

I have completed and passed my assessment but my record has not updated

There are a few common issues with training not being updated in MyESR:

Multiple eLearning packages

For some training you will be required to complete two eLearning packages. Until both assessments are successfully passed your record will not be updated. Examples where this might happen are:

Mandatory Training	eLearning package (1)	eLearning package (2)
Patient & Donor Safety & Quality – Manufacturing	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality - Manufacturing
Patient & Donor Safety & Quality – Estates and Facilities	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality – Estates and Facilities
Patient & Donor Safety & Quality – Warehousing	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality - Warehousing
Patient & Donor Safety & Quality – Transport	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality – Transport
Safeguarding Awareness	Safeguarding Children Level 1	Safeguarding Adults Level 1
Safeguarding Level 2	Safeguarding Children Level 2	Safeguarding Adults Level 2

Exiting the package correctly to record the score

Often issues with training not being updated in MyESR are due to how the eLearning is exited after passing the assessment.

We use two types of eLearning packages in MyESR:

- National NHS eLearning packages (prefixed with 000)
- NHSBT eLearning packages (prefixed with 918)

The design of these packages differ but also have different instructions on how to complete and exit learning.

National NHS eLearning packages (prefixed with 000)

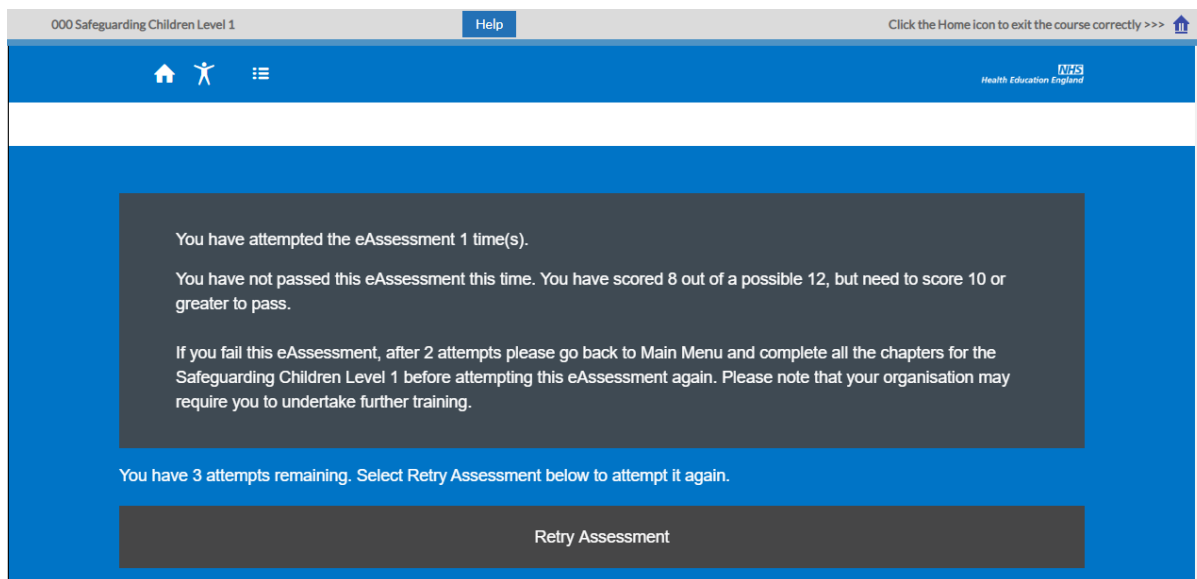
To pass the assessment you need to score a minimum of 80%. When you complete the assessment a message will display to advise if you have passed the assessment


The screenshot shows a mobile application interface for an eLearning assessment. At the top, the title is "000 Data Security Awareness Level 1" and there is a "Help" button. The main content area has a blue header with a home icon, a person icon, and a menu icon. Below the header, there is a question: "Choose the correct option and select Submit." The options are: "Phishing email", "Lost or stolen paperwork" (which is selected and marked with a green checkmark), and "Denial of service attack". At the bottom of the question area, there are two buttons: "Submit" and "Show feedback" (which is also marked with a green checkmark). Below the question area, there is a pink message box that says: "You have attempted eAssessment 1 time(s). PASS: You have scored 14 out of a possible 14." At the very bottom, there is a dark grey navigation bar with a back arrow and a home icon.





If you pass the assessment you next need to click the House icon in the top right hand corner.

Click the Home icon to exit the course correctly >>> 

Similarly you will receive a message to advise if you did not pass.



000 Safeguarding Children Level 1 Help Click the Home icon to exit the course correctly >>> 

You have attempted the eAssessment 1 time(s).

