

SuccessFactors Learning guide for employees

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Contents: SuccessFactors Learning guide for employees

Logging in to SuccessFactors via a browser	3
Changing SuccessFactors settings	6
Viewing your public profile	8
Viewing and updating your employee profile	9
Viewing the org chart	12
Installing the SuccessFactors mobile application	13
Searching the course library	15
Viewing detailed course information	18
Assigning courses to yourself	21
Removing a self-assigned course	23
Registering on a course assigned to you	24
Registering on a course from the course library	28
Recommending a course from the course library	32
Viewing course recommendations	34
Requesting a class	35
Withdrawing from a class	37
Viewing learning history	40
Recording external learning	41

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 <u>IT</u> <u>Service Desk</u>.

Procedure

- 1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
- 2. Log in to SuccessFactors via <u>www.successfactors.uct.ac.za</u>.
- If not already logged in to single sign-on, the Sign in to your account page appears. If already logged in to single sign-on, SuccessFactors will open (see <u>step 4</u>).

Existing users (new users will see a different page and should follow the instructions on page 4 below)



Select the appropriate account.

← 01 @wf.uct.ac.za	
Enter password	
Password	
Forgot my password	
	Sign in

- Enter your Password and click Sign in.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see <u>step 4</u>).

Logging in to SuccessFactors via a browser (continued)

New users

Sign in	
someone@example.com	
Can't access your account?	
	Next

- In the field below Sign in, enter your UCT staff number followed by @wf.uct.ac.za. E.g.
 01234567@wf.uct.ac.za. Note: UCT staff number only, third party "T" accounts will not work.
- Click Next.

← 01 @wf.uct.ac.za	
Enter password	
Password	
Forgot my password	
	Sign in

- Enter your Password and click Sign in.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS.
- 4. The Home page appears.



- Click the *View My Learning* tile to work with courses (e.g. search the course library, register for classes).
- Other options on the Home page include: <u>Changing SuccessFactors settings</u>, <u>Viewing and updating your</u> employee profile, <u>Viewing the org chart</u> and <u>Installing the SuccessFactors mobile application</u>.

Logging in to SuccessFactors via a browser (continued)

5. The *Learning* page appears.

NIVERSITY OF CAPE TOWN Learning ~	Search for actions or people	Q Ø ₽ 8
arning		() (:= ▼
rch for Learning	Q Browse all courses	
	CAL CON	60
Explore, Learn and Unleash You	r 7721	
Full Potential		
Achieve your goals and master new skills. Anytime, anywh	ere.	
Required Learning		
Introduction to UCT for new staff	Unconscious Bias Training	
Due on 31/8/2025	Due on 31/12/2025	
Instructor-Led with Online Content • 7h 0m	Instructor-Led • 4h 0m	
Approval Required		
Important Learning		
Introduction to the Faculties and		
Academic Departments at UCT		
Online • 1h 0m		
Start Course		
Start Course		

- The *Required Learning* and *Important Learning* sections show any courses assigned to you by the System Administrator or your line manager.
- The Invest in Myself section appears further down the page, when you've assigned courses to yourself.

Page	Tasks
Learning	Searching the course library
(available to all employees)	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 from the course library
	Viewing course recommendations
	Requesting a class
	Withdrawing from a class
	Recording external learning
Team View	See: <u>SuccessFactors Learning guide for managers</u> for instructions on:
(only available to managers)	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.

Settings	
Start Page	Start Page
Sub Tab Configuration	
Notifications	You can choose which page you see when you first log in:
Change Language	Start Page Home ~
Compensation Number Format	Save
Accessibility Settings	
Mobile	
Privacy Statements	

If you want to	Then					
set your default page when logging	- In the <i>Start Pa</i> e.g. Home, Lea	<i>ige</i> field, select the appropriate entry fro arning.	m the dropdown list			
in	Start Pag	Start Page				
	You can choo	ose which page you see when you first log i	n:			
	Start Page	Home 🗸				
		Home				
	Save	Learning				
		Careers				
		Company Info				
		My Profile				
	- Click Save					

set accessibility	- Click Accessibility Settings
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 your public profile

1. Log in to SuccessFactors and access the Home page.



In the top right of the screen, click Account Navigation and choose Public Profile.

2. Your public profile appears from the right.



- Click Full Profile to view or update your employee profile.
- Click Open Org Chart to view the org chart.
- Click *Edit Background Picture* to choose a different background image.

