



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

SuccessFactors Learning guide for employees

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May 2024

Contents: SuccessFactors Learning guide for employees

Logging in to SuccessFactors via a browser	3
Changing SuccessFactors settings	6
Viewing and updating your employee profile	8
Viewing the org chart	11
Installing the SuccessFactors mobile application	12
Searching for a course in the course library	14
Viewing detailed course information	17
Assigning courses to yourself	20
Removing a self-assigned course	21
Registering on a course assigned to you	22
Registering on a course from the course library	27
Recommending a course assigned to you	32
Recommending a course from the course library	34
Viewing course recommendations	36
Requesting a class	37
Withdrawing from a class	40
Recording external learning	43

Logging in to SuccessFactors via a browser

Background and benefits

SuccessFactors Learning offers a centralised booking and administration system for courses offered by UCT training providers. The online platform provides a one-stop shop to find, book and manage development activities.

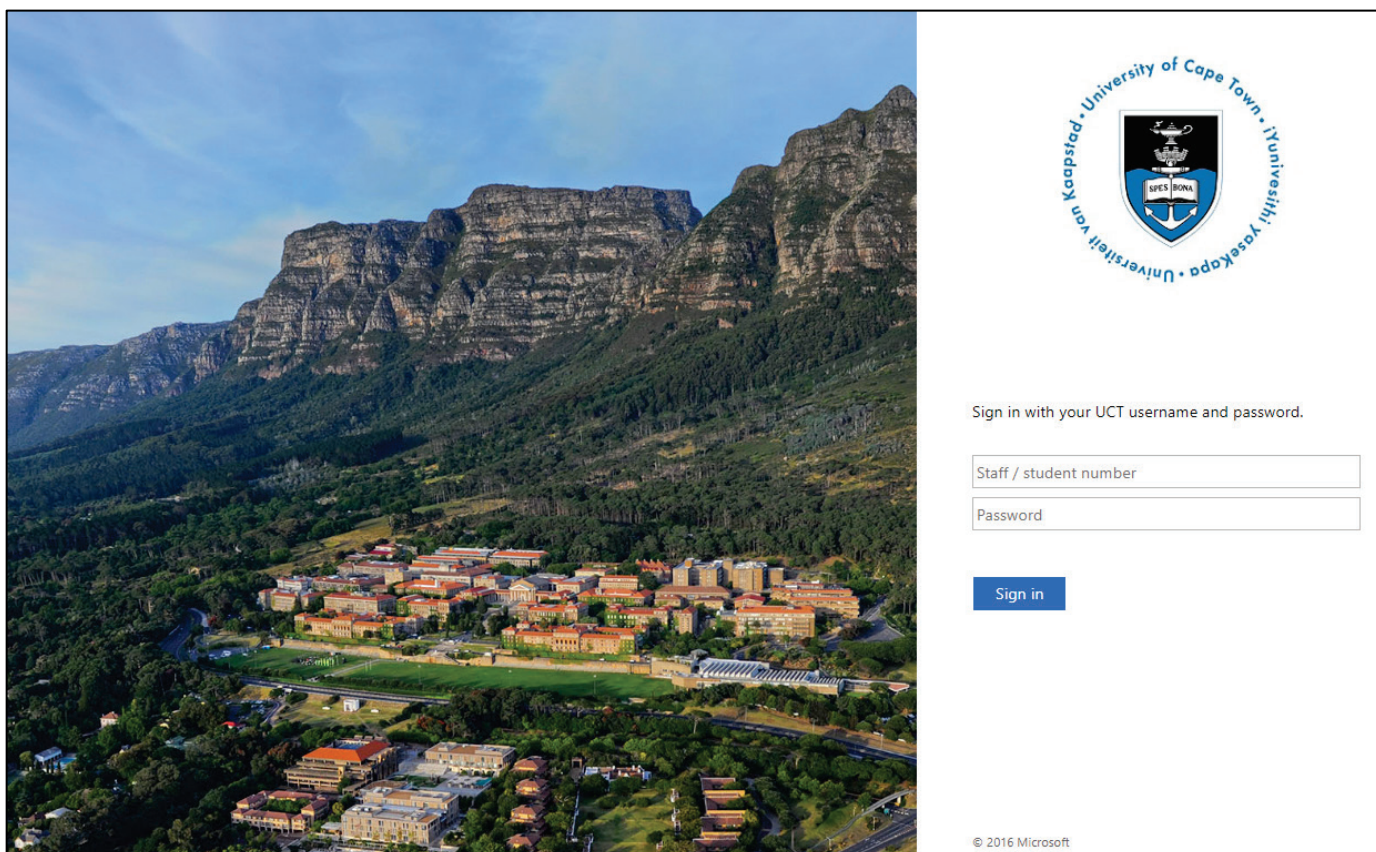
Staff members can access the platform on any internet-connected device (including smart phones and tablets) using their existing UCT login details. Time-consuming manual booking processes are replaced by automated processes with easy workflow for manager approval. Records of completed courses are consolidated and centrally stored, adding to a staff member's training history.

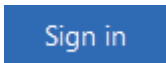
Support

If you are unable to access SuccessFactors or are experiencing other technical difficulties, please contact the [IT Service Desk](#).

Procedure

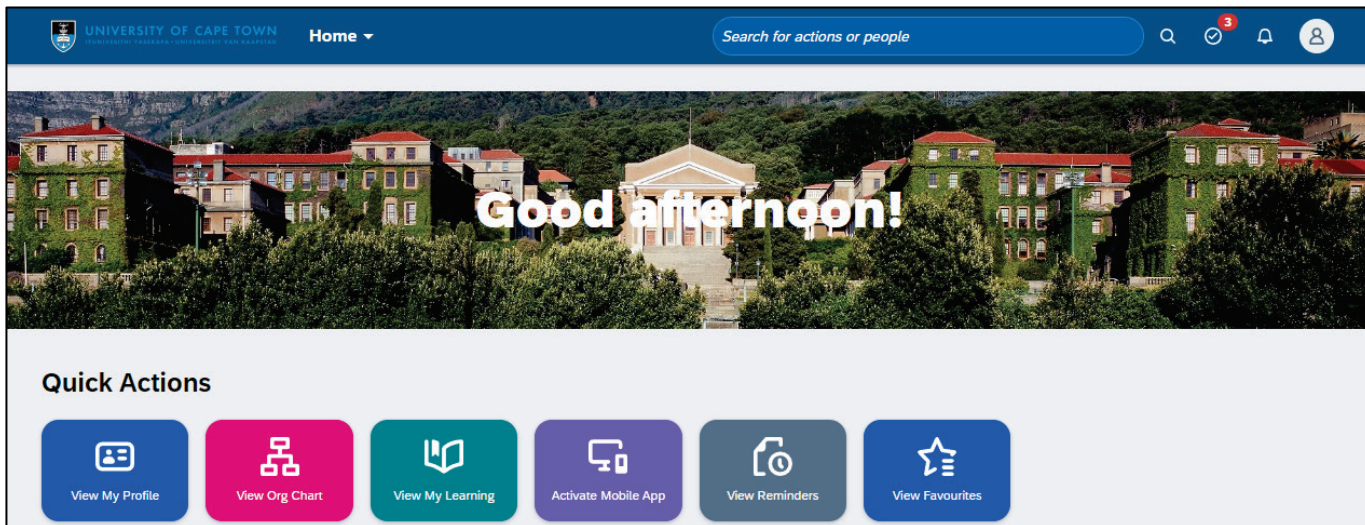
1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
3. If not already logged on to single sign-on, the UCT sign in page appears.
If already logged in to single sign-on, SuccessFactors will open.



- In the *Staff / student number* field, enter your UCT staff number.
Note: UCT staff number only, third party "T" accounts will not work.
- In the *Password* field, enter your network password.
- Click  .

Logging in to SuccessFactors via a browser (continued)

4. The *Home* page appears.

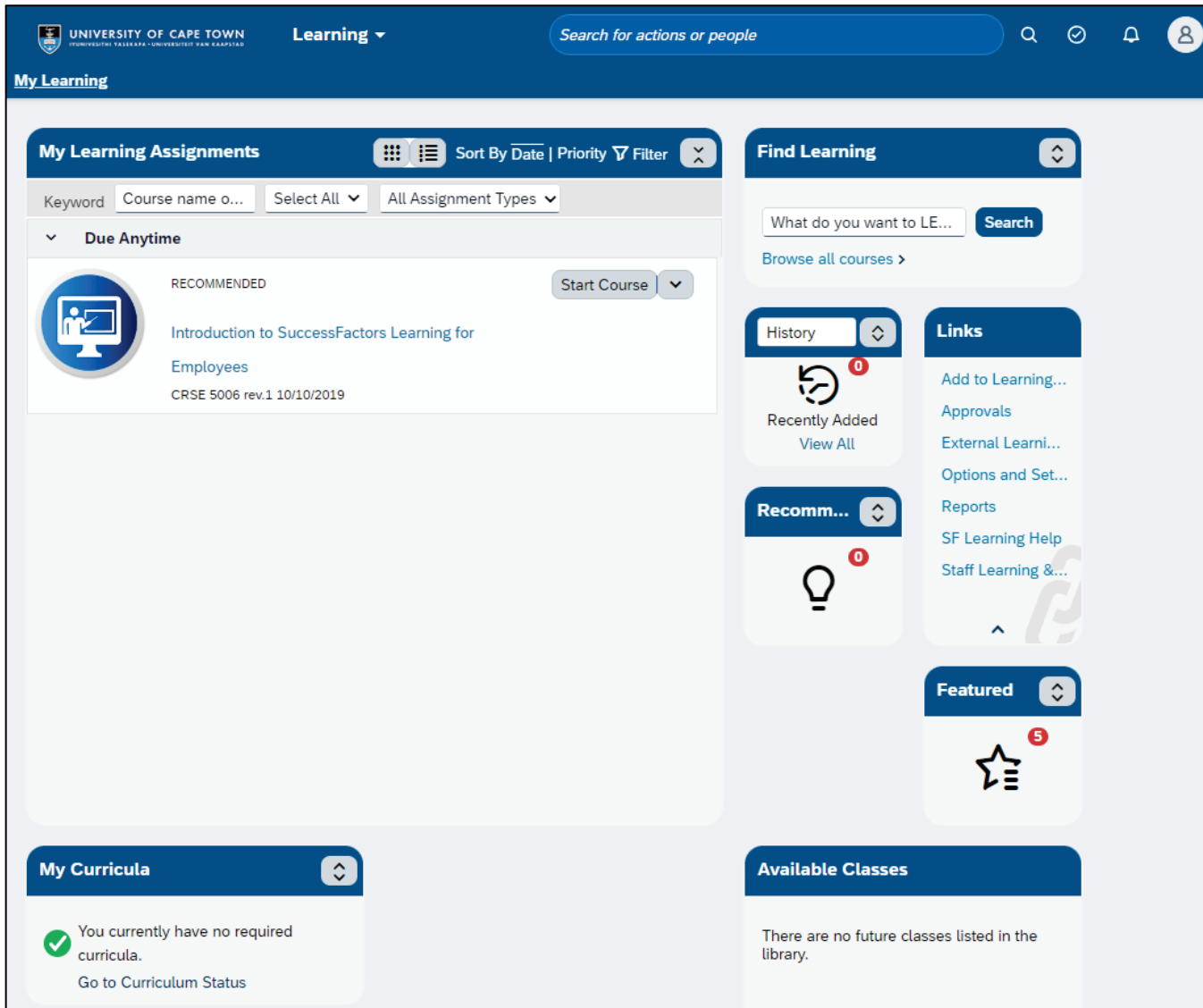


- Click the *View My Learning* tile to work with courses (e.g. search the course library, register for classes).

If you want to..	then..
Change SuccessFactors settings (e.g. start page, accessibility options)	See: Changing SuccessFactors settings
View and update your SuccessFactors employee profile	See: Viewing and updating your employee profile
View your part of the UCT organisational chart	See: Viewing the org chart
Install the SuccessFactors mobile application	See: Installing the SuccessFactors mobile application

Logging in to SuccessFactors via a browser (continued)