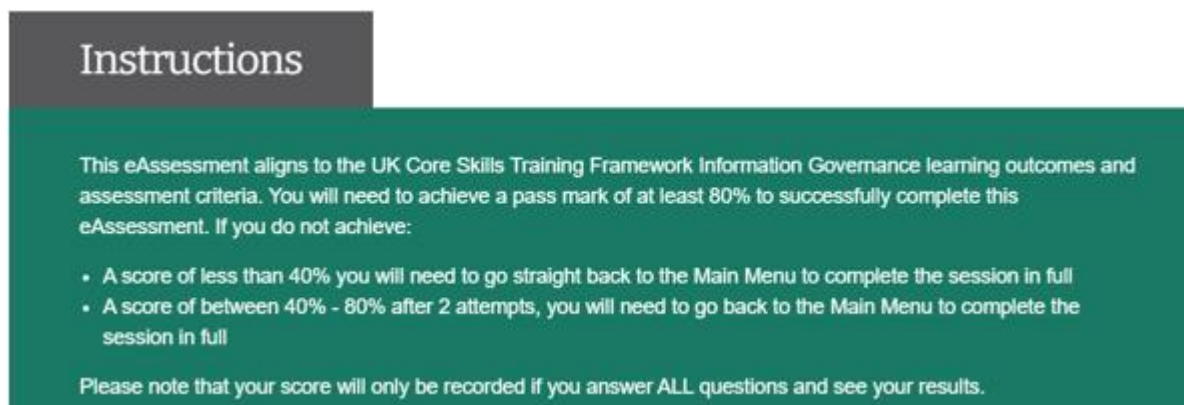
You have not passed this eAssessment this time. You have scored 8 out of a possible 12, but need to score 10 or greater to pass.

If you fail this eAssessment, after 2 attempts please go back to Main Menu and complete all the chapters for the Safeguarding Children Level 1 before attempting this eAssessment again. Please note that your organisation may require you to undertake further training.

You have 3 attempts remaining. Select Retry Assessment below to attempt it again.

Retry Assessment

If you do not achieve a score of 80%+ you will have different options depending on the score you achieved – see example below:



Instructions

This eAssessment aligns to the UK Core Skills Training Framework Information Governance learning outcomes and assessment criteria. You will need to achieve a pass mark of at least 80% to successfully complete this eAssessment. If you do not achieve:

- A score of less than 40% you will need to go straight back to the Main Menu to complete the session in full
- A score of between 40% - 80% after 2 attempts, you will need to go back to the Main Menu to complete the session in full

Please note that your score will only be recorded if you answer ALL questions and see your results.

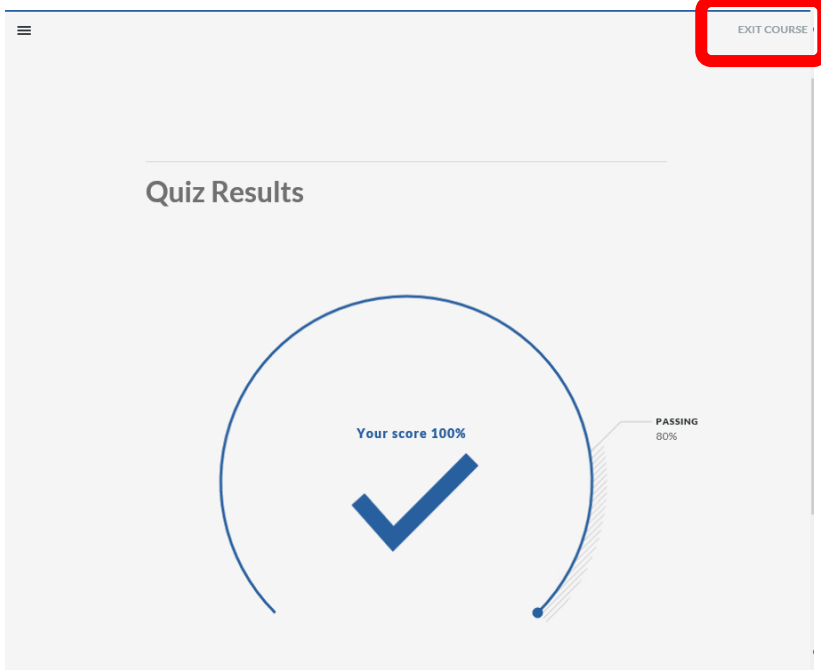
Once you have completed the assessment follow the instructions to exit as identified above.

If you exit out of this course without clicking the Home icon your score will not be captured. To resolve click on the option to play the learning. You shouldn't need to re-complete the assessment but just exit using the Home icon and your record will update.