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. On the *My Profile* page, click *Header* 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.		
	Save	Cancel

- Enter introductory information about yourself in the space provided (maximum 500 characters).
- Click
- 3. The *My Profile* page reappears, the introductory paragraph appears in the centre of the top section of your profile.

Viewing and updating your employee profile (continued)

Adding or updating career information

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

General Information Y Career Y				
Career				
Education & Memberships	Formal Education 🧷 🕂	Professional Memberships 🧷 🕂		
	No data	No data		
Work Experience	Internal Work Experience 🧷 🕂	Previous Employment 🧷 +		
	No data	No data		
Language Skills	Languages 🧷 🕂			
	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 *P* 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
- 2. 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.

	Company Info 👻	Search for actions or people		Q	Ø	Q	8
Org Chart Directory							
Search: Search for people Q	L		-	100%	+	⊥	\$
		M Vice-Chancellor (20000000) E 16 / 7941					
		B Deputy Vice-Chancellor: 2 (20031614) 19 / 5444					
		S Dean: (20000011) 20 / 425					
		I HOD: (20000294) 68 / 80					
		L Departmental Manager (20027650) 12 / 12					
		L Programme Officer (20050606)					

- Click ᅶ 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.

Settings	
New Experiences	Mobile
Start Page	
Sub Tab Configuration	Be more engaged, productive and smarter about the way you work within your company. Download
Notifications	the SuccessFactors Mobile app and extend your HR experience.
Change Language	Send Setup Instructions Activate via Email Code Activate via Camera Manage Devices App Store
Compensation Number Format	
Accessibility Settings	
Mobile	SAP SuccessFactors Mobile App Setup Instructions Setup instructions will be sent to the email address shown here. You may change it to a different email address before you click Send Email.
Privacy Statements	Email Address
	@uct.ac.za Send Email

- 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.



- 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 the course library

1. Log in to SuccessFactors and access the Learning page.



- There are two ways to find courses in the course library:

Search Type	Instructions				
Search using a search term / keyword	 Enter the search term in the <i>Search for Learning</i> field. Click Q <i>Search</i>. 				
Browse all courses	- Click Browse all courses.				

Searching the course library (continued)

2. The *Find Learning* page appears, displaying the search results. The example below shows a search using the search term / keyword "communication".

Learning Home Page / Find Learning						
Find Learning						
communication	X Q					
⊽ Filters	Reset Hide	64 results	Sort By	Relevance		~
 Learning Type 			Crisis Communication		D	
External-Course	30		8 External-Course		_	
Instructor-Led	30		In this course, business communication expert Laura Bergells walk	s you through the		
Instructor-Led with Online Content	4		suppliers, media, and the public at large. She'll cover identifying au	diences, assembling a		
 Delivery Method 			crisis has passed	ur response once the		
eLearning	30					
In-Person Facilitation	22		Communication Foundations (2018)			
Virtual Facilitation	10		 External-Course 		M	
Virtual & In-Person Facilitation	1	- Cora	Your communication skills affect your career prospects, the value y	ou bring to your		
eLearning & Virtual Facilitation	1		company, and the likelihood of your promotion. This course helps yo better in a variety of professional situations, including meetings, ema	ou communicate ail messages, pitches,		
✓ Skills			and presentations. Instructors Tatiana Kolovou and Brenda Bailey-H four building blocks of communication —people, message, context	ughes introduce the , and listening—and		
Communication	11		show how they apply in different circumstances			
Written communication	7					

Filters

Use the *Filters* on the left to see specific groupings of courses e.g. Instructor-Led, LinkedIn Learning.
 The filters can be expanded or collapsed using the arrows on the left. Use *Upcoming Classes* to find courses that have scheduled classes.