5. The *My Learning* page appears.



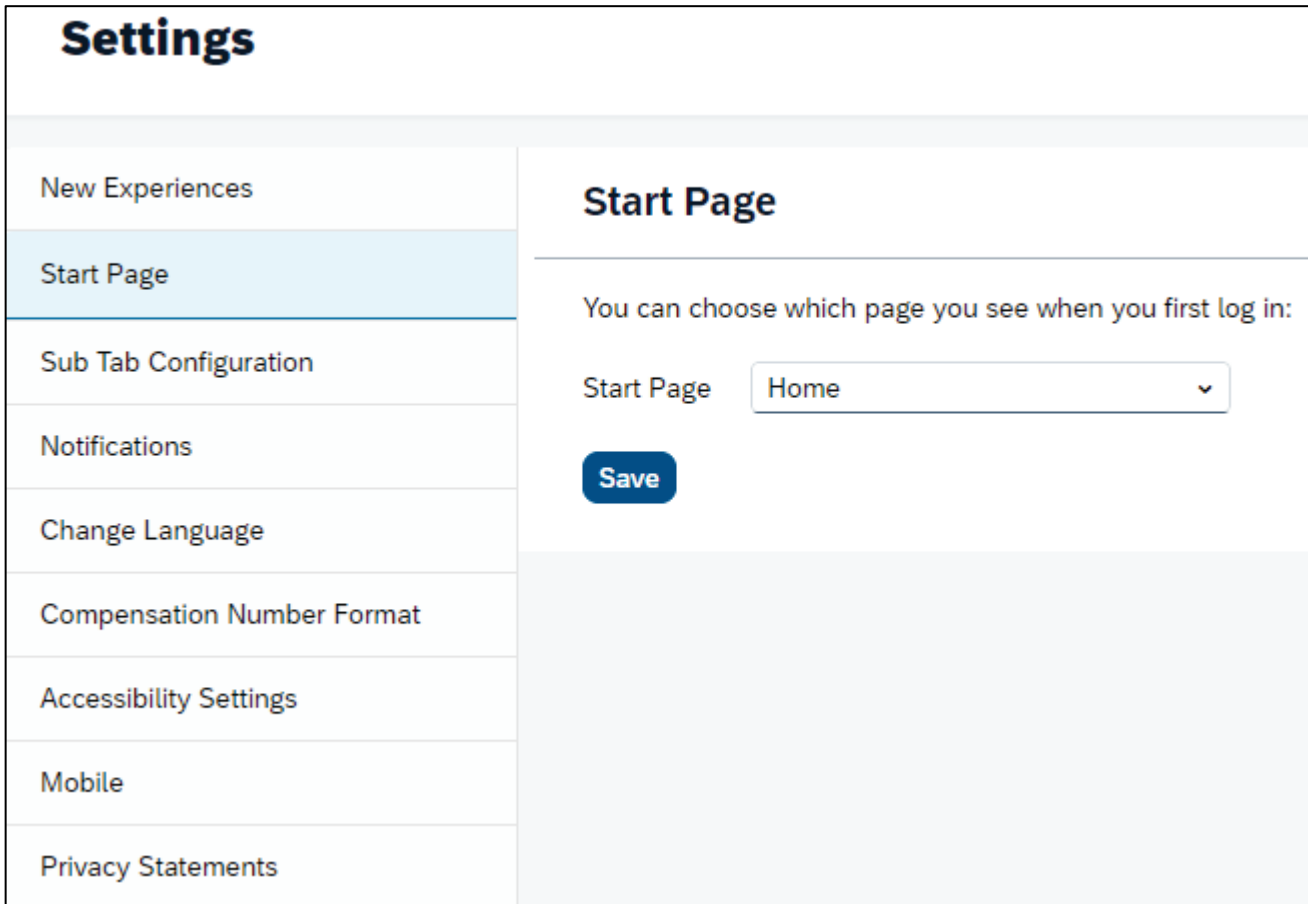
Tab	Tasks
My Learning (available to all employees)	Searching for a course in the course library Viewing detailed course information Assigning courses to yourself Registering on a course assigned to you Registering on a course from the course library Recommending a course Viewing course recommendations Requesting a class Withdrawing from a class Recording external learning
My Team (only available to managers)	See: SuccessFactors Learning guide for managers for instructions on: Viewing team learning plans and learning history Processing pending approval requests Assigning and removing learning to/from team members Registering and withdrawing team members on/from classes Recording external learning

Changing SuccessFactors settings

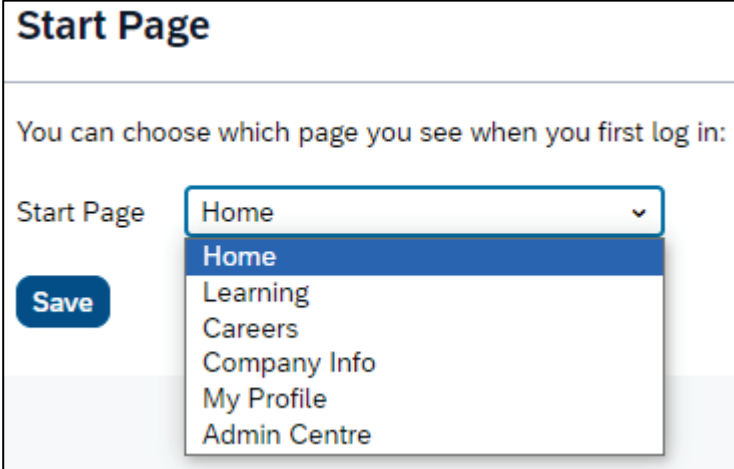

1. [Log in to SuccessFactors and access the Home page.](#)

- In the top right of the screen, click  *Account Navigation* and choose  *Settings*.

2. The *Settings* page appears, displaying the *Start Page* section.



The screenshot shows the 'Settings' page with a sidebar on the left containing menu items: New Experiences, Start Page (highlighted), Sub Tab Configuration, Notifications, Change Language, Compensation Number Format, Accessibility Settings, Mobile, and Privacy Statements. The main content area is titled 'Start Page' and contains the text 'You can choose which page you see when you first log in:'. Below this is a 'Start Page' label followed by a dropdown menu currently set to 'Home'. A blue 'Save' button is positioned below the dropdown.



If you want to..	Then..
set your default page when logging in	<ul style="list-style-type: none"> - In the <i>Start Page</i> field, select the appropriate entry from the dropdown list e.g. Home, Learning.  <ul style="list-style-type: none"> - Click .

set accessibility settings

- Click **Accessibility Settings** .
- The *Personal Accessibility Settings* section appears.

Personal Accessibility Settings

Accessibility refers to the ability of all users to access and interact with the application, including those who use assistive technologies. You can use these settings to optimise the application to suit your needs and preferences. Please note that Enhanced Keyboard Navigation, Enhanced Screen Reader Support, and Colour Vision Adjustments are not supported in all areas of the application.

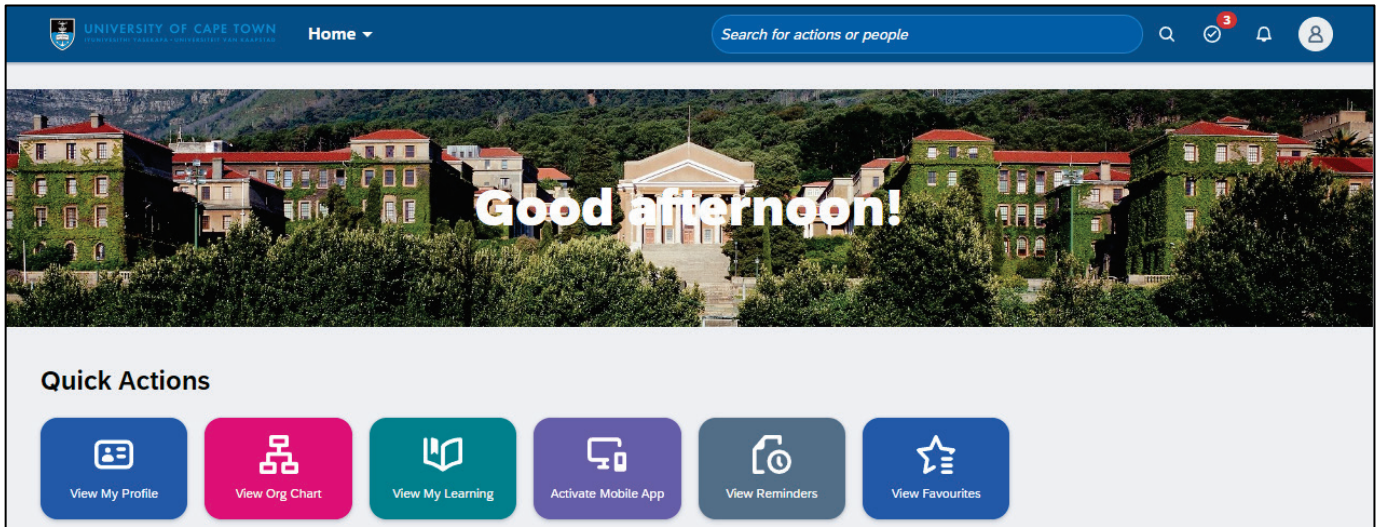
- Enhanced Screen Reader Support 
- Colour Vision Adjustments
- High Contrast
- Enhanced Keyboard Navigation 

Save

- Select one or more of the 4 available options and any additional options that may appear after your initial selection.
- Click **Save** .

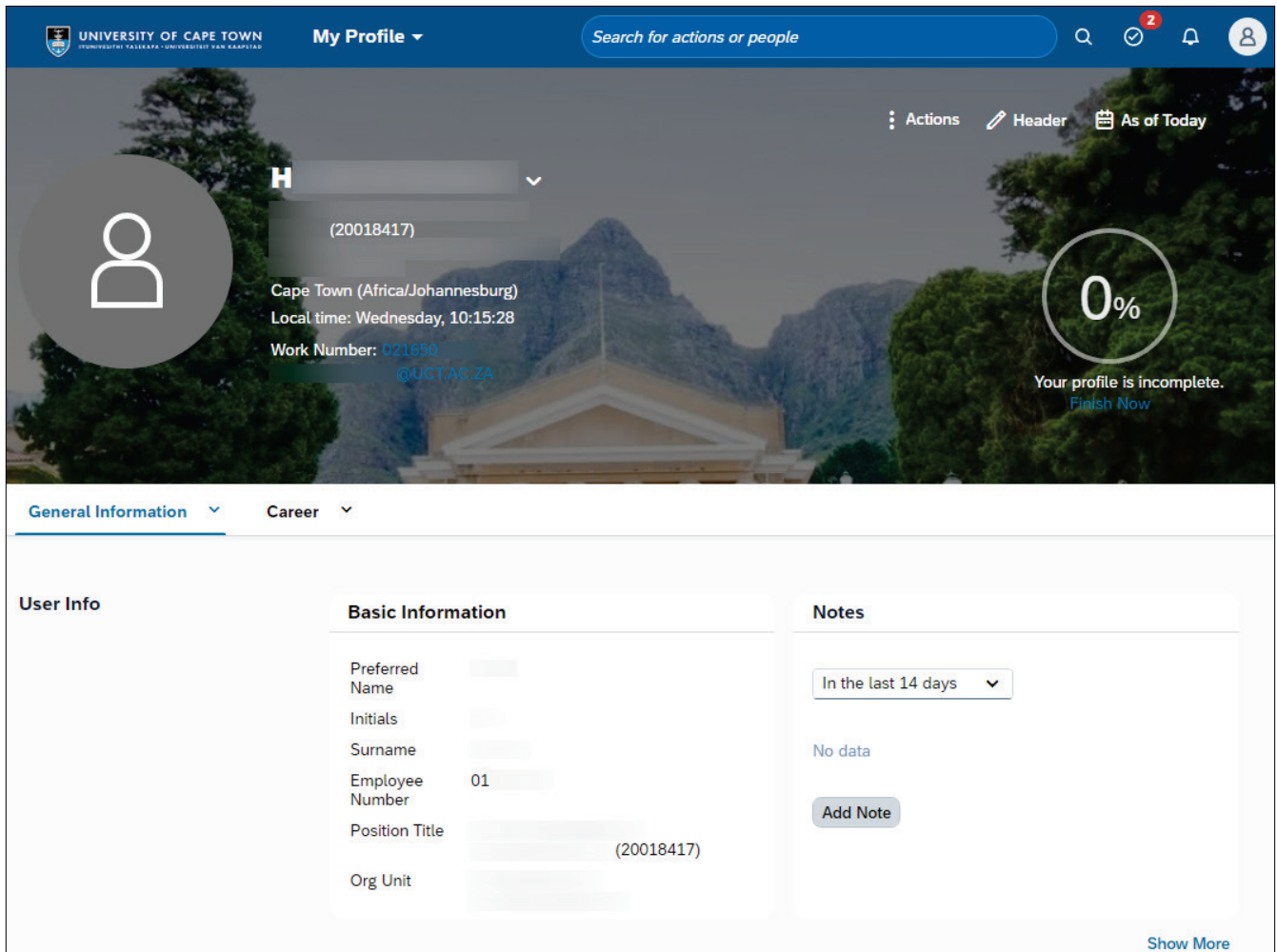
Viewing and updating your employee profile

1. [Log in to SuccessFactors and access the Home page.](#)



- Click the *View My Profile* tile.

2. The *My Profile* page appears, displaying the *General Information* section.



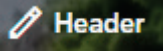
See:

[Adding an introductory paragraph](#)

[Adding or updating career information](#)


Viewing and updating your employee profile (continued)

Adding an introductory paragraph

1. To add an introductory paragraph about yourself (visible to everyone), in the employee file page click  and choose *Update Self-Description*.
2. The *Update Self-Description* dialogue box appears.

Update Self-Description

Say something about yourself.
This information is visible to everyone.

- Enter introductory information about yourself in the space provided.
 - Click .
3. The *My Profile* page reappears, displaying the *General Information* section.

Viewing and updating your employee profile (continued)

Adding or updating career information

- To view, add or change your career information, click the *Career* tab to display the *Career* section.

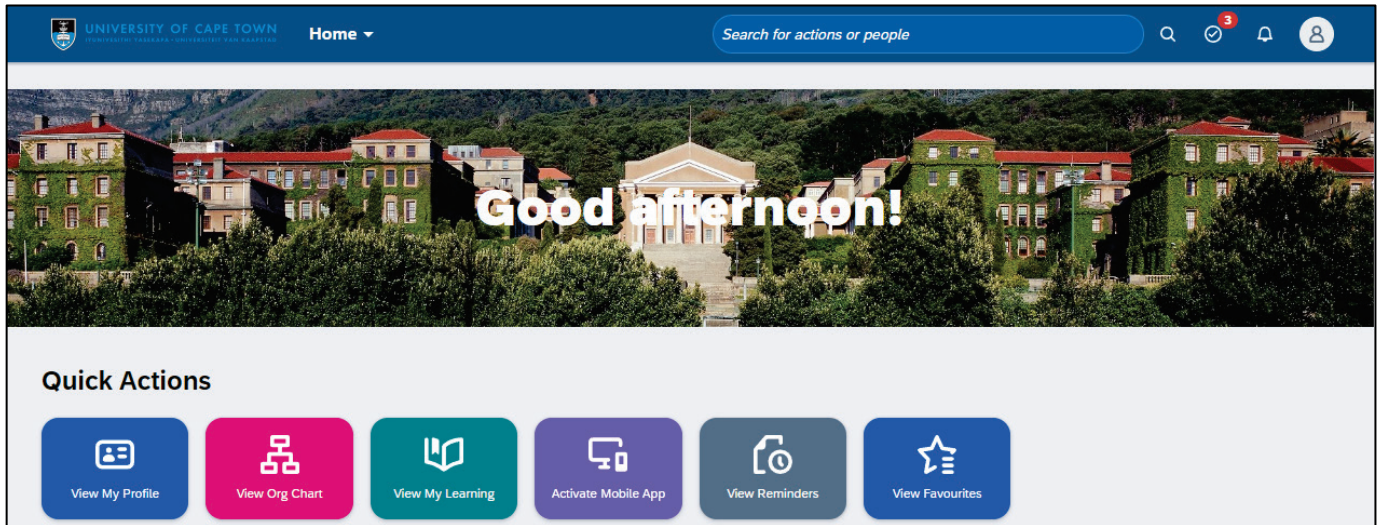
The screenshot shows the 'Career' section of an employee profile. At the top, there are two tabs: 'General Information' and 'Career'. The 'Career' tab is selected. Below the tabs, the 'Career' section is displayed. It is organized into three main categories: 'Education & Memberships', 'Work Experience', and 'Language Skills'. Each category contains two sub-sections. 'Education & Memberships' includes 'Formal Education' and 'Professional Memberships'. 'Work Experience' includes 'Internal Work Experience' and 'Previous Employment'. 'Language Skills' includes 'Languages'. Each sub-section has an 'Add' (+) icon and an 'Edit' (pencil) icon. All sub-sections currently show 'No data'.

