CU Learn Hub

your place to learn

CU Learn Hub - User Guide

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your place to learn

Contents

1. Purpose

The purpose of this document is to:

- Explain the background of CU Learn Hub – the CU Learning and Development (CU L&D) learning management system (LMS) for credit unions.

- Provide guidance on using the system and assist Users and Coordinators in

  - ✓ Registering on the system

  - ✓ Updating User accounts

  - ✓ Enrolling in a course or qualification

  - ✓ Launching an E-Learning course

  - ✓ Book an In-house or Chapter event

  - ✓ Managing your Continuous Professional Development (CPD)

  - ✓ Running Reports on training activity

  - ✓ View and download CU L&D Guides

CU L&D Services available through CU Learn Hub:

2. Background

2.1 The Introduction of CU Learn Hub

CU Learn Hub was developed by CU L&D in the ILCU to facilitate the efficient administration of training and education for the credit union movement and is free for all ILCU affiliated credit union staff and volunteers. Each credit union will be asked to provide CU L&D with the details of a CU Learn Coordinator to act as the system administrator for their credit union and their role will be to:

- Approve User registrations
- Assist Users on the system
- Oversee use of CU Learn Hub
- Run reports and maintain CU Learn Hub

CU Learn Hub can be used to plan, book and manage training programmes, in-house & cluster/chapter training, accredited programmes and other ILCU events, manage CU CPD, and complete e-Learning courses.

2.2 The benefits of CU Learn Hub to training participants include:

- A centralised learning environment
- Personalised training reports
- Online enrolment on courses/seminars/training programmes – 24/7
- Providing access to CU CPD members to track CPD requirements in real time and access additional CPD information
- Communication tool and news feature
- Access to online classrooms for accredited programme students
- Access to e-Learning courses

2.3 Benefits of CU Learn Hub to the credit union

The benefits of CU Learn to the credit union and training coordinator include:

- Allows maximum control over training that occurs within the credit union

- Tracks training schedules and attendance for each officer

- Management of training requests

- Customised reports, e.g. credit union spend on training, upcoming bookings, CPD records

- Access to training documentation for regulatory and legal purposes; i.e. MCC register generator

- Improves compliance with regulatory training obligations through record keeping of regulatory training requirements

- Organisation of training at individual, credit union and chapter level.

The next section of this User Manual outlines the functionality of CU Learn Hub (LMS).

3. User Accounts

3.1 Register as a Learner (User)

In order for Users to register on CU Learn Hub each credit union must have a Co-ordinator in place on the Hub.

Sample Login Screen for CU Learn Hub www.culearn.ie

Once the credit union has been set up with a Co-ordinator, User registration on CU Learn Hub simply requires the User clicking "Create a New CU Learn Hub Account" on the above Login Screen, accepting the terms and conditions and entering their details.

Users must first register on CU Learn Hub before they can use the system. Outlined below is the process involved in registering. Users will receive an email confirming their registration once approved by the CU Learn Hub Co-ordinator.

Registration Screen Steps

1. Complete all fields.

2. A message will appear if the User ID is already in use.

3. Click on **More on Next Page** when all fields are completed.

4. Select your Region, Chapter and Credit Union and click the **Continue** button.

5. Review the terms and conditions and click **Accept** to complete the registration process.

NEW USER REGISTRATION

Terms of Use for CULearn

These Terms of Use, including any future modifications, govern your use of CULearn and constitute a legal contract between you and the Irish League of Credit Unions which operates CULearn. These Terms of Use apply to all Delegates and Users, and all references to "you" or "your" include all Users, all references to "we" or "use" refer to the Irish League of Credit Unions.

By registering with CULearn you acknowledge that you have read, understood, and agree to be bound by these Terms of Use. If you do not agree you may not use CULearn.

We reserve the right to change, modify, add to, or delete portions of these Terms of Use & Booking Terms at any time. When we do so we will notify you of such changes by a site-wide announcement which will be visible for one week from the date of the changes and will be incorporated into the Terms of Use which can be accessed on the website. Your continued use of CULearn will constitute your binding acceptance of the change.

Definitions

"Pathways" means the suite of Certificate, Diploma, Degree and Masters qualifications provided by thFe ILCU and UCC under the Pathways brand.

"Booking" means the allocation by the ILCU of a place on a course to a Delegate;

"Course" means either an ILCU On-line Training course or an ILCU Training course including Pathways, event, seminar, roadshow or webinar;

Liability and accuracy:

We do not make any warranty or representation as to the accuracy or completeness of the information contained on this site. Material posted on the Site is not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such Material by any User, or by anyone who may be informed of any of its contents.

Although rigorous protocols are applied to the website we do not make any warranty that the website is free from infection by viruses or anything else that has contaminating properties.

General

These Terms do not create or infer any rights that are enforceable by any person who is not party to these Terms.

You may not assign, sub-license or otherwise transfer any of the rights granted to you in these Terms to any other person.

In the event that any provision of these Terms shall be determined to be partially void or unenforceable by any court or body of competent jurisdiction or by virtue of any legislation to which it is subject or by virtue of any other reason whatsoever, it shall be void or unenforceable to that extent only and no further and the validity and enforceability of any of the other provisions of this Agreement shall not be affected.

Nothing in these Terms shall be construed as forming a partnership or make any party an agent for any other party, for any purpose whatsoever.

The Terms of use shall be governed by and construed in accordance with the laws of Ireland and each of the parties submit to the jurisdiction of the Irish Courts for the resolution of disputes hereunder.

Accept   Decline

6. A message will appear showing Registration successful.

INFORMATION SUCCESSFULLY UPDATED.

Thank You For Registering With CULearn. Your Local Administrator Has Been Notified Of Your Request For Access And Will Activate Your Account As Soon As Possible. If You Do Not Receive A Welcome Email From CULearn Within 5 Working Days Please Contact Your CULearn Coordinator.

You May Now Close This Window.

3.2 Approve Registration Requests (Co-ordinator)

Once a Co-ordinator logs into CU Learn Hub the Homepage below is displayed. This is similar to the Homepage a User would see but with the addition of an important item the Co-ordinator Zone.

The Co-ordinator Zone can be accessed from two locations which allows the Co-ordinator to manage and coordinate training for the credit union, edit user records and run reports. We will look at these options under the Co-ordinator Zone section.

Sample Co-ordinator Homepage on CU Learn Hub.
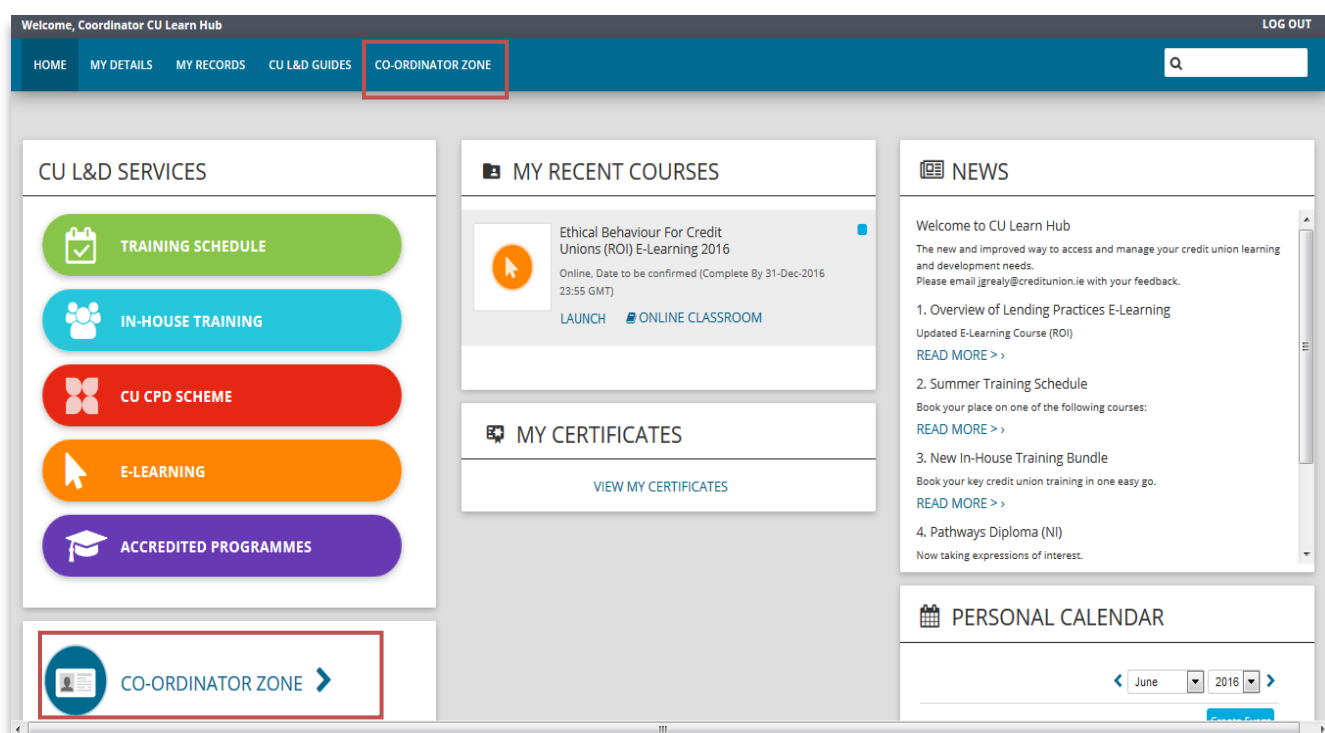
One of the central roles of the Co-ordinator is to manage who has access to the system. Whenever a User registers for CU Learn Hub the Co-ordinator will receive an email asking them to approve the registration. The Co-ordinator must then log into CU Learn Hub and change that User's status from **Pending** to **Active** to give that particular User access to CU Learn Hub. If there is an issue with the registration (i.e. they are not with your credit union) then do not approve the registration and inform CU L&D.