	Reset	Hide	30 results	Sort By Relevance		~
 Learning Type 			Instructor-Led >	Clear All		
External-Course		30		Communication Fundamentals		
✓ Instructor-Led		30		絕 Instructor-Led	M	
Instructor-Led with Online Content		4		5.0 * * * * * (4)		
> Delivery Method				Communication Fundamentals introduces you to the key tools and know-how that you		
> Skills				need to effectively communicate in order to build stronger relationships and have better outcomes. In this course you'll learn how to use the communication process, the various		
> Categories				channels of communication and how to recognize which channel is appropriate for which style of personality		
> Duration				Ö 11 hours 30 minutes		
	Reset	Hide	30 results	Sort By Relevance		~
			(11) I I I I I I I I I I I I I I I I I I			
> Learning Type			LinkedIn Learnin	lg × Clear All		
> Delivery Method				Crisis Communication	Д	
> Skills				n External-Course		
> Categories				In this course, business communication expert Laura Bergells walks you through the		
> Hours Type				suppliers, media, and the public at large. She'll cover identifying audiences, assembling a		
 Source 				crisis response team, cratting an initial statement, and evaluating your response once the crisis has passed		
Internal		30				
✓ LinkedIn Learning		30		Communication Foundations (2019)		
External		4		External-Course	М	

For more information on LinkedIn Learning, see LinkedIn Learning at UCT on the ICTS website.

Hide the Filter by clicking Hide or show the Filter section by clicking abla Filter.

Searching the course library (continued)

Sort By

Use Sort By on the right to change the order of the search results.



Bookmarks and recommendations

- **Bookmarks**: Click Bookmark on a course you're interested in to access it later in the Latest Bookmarks section on your Learning page.



- Recommendations to other staff members:
 - Click •••• Actions and choose Recommend.

Recommend to Others
Search for users to recommend:*
Search users to send recommendation to
Type a name in the search bar to start recommending.
Enter Comments:
Cancel Recommend

- In the first field, enter a name (or part of name) and select the appropriate person from the search results. Repeat this step to add any additional staff members.
- Leave the *Comment* field blank as comments are not currently visible to others.
- Click
 Recommend
- A message briefly appears near the bottom of the page, confirming the recommendation was sent. Recommendations will appear on the staff member's *Learning* page in the *Suggested for Me* section.

Course Details

• See: <u>Viewing detailed course information</u> (next page) for the length of the course, contact information, prerequisites, delivery method and any upcoming classes.

Viewing detailed course information

1. Search for a course in the course library.

assertiveness	×	Q			
𝔅 Filters	Reset Hide	3 results	Sort By Relevance		
Learning Type Instructor-Led Instructor-Led with Online Content Delivery Method In-Person Facilitation Virtual Facilitation	2 1 2 1	3	Practical Self-Confidence and Assertiveness Skills [®] Instructor-Led This practical course will highlight your current level of assertiveness and guide you through a number of practical exercises and case studies that will help you to boost your self-confidence and prepare you to implement your newfound assertiveness skills back in the workplace [®] 8 hours	Ω	
 Skills Building interpersonal relationships Individual leadership Categories Interpersonal Skills Management and Leadership Self Leadership 	5 1 1 1 1 1		Assertiveness@Work ♣ Instructor-Led 4.8 ★★★★★ (4) OUTCOMES Become more self-confident Express your opinions and views in a firm yet respectful manner How to stand up for your rights without violating the rights of others 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 Apply the principles of assertiveness in different difficult situations Effectively deal with conflict and confrontation WHO SHOULD ATTEND?		

Click the course title e.g. Assertiveness@Work.

2. A new browser window/tab opens, showing detailed course information such as the course description, length and contact details.

Learning / Assertiveness@	@Work				
ssertivene	ss@Work	Request	a Class Recommend	Assign to Me	Bookma
	Course Information	Average Rating			
	Type: Instructor-Led Duration: 14.75 hours Prerequisites: Incomplete View	★★★★★ (4.75 out of 5 sta	ırs from 4 ratings)		
ourse Details Prerequ	uisites				
Description			Related Topic	5	
This course aims to prov	ride you with the ability to manag	e high-stress or high-emotion	Communication	Interpersonal Ski	lls
You will learn about the di to create an impact or personal	fficulties you may face when commu suade others to see your point of vie	an to assert yourself effectively. unicating with others, when trying aw.	Self Leadership		
OUTCOMES			Questions?		
 Become more self-o Express your opinio How to stand up for Explore the benefits assertive way Identify various obs Apply the principles Effect hole deal with 	confident ns and views in a firm yet respectful your rights without violating the right a that you, your team and UCT will e tacles that make it difficult for you to of assertiveness in different difficult peoplicit and peoplementation	manner nts of others xperience if you act in a more o assert yourself t situations	🖾 hr-stafflear	ningcentre@uct.ac.	za
		more			
Upcoming Classes	5				
Monday 14/7/202 09:00 AM	25 – Wednesday 16/7/20 04:00 PM	025 Africa/Johannesburg			
ᡌ Cambria House		16 seats available			