- Add information to the *Career* sections by clicking *Add* to open a dialogue box.
 - Enter information in the fields provided, required fields are indicated with a red asterisk (*).
 - Click **Add** to create additional entries.
 - Click **Save**.
- Change existing information in a *Career* section by clicking *Edit* to open a dialogue box.
 - Change the appropriate fields or click *Delete* to remove an entire entry.
 - Click **Add** to create additional entries.
 - Click **Save**.

- The *My Profile* page reappears, displaying the *Career* section.

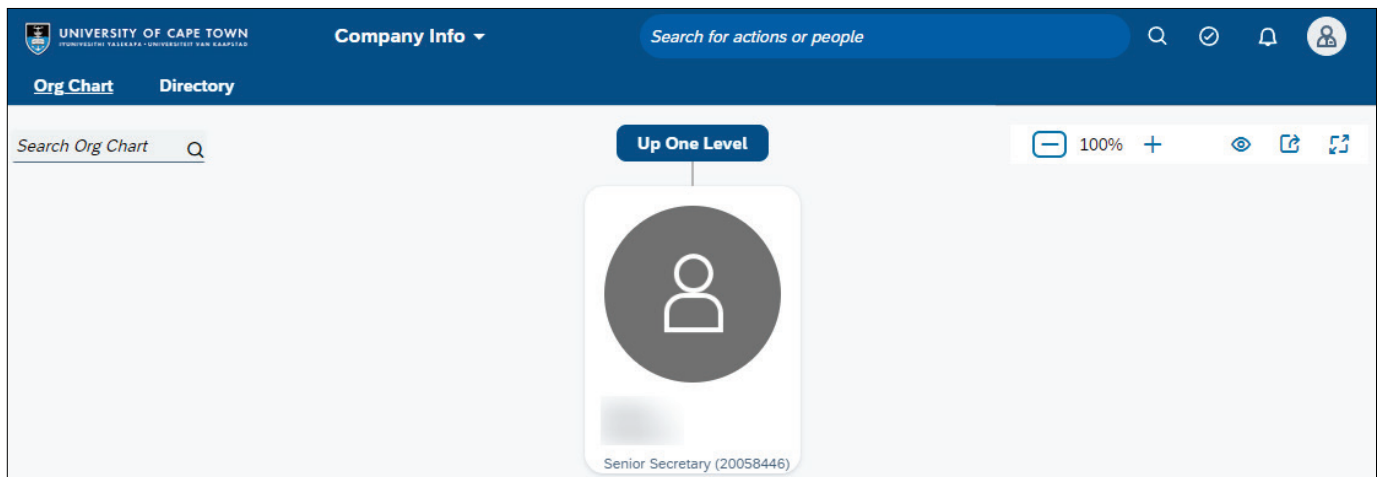
Viewing the org chart


1. [Log in to SuccessFactors and access the Home page.](#)



- Click the *View Org Chart* tile.

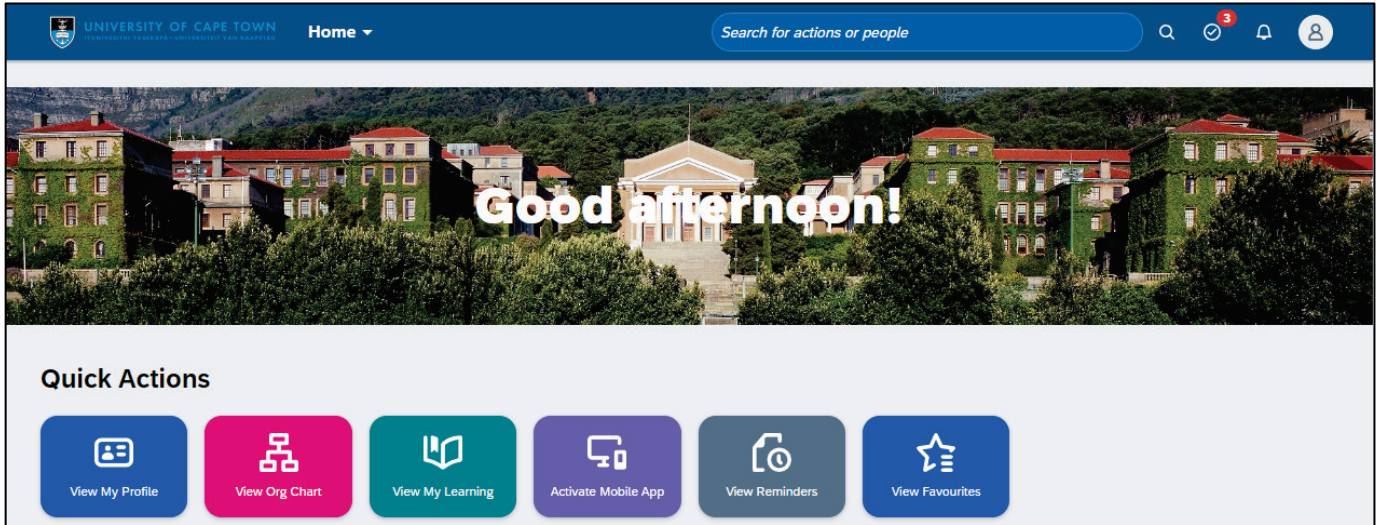
2. The *Org Chart* page appears.



- Click **Up One Level** to view additional team members and/or the manager.
- To see further up the organisational structure, continue to click **Up One Level**.
- Click  *Export* to save a copy of the organisational chart, either as a PDF or an image file.
- Click the UCT logo to return to your home page.

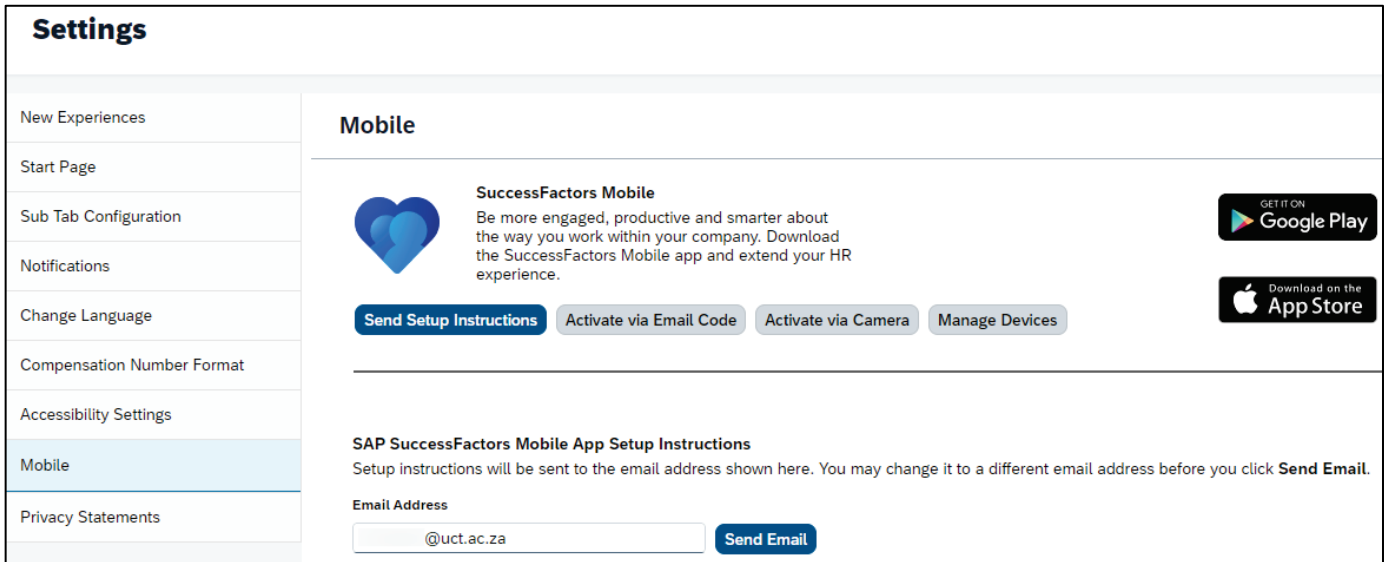
Installing the SuccessFactors mobile application

1. [Log in to SuccessFactors and access the Home page.](#)



- Click the *Activate Mobile App* tile.

2. The *Settings* page appears.



- On your Android or Apple device, download the *SuccessFactors* app from the Google Play or Apple App Store.
- Once the app is downloaded, find the link to log in with a QR code (if applicable, allow the app access to your device's camera).
- In *SuccessFactors*, click **Activate via Camera**.

Installing the SuccessFactors mobile application (continued)


3. The *Scan QR Code* section appears.

Scan QR Code

Using the camera on your mobile device, scan the QR code below. The code will expire in 30 seconds.

Seconds Remaining

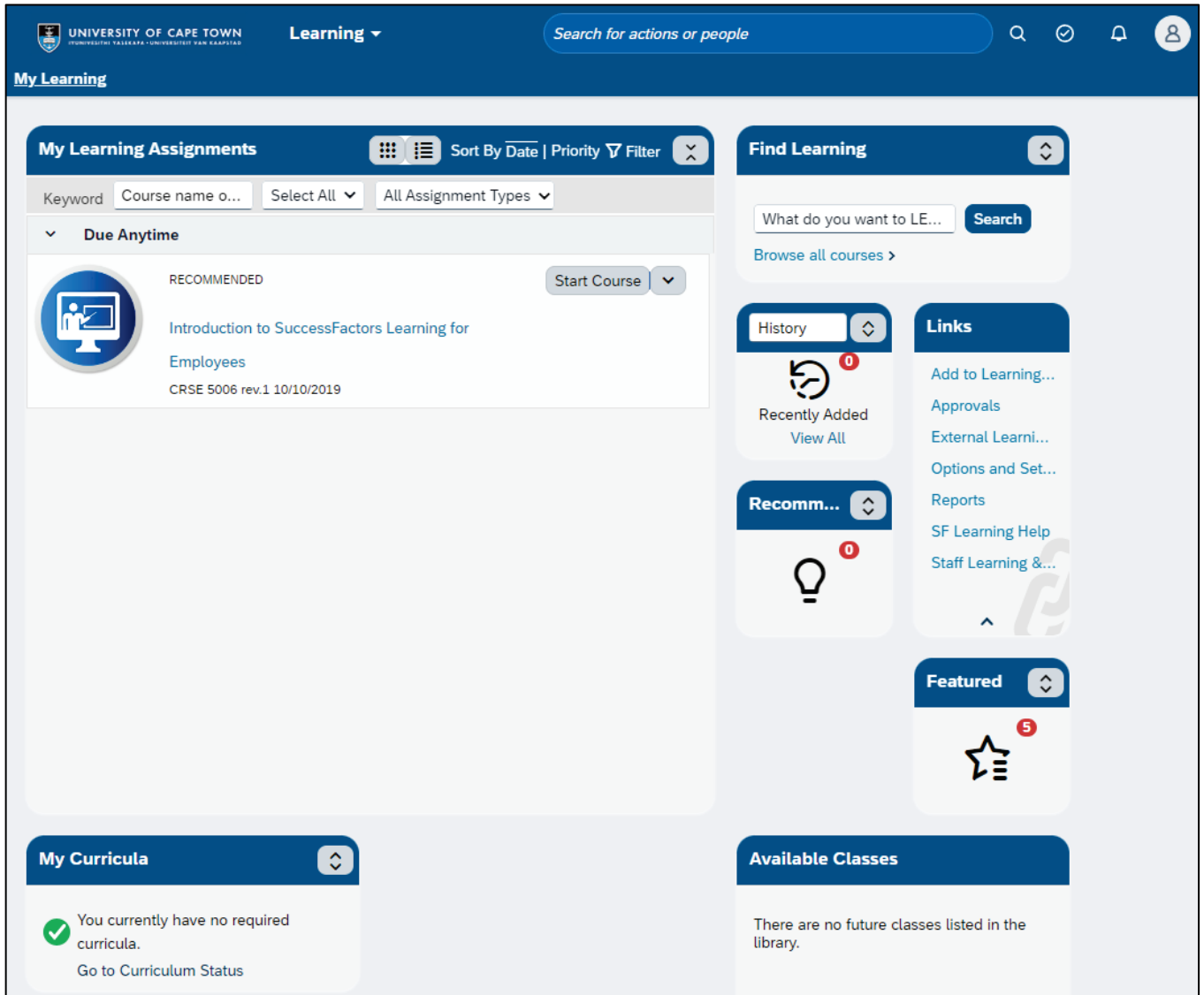
20




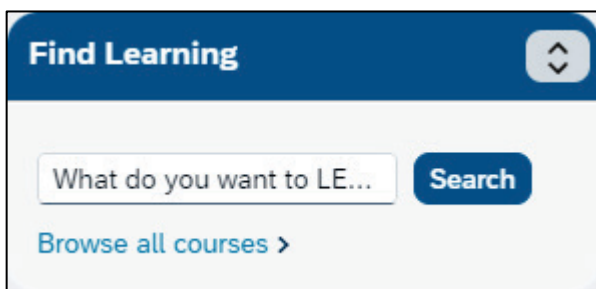
- Hold your device up to the computer screen so the *SuccessFactors Mobile* app can scan the QR code to connect your UCT account to the mobile app.
- Click the UCT logo to return to your home page.