Click the Home icon to exit the course correctly >>> 

NHSBT eLearning packages (prefixed with 918)

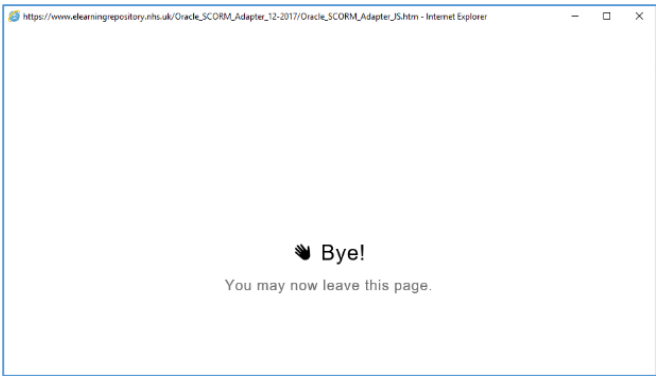
To pass the assessment you need to score a minimum of 80%. When you complete the assessment a message will display to advise if you have passed the assessment but similarly also to advise if you did not pass.



If you pass the assessment you next need to first click the EXIT COURSE option which is shown in the right hand corner of this window. If you close this window without clicking the EXIT COURSE option your score will not be captured and you will need to complete the assessment again and EXIT COURSE.

Once you select EXIT COURSE you will get confirmation that you can now close this window by clicking the X in the top right hand corner.

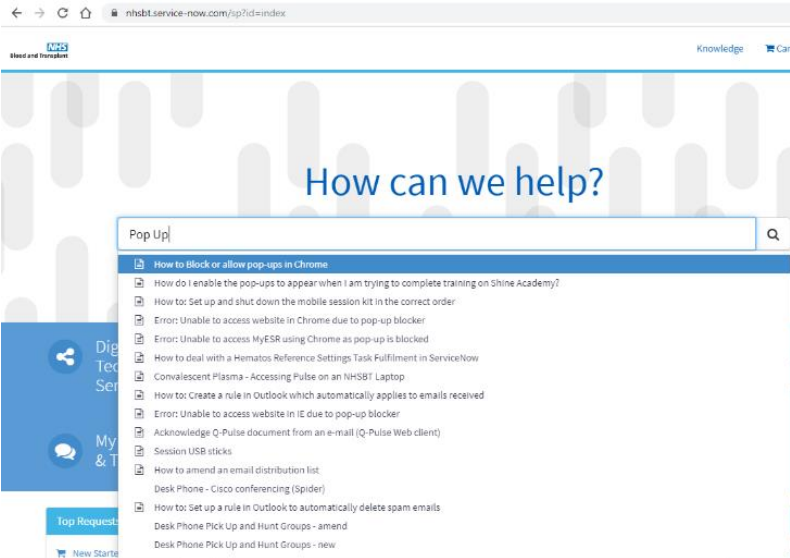
The final step is then to click the House icon in the top right hand corner.



Pop Up Blocker

Sometimes records do not update because pop-ups have not been enabled in the browser that you are using.

Advice on enabling Pop-Ups can be found on the [Service Portal](#) by typing Pop Up in the search field.



I can't play the eLearning / the play button is 'greyed out'

This will depend on whether you have previously enrolled onto this learning in MyESR.

In the example below various training has been previously completed in MyESR in December. On the left hand side indicated in amber are mandatory training competencies that need to be renewed and beside each one is a magnifying glass.

Click the magnifying glass and you will be directed to the actions needed to complete the eLearning.

Competence Requirements

Click "Search" to find certifications, courses and learning paths with the required competence

Competence Name	Expiry Date	Search
918[LOCAL]NHSBT (M) Patient and Donor Safety and Quality - 1 Year	19-Dec-2020	
918[LOCAL]NHSBT (M) Persons Designate Training Module 1 - 1 Year	19-Dec-2020	
918[LOCAL]NHSBT (M) Business Continuity - 1 Year	18-Dec-2020	
918[LOCAL]NHSBT (M) Data Security Level 1 - 1 Year	18-Dec-2020	
918[LOCAL]NHSBT (M) Fire Awareness Refresher - 1 Year	18-Dec-2020	
918[LOCAL]NHSBT (M) Health, Safety and Wellbeing - General Awareness - 1 Year	18-Dec-2020	

All current e-Learning enrolments are displayed in this section. To view more detail about each enrolment, click your enrolment status. Click the play button to play the course or be directed to the relevant screen.

