



Health Education England

Learning Hub

Show and Tell

26 September 2019

Questions and Answers

- Q** Why do you need an employment start date on the registration form?
- A** The Learning Hub will use the fields from the existing Health Education England e-Learning for Healthcare (HEE e-LfH) registration form during the private beta phase. We have simplified this by breaking it down into three short sections. There is a wider piece of work underway on registration, including a review of the business rules, to ensure that the right people get access to the system in the simplest way. As such, an updated registration process will not feature within the Minimum Viable Product (MVP).
- The reason HEE e-LfH requests the employment start date is so activity data can be produced against a location. With permission, certain people can view the learning records of their staff whilst they are at that location.
- Q** Can users opt out of having content information sent to them by e-mail?
- A** Recommendations for relevant resources will be presented to users in the Learning Hub. Recommendations sent to users outside of the system may be a future requirement, depending on users' needs, but it is not part of the MVP.
- Q** Do users need more than one account if they work in different places?
- A** No.
- Q** How is the Learning Hub different to e-LfH? Is it available UK wide?
- A** HEE e-LfH develops and delivers nationally quality-assured e-learning content that is created in partnership with professional bodies and associations. The Learning Hub will contain e-LfH content and, in time, e-LfH content will be migrated from the e-LfH Hub into the Learning Hub. The Learning Hub will provide access to a much broader range of learning resources, for example: video, audio, images, documents, facilities or equipment that can be shared etc. It will also enable users to contribute and share learning resources they have developed and encourage collaboration and communication via forums and communities of practice. Content can also be rated, reviewed and discussed.

Q How is the content that is uploaded by individuals quality assured?

A Not every piece of content will be quality assured. There will be certain resources that go through a stringent quality assurance process, such as e-LfH e-learning sessions. However, we recognise that health and care staff develop their own great resources, which may not have been through a quality assurance process, and want to share these with others. Trust in content takes place at an individual level. For some, it may be that the content is developed by a national organisation with a recognised brand and is quality-assured, whereas for others it may be that other users have rated it highly and people in a similar role to the creator have added positive reviews and discussed how they're using it.

Q Is any content accessible without having to create an account?

A In the public beta phase, a pre-login search will be developed so that people can see what is available via the Learning Hub. It is envisaged that certain content will also be available without having to create an account, just as there currently is on the e-LfH Hub.

Q If you are part of the closed group and have an e-LfH account does contacting the support team allow us to sort out access to be able to try it out?

A We will be testing the system with user groups from a variety of stakeholders that we have engaged with. If the user has an e-LfH account, they will be able to sign into the Learning Hub and support will be provided throughout the usability testing.

Q Will there be a process for checking of content uploaded by HEE?

A HEE will develop their internal policies to determine what is expected of content being added to the Learning Hub.