Searching for a course in the course library

1. [Log in to SuccessFactors and access the *My Learning* page.](#)

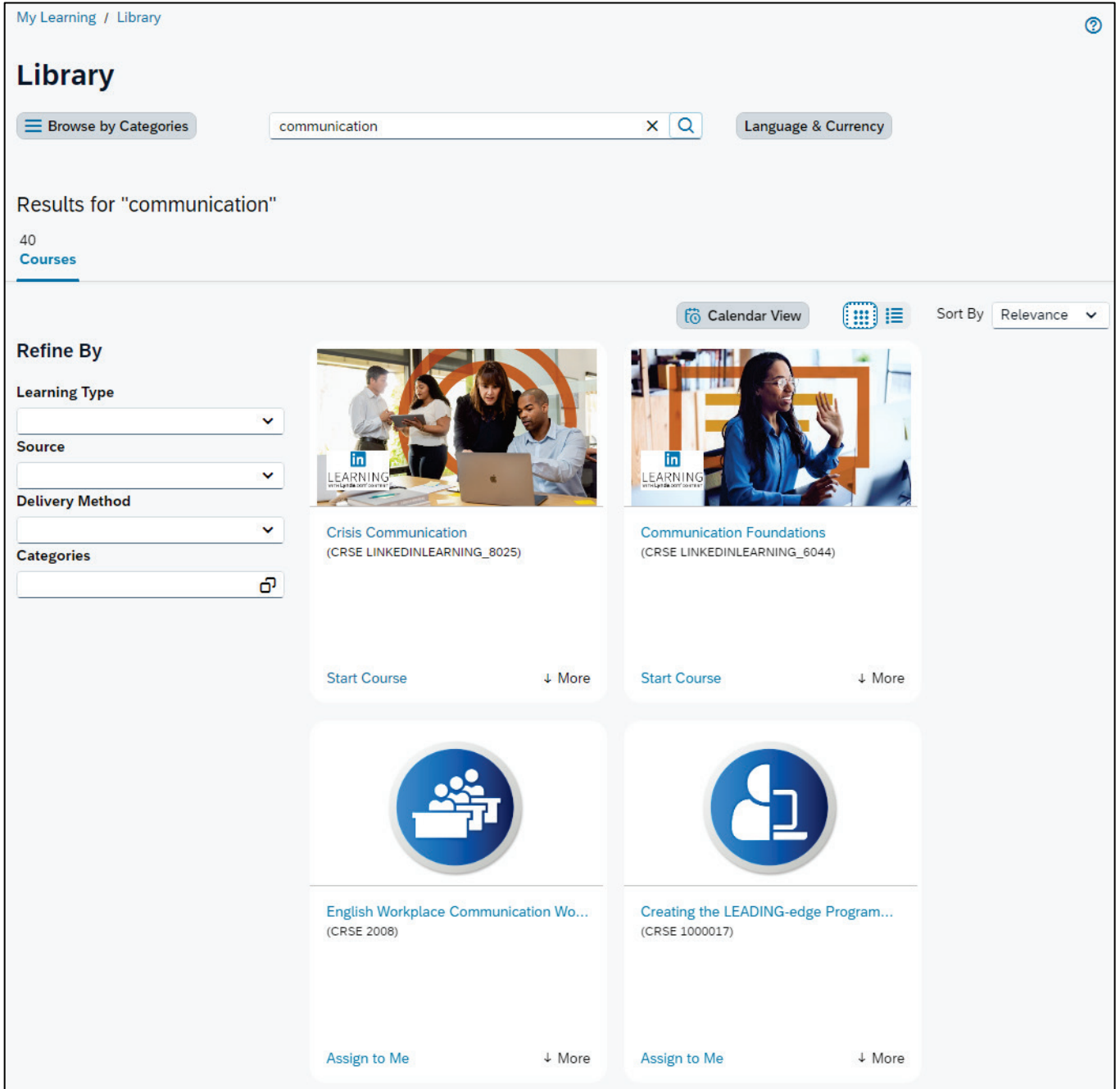


2. To search for a specific course/s, enter your search term in the *Find Learning* tile and click . To browse the entire course library, click [Browse all courses >](#).





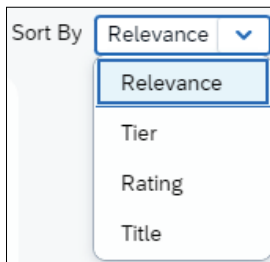
Searching for a course in the course library (continued)



3. The *Library* page appears, displaying your search results.



Changing the course library view options

- Use  *Switch to List View* or  *Switch to Card View* to change how the search results are displayed.
- Select an option from the *Sort By* dropdown list to change the order of the search results.



- Click  *Calendar View* to see scheduled classes listed in date order. Courses without scheduled classes will not be listed. Click  *Courses View* to return to the previous search results.

Searching for a course in the course library (continued)

Filtering the course library search results


- In the *Refine By* section you can select options to further filter your search results e.g. selecting the *Learning Type* Instructor Led will only display courses that have an instructor, selecting the *Source* LinkedIn Learning will only display LinkedIn Learning courses. Use **Clear** and **Clear All** to remove unwanted filtering.

Refine By	Clear All
Learning Type	
<input type="text"/>	▼
Source	Clear
LinkedIn Learning x	▼
Delivery Method	
<input type="text"/>	▼
Categories	
<input type="text"/>	🔗

See: [Viewing detailed course information](#) (next page) for the length of the course, contact information, prerequisites, and delivery method.

Viewing detailed course information

1. [Search for a course in the course library.](#)



Assertiveness @ Work
(CRSE 7013)

★★★★★ (4.5 out of 5 stars from 2 r...)

[See Classes](#)

You have unmet prerequisites
[View Prerequisites](#) [↓ More](#)


- Click the course title e.g. [Assertiveness @ Work](#).

2. A new page appears, showing detailed course information such as the course description, length and contact details.

[My Learning](#) / [Library](#) / [Assertiveness @ Work](#)

Assertiveness @ Work

[Request a Class](#) [Recommend](#) [Assign to Me](#)



Course Information

Type: Instructor-Led
Duration: 14.00 hours
Prerequisites: Incomplete [View](#)

Average Rating

★★★★★ (4.50 out of 5 stars from 2 ratings)

[Course Details](#) [Prerequisites](#) [Attributes](#)

Description

A two-day workshop where you learn how to manage high-stress or high emotion encounters by developing the knowledge and skills needed to assert yourself effectively.

You learn about the difficulties you may face when communicating with others, when trying to create an impact or persuade others to see your point of view. The programme also addresses cognitive and emotional barriers to assertiveness.

OUTCOMES

- Explore your rights and responsibilities during interactions
- Become more self-confident
- Explore the benefits that you, your team and UCT will experience if you act in a more assertive way
- Identify various obstacles that make it difficult for you to assert yourself
- Maintain the balance between being soft on people and hard on results

[more...](#)

Related Topics

[INTERPERSONAL SKILLS](#)

[SELF LEADERSHIP](#)

Questions?

[✉ hr-stafflearningcentre@uct.ac.za](mailto:hr-stafflearningcentre@uct.ac.za)

Upcoming Classes [Request a Class](#)

Monday 5/6/2023
09:00 AM

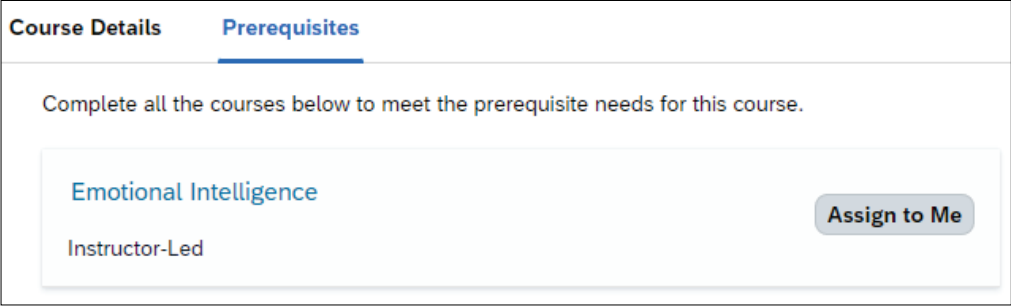
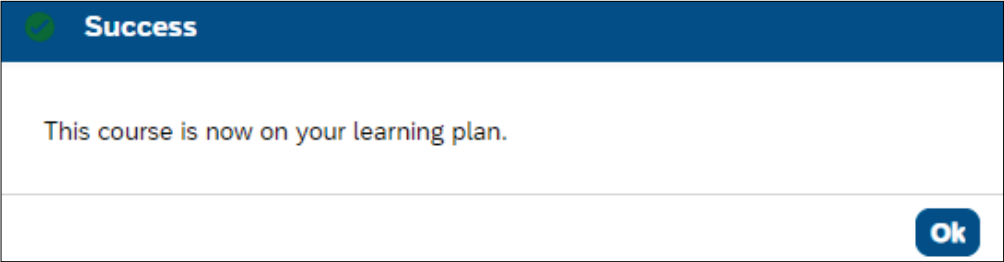
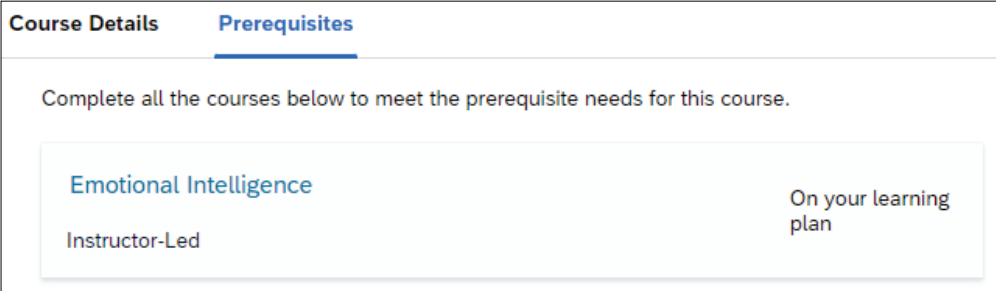
[Cambria House](#)

–

Tuesday 6/6/2023
04:00 PM

14 seats available

Viewing detailed course information (continued)

If you want to...	Then...
View course prerequisites and assign to self	<ul style="list-style-type: none"> - Click <i>Prerequisites</i>.  <ul style="list-style-type: none"> - Click Assign to Me next to the prerequisite to assign to yourself. - The <i>Success</i> dialogue box appears, confirming that the course has been added to your learning assignments / learning plan.  <ul style="list-style-type: none"> - Click Ok. - The <i>Prerequisites</i> section reappears, indicating that the course is on your learning plan. 

Viewing detailed course information (continued)

If you want to...	Then...
View detailed class information	<ul style="list-style-type: none"> - If the course has scheduled classes, click the appropriate class in the <i>Upcoming Classes</i> section. <div data-bbox="391 398 1193 651" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between;"> Upcoming Classes Request a Class </div> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p>Monday 5/6/2023 — Tuesday 6/6/2023 09:00 AM — 04:00 PM</p> <p> Cambria House</p> <p style="text-align: right;">14 seats available</p> </div> </div> - The <i>Class Details</i> page appears. <div data-bbox="391 719 1500 1352" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>My Learning / Library / Assertiveness @ Work / Available Classes / Class Details</p> <h2 style="text-align: center;">Assertiveness @ Work</h2> <p style="text-align: right;">Register</p> <p>47004</p> <p>Monday 5/6/2023 — Tuesday 6/6/2023 Cambria House</p> <p>09:00 AM — 04:00 PM</p> <p style="text-align: right;">Registration closes 5/6/2023 at 09:00 AM Prerequisites: Incomplete View Approval Required</p> <div style="display: flex; justify-content: space-between;"> Agenda Additional Information </div> <p style="font-size: small;">All times are shown in this class's time zone (Africa/Johannesburg)</p> <div style="display: flex;"> <div style="flex: 1;"> <p>Day 1 : Monday 5/6/2023</p> <p>09:00 AM - 04:00 PM Cambria House - Cambria Training Room</p> <hr/> <p>Day 2 : Tuesday 6/6/2023</p> <p>09:00 AM - 04:00 PM Cambria House - Cambria Training Room</p> </div> <div style="flex: 0.5; border: 1px solid #ccc; padding: 5px;"> <p>Instructors</p> <p> Primary: Ms Instructor</p> </div> </div> </div>

- Click the browser back button to return to the *Library* page.

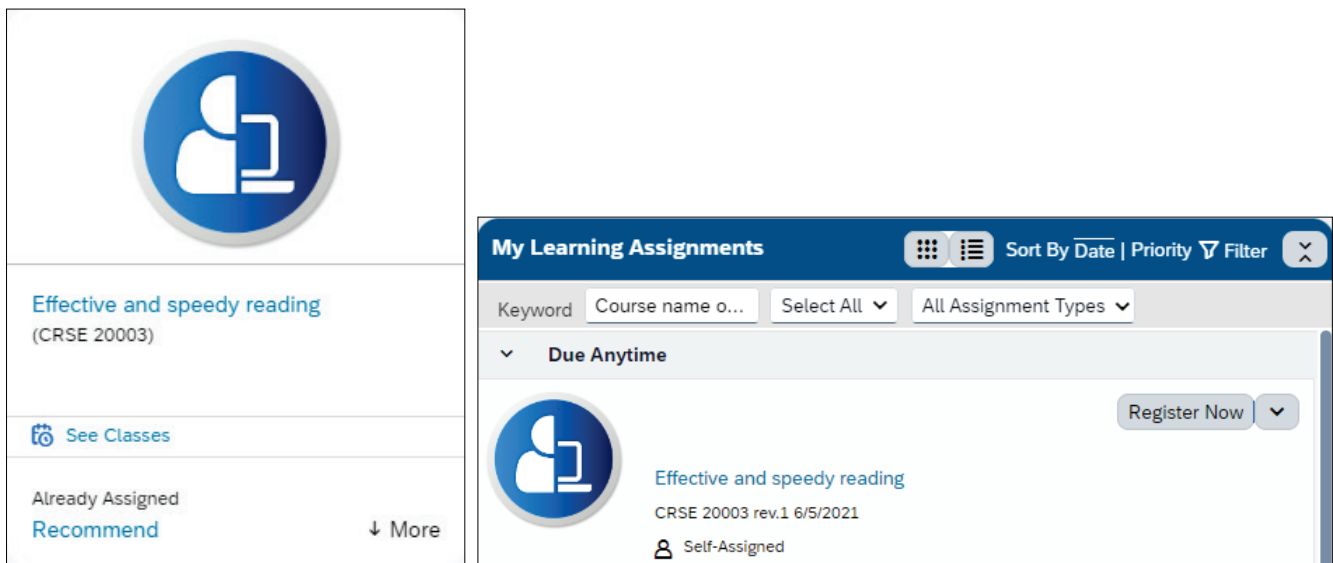
Assigning courses to yourself

1. [Search for a course in the course library.](#)



- Click [Assign to Me](#).