It is the responsibility of the Co-ordinator to ensure that any User you approve is either a current volunteer or staff member of your credit union.
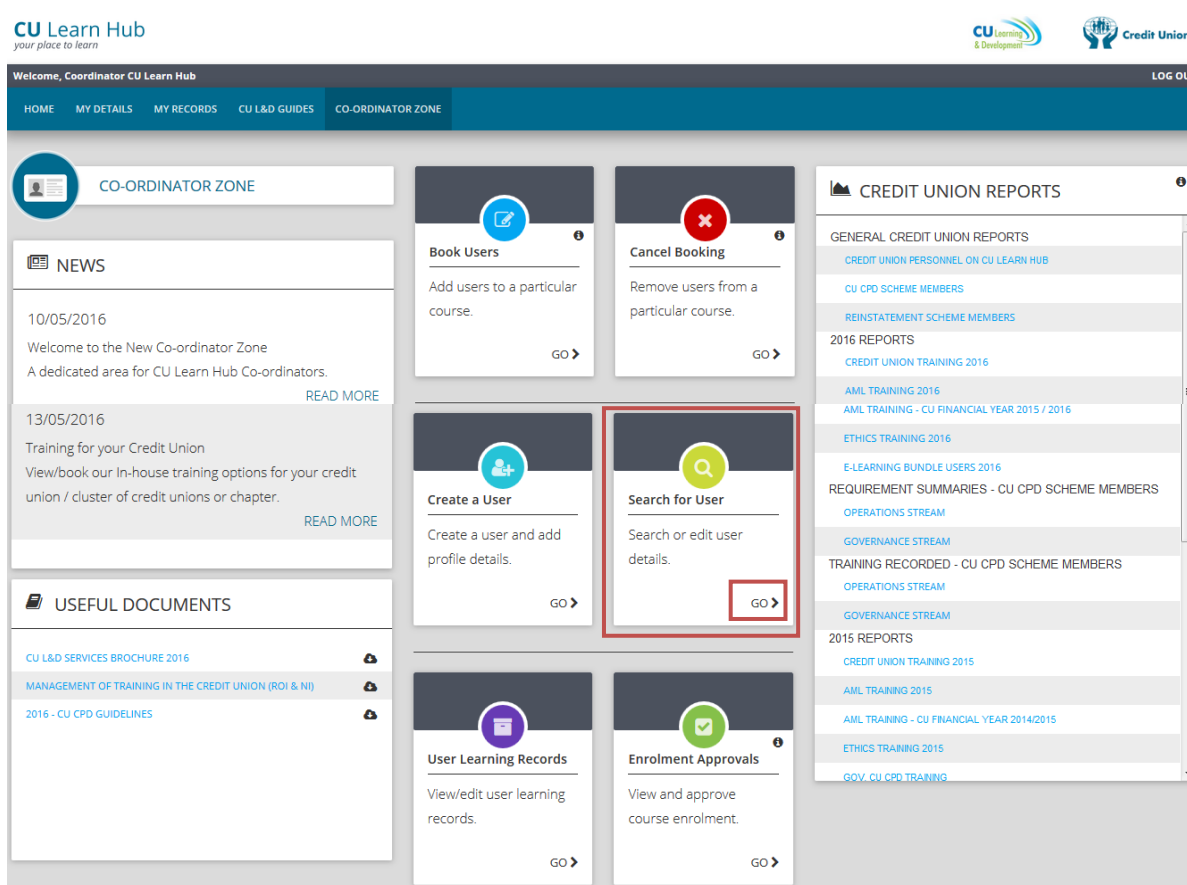
User Approval Steps (for the Co-ordinator)

1. Proceed to the Co-ordinator Zone by selecting either of the following buttons:

- Co-ordinator Zone button on the toolbar
- Co-ordinator Zone button from the Menu on the left
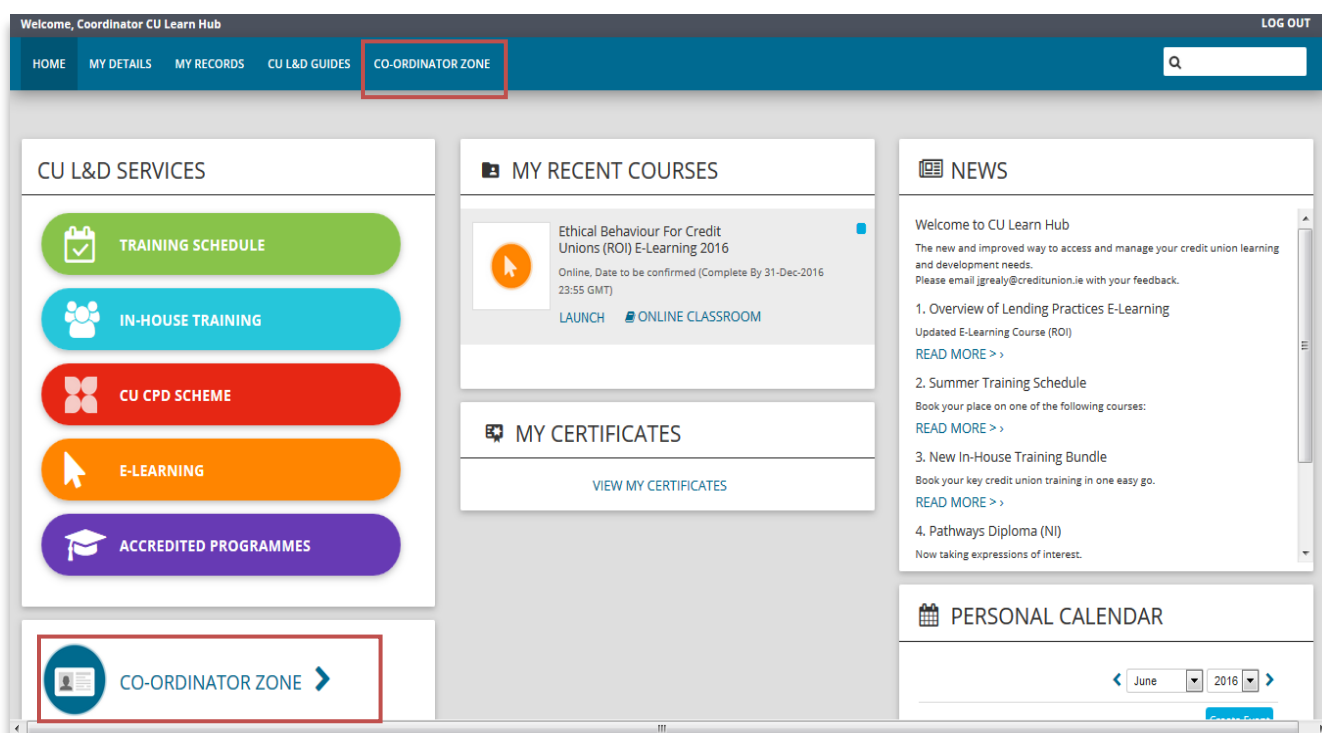
2. Click **Go** on the **Search for User** box.

3. A Co-ordinator can choose either of the following options when approving Users on CU Learn Hub:

   a) Click Search without entering User information to see the full list of Users and their status on CU Learn Hub.
   b) Enter the User's details into the search fields and then click Search.

Option (a): Click the Search box:

SAVE

Search For A User

TIP: CLICK THE SEARCH BUTTON TO SHOW ALL AVAILABLE USERS

First Name:

Surname:

☐ Exact Match

User ID

☐ Exact Match

Logical Domain

All

Organisation

Click to select

Credit Union

University Student Number (if applicable)

E-mail

System Role

All

Status

All

Search

The status of each User is returned (under the column Current Status), click on the name of the User that you wish to approve.

