Your Online Learner Portal

https://swyt-nhs-krc.heiapply.com/portal
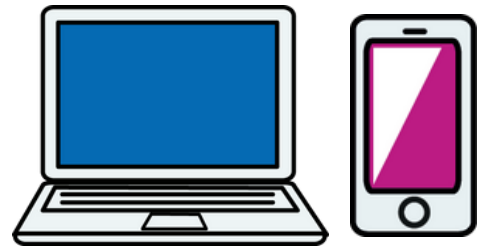
What is your learner portal?

It's an online gateway providing easy access to information about your bookings at the College. You don't need an app, you can use it by logging in online via your laptop, phone or tablet. You can use your online learner portal to:

- Register an interest in a course that you wish to attend - then we'll then book you on (subject to availability)
- View details of all the courses and workshops you've booked to attend, including dates and times of all the sessions
- Withdraw from a course if you realise you can no longer attend after booking
- Update your details, such as your phone number or address if these change
- Download course completion certificates
- Complete your Individual Learning Plan and the ReQoL questionnaire
- Read your emails and communications from the College all in one place (at the bottom of your user dashboard page).

Getting started:

If you haven't used your learner portal yet, please check your emails (including spam/junk folder) for an email from swyt-nhs-krc@heiapply.com called '*Recovery College Learner Portal login*'. This email contains a link you can click on to set a password for your learner portal. Click the link and follow the instructions. (If you can't find the email, please let us know and we can send it again for you.) Once you've set your password you can use it to log into your portal at this address: https://swyt-nhs-krc.heiapply.com/portal

Viewing details of the courses you've booked on to:

On your dashboard (the first page you see when you log in) you'll see your name in a grey box. Underneath this box you will see a list of courses you are booked onto. (If you're not booked onto any courses it will say so here.) Each course listed has a button to the right of it saying 'More Info'. If you click this button you will see all the details of each session of the course, including dates, times and venues.

Withdrawing from a course:

Click the 'More Info' button for the course you want to withdraw from, as described above. You'll see a button on the right-hand side called 'Edit booking status'. Click this button and click on 'Select booking status', then click on 'Withdrawn'. Type your reason for leaving the course in the box, and then click on the 'Update booking status' button. This will cancel your booking and let our admin team and the course facilitators know that you've withdrawn from the course.

Updating your details:

Just click on the 'Update your user details' button at the top of your dashboard page and you'll see all the information you supplied when you enrolled with us in a pop-up box. Scroll to the information you need to alter and make the changes. *Remember to go back to the top of the pop-up box and click on 'Save changes' before you close the box!*

Downloading course completion certificates:
Look for a grey row of tabs called 'Email Log', 'Shared Resources', 'News & Updates' and 'Certificates' on your learner portal dashboard page. Click on 'Certificates' and you will see a list of all the courses you've attended for which a certificate is available. Click on the blue star on the left hand side of the relevant course to download its certificate.

Completing your Individual Learning Plan (ILP) via the learner portal:
Your ILP is a way of letting us know about any particular learning or support needs you may have. We encourage you to complete this as soon as possible. The information will be shared with the facilitators who are leading courses and sessions that you attend at the College so that they can be aware of your needs and support you appropriately. We will also discuss your ILP with you when we contact you in the next few weeks to finalise your enrolment.

To complete your ILP:
- In the portal click on the 'Individual Learning Plans' button at the top of your dashboard
- Click on the green '+ Add Individual Learning Plans' button
- Complete the questions – please answer all questions (make sure you scroll all the way down to find them all). Doing this will help us to support you appropriately, as well as saving you time when we call you as part of your enrolment.

You can add a new ILP in the future if your needs change. Please note that doing this will mean that information from your original ILP will no longer be shared with facilitators, so you must make sure you fill in all relevant information each time you complete an ILP, even if you've shared some of it with us before.

Filling in the 'ReQoL' questionnaire:
When you first enrol with the College we ask you to complete the ReQoL questionnaire. To do this please just click on the 'Add ReQoL' button on your portal dashboard. It will open up a short questionnaire that should only take 2 minutes. It asks about how you've been feeling recently. It is not an assessment and it is only used to help us get a sense of how effective the College is. Please don't 'over-think' the answers, we're just looking for a brief 'snapshot' of how you're feeling. Remember to press the blue 'Save' button at the bottom when you've completed it!

We may ask you to complete ReQoL again every so often. This helps us get information about how the College may be helping learners. It is helpful if you can complete ReQoL each time we ask you and be as honest as you can, to get an accurate and true reflection of how well we are doing. This supports our development and funding. Your ReQoL data will never be used on its own or connected to your name, it will be used anonymously together with the data from all our other learners.

If you don't complete the ReQoL in your learner portal beforehand then we'll ask you to do this when we contact you as part of your enrolment. There is no requirement to complete it however, and you can say no if you choose.

We hope you find the Learner Portal easy and helpful to use. If you prefer not to use it for any of the tasks above then please feel free to call the College on 07717 867911 or email us at ckrecovery.wellbeing@swyt.nhs.uk and we'll be happy to help.