2. The course tile is refreshed and shows the status *Already Assigned*. The course will now appear in the *My Learning Assignments* tile on the *My Learning* page.



- On the *Library* page, click [My Learning](#) to return to the *My Learning* page.

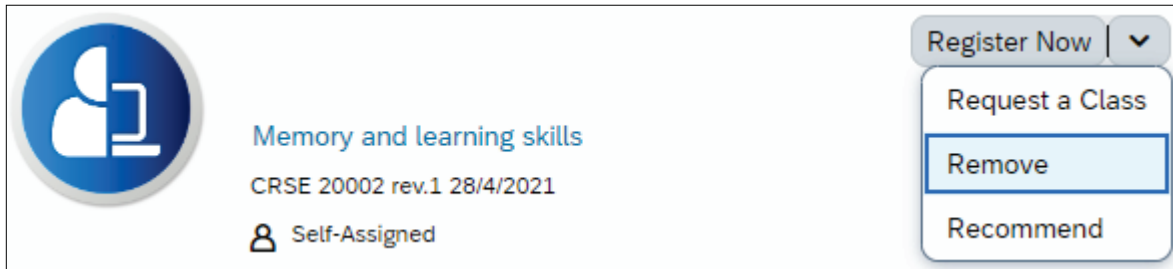
Removing a self-assigned course

Before you begin

All courses assigned to you appear in the *My Learning Assignments* tile. You will only be able to remove a course that you assigned to yourself.

Procedure

1. [Log in to SuccessFactors](#) and access the *My Learning* page.
2. Find a self-assigned course in the *My Learning Assignments* tile.



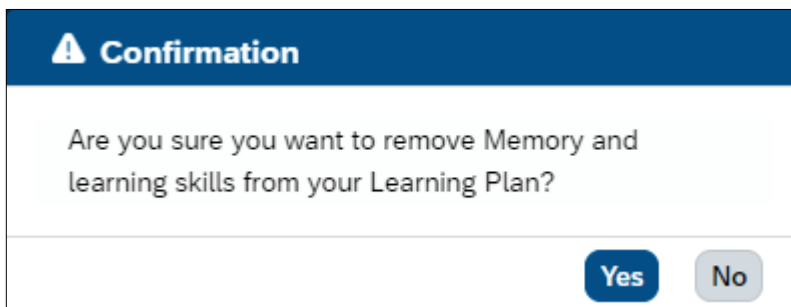
Register Now | ▾

Request a Class

Remove

Recommend

- Click the dropdown arrow and select *Remove*.
3. The *Confirmation* dialogue box appears.



Confirmation

Are you sure you want to remove Memory and learning skills from your Learning Plan?

Yes No

- Click **Yes**.
4. The *My Learning* page is refreshed, the selected self-assigned course is removed from the *My Learning Assignments* tile.

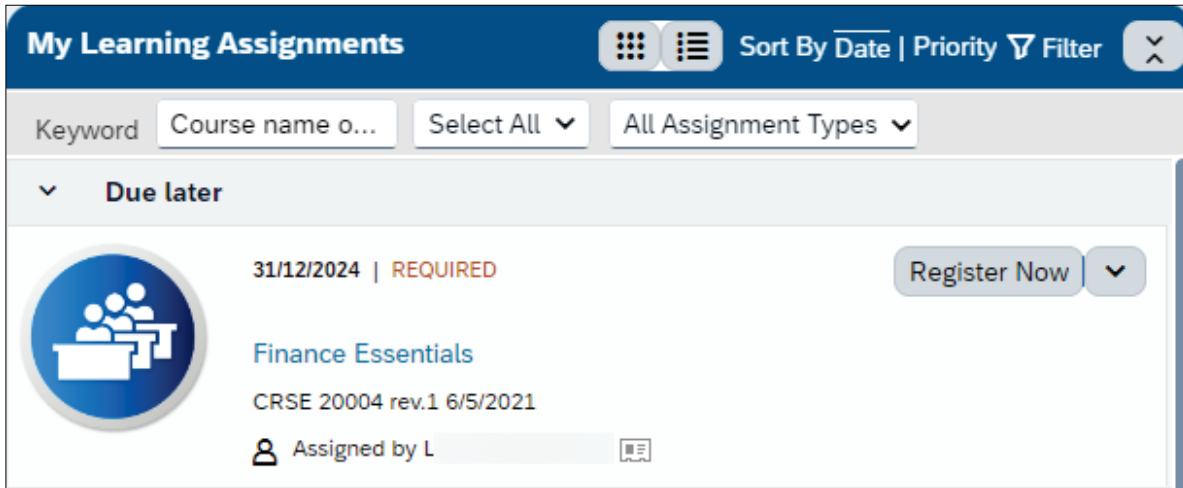
Registering on a course assigned to you

Before you begin

Courses assigned by yourself or your manager appear in the *My Learning Assignments* tile. You will only be able to register on courses that have classes (i.e. dates have been set).

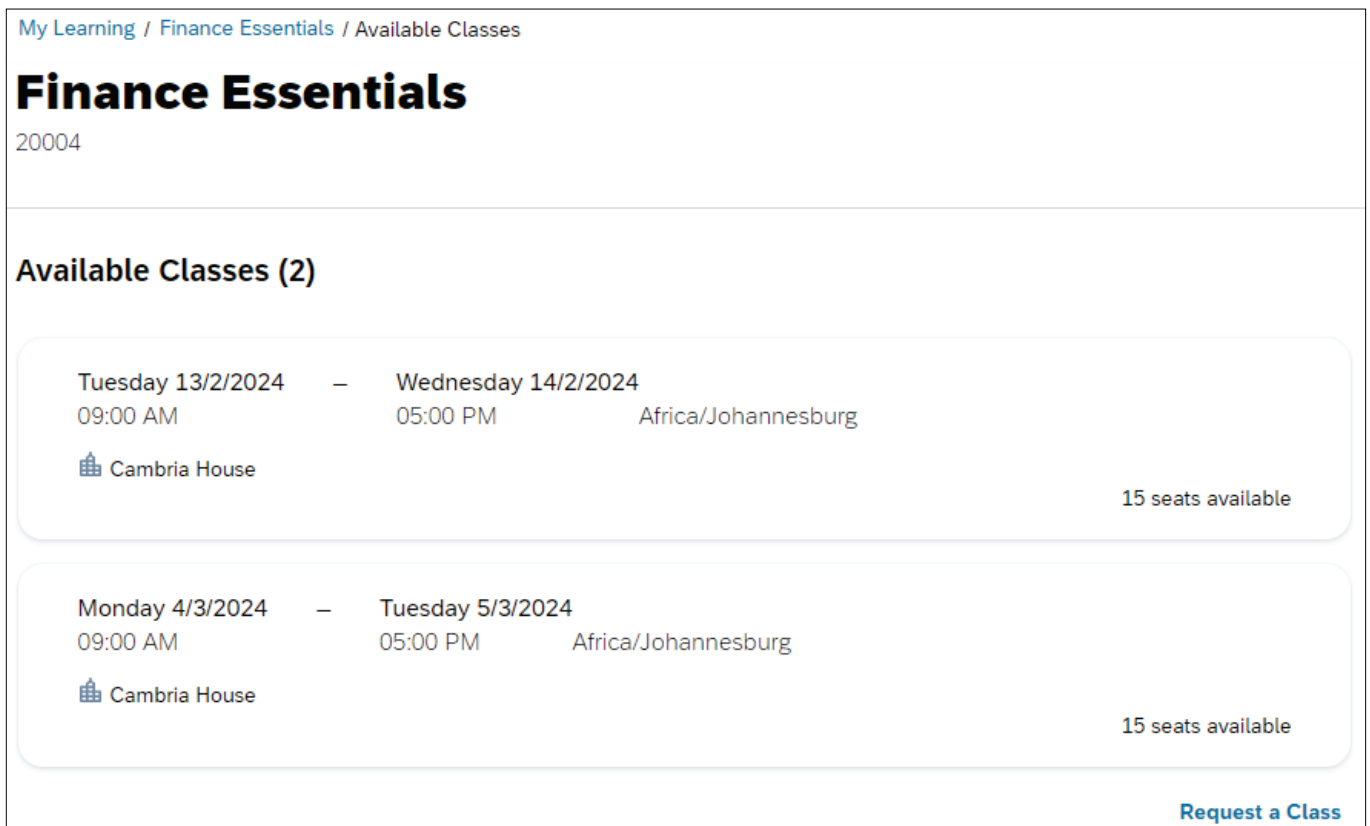
Procedure

1. [Log in to SuccessFactors and access the *My Learning* page.](#)
2. Find a course assigned to you in the *My Learning Assignments* tile.



- Click **Register Now**.

3. The *Available Classes* page appears.



- The available classes are listed including start and end dates, location or virtual class indicator, and number of available seats.

Registering on a course assigned to you (continued)

- Click a class to view additional details such as time slots, instructor, registration close time/date (if applicable) and whether the class requires manager approval.

My Learning / Finance Essentials / Available Classes / Class Details

Finance Essentials

53003

Tuesday 13/2/2024 - 09:00 AM

Wednesday 14/2/2024 05:00 PM

Cambria House

Registration closes 13/2/2024 at 09:00 AM
Approval Required

Register

Agenda Additional Information

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Tuesday 13/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Day 2 : Wednesday 14/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Instructors

Primary:
Ms Trainer

- Click **Register**.

4. The *Registration* page appears, displaying the selected class details.

Registration

Approval Details

Approval Step: Step 1 of 1 - Manager Approval Approver: L...

Special Requests

Dietary Requirements:

Food Allergies:

Disability Accommodations Requirements:

Add Comments

Comments:

4000 characters remaining

Finance Essentials
Course ID: 53003

Tuesday 13/2/2024
09:00 AM

Wednesday 14/2/2024
05:00 PM

Cambria House

Review **Cancel**

- If registration requires manager approval, the name of the manager receiving the approval request is shown in the *Approval Details* section.
- Complete any fields appearing in the *Special Requests* section e.g. Fund Number, Cost Centre, Dietary Requirements, Food Allergies, Disability Accommodations Requirements.

Registering on a course assigned to you (continued)

Add Comments

Comments:

4000 characters remaining

Review
Cancel

- If the registration requires manager approval, the *Comments* field is available for completion.
- Click Review.

5. The *Almost Done! Review Your Information* page appears.

Almost Done! Review Your Information

Approval Details

Approval Step:
Step 1 of 1 - Manager Approval

Approvers:
L [redacted]

Special Requests

Dietary Requirements
Vegetarian
Food Allergies
tomatoes
Disability Accommodations Requirements
N/A

Add Comments

Comments:

Finance Essentials
Course ID: 53003

Tuesday 13/2/2024
09:00 AM

Wednesday 14/2/2024
05:00 PM

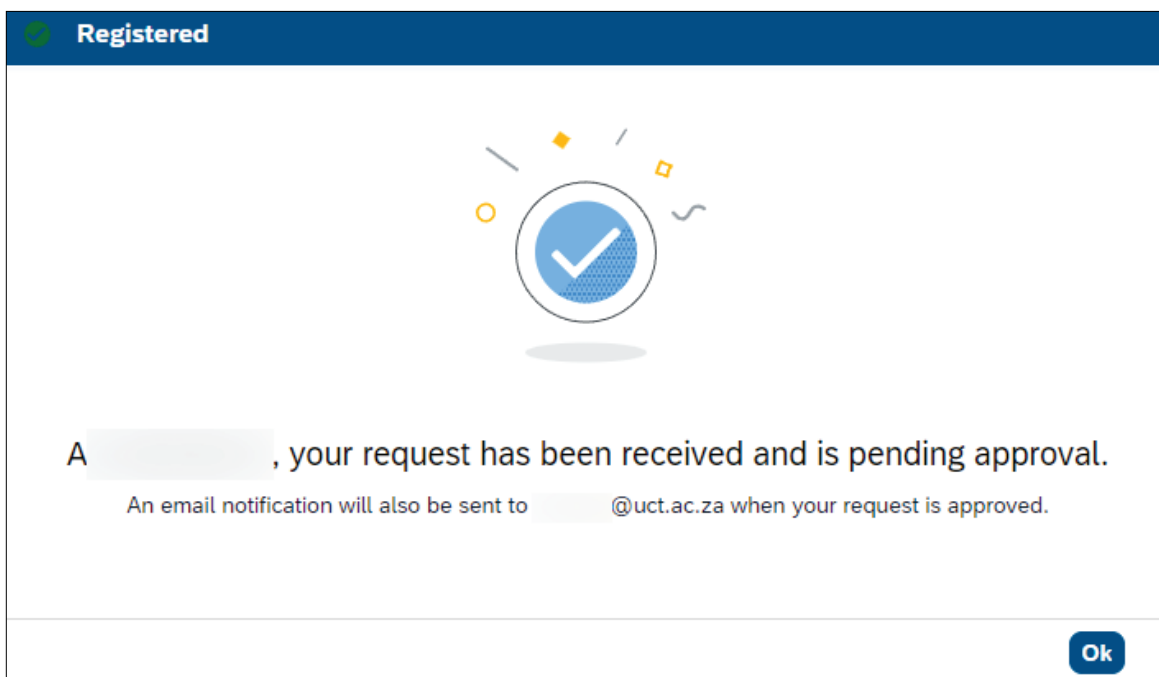
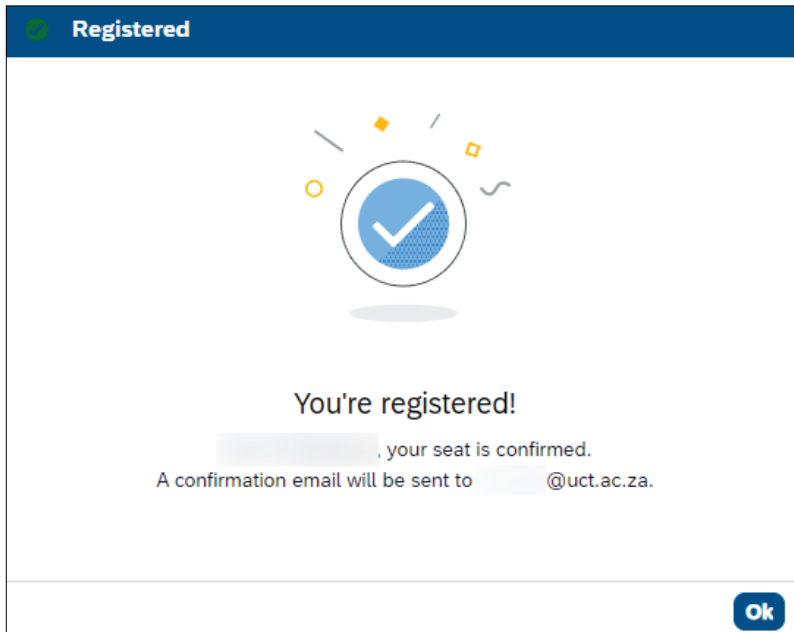
Cambria House

Complete
Edit

- Review your registration information, click *Edit* to make changes.
- Click Complete.