SAVE

User Search Results

Show (1 - 9 of 9)

Name	User ID	Current Status
ARMSTRONG neil	neil.armstrong	🟧 Requires Coordinator Approval
CPD Coordinator	coordinator.cpd	🟩 Active
CU LEARN HUB Coordinator	coordinator.only	🟩 Active
MULLIGAN John	test2	🟩 Active
ONLY CPD	cpd.only	🟩 Active
TEST	jayne	🟩 Active
TEST Test 2.1	cpdtest2	🟥 Account Closed
TESTING	test.test	🟩 Active
USER Just	just.user	🟩 Active

Option (b): Enter the User's details e.g. Surname and then click **Search**:

The status of the User will be returned. Click on the User's name to access their profile:

4. On the User's profile click on the **Current Status** dropdown (which will have the status of Requires Coordinator Approval) and select the **Active** status.

Click the **Save** button to save this action.

2.

3.3 Create a New User Account (Co-ordinator)

Users can create their own account at any time by self-registering (See 3.1 above).

If, for any reason, they are unable to do this, the co-ordinator follows the process outlined below to set up their account for them.

Steps for a Co-ordinator to Create a New User

1. Click on the Co-ordinator Zone button either on the toolbar or on the Homepage.
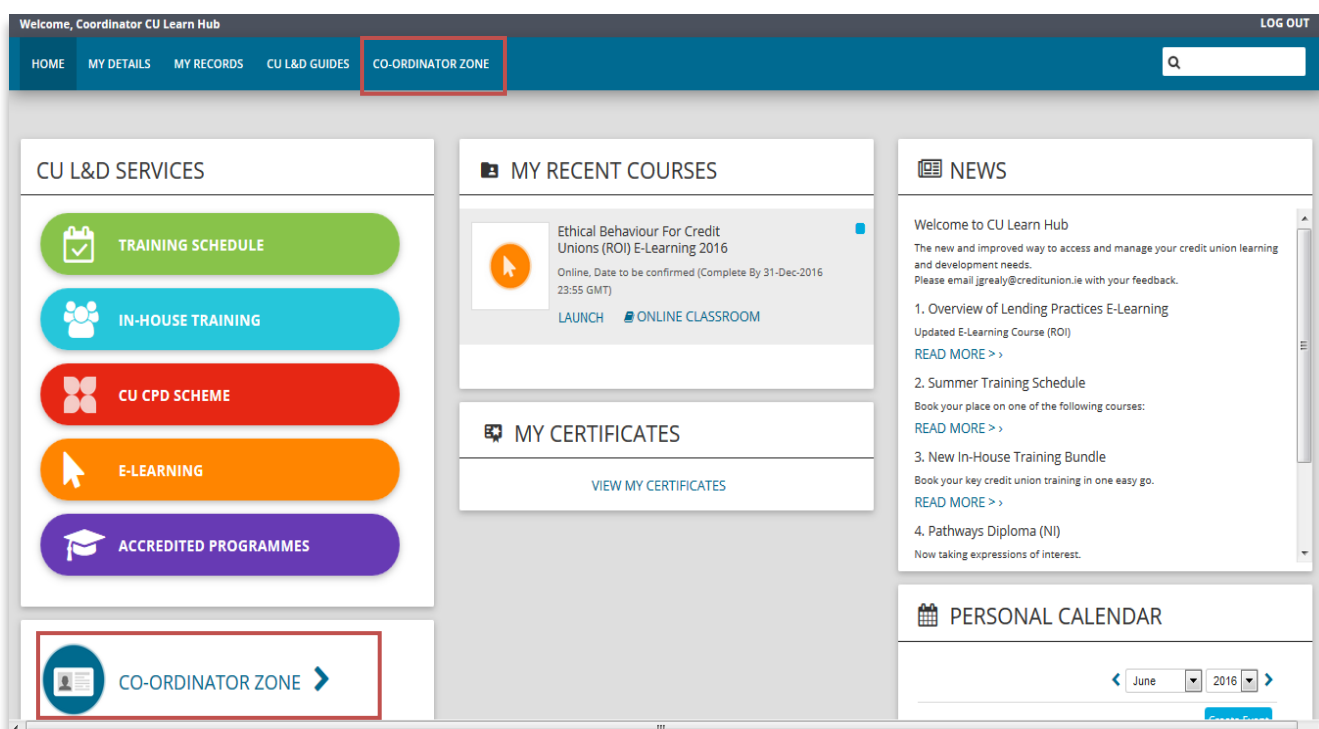
2. Click the **GO** button on the **Create a User box**.
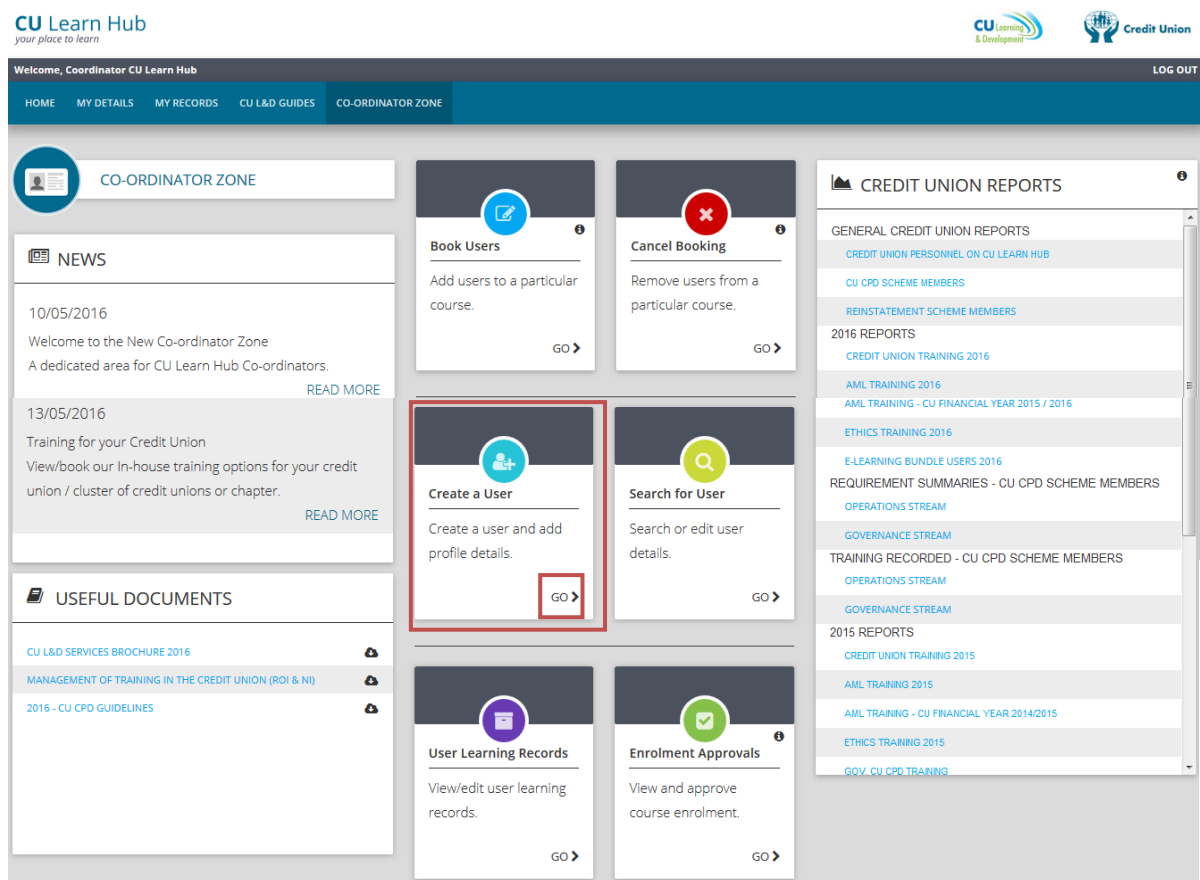
3. Create a User ID for the new User, enter their First name and Surname. Click the **Create User Account** button.

4. The screen will open the User Profile screen.
Remember to update the following fields:
  - ✓ First Name & Surname,
  - ✓ Password,
  - ✓ Coordinator Name, Coordinator email,
  - ✓ User email Address,
  - ✓ Credit Union Role.

SAVE

HERLIHY Nora nora.herlihy

Profile	User Groups	Supervises	Status	Records/Transcript

PERSONAL INFORMATION

First Name*	Nora
Middle Name	
Last Name*	Herlihy
Other Name	
Gender	Unspecified
Title	
Date of Birth	Date
Password*	•••••••••
Verify Password*	•••••••••

STATUS OF CU LEARN HUB USER

Current Status	Active
Use External Authentication	No
University Student Number (if applicable)	
Expiration Date	Date
Language	English (United Kingdom)

USER'S EMAIL ADDRESS

E-mail	
E-mail Forwarding ❓	N/A
Alternative Mail	

5. Finish the process by clicking on the Save button at the top of the screen.

Please Note:

The Co-ordinator's email address must be entered on each User's account.

This is to ensure that Co-ordinators are copied on participant (User) bookings and invoice emails. The Co-ordinator will not receive a copy of these emails if the CU Learn Co-ordinator email field is blank.

3.4 Update existing User Accounts (e.g. Reset a User Password)

All Users should reset their own password using the self-service facility on the CU Learn homepage. (forgot password) which will send the User an email with instructions to their registered email address. The Co-ordinator can edit and update User information by following the steps outlined below. Quite commonly a User may forget their password.