-

Viewing detailed course information (continued)

lf you want to	Then
View course	- Click Prerequisites.
prerequisites	Course Details Prerequisites
self	Complete all the courses below to meet the prerequisite needs for this course.
	Developing Your Emotional Intelligence (2017)
	External-Course
	- 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 plan.
	Success
	This course is now on your learning plan.
	Ok
	- Click OK
	- The <i>Prerequisites</i> section reappears, indicating that the course is on your learning plan.
	Course Details Prerequisites
	Complete all the courses below to meet the prerequisite needs for this course.
	Developing Your Emotional Intelligence (2017) On your learning plan External-Course plan

Viewing detailed course information (continued)

If you want to	Then	
View detailed class	- If the course has scheduled classes, click the appropr <i>Classes</i> section.	iate class in the Upcoming
To book an available class, see: <u>Registering</u>	Upcoming Classes Monday 14/7/2025 – Wednesday 16/7/2025 09:00 AM 04:00 PM Africa/Jo Cambria House	ohannesburg 16 seats available
from the	- The <i>Class Details</i> page appears.	
<u>course library</u>	My Learning / Assertiveness@Work / Available Classes / Class Details	
	Assertiveness@Work	Register
	Monday 14/7/2025 –	Registration closes 14/7/2025 at 09:00 AM Prerequisites: Incomplete View Approval Required
	Agenda Additional Information	
	All times are shown in this class's time zone (Africa/Johannesburg)	Instructors
	Day 1 : Monday 14/7/2025	Primary: Ms Instructor
	09:00 AM - 09:45 AM SETA Orientation	
	Day 2 : Tuesday 15/7/2025	
	09:00 AM - 04:00 PM Session 1/2 Cambria House - Cambria Training Room	
	Day 3 : Wednesday 16/7/2025	
	09:00 AM - 04:00 PM Session 2/2 Cambria House - Cambria Training Room	

Close the browser window/tab to return to the *Find Learning* page.

-

Assigning courses to yourself

1. <u>Search for a course in the course library</u>.

assertiveness		X Q				
	Reset Hid	e 3 res	ults	Sort By Relevance		~
Learning Type Instructor-Led Instructor-Led with Online Content Delivery Method In-Person Facilitation Virtual Facilitation	2 1 2 1			Practical Self-Confidence and Assertiveness Skills End Instructor-Led This practical course will highlight your current level of assertiveness and guide you through a number of practical exercises and case studies that will help you to boost your self-confidence and prepare you to implement your newfound assertiveness skills back in the workplace [®] 8 hours	۵	•••
Skills Building interpersonal relationships Individual leadership Categories Interpersonal Skills Management and Leadership Self Leadership	s 1 1 1 1 1			Assertiveness@Work ℰ Instructor-Led 4.8 ★★★★★ (4) OUTCOMES Become more self-confident Express your opinions and views in a firm yet respectful manner How to stand up for your rights without violating the rights of others 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 Apply the principles of assertiveness in different difficult situations Effectively deal with conflict and confrontation WHO SHOULD ATTEND? © 14 hours 45 minutes	n f	

- Click the course title e.g. Assertiveness@Work.
- 2. A new browser window/tab opens, showing detailed course information.

Assertiven	ess@Work	Request a Cl	ass Recommend	Assign to Me	Bookmar	
	Course Information	Average Rating				
4	Type: Instructor-Led Duration: 14.75 hours Prerequisites: Incomplete View	★★★★★ (4.75 out of 5 stars fro	m 4 ratings)			
Course Details Prem	equisites					
Description			Related Topics	i		
This course aims to p	rovide you with the ability to manag	e high-stress or high-emotion	Communication	Interpersonal Ski	lls	
You will learn about the to create an impact or p	ping the knowledge and skills need difficulties you may face when comm persuade others to see your point of vi	ed to assert yourself effectively. unicating with others, when trying ew.	Self Leadership			
OUTCOMES			Questions?			
 Become more se Express your opi How to stand up Explore the bene assertive way Identify various of Apply the princip 	If-confident nions and views in a firm yet respectfu for your rights without violating the rig fits that you, your team and UCT will o bstacles that make it difficult for you t less of assertiveness in different difficu	Il manner (hts of others experience if you act in a more to assert yourself It situations	☑ hr-stafflearr	ningcentre@uct.ac.	za	
		more				
Upcoming Class	es					
Monday 14/7/2	025 – Wednesday 16/7/2 04:00 PM	025 Africa/Johannesburg				
09:00 AM						