Course Name	Status	Item in	Enrolment Status	Completion Date	Score	Move to History	Unenrol	Evaluate	Play
000 Data Security Awareness Level 1	Passed		Completed	19-Dec-2019					
000 Infection Prevention and Control Level 1	Passed		Completed	19-Dec-2019					
000 Safeguarding Adults Level 1	Passed		Completed	20-Dec-2019					
000 Safeguarding Children Level 1	Passed		Completed	20-Dec-2019					
918 NHSBT Business Continuity - 1 Year	Passed		Completed	19-Dec-2019					
918 NHSBT Fire Awareness Refresher - 1 Year	Passed		Completed	19-Dec-2019					
918 NHSBT Health, Safety and Wellbeing - General Awareness - 1 Year	Passed		Completed	19-Dec-2019					
918 NHSBT Manual Handling Awareness - 1 Year	Passed		Completed	19-Dec-2019					
918 NHSBT Persons Designate - HTA Module 1	Passed		Completed	20-Dec-2019					

Example:

Click the magnifying glass next to Data Security. As this has previously been completed in MyESR the following message will appear indicating that you need to renew this training. Click the option to Renew:

Competence Name **918[LOCAL]NHSBT (M) Data Security Level 1 - 1 Year**
Level **Any**

Certifications

Certifications that will give you the competence. Click Details to Subscribe to Certificate.

Certification Name	Valid Period	Certification Status	Progress	Competence Level	Details	Renew
918 NHSBT Data Security Awareness - Level 1	365 Day(s)	Certified	Completed			

You will then be prompted to enrol onto the course:

Confirmation

You can now select the classes to enrol in for Mandatory Courses.

Learning Certification: 918 NHSBT Data Security Awareness - Level 1

[Skip Enrolments](#)

Certification Information

You began this certification period on: **01-Oct-2020**
You must complete this certification by: **31-Jan-2021**
You can renew your certification again: **31-Jan-2021**
Subscription Number: **16744911**
Renewable: **Yes**

Delivered Competencies

Competency	Proficiency Level

Mandatory Courses

All courses in this section are mandatory.
Select one class for each course below to enrol in.

000 Data Security Awareness Level 1

Class	Type	Language	Location	Class Start Date	Duration
000 Data Security Awareness Level 1		English		16-Oct-2018	70

[Enrol](#)

You will then be able to play the learning.

It may be that you have never completed eLearning in MyESR.

In the example below this person has never completed the Persons Designate Training. By clicking on the magnifying glass on the left hand side you will then be prompted to follow the steps to subscribe and enrol onto the learning.

Competence Requirements

Click "Search" to find certifications, courses and learning paths with the required competence

Competence Name	Expiry Date	Search
918 LOCAL NHSBT (M) Persons Designate Training Module 1 - 1 Year		
918 LOCAL NHSBT (M) Fire Awareness Refresher - 1 Year	11-Nov-2020	

[Show Key](#)

Compliance and Competency

the play button to play the course or be directed to the relevant screen.

Course Name	Status	Item in	Enrolment Status	Completion Date	Score	Move to History	Unenrol	Evaluate	Play
000 Data Security Awareness Level 1	Passed		Completed	19-Aug-2020					
000 Infection Prevention and Control Level 1	Passed		Completed	20-Aug-2020					
918 NHSBT Business Continuity - 1 Year	Passed		Completed	19-Aug-2020					
918 NHSBT Health, Safety and Wellbeing - General Awareness - 1 Year	Passed		Completed	19-Aug-2020					
918 NHSBT Leading and Influencing - HSW	Not Attempted		Confirmed						
918 NHSBT Manual Handling Awareness - 1 Year	Passed		Completed	20-Aug-2020					
918 NHSBT Patient and Donor Safety and Quality Awareness L1 V2.0 March 2020	Passed		Completed	25-Sep-2020					

Subscribe
Unsubscribe

Learning Certification: 918 NHSBT Persons Designate HTA Module 1 - 1 Year

Certification Information Hide

You began this certification period on: 02-Oct-2020

You must complete this certification by: 01-Feb-2021

You can renew your certification again: 01-Feb-2021

Subscription Number: 19086390

Renewable: Yes

Delivered Competencies

Competency	Proficiency Level

Mandatory Courses Hide

All courses in this section are mandatory.

Select one class for each course below to enrol in.

918 NHSBT Persons Designate - HTA Module 1

Class	Type	Language	Location	Class Start Date	Duration
918 NHSBT Persons Designate - HTA Module 1 v10/20 17343586		English		02-Oct-2020	

Enrol

I have been enrolled multiple times onto the same course and can't play them

If when you view your Learning page you see that you have been enrolled onto the same eLearning multiple times you can resolve this by un-enrolling from all but one of the courses and then play the one that remains.

Course Name	Status	Item in	Enrolment Status	Completion Date	Score	Move to History	Unenrol	Evaluate	Play
000 Data Security Awareness Level 1	Passed		Completed	20-Mar-2019					
000 Infection Prevention and Control Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						
000 Safeguarding Adults Level 1	Not Attempted		Confirmed						