Note: the system has a **Forgot Your Password** button on the Login page of CU Learn Hub that requires the User to enter their UserID and will email them a link to reset their password. If a User cannot do this (i.e. they may not have access to their email) the Co-ordinator can reset the password or edit User details as follows. Please ensure the User is aware of any changes made to passwords.
Step 1. Select the Co-ordinator Zone from the Homepage.

3.5 Deactivate an Account (Co-ordinator)
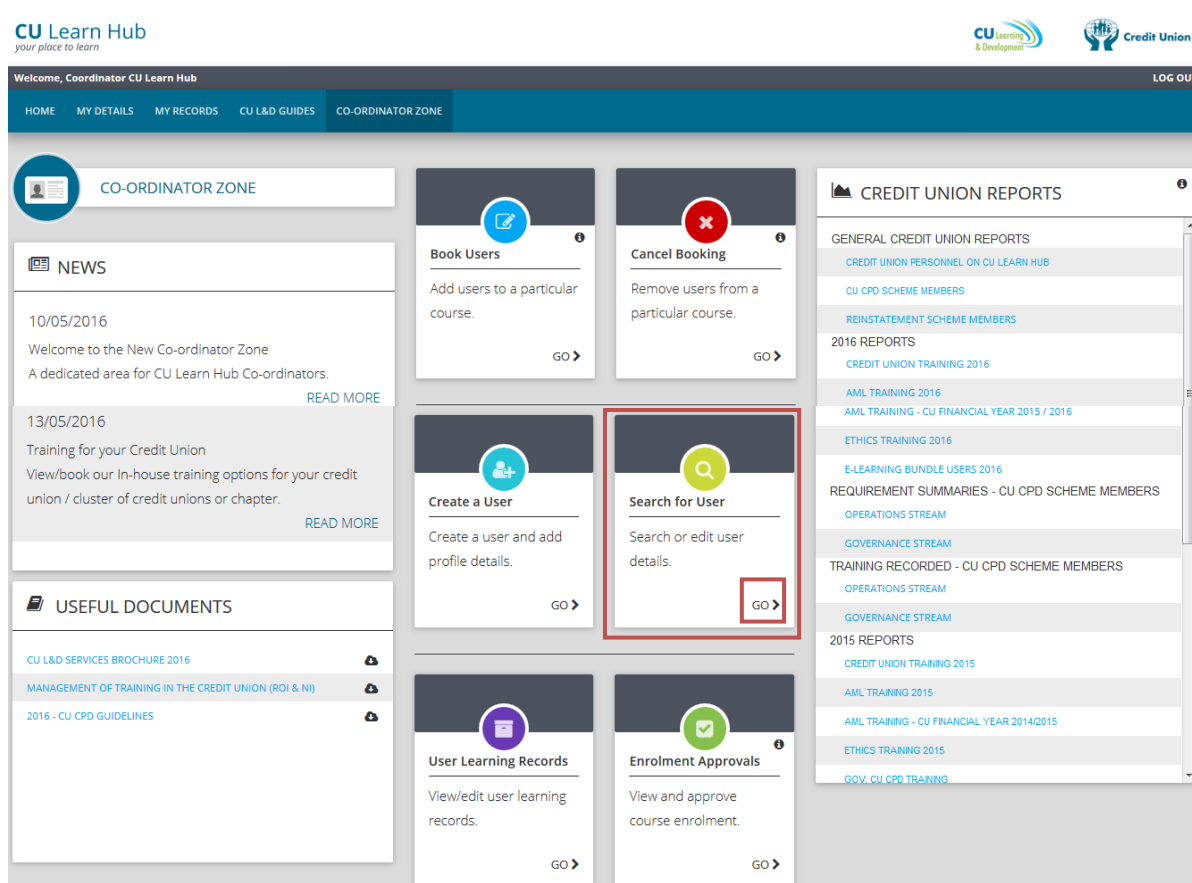
It is important that those Users who no longer use CU Learn Hub are deactivated on a regular basis. It is the Co-ordinators responsibility to deactivate accounts – this reduces the overall activity (and therefore cost) on the system and helps ILCU to

maintain this service free to all credit unions. To deactivate an account follow the steps outlined in the Co-ordinator Zone.

3.6 Update my details (User)

You can update your details on the system if required, for example, you may want to update your email address if it has changed.

Steps to Update User details

1. Select the MY DETAILS button from the horizontal menu.

2. Click on the User Administration Tab.

From the User Administration Screen a User can update:

- ✓ First Name
- ✓ Surname
- ✓ Address
- ✓ Email Address

3. Enter field(s) to be updated and lastly click on the **Save Updated Information** button to amend User details.

3.7 Update my Password (User)

Steps to Update User Password

1. Select the MY DETAILS button from the horizontal menu.

2. Click on the Change Password button.

3. Enter your current password into the **Password** text box.

4. Enter your new password into the **New Password** text box.

5. Re-enter your new password into the **Re-enter** text box.

6. Click the **Submit** button to save your new password.

SETTINGS

| User Preferences | My Profile | User Administration | Change Password |

Password

New Password

Re-Enter

Submit | Back

Passwords must contain at least 8 characters.

Please note: *passwords must contain at least 8 characters.*

4. CU L&D Services

4.1 Booking a CU L&D Course (User)

All CU L&D courses can be booked from the CU L&D Services section on the Homepage
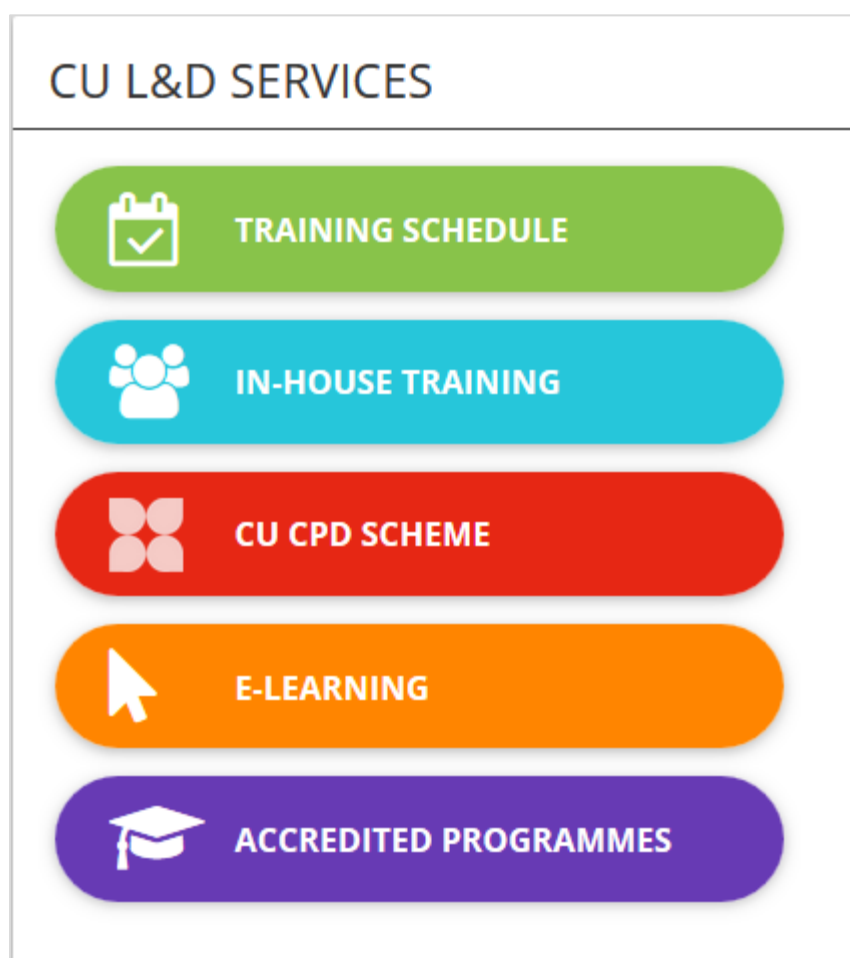

4.2 Book a course from the Training Schedule

Scheduled regional training is available to credit unions by means of Spring, Summer and Autumn Schedules, allowing credit union officers to share experiences with other credit unions and meet both their development needs and CPD requirements.
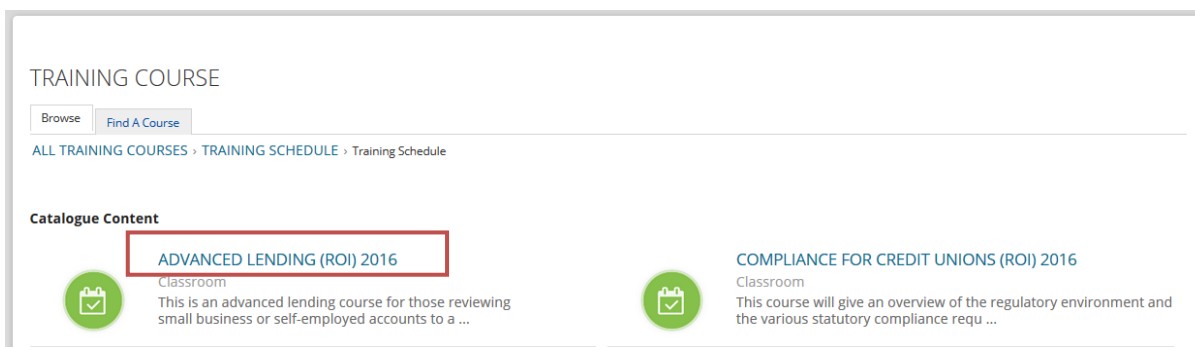
Steps to book a course from the Training Schedule

