</b></p>	<p>There are 3 payment options for e-learning:</p> <ol style="list-style-type: none"><li>1. <b>Pay per course</b> – the fee for an individual course is €30/£24</li><li>2. <b>CU CPD Scheme</b> – e-learning is <i>free</i> to members of the CU CPD Scheme</li><li>3. <b>E-learning bundle</b> – users who are not on the CU CPD Scheme, but wish to avail of a value package price for e-learning can access <i>all</i> e-learning courses for an annual fee of €150/£120 (Jan to Dec)</li></ol>








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<p><b>How do I enrol on the e-learning bundle?</b></p>	<p>From the CU Learn Hub homepage, click on <b>'E-learning'</b> from the list of CU L&amp;D Services.</p> <p>Select the e-learning bundle and click enrol.</p>  <p>The screenshot shows a vertical list of services under the heading 'CU L&amp;D SERVICES'. The services are: Training Schedule (green button), In-House Training (blue button), CU CPD Scheme (red button), E-Learning (orange button, which is highlighted with a mouse cursor), and Accredited Programmes (purple button).</p>
<p><b>I tried to launch an e-learning course but all I can see is a blank browser window/screen</b></p>	<p>You may need to download and install Adobe Flash Player. Click on <a href="https://get.adobe.com/flashplayer/">https://get.adobe.com/flashplayer/</a></p>
<p><b>I completed the e-learning course assessment but I can't see the results</b></p>	<p>You must have JavaScript enabled on your computer.</p> <p>To check if it is enabled, click here: <a href="http://www.dancesoft.com/browserstest.htm">http://www.dancesoft.com/browserstest.htm</a></p> <p>If JavaScript is not enabled, click the link and follow the steps <a href="http://www.enable-javascript.com/">http://www.enable-javascript.com/</a></p>
<p><b>An e-learning course is taking time to load</b></p>	<p>If you can see the message, 'please wait', the course is loading and you should wait for this to complete.</p> <p>Please note that it can take some time for the first launch of a course depending on your internet connection.</p>

# CU Learn Hub - Frequently Asked Questions

## Accredited Programmes

<p><b>What is the difference between accredited programmes and training?</b></p>	<p>In addition to short classroom training courses and e-learning, CU Learning &amp; Development provide accredited educational programmes specifically developed for credit union officers.</p> <p>CU L&amp;D programmes are accredited by third level, educational partners such as University College Cork (UCC) and National College of Ireland (NCI).</p>
<p><b>Where can I get information on the accredited programmes run by CU Learning &amp; Development?</b></p>	<p>From the CU Learn Hub homepage, click on Accredited Programmes in the CU L&amp;D Services list.</p> <div data-bbox="1040 909 1390 1352" style="border: 1px solid #ccc; padding: 10px;"> <p>CU L&amp;D SERVICES</p> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"> Training Schedule</li> <li style="margin-bottom: 5px;"> In-House Training</li> <li style="margin-bottom: 5px;"> CU CPD Scheme</li> <li style="margin-bottom: 5px;"> E-Learning</li> <li style="margin-bottom: 5px;"> Accredited Programmes</li> </ul> </div>
<p><b>How do I submit my assignment?</b></p>	<p>Full, step by step instructions will be emailed to you in advance of your assignment submission. Follow these instructions to submit your assignment to CU Learn Hub.</p>
<p><b>Which course is approved by the Central Bank to meet Minimum Competency Requirements?</b></p>	<p>The Pathways Diploma in Credit Union Operations.</p>

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**Which course meets the induction requirements as per the Credit Union, 1997 (as amended)?**

The Pathways Certificate in Credit Union Governance.