Registering on a course assigned to you (continued)

4. The *Registered* dialogue box appears, indicating that you have been registered on the class. If manager approval is required then the registration will be pending.



- Click .

Registering on a course assigned to you (continued)

- The *Class Details* page reappears. If the course has a withdrawal closing date, the information is shown in the top right. If the registration is pending manager approval, click *View Approval Details* to check the status.

My Learning / Finance Essentials / Available Classes / Class Details

Finance Essentials

53003

Tuesday 13/2/2024 – 09:00 AM

Cambria House

15 seats available
[View Approval Details](#)

Last day to withdraw from this class is 14/2/2024 at 05:00 PM

Wednesday 14/2/2024 05:00 PM

[Withdraw](#)

Agenda Additional Information

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Tuesday 13/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Day 2 : Wednesday 14/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Instructors

Primary: Ms Trainer

- Click *My Learning*.

- The *My Learning* page reappears. In the *My Learning Assignments* tile, the registration status (e.g. approval pending, enrolled) is displayed alongside the course name. A status of *Approval Pending* will change to *Enrolled* when the manager approves the request.

My Learning Assignments Sort By Date | Priority Filter

Keyword Course name o... Select All All Assignment Types

Due later

31/12/2024 | REQUIRED APPROVAL PENDING

Finance Essentials

CRSE 20004 rev.1 6/5/2021

Assigned by L

ENROLLED

Emotional Intelligence More

CRSE 14002 rev.1 7/7/2020

Begins 18/9/2023 at Cambria House Self-Assigned

Registering on a course from the course library

1. [Search for a course in the course library.](#)




Finance Essentials
 (CRSE 20004)
 ★★★★★ (4.66 out of 5 stars from 3 ...)
[See Classes](#)
[Assign to Me](#) [↓ More](#)

- Click [See Classes](#).

2. The list of scheduled classes appears below the course tile.



Finance Essentials
 ★★★★★ (4.7 out of 5 stars from 3 ratings)
[Preview Details](#) [Classes](#)

 13/2/2024 09:00 AM - 14/2/2024 05:00 PM Africa/Johannesburg
 Cambria House - Cambria Training Room
 February 2024
 11 seats available
[Register Now](#)

 4/3/2024 09:00 AM - 5/3/2024 05:00 PM Africa/Johannesburg
 Cambria House - Cambria Training Room
 March 2024
 15 seats available
[Register Now](#)

- Click [Register Now](#) below the appropriate class.

Note: If the *Register Now* option doesn't appear, it is not possible to register for a class. See: [Requesting a class](#).

Registering on a course from the course library (continued)

3. The class details page appears. This page shows time slots, instructor, registration close time/date (if applicable) and whether the class requires manager approval.

- Click **Register**.

4. The *Registration* page appears, displaying the selected class details.

- If registration requires manager approval, the name of the manager receiving the approval request is shown in the *Approval Details* section.
- Complete any fields appearing in the *Special Requests* section e.g. Fund Number, Cost Centre, Dietary Requirements, Food Allergies, Disability Accommodations Requirements.

Registering on a course from the course library (continued)

Add Comments

Comments:

4000 characters remaining

Review
Cancel

- If the registration requires manager approval, the *Comments* field is available for completion.
- Click Review.

5. The *Almost Done! Review Your Information* page appears.

Almost Done! Review Your Information

Approval Details

Approval Step:
Step 1 of 1 - Manager Approval

Approvers:
L

Special Requests

Dietary Requirements
Vegetarian
Food Allergies
tomatoes
Disability Accommodations Requirements
N/A

Add Comments

Comments:

Finance Essentials
Course ID: 53003

Tuesday 13/2/2024
09:00 AM

Wednesday 14/2/2024
05:00 PM

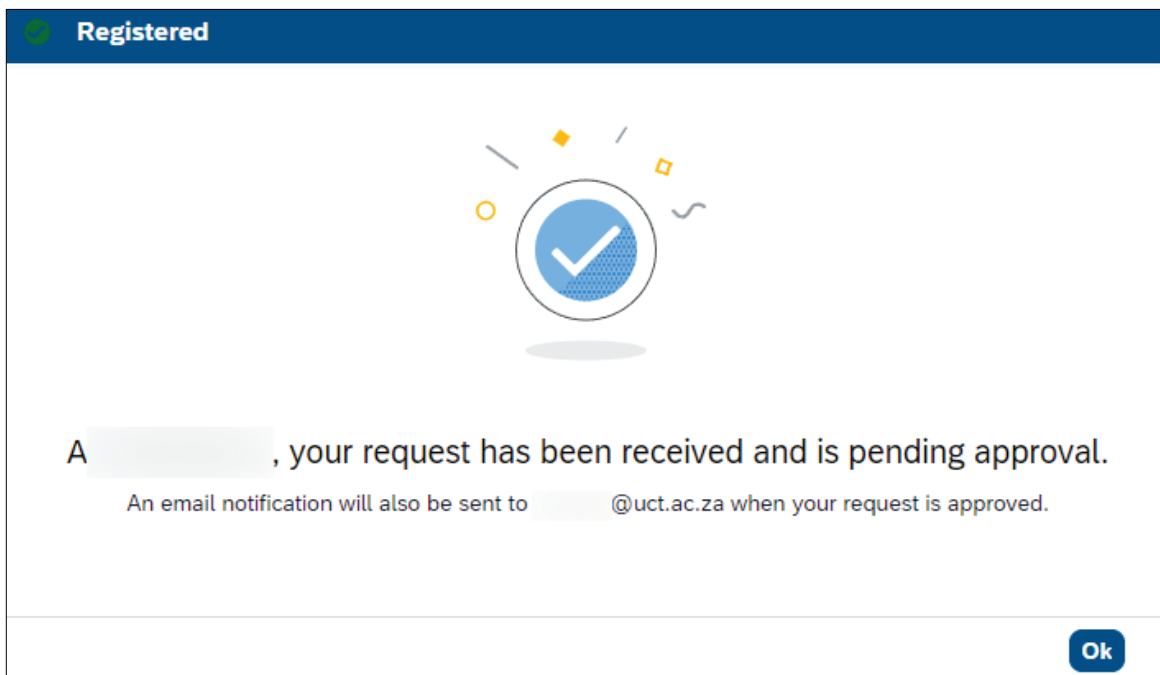
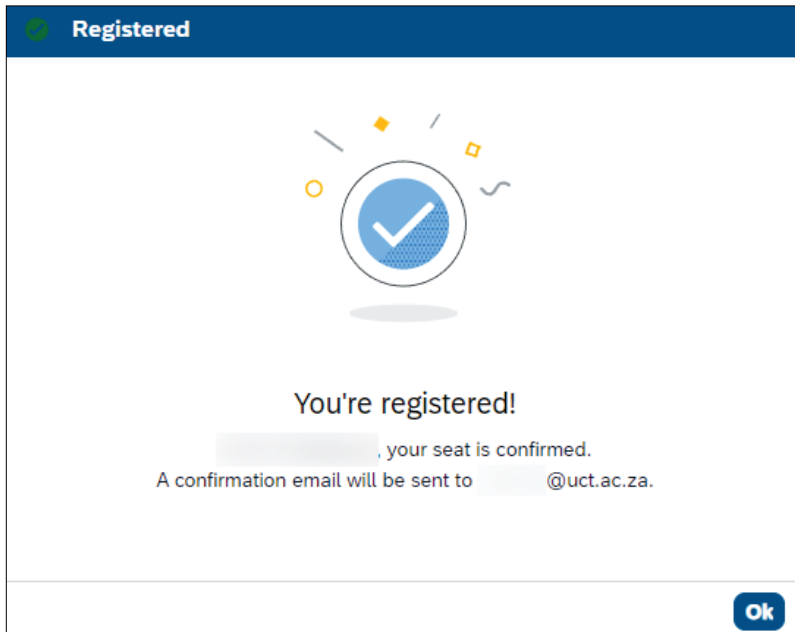
Cambria House

Complete
Edit

- Review your registration information, click *Edit* to make changes.
- Click Complete.

Registering on a course from the course library (continued)

6. The *Registered* dialogue box appears, indicating that you have been registered on the class. If manager approval is required, then the registration will be pending.



- Click .

Registering on a course from the course library (continued)

7. The *Class Details* page reappears. If the course has a withdrawal closing date, the information is shown in the top right. If the registration is pending manager approval, click *View Approval Details*.

My Learning / Finance Essentials / Available Classes / Class Details

Finance Essentials

53003 [Withdraw](#)

Tuesday 13/2/2024 – 09:00 AM Cambria House 11 seats available Last day to withdraw from this class is 14/2/2024 at 05:00 PM
[View Approval Details](#)

Wednesday 14/2/2024 05:00 PM

Agenda Additional Information

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Tuesday 13/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Day 2 : Wednesday 14/2/2024

09:00 AM - 05:00 PM Cambria House - Cambria Training Room

Instructors

Primary: Ms Trainer

- Click *My Learning*.

8. The *My Learning* page reappears. In the *My Learning Assignments* tile, the registration status (e.g. approval pending, enrolled) is displayed alongside the course name. A status of *Approval Pending* will change to *Enrolled* when the manager approves the request.

My Learning Assignments Sort By Date | Priority Filter

Keyword Select All All Assignment Types

Due Anytime

APPROVAL PENDING

Finance Essentials

CRSE 20004 rev.1 6/5/2021

Self-Assigned

ENROLLED

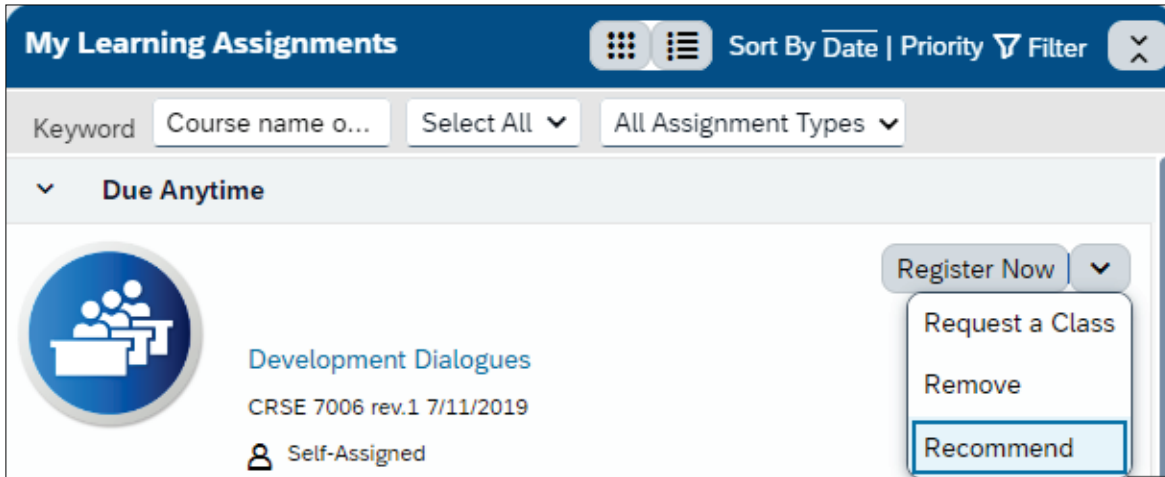
Emotional Intelligence More

CRSE 14002 rev.1 7/7/2020

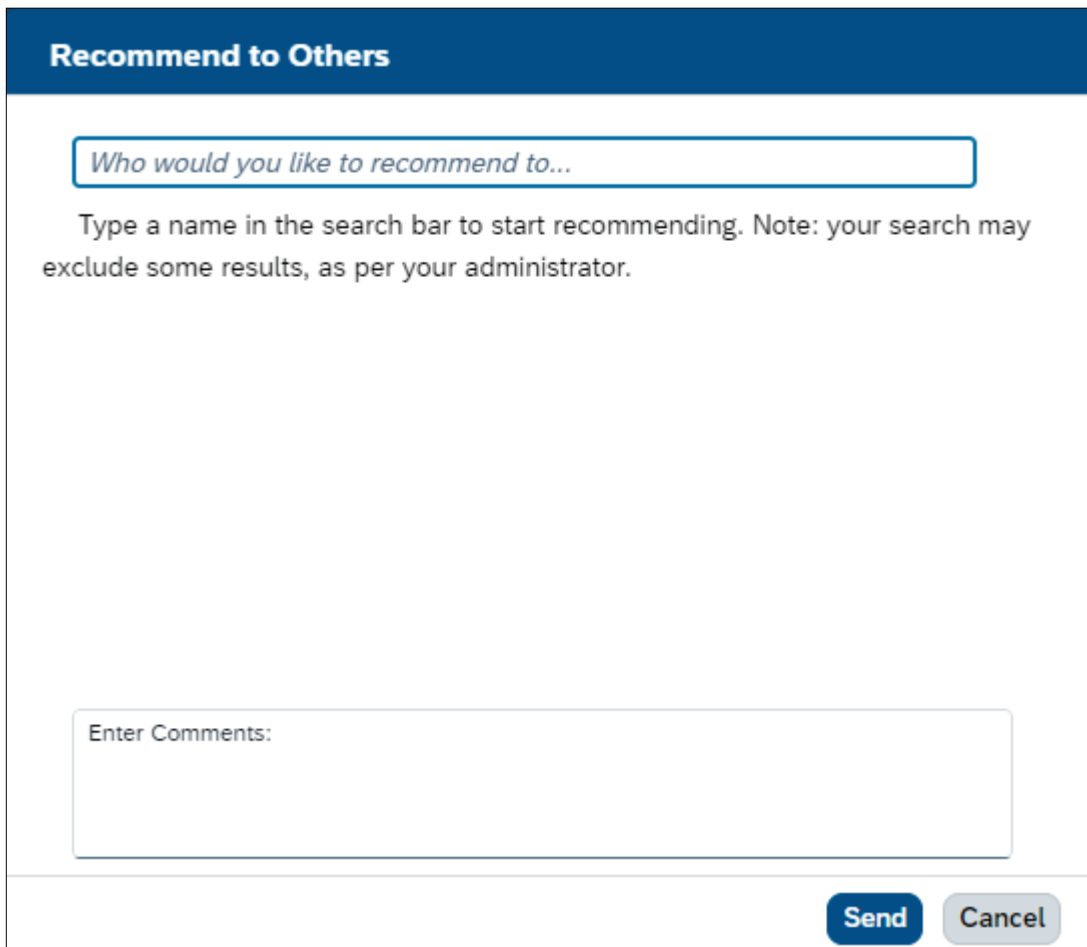
Begins 18/9/2023 at Cambria House Self-Assigned

Recommending a course assigned to you

1. [Log in to SuccessFactors and access the *My Learning* page.](#)
2. Find a course assigned to you in the *My Learning Assignments* tile.
 - Click the dropdown arrow and select *Recommend*.