1. Click on the Training Schedule button from the Homepage.
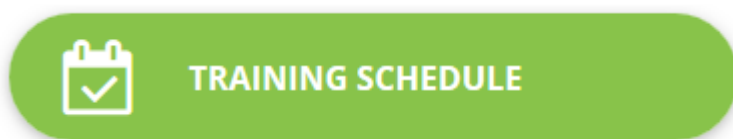
2. Select the Training Schedule button.
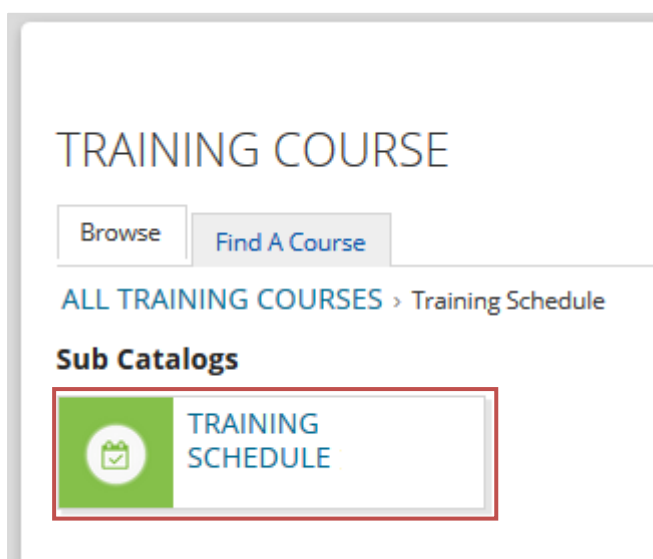
3. Choose the course you wish to enrol on by clicking on the course title.

4. Click **ENROL** on the course description to book your place.

5. Click **Confirm Enrolment** on the course description.

6. An enrolment successful message will confirm that the booking has been made. An email Invoice will also be sent to the User and the Co-ordinator confirming the course details.
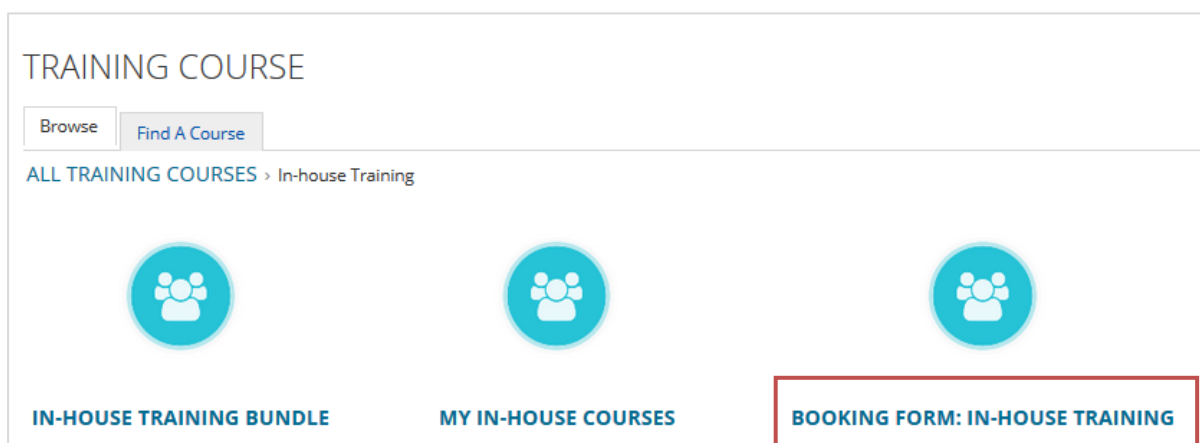
4.3 Request an In-house Course

All CU L&D courses can be run on an In-house basis at a venue of the credit union's choice. In-house training may be booked on an individual credit union, cluster or chapter basis.

Steps to request an In-house course(s)

1. Click on the In-house Training button from the Homepage.

2. Select the BOOKING FORM: IN-HOUSE TRAINING

3. The CU L&D In-house Training Application form will be displayed. Complete the form as appropriate, paying attention to the information on the form.
Click **Submit** and CU L&D will contact you to confirm details for the In-house course.

Enter the desired start time (i.e. 9.30am for a full day, 7pm for an evening etc.) *

Your answer

Please indicate whether this training is (a) for my credit union only (b) for my chapter (c) a cluster of credit unions
If this training is for a cluster of credit unions, please specify which credit unions you wish CU Learn to invite to this training.

Your answer

Futher information: Have you a preferred trainer, any special requirements, content focus or special needs?
If none, enter "none" below.

Your answer

SUBMIT

4.4 Join the CU CPD Scheme

The CU CPD Scheme was designed specifically with credit union volunteers and staff in mind. As well as meeting regulatory requirements (if applicable) membership of this scheme will also ensure that you will maintain both the knowledge and expertise required to carry out your role in the credit union. Users can apply for membership of the CU CPD Scheme by completing the application form. CU L&D will then process the application and send an email confirming enrolment. Please allow 10 working days for applications to be processed. Once a CU CPD application has been processed, the User's rights will be changed and they will have full access to the **CU CPD Zone.**

Steps to join the CU CPD Scheme

1. Click on the CU CPD Scheme button from the Homepage.

CU CPD SCHEME

2. For those who are not on the CU CPD Scheme a page with information on the Scheme will be display. The CU CPD Application Form will be available from the Useful Documents section of this page.

JOIN THE CU CPD SCHEME

CU CPD membership is the standard which shows your credit union, your members and the Regulators your commitment to education and continuing development.

The scheme is a requirement for those with a qualification that includes a mandatory CPD element, i.e., ACCUP and Pathways Diploma holders, and is also aimed at those in the Republic of Ireland who were originally 'grandfathered' by their credit union under the terms of the Central Bank's Minimum Competency Requirements (MCR) of 2007.

In addition with the Fitness & Probity Regime in place in the Republic of Ireland and the Accountability Regime in place in Northern Ireland we would recommend that credit unions request all officers to join CU CPD and therefore maintain their standards and knowledge.

You are seeing this page because you are not registered on the CU CPD scheme, if you wish to join the scheme please complete the CU CPD Membership application form located in the Useful Documents section below. Please contact cucpd@creditunion.ie if you have any questions on the scheme.

📖 USEFUL DOCUMENTS		✔ BENEFITS OF CU CPD
2016 - CU CPD GUIDELINES	☁	• FREE access to a suite of credit union specific e-learning titles, including AML, Data Protection and Ethics courses
MINIMUM COMPETENCY CODE 2011	☁	• Tracking, monitoring & reminders to all CU CPD members
CU CPD APPLICATION FORM 2016	☁	• Aiding the credit union in demonstrating compliance with the fitness and probity regime and/or the Minimum Competency Code training requirements in ROI and the approved person regime in NI

4.5 Enrol on an E-Learning Course

E-Learning courses are online courses designed specifically for credit unions. New programmes are developed throughout the year and current programmes are updated regularly.
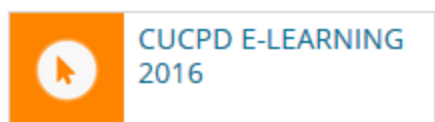
Steps to take an E-Learning course

1. Click on the E-Learning button from the Vertical Menu on the Homepage.

2. (a.) Users on the **CU CPD Scheme** will be taken to the free e-learning catalogue.
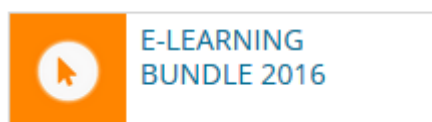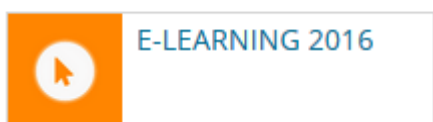
Sub Catalogs

CUCPD E-LEARNING 2016

2. (b.) For those not on the CU CPD Scheme there are two options available to take e-learning courses.

- Pay for individual courses option **E-Learning 2016** or
- Sign up to the **E-Learning Bundle 2016**

Sub Catalogs

E-LEARNING 2016   E-LEARNING BUNDLE 2016

3. Once an e-learning catalogue is clicked the full list of e-learning courses are displayed. Click on a course title to view the course details.

