

LEARNING ON DAYFORCE

We have made some changes and improvements to the Learning part of Dayforce. These changes will make it easier to use and more clear what required training is outstanding. Here are some top tips for using this revamped part of Dayforce.

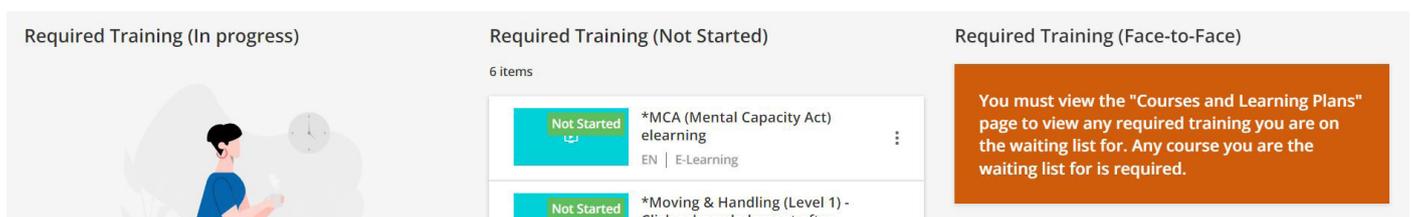
1. How do I know what training I need to do?

You are 'assigned' training based on your role and place of work. Please follow these steps to complete training that is required for you:

- You should log onto Dayforce (TrustNet) and click on 'Learning'
- On the 'Overview' tab you will see three sections which detail the training you need to complete (*you can see a screenshot of this below*).
 - Required training (In progress): This is eLearning that you have started but not completed.
 - Required training (Not started): This is training you are due to renew.
 - Required training (Face-to-Face): Please look for any training you are on the 'Waiting List' for - this is required training, which you are due to complete within the next few months. You need to book onto a session. If you see other face-to-face training, but you are not on the 'Waiting List' for it, this means it's developmental training and not mandatory.

Think of this area as a 'to do' list. If training is not listed in one of these sections then either it's not required for your role or you are in date and you do not need to renew it at this time. As you approach being out of date the subject will appear in 'Required Training (Not Started)' for eLearning and you will be added to the 'Waiting List' on 'Courses and Learning Plans' for face-to-face training.

You should avoid renewing any training before it is due. Although the system will allow you to complete the e-learning, it will not then automatically document this in your training record. There may be instances when you need to undertake a training module before it appears in this section. You can do this but you **MUST** email the Learning Team to tell us the name of the eLearning and the date you completed it. We will ensure your record is updated to reflect this. You should only do this if instructed by your manager.



2. What do I need to do next?

You need to log onto Dayforce and see what training you need to complete (*see question 1 above*). Unfortunately there was a technical issue within Dayforce that meant that for some people some eLearning they completed was not recorded. If this impacts you, although we share your frustration, the training will need to be done again as we must be able to monitor compliance of our staff training. Therefore, if you log on and see an eLearning subject in Required Training (in progress) or Required training (Not Started) you will need to complete this training again. This technical issue has been fixed and did not impact the recording of face-to-face training.

3. My manager has asked me to complete some training but I don't see it in my 'Required training', what do I do?

Email learning@milestonetrust.org.uk and the Learning team will then get back to you and advise.

4. What does 'Waiting List' mean?

This is face-to-face training that is required for you and that is expired or will expire in the next few months. You need to book onto a session (a specific date). We know this phrase can be a bit confusing but we are not able to change the use of it in Dayforce.

5. I know I did training a long time ago. Why don't I see it on my training record?

When we moved our records onto Dayforce, there were a lot of records to move so we moved the past few years only. Therefore not all past training is recorded on Dayforce (Trustnet). If you need to know about something that was a long time ago please contact the Learning team by emailing learning@milestonetrust.org.uk In most cases, training will have been repeated and the most recent date will be on Dayforce.

6. Why are the courses that have a 'Z' in front of them locked and I can't complete them?

Any course that starts with a Z (for example *ZFire Extinguisher Training*) is an old course that is no longer in use. We have added a Z so they show up at the bottom of the list but we are not able to delete them entirely as we need to preserve the records associated with them. Please just disregard these altogether.

7. What do I do if I need help?

Please send all enquiries about Dayforce to ITHelpDesk@milestonetrust.org.uk and the person who can best help with your specific question will get back to you.

8. It's hard for me to use the computer at work and I don't have one at home. Any ideas?

You can complete your eLearning on your phone! Learning on Dayforce has a different app than the one you probably already have (which is called Dayforce). Go to where you get your apps from and search for 'Dayforce Learning'. Use your same log in details as you normally do for Dayforce and you can use this app to book training and complete your eLearning. The Dayforce Learning app is ONLY for Learning and no other part of Dayforce.

Also, there is an online training room at Trust Office, with three workstations that you can book to complete eLearning and join Zoom training. You can book these by emailing learning@milestonetrust.org.uk

We are constantly working with Dayforce to make improvements and fix any issues that arise. Do get in touch if I can support you in anyway.



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