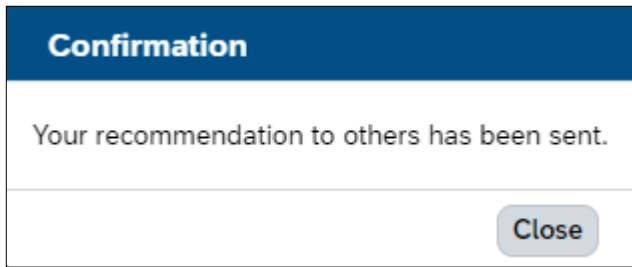
3. The *Recommend to Others* dialogue box appears.




- In the first field, enter a name (or part thereof) to search for an employee.
- Select the appropriate employee from the search results below the first field.
- Repeat the previous two steps to add any additional employees.
- If applicable, enter a comment in the last field.
- Click **Send**.

Recommending a course assigned to you (continued)

- The *My Learning* page reappears, displaying a *Confirmation* dialogue box indicating that the recommendation has been sent. **Note:** You may receive a warning if the person already knows about the course or can't access it.



- Click  .

Recommending a course from the course library

1. [Search for a course in the course library.](#)



Development Dialogues
(CRSE 7006)

★★★★★ (4.25 out of 5 stars from 4 ...)

[See Classes](#)

[Assign to Me](#) [↓ More](#)

- Click [↓ More](#).

2. Additional course detail appears.

Development Dialogues [Assign to Me](#)

★★★★★ (4.3 out of 5 stars from 4 ratings) [Recommend](#)

[Preview Details](#) **Classes**

Development Dialogues aims to transform how UCT employees engage with each other around performance and development matters, increase engagement and motivation, drive ... [More](#)

Instructor-led Course

- Click [Recommend](#).

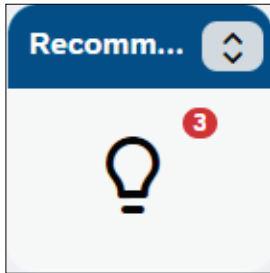
Recommending a course from the course library (continued)

3. The *Recommend to Others* dialogue box appears.

- In the first field, enter a name (or part thereof) to search for an employee.
 - Select the appropriate employee from the search results below the first field.
 - Repeat the previous two steps to add any additional employees.
 - If applicable, enter a comment in the last field.
 - Click **Recommend**.
4. The *Library* page reappears.
- A message briefly appears near the bottom of the screen, indicating that the recommendation has been sent.
- Your recommendation to others has been sent.
- Click **My Learning** to return to the *My Learning* page.

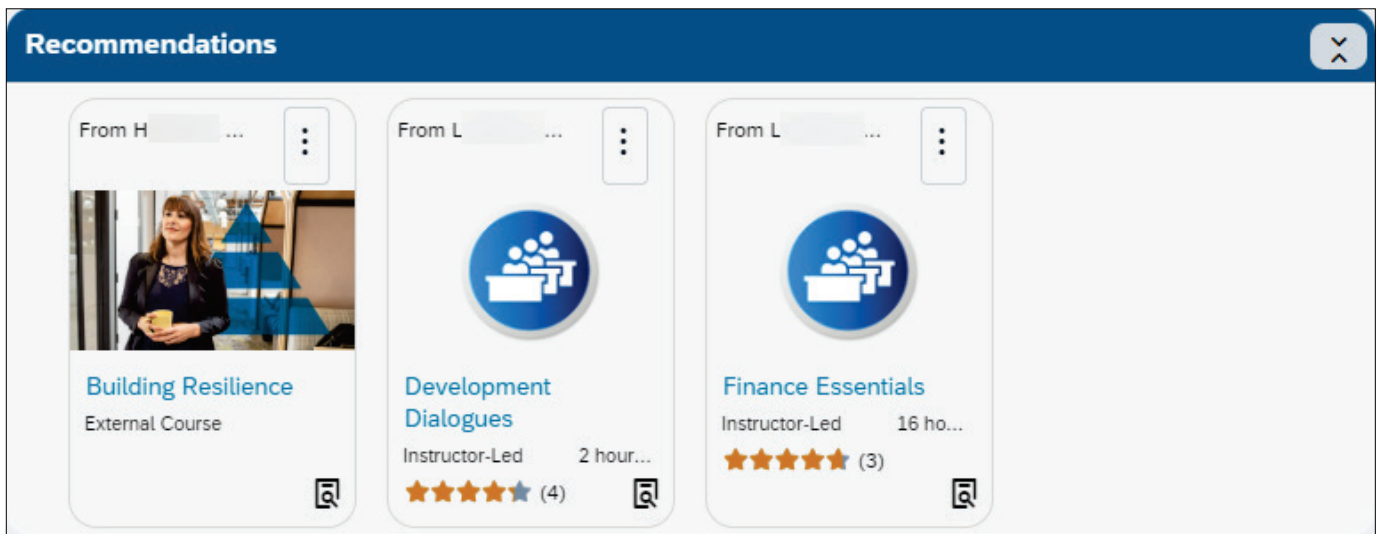
Viewing course recommendations

1. [Log in to SuccessFactors and access the *My Learning* page.](#)
2. New recommendations are indicated by a number in red on the *Recommendations* tile.

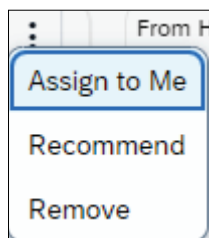


- Click the *Recommendations* tile.

3. The *Recommendations* tile expands to display the recommendation details.



- Click *More Information* to either display a message from the recommending employee or the course description. Click *View Summary* to return.
- Click the course title to view detailed course information. Click *My Learning* to return.
- Click *Show more actions* to assign to yourself, recommend to another employee or remove from your recommendations.



- Click *Shrink Recommendations Tile* in the top right.

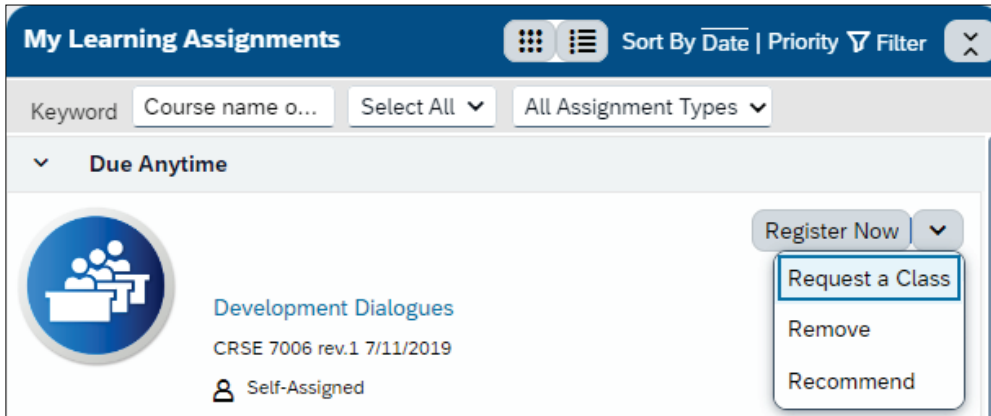
Requesting a class

Before you begin

This feature allows a learner to request a new class for a course, for example if they are unable to attend any of the existing scheduled classes. The course administrator determines whether this feature is available so some courses may not have this option.

Procedure

1. [Log in to SuccessFactors and access the My Learning page.](#)
2. Find a course assigned to you (either by yourself or your manager) in the *My Learning Assignments* tile. If the course is not yet assigned to you, see [Assigning courses to yourself.](#)



- Click the dropdown arrow and select *Request a Class*.
3. The *Request a Class* dialogue box appears, with the *Course Details* page in the background.

The 'Request a Class' dialog box contains the following fields and options:

- Need By Date:** A date input field with a calendar icon and a placeholder 'd/M/yyyy'.
- Preferred Region:** A dropdown menu with 'Select' as the current selection.
- Preferred Location:** A dropdown menu with 'Select' as the current selection.
- Comments:** A large text area for entering comments, with a character count of '2000 characters remaining' at the bottom right.
- Buttons:** 'Submit' and 'Cancel' buttons at the bottom right.

- Enter or select the date by which you need to complete the course in the *Need By Date* field.
- Select *(Western Cape)* as the *Preferred Region*.
- Select the *Preferred Location* from the dropdown list.
- Enter any *Comments*.
- Click **Submit**.

Requesting a class (continued)

- The *Class Request* dialogue box appears. A message briefly appears near the bottom of the screen, indicating that the request was submitted.

Class Request

You submitted your request on 23/11/2023

Need By Date:
31/10/2024

Preferred Region:
Western Cape

Preferred Location:
Cambria House

Remove
Cancel


- Click *Cancel* to return to the *Course Details* page or click Remove to cancel the class request.

- The *Course Details* page appears.

My Learning / Development Dialogues

Development Dialogues

View Class Request
Recommend
Remove



Course Information

Type: Instructor-Led
Duration: 2.00 hours

Average Rating

★★★★☆ (4.25 out of 5 stars from 4 ratings)

Course Details

Description

Development Dialogues aims to transform how UCT employees engage with each other around performance and development matters, increase engagement and motivation, drive performance and enable sustainable, significant and meaningful contributions. It provides mechanisms for investing in the development of talent, giving staff both the capacity and the opportunities to advance their careers at the university.

OUTCOMES

- Assess Performance
- Identify critical positions
- Identify scarce skills
- Discuss possible career paths
- Succession planning
- Feeds into development and legislative reporting

WHO SHOULD ATTEND?

All PASS staff and Academic staff who manage PASS staff

Upcoming Classes

Monday 18/3/2024
09:00 AM

Cambria House

–

Monday 18/3/2024
11:00 AM

Africa/Johannesburg

24 seats available

[View Class Request](#)

Questions?

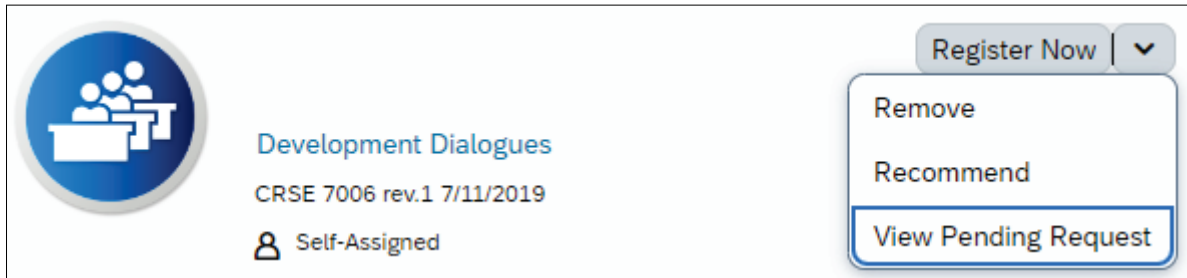
✉ hr-stafflearningcentre@uct.ac.za

▼ Course Information

- Click *View Class Request* to view and/or remove the class request.
- Click *My Learning*.