Catalogue Content

COMBAT MONEY LAUNDERING (ROI) E-LEARNING 2016
Online
Combat Mo...   the information required
under the C...   & 2013 ...
View Course Details

COMPLAINTS HANDLING (ROI) E-LEARNING 2016
Online
Complaints HandlingDealing with the complaints handling process required by regulation this course outlin ...

COMPLIANCE AND REGULATION OVERVIEW (ROI) E-LEARNING 2016
Online
Compliance and Regulation OverviewThe course will assist all credit union officers in understanding the k ...

CONSUMER PROTECTION CODE OVERVIEW (ROI) E-LEARNING 2016
Online
Consumer Protection Code OverviewThis course is an overview of the Consumer Protection Code (CPC) and is ...

4. Click on the **Enrol** button at the bottom of the screen take an e-learning course.

4. Click on the **Confirm Enrolment** button at the bottom of the screen.

5. A message will appear confirming enrolment. Click **Launch Now** to start the course.

Enrolment Successful

Your enrolment was successful!

Launch Now!
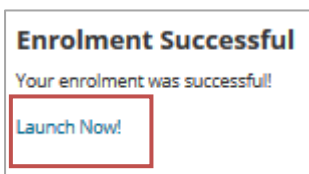
4.6 Enrol on an Accredited Programme

Pathways and a Certificate in Compliance & Risk make up a suite of university qualifications accredited on the Irish National Framework of Qualifications (NFQ) by University College Cork (UCC) and the National College of Ireland (NCI) from certificate to Masters level (NFQ Level 6-9).

Before a student is accepted onto an accredited programme a Co-ordinator must approve or deny their enrolment request. Co-ordinators receive a system email to notify them that a student has requested approval.

Steps to enrol on an Accredited programme

1. Click on the Accredited Programmes button from the Homepage.

ACCREDITED PROGRAMMES
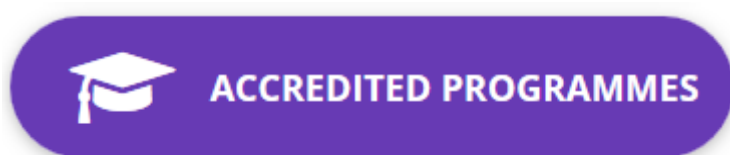
2. Select a programme.

Sub Catalogs

CERT IN CU COMPLIANCE & RISK

PATHWAYS CERT

3. Enrol on the Programme by clicking the ENROL button at the end of the course description.

Pathways Certificate
by ILCU

Session

The Certificate is a university accredited training programme that introduces the credit union model, legislation and regulation. It also provides you with an understanding of your role and responsibilities within the credit union. Designed and developed by the Irish League of Credit Unions (ILCU) in partnership with University College Cork (Cork), the Certificate comprises of three modules supported by face-to-face workshops. You will be evaluated through continuous assessment which will also assist in applying your learning within the credit union environment. Depending on your role in the credit union, you will either choose the **governance stream** (e.g. directors, board oversight member, committee members) or the **operations stream** (e.g. managers, tellers, loans officers, credit controllers, administrators).

Learning Type: Programme

Subject: Pathways Certificate

Language: • English

Withdrawal Policy:

Below is the number of days before the course start date and the percentage of refund you will receive should you withdraw.
- 10 or more days = 50% refunded
- 21 or more days = 100% refunded

Click Here: Workshop Schedule

Click on the Enrol Me button to enrol on the complete group of learning modules listed below.

Sessions: Pathways Certificate (ROI) Autumn 2016 - Gov_Stream

Seats Available: Unlimited

Total Amount:

Currency

Price: €525.00

- CERT Credit Union Ethos, Structure, & Core Activities (ROI) Autumn 2016

  CERT Legal and Regulatory Framework (ROI) Autumn 2016

- CERT Principles of Credit Union Governance & Finance (ROI) Autumn 2016

ENROL

Please note: Co-ordinator Approval is required for all Accredited Programme enrolments. This will be covered in the Co-ordinator Zone section.

5. CU CPD Zone

The CU CPD Zone presents all the essential elements of the CU CPD Scheme in one easy to use area.

- A graphical display of CPD hours completed against CPD requirements as well as check boxes against ethics or insurance requirements.
- CU CPD Message area
- Useful Documents
- CU CPD Reports
- Launch e-learning
- Take a CU Focus quiz
- Record CU CPD approved (external) courses
- Add Pro Rata Adjustment

5.1 Graphical Display and requirement check boxes
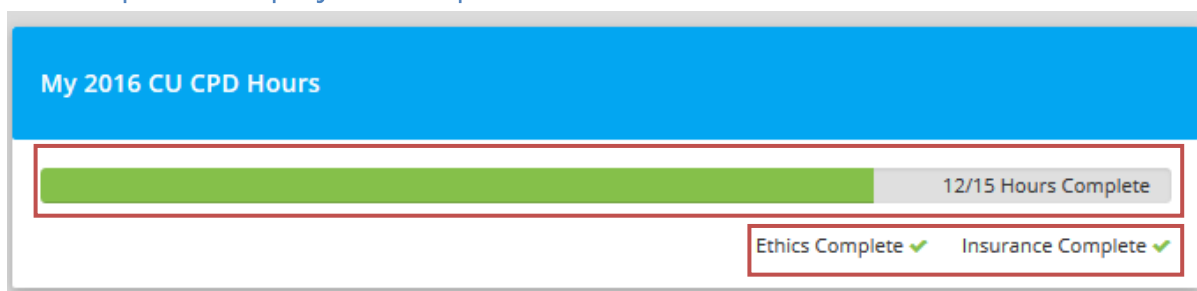
5.2 CU CPD Message Board

5.3 Useful Documents

CU CPD documents e.g. the latest CU CPD Scheme guidelines can be downloaded from this section.

5.4 CU CPD Reports

5.5 Launch E-Learning Courses
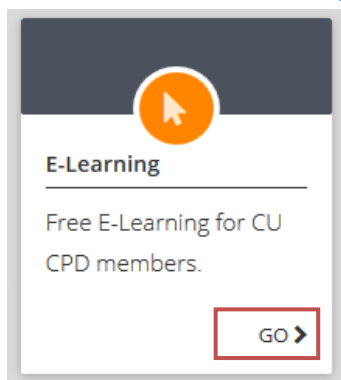
Follow Steps from section 4.5

5.6 Take a CU Focus quiz

Steps to take a Focus Quiz:

1. Click the **Go** button in the CU Focus Quiz box.
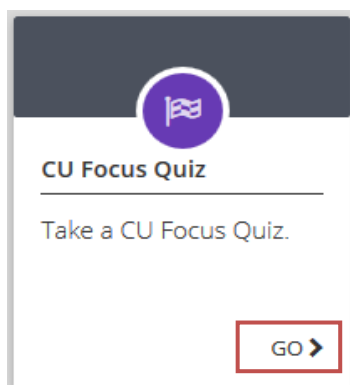
2. Select the quiz you wish to take by clicking on the quiz title.
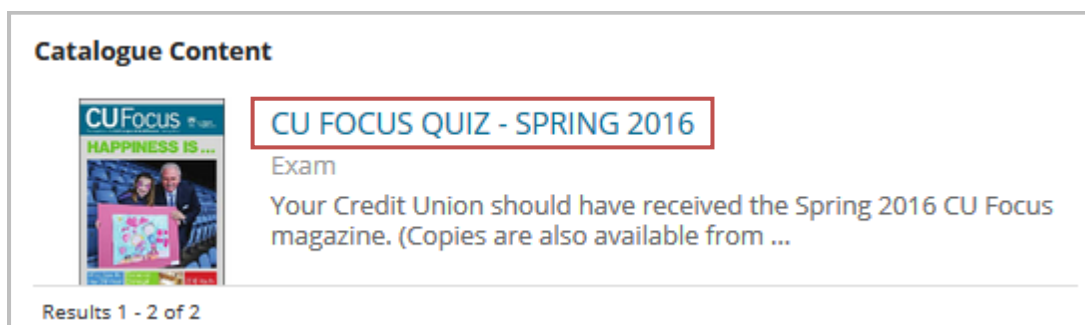
3. Click the Enrol button at the bottom of the screen.

CU Focus Quiz - Spring 2016
by ILCU

Your Credit Union should have received the Spring 2016 CU Focus magazine.
(Copies are also available from the Communications section of www.creditunion.ie)
Click here to see the online version of the magazine from the ILCU website.

Once you have read the magazine please take this short quiz on relevant articles in the magazine
by clicking **Enrol Me** at the bottom of the screen and follow the instructions.

One hour of CU CPD is available to those who score 4 or more out of 5.
Your result will be displayed once you complete the quiz and hit submit.
Multiple attempts are permitted on this quiz.