Requesting a class (continued)

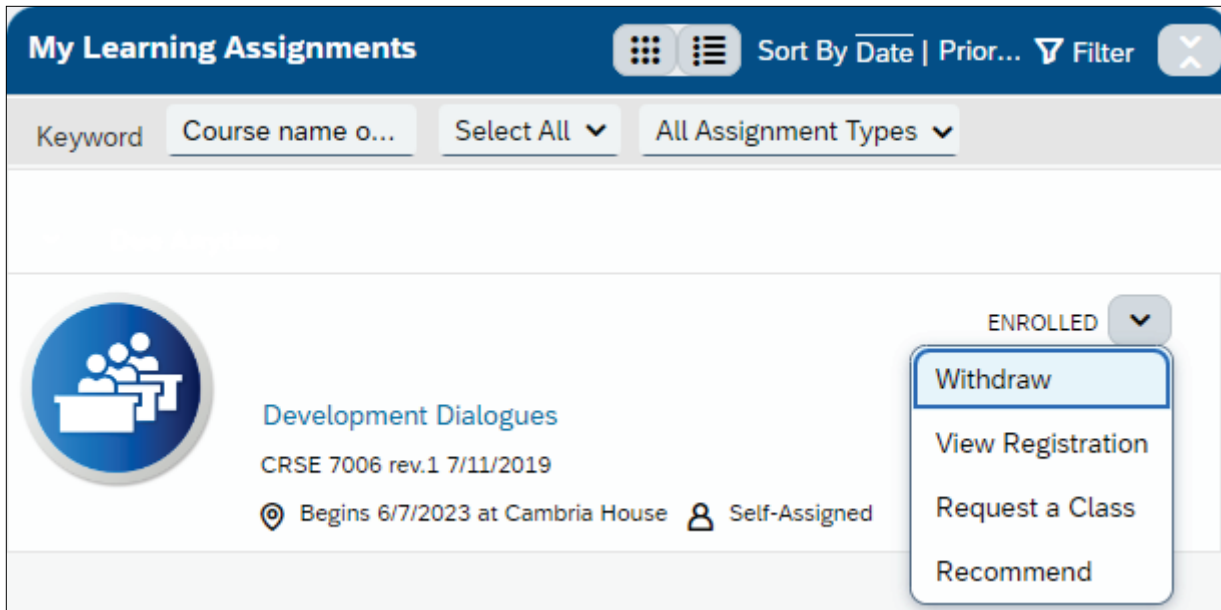
- 6. The *My Learning* page reappears.
 - To view or remove your class request in future, in *My Learning Assignments* use the dropdown arrow alongside the course and select *View Pending Request*.



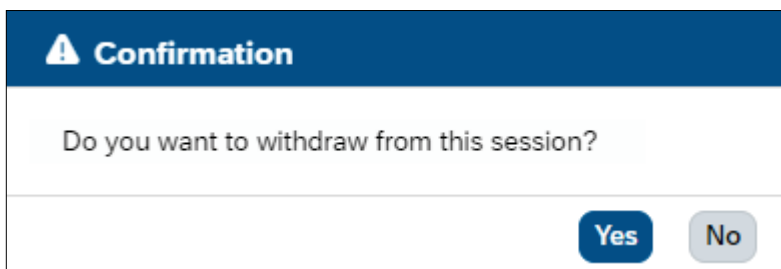
The screenshot shows a course card for "Development Dialogues" (CRSE 7006 rev.1 7/11/2019) which is self-assigned. A "Register Now" button with a dropdown arrow is visible. The dropdown menu is open, showing three options: "Remove", "Recommend", and "View Pending Request". The "View Pending Request" option is highlighted with a blue border.

Withdrawing from a class

1. [Log in to SuccessFactors and access the My Learning page.](#)
2. Find the course you're enrolled on in the *My Learning Assignments* tile.
 - Click the dropdown arrow alongside the enrolled status and choose *Withdraw*.

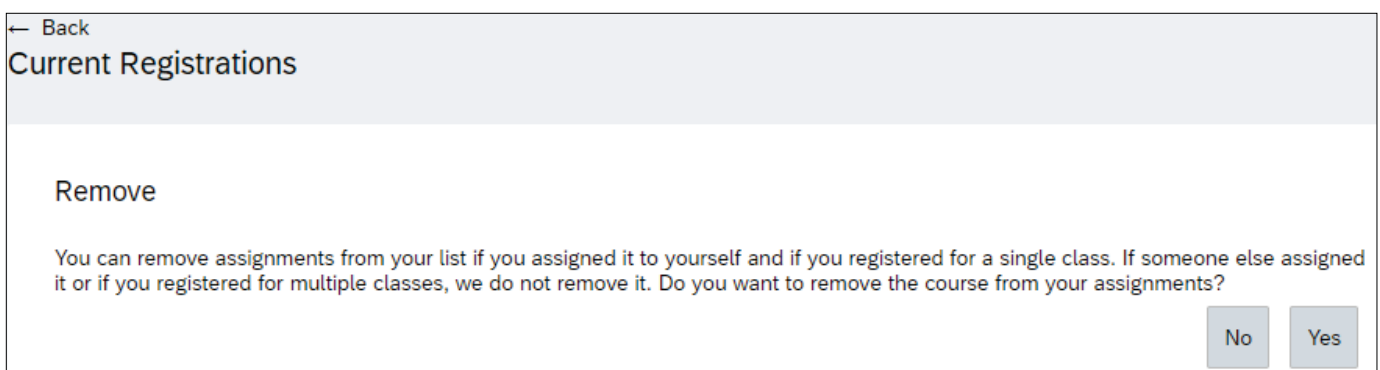




3. The *Confirmation* dialogue box appears.



- Click .

4. The *Current Registrations* page appears.



- Either click  to withdraw from the class and remove the course from your *Learning Assignments* or click  to withdraw from the class and keep the course in your *Learning Assignments*.

Withdrawing from a class (continued)

5. The *Withdrawal Reason* page appears.

Withdrawal Reason

Please select a withdrawal reason ID

* **Withdrawal Reason ID :**

- Click the dropdown arrow to select the appropriate withdrawal reason e.g. Unavailable, Illness.

- Click .

6. If the class requires approval to withdraw, the *Warning* page appears.

If there is no additional approval when withdrawing from the class, go to step 8.

Warning ?

Warning Details:

- The Class 53005 requires approval for you to withdraw.You will remain registered until your request is approved.

Do you wish to proceed?

- Click to proceed with the withdrawal.

Withdrawing from a class (continued)

7. If withdrawal requires management approval, the *Approval Submission* page appears. If withdrawal approval is not required, the *My Learning* page reappears. Go to step 8.

← Back

Approval Submission

Submit for Approval

The item/request selected requires approval using the steps listed below.

Any step that does not have a user listed must have a name filled in before the request can be submitted.

Approval Step	Approvers
Manager Approval	Manager Level 1 (Show All)

- Click [\(Show All\)](#) to display the name of the manager receiving the approval request.
 - Click .
8. The *My Learning* page reappears.
- If withdrawal approval is not required and the course should remain in your *Learning Assignments* (e.g. assigned by your manager), the course status changes from *Enrolled* to *Register Now*.
 - If withdrawal approval is not required and you didn't choose to keep the course in your *Learning Assignments*, the course is removed from the *My Learning Assignments* tile.
 - If the class requires withdrawal approval, the course status will show as *PENDING WITHDRAW APPROVAL*. After the withdrawal is approved by the manager, the course will either remain an assigned course if assigned by yourself or your manager or it will be removed from the *My Learning Assignments* tile.



PENDING WITHDRAW A...

[Development Dialogues](#)

CRSE 7006 rev.1 7/11/2019

📍 Begins 6/7/2023 at Cambria House

👤 Self-Assigned

Recording external learning

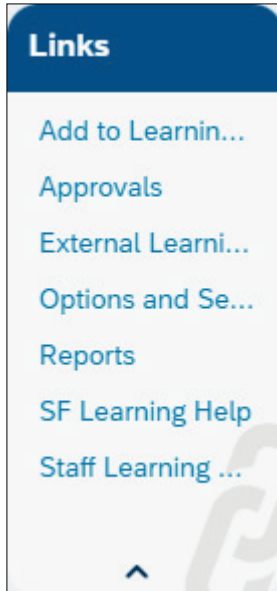
Before you begin

Attendance at external training/learning events outside of UCT can be added to SuccessFactors Learning and will appear in the *Learning History* tile.

Procedure

1. [Log in to SuccessFactors and access the *My Learning* page](#)


- In the *Links* tile, click *Add to Learning History*.



2. The *Add to Learning History* page appears.

Add to Learning History

Select the type of item you would like to add to history:



External Event
Add to learning history for items that are not entered into the system.

Cancel

- Click *External Event* to create a record of the external event that was attended.

Recording external learning (continued)

3. The *Add to Learning History* page reappears, providing space to enter the event details.

Add to Learning History

Enter Event Details

Required *

External Event

Description *

Completion Date:(d/M/yyyy) *

Completion Time:(hh:mm AM/PM) *

Time Zone: *

Instructor ID:

Name of Training Provider / Learning Institution:

Total Hours:

Contact Hours:

Credit Hours:

CPD:

Employee Assign Defaults

Name	Grade	Comments
<input type="text"/>	<input type="text"/>	<input type="text"/>

Back
Continue
Cancel

- Enter the event *Description*, *Completion Date*, *Completion Time* and any other useful fields such as *Total Hours*, *Name of Training Provider / Learning Institution*.
- The *Employee* section displays your name. Enter a *Grade* and/or *Comments* if applicable.
- Click Continue.

Recording external learning (continued)

- The *Add to Learning History* page reappears, to confirm learning details.

Add to Learning History

Confirm Learning Details

Item: Rev

Description: Customer Service Skills

Completion Date: 26/5/2023 Total Hours: 8.00

Completion Time: 04:30 PM Africa/Johannesburg Contact Hours:

Instructor: CS Skills Credit Hours:

CPD:

Employee

Name	Grade	Comments	Costs	Amount

Back
Add to Learning History
Cancel

- Click **Add to Learning History**.

- The *Add to Learning History* page reappears, indicating the learning was recorded successfully.

Add to Learning History

Recording Status

Learning Recorded Successfully

Item: Customer Service Skills Rev:

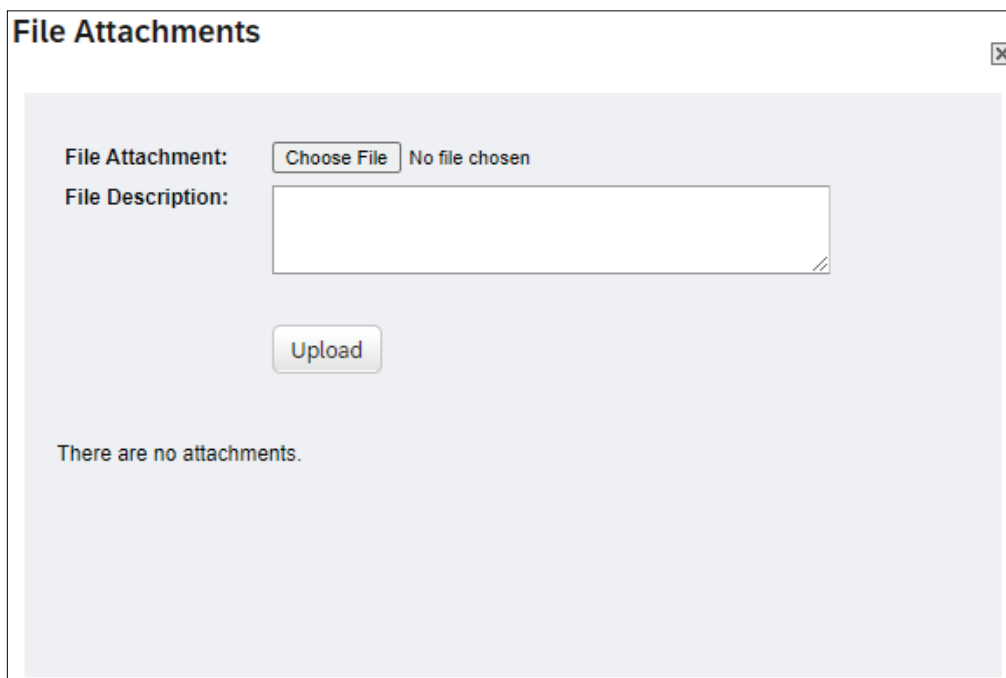
- [File Attachments \(0\)](#)

Close

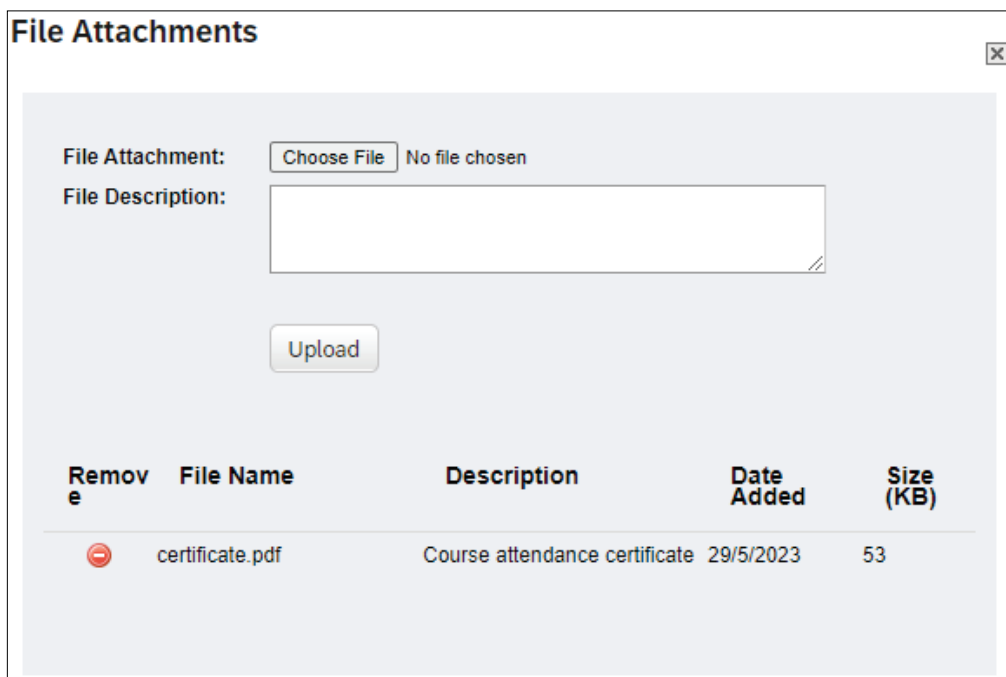
- If there are related documents to attach, click [File Attachments \(0\)](#).
If there are no documents to attach, skip to step 6.

Recording external learning (continued)

- The *File Attachments* dialogue box appears.



- Click or (button name may vary depending on the web browser you're using) to select the file on your computer. **Note:** There is a file upload size limit of 800kb.
- Enter a *File Description*.
- Click .
- The *File Attachments* dialogue box refreshes and displays the attachment details.



- Click to close the *File Attachments* dialogue box.
6. The *Add to Learning History* dialogue box reappears, displaying the number of file attachments.
- Click to return to the *My Learning* page. The recorded external learning appears in the *History* tile.