Learning Type:	Exam
Subject:	CU FOCUS
Language:	• English
Who Should Take This:	• CU CPD Scheme Members (Ops. and Gov.)
Support Contact:	cucpd@creditunion.ie
CUCPD Hours Ops:	1
CUCPD Hours Gov:	1
CPD Codes for LIA / IOB :	N/A
Sessions:	CU Focus Quiz - Spring 2016 - Spring Focus Quiz

Seats Available:
Unlimited

This course must be completed by 31-Dec-2016 23:55 GMT

ENROL

Close

to top of page

4. Confirm Enrolment and Launch the quiz.

Enrollment Confirmation

For CU Focus Quiz - Spring 2016

Confirm Enrollment   Cancel

5. Click on the Start button to start the quiz.

CUCPD FOCUS SPRING 2016

You may suspend an attempt at this exam at any time simply by closing the exam window. Next time you launch the exam, you will be given the option to resume or abandon the incomplete attempt.

Section	Title	Questions
1	Sping 2016 - Focus Magazine Quiz	5

Summary Of Restrictions	
Maximum Time Allowed (hh:mm)	No limit.
Incomplete attempts may be resumed later.	Yes
Number of attempts permitted	9999
Number of attempts remaining	9999

You must score 80% to pass the exam.

To continue, please press the Start button below.

Start

5.7 Record CU CPD approved (external) courses

Steps to record CU CPD approved (external) courses.

1. Click the Go button on the Non ILCU Events box.

Non ILCU Events

Add external events to my training record.

GO >

2. Search Non ILCU Events by one of two ways

- If you know the code for the course you want to enter – Click the **Search By Code** button, enter the code and click Search.
- Alternatively, if you do not know the course code click **Search by Training Provider.**

3. Click on the Select button to add the external course to your training record.

5.8 Add Pro Rata Adjustment

CU Learn Hub allows CU CPD Members to claim for a reduction in CPD hours for certified periods of leave, such as maternity/parental/carer's leave, or for periods of certified illness (in excess of two months).

You should read the guidelines in the note at the end of this section carefully before adding any hours.

Steps to Add Pro Rata Adjustment

1. From the CU CPD Zone click on the Go button in the Adjustment box.
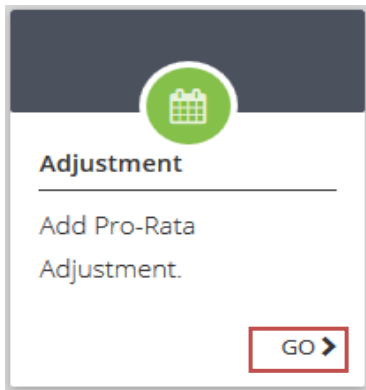
2. Click on the month for which you wish to claim a full month reduction. These steps must be repeated for each additional month you are claiming.

Where a full month cannot be claimed, please click each additional week you wish to claim. Please round weeks off e.g. 1-2 days would be 0 and 3-5 days would be one additional week.
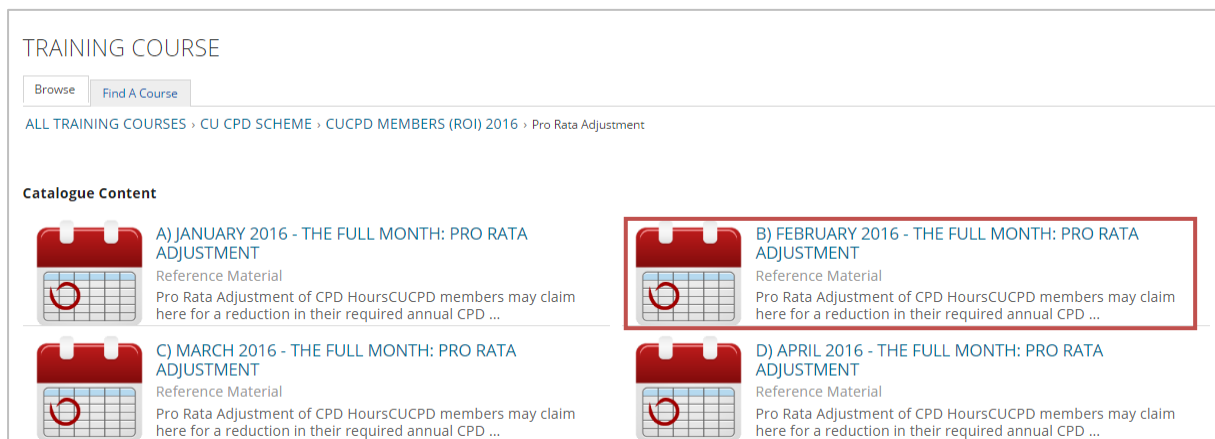
3. Click Enrol to add the Pro Rata adjustment to your record.

C) MARCH 2016 - The Full Month: Pro Rata Adjustment
by ILCU

Pro Rata Adjustment of CPD Hours

CUCPD members may claim here for a reduction in their required annual CPD hours for certified periods of leave, such as maternity/parental/carer's leave, or for periods of certified illness (in excess of two months).
These periods may be claimed for in blocks of one month periods (Jan- Dec) with additional weeks being claimable also in this section.

NOTE: Adjustments cannot be claimed for holidays, unpaid leave or career break's, or for periods of illness less than two months.
Therefore a pro rata adjustment of hours must not be applied for:
• Part-time work / job sharing
• Holidays
• Redundancy/Unemployment
• Career Break's
• Retirement
• Short term illness

It is the CUCPD members responsibility to hold evidence in support of any claim for a pro rata adjustment. ILCU reserves the right to check all claims for pro rata adjustments or to audit such claims on an on-going basis. ILCU may contact your employer or doctors in this respect.

Learning Type:	Reference Material
Subject:	CUCPD Scheme
Language:	• English
CUCPD Hours Ops:	1.25
CUCPD Hours Gov:	1.25
CPD Codes for LIA / IOB :	N/A
Sessions:	C) MARCH 2016 - The Full Month: Pro Rata Adjustment

Seats Available: Unlimited

ENROL

Close

to top of page

4. Click Confirm Enrolment

Enrolment Confirmation

For D) APRIL 2016 - The Full Month: Pro Rata Adjustment

Confirm Enrolment   **Cancel**

41

6. Co-ordinator Zone

The Co-ordinator Zone provides a dashboard of functions which are available to Co-ordinators on CU Learn Hub. From here Co-ordinators can:

- ✓ Book Users onto Courses
- ✓ Cancel Bookings
- ✓ Create Users
- ✓ Edit User details
- ✓ View User training Records
- ✓ Print Certificates for Users

6.1 Access the Co-ordinator Zone

Co-ordinators can access the Co-ordinator Zone by selecting the Co-ordinator Zone button from the Horizontal Menu or the Vertical Menu on the Homepage.
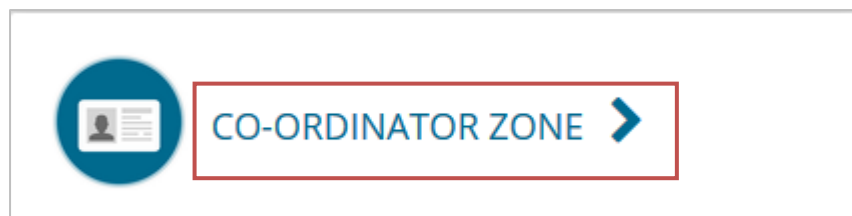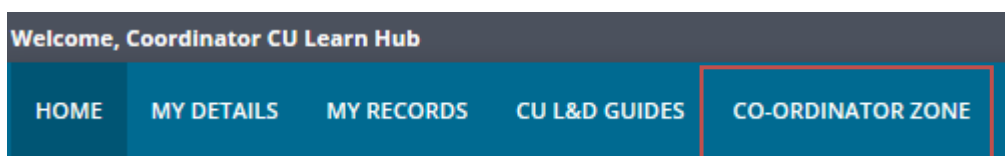
6.2 Book Users onto Courses

Steps to book a User onto a course:

1. Click on the Go button in the Book Users box.
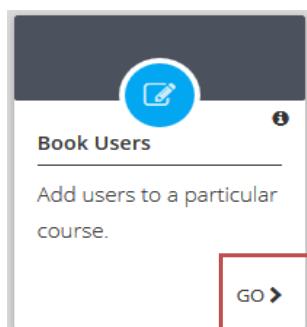
2. The My Credit Union Screen will now be displayed. From the Action dropdown select the ENROL button.

3. Click on the **+** button on the Module box.

4. On the Module search box (i) change the **Session Status** dropdown to **Active.** (ii) Enter Course title or part of course title in the **Search Text** box and click **Search.**

5. Click on the Course title and select the single arrow down.

5. Click on the Course title and select the single arrow down.

5. Click the **OK** button.

6. Click the **+** button on the Participants box to select your participant(s).

7. Click **Search** to view the full list of active users in your credit union in the Results box or alternatively enter a User's First Name and /or Surname in the fields provided and click **Search**.

8. Click on the name in the Results box and select the single arrow right.

Selector

User ID	First or Given Name	Last Name
	Neil	Armstrong

System Role	Organisation	User Group
All ▼		

🔧 Specify Additional Attributes   🔧 UserID Direct Entry Form

[Search]   Reset

Horizontal View

Results: 1

ARMSTRONG neil (NEIL.ARMSTRONG)

»
>
<
«

Selected: 0

[OK] [Cancel]

9. Click OK.

Selector

User ID	First or Given Name	Last Name
	Neil	Armstrong

System Role	Organisation	User Group
All ▼		

🔧 Specify Additional Attributes   🔧 UserID Direct Entry Form

[Search]   Reset

Horizontal View

Results: 0

»
>
<
«

Selected: 1

ARMSTRONG neil (NEIL.ARMSTRONG)

[OK] [Cancel]

10. Click the ENROL button.

6.3 Cancel a User's Booking

Steps to book a User onto a course:

1. Click on the Go button located in the Cancel Booking box.

2. On the Cancel Booking page you can search for a User using their Surname and then click on the button **Select** beside the User you wish to select.

3. Once you have selected a User, courses that they are enrolled on will appear. Click on the **Select** button beside the course you wish to cancel and a green button **Confirm** along with the course title will appear.

4. Click on the green button confirming cancellation.

6.4 Create a User

Follow steps in 3.3

6.5 Search for a User

Follow steps in 3.2

6.6 View a User's Training Records / Certificates

Follow Steps in 8.3

6.7 Approve an Accredited Programme enrolment

Steps to approve a User on an Accredited Programme

1. Click on the Go button located in the Enrolment Approvals box.
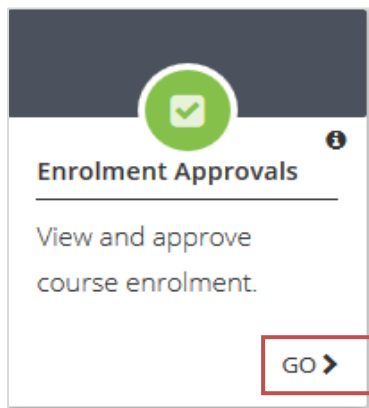
2. Click on the Approve / Deny button.
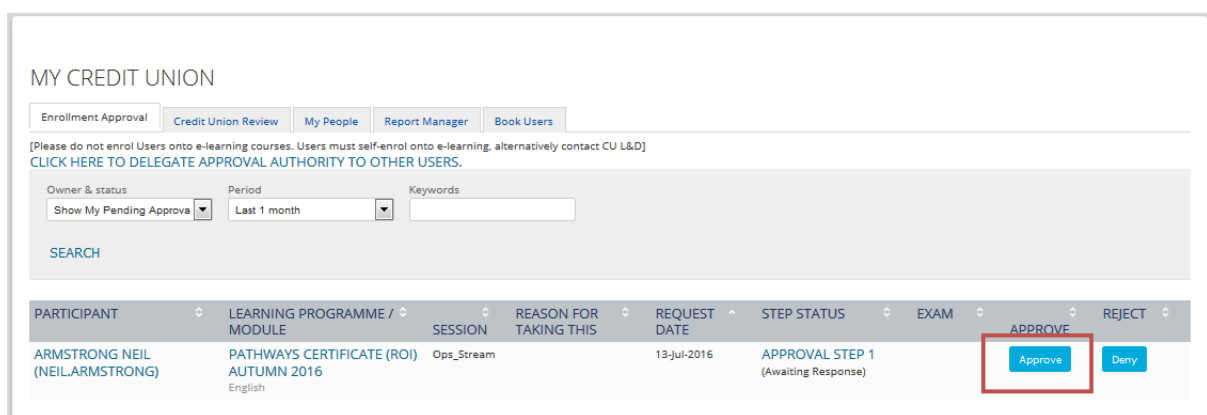
3. A message will appear to confirm approval.
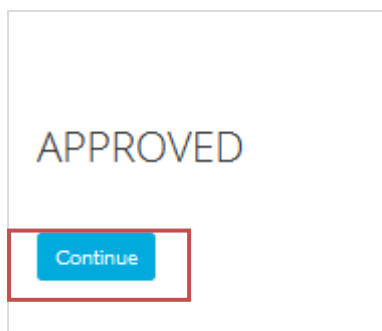
7. Complete an Evaluation

Course evaluations can now be completed online via CU Learn Hub. Evaluations take only a couple of minutes and are important for the on-going quality of the courses CU L&D deliver.

7.1 Complete an Evaluation Form

Steps to complete an evaluation form

1. Click on the relevant **ONLINE CLASSROOM** button from the My Recent Courses Box on the Homepage.

2. From the Online Classroom click on the Evaluation Form link.

3. Click **Start The Evaluation.**

4. Finally click the Submit Response button when all fields are complete.

8. Certificates

8.1 Print a Certificate (User)

When you attend CU L&D training or complete an E-Learning course an email from CU Learn Hub will notify you that you have a Certificate available in your Certificates area on the system.

Steps to Print a Certificate

1. Click on the View My Certificates link.

2. Your current certificates will be displayed.

3. Place your mouse over the cog to reveal the print option.

8.2 View a Certificate (User)

Steps to View a Certificate

1. Step one as in 8.1

2. Click on the title of the certificate.

3. The Certificate is displayed in Adobe Reader. If you do not have Adobe Reader to view PDF's you can download it free from www.adobe.com

8.3 Print a Certificate for another User (Co-ordinator)
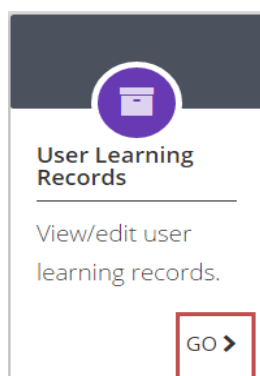
Co-ordinators can print certificates for other Users in their credit union from the Co-ordinator Zone.

Steps to Print a Certificate for a User

1. Access the Co-ordinator Zone by clicking on the Co-ordinator Zone button from the Horizontal menu.

2. Click the **Go** button on the **User Learning Records.**

3. Click on the Search button to display all Users or alternatively enter a First Name and / or Surname and click Search.

4. To view a User's certificates place your mouse over the cog or alternatively click on the lightbulb icon.

5. A screen will open up with the User's Training Records. Click on the User Certificates Tab from the menu on the left.

6. Follow steps 8.1 and 8.2 to view or print the certificate.

9. CU L&D Guides

CU Learning and Development guides and documents are available from the **CU L&D Guides** button on the toolbar.

9.1 CU L&D Guides

Steps to view a document from the CU L&D Guides Section:

1. Click on the CU L&D Guides button.

HOME	MY DETAILS	MY RECORDS	CU L&D GUIDES

2. Click on the link under **Resource** to open up the relevant document.

HOME	MY DETAILS	MY RECORDS	CU L&D GUIDES	CO-ORDINATOR ZONE	CU CPD ZONE

CU L&D GUIDES

CU Learning and Development documents and guides:

Resource	Description
BROCHURE	- CU L&D Training & Services Brochure 2016
BROCHURE	- Pathways Brochure
CHART	- Breakdown of Courses according to Credit Union Role (ROI) [January 2016]
FORM	- CU CPD Scheme Application form
FORM	- In-House online booking form
GUIDANCE	- Guidance on Succession Planning for Credit Unions (ROI & NI) [January 2016]
GUIDANCE	- Guidance on Training Needs Analysis for your Credit Union
GUIDANCE	- Developing a policy [September 2015]
GUIDANCE	- Recording Meeting Minutes [Sept 2015]
GUIDANCE	- Mentoring Guidelines [2014]
GUIDANCE	- Guide to Developing Effective Presentations - [Jan 2016]
GUIDANCE	- Guide to Management of Training in the Credit Union (ROI & NI) [Nov 2015]
HELP GUIDE	- CU Learn User Guide (Updated 8/10/2015)
HELP GUIDE	- FAQ for CU Learn Hub
TERMS	- Revised CU CPD Scheme Guidelines 2016 [21st April 2016]
TERMS	- CU Learn terms and conditions

9. E-Learning Technical Tips

CU L&D E-Learning courses require two settings on your computer that must be enabled to access these courses. One is a flash to play the course and the second is Javascript to enable you to save your course results.

Flash Player

The instructions below show you how to check if you already have these settings or if you don't have these setting how you can enable them.

1. First check your browser settings by clicking here:
http://helpx.adobe.com/flash-player/kb/flash-player-64-bit-operating.html

Flash must be installed as indicated with the red arrow.

If your Flash Player Version box below is empty please or an error message appears please go to https://get.adobe.com/flashplayer/ to download flashplayer.

Javascript

To check that you have Javascript enabled click the following link:
http://enable-javascript.com/

A message will appear on this webpage to let you know if you have Javascript enabled. If you receive a message to say that you do not have Javascript enabled please select your browser from the list provided and follow the appropriate steps.

How to enable JavaScript in your browser

Nowadays almost all web pages contain JavaScript, a scripting programming language that runs on visitor's web browser. It makes web pages functional for specific purposes and if disabled for some reason, the content or the functionality of the web page can be limited or unavailable. Here you can find instructions on how to enable (activate) JavaScript in five most commonly used browsers.

Internet Explorer   **Mozilla Firefox**   **Google Chrome**   **Opera**   **Apple Safari**

Javascript is enabled in your web browser. If you disable JavaScript, this text will change.