Assigning courses to yourself (continued)

3. The Success dialogue box appears, confirming the course is on your learning plan.

O Success	
This course is now on your learning plan.	
	Ok

- Click Ok
- 4. The course information page reappears.
 - The assigned course will appear on your *Learning* page in the *Invest in Myself* section.

Invest in Myself	
Effective Listening	Assertiveness@Work
External-Course	Instructor-Led • 14h 45m
	Prerequisites Not Met
Start Course	View Prerequisites

- Close the browser window/tab to return to the *Find Learning* page.

Removing a self-assigned course

- 1. Log in to SuccessFactors and access the Learning page.
- 2. Find a self-assigned course in the Invest in Myself section.



Click the course title e.g. Effective Listening.

3. The course information page appears.

My Learning / Effective Liste	ening				
Effective Li	stening	Start Cou	rse Recommend	Remove	Bookmark
	Course Information	Average Rating			
	Type: External-Course Duration: 1 hour 4 minutes	★★★★★★ (5.00 out of 5 stars from 1 r	ratings)		
Course Details Online	e Content				
Description			F	n	
Listening is a critical com Fortune 500 company, S	petency, whether you are interview urprisingly, relatively few working p	ring for your first job or leading a rofessionals have ever had any			
formal training in how to	listen effectively. In this course, cor	mmunications experts Tatiana	IFAR	2NIN	G
understand the challenge	es to effective listening (such as dis	tractions!), and develop behaviors	with Lynda	.com°conte	ENT
that will allow you to bec	come a petter listener—and a dette	r colleague, mentor, and mend.	Related Topics		
> Sessions			Communication In	nterpersonal S	ikills

Click Remove.

4. The Warning dialogue box appears.



- A message briefly appears near the bottom of the page, confirming the course was removed from your learning assignments.
- Click *My Learning* (top left) to return to the *Learning* page.

_

Registering on a course assigned to you

Before you begin

Courses <u>assigned by yourself</u> or your manager appear on the *Learning* page in the *Required Learning*, *Important Learning* or *Invest in Myself* sections. 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 Learning page.
- 2. Find a course assigned to you in the Required Learning, Important Learning or Invest in Myself sections

Assertiveness@Work	Memory Skills
Instructor-Led • 14h 45m	Instructor-Led • 8h 0m
Prerequisites Not Met	

Click Register

3. The Available Classes page appears.

/ Learning / Memory Skills / Av	ailable Classes		
lemory Skil	ls		
004			
vailable Classes (2)			
Monday 7/7/2025 - 08:30 AM	- Tuesday 8/7/2025 04:30 PM A	frica/Johannesburg	
🏚 Cambria House			19 seats available
Wednesday 20/8/2025	– Thursday 21/8	/2025	
08:30 AM	04:30 PM	Africa/Johannesburg	
🐻 Virtual Class			
			20 seats available
			Request a (

- The available classes are listed including start and end dates, location or virtual class indicator and number of available seats.
- Click a class to complete the registration.

Registering on a course assigned to you (continued)

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

My Learning / Memory Skills / Available Classes /	Class Details	
Memory Skills		Register
77009		
Monday 7/7/2025 – 08:30 AM	🏦 Cambria House	Registration closes 1/7/2025 at 05:00 PM Approval Required
Tuesday 8/7/2025 04:30 PM		
Agenda Additional Information		
All times are shown in this class's time zone (Africa/Johannesburg)	Instructors
Day 1 : Monday 7/7/2025		Primary: Ms Instructor
08:30 AM - 04:30 PM 🔒 Cambria Ho	use - Cambria Training Room	
Day 2 : Tuesday 8/7/2025		
08:30 AM - 04:30 PM 🔒 Cambria Ho	use - Cambria Training Room	

- Click

Register

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

Registration						
Approval Details Approval Step: Step 1 of 1 - Manager Approval	Approvers: L		Me	mory Skills ss ID: 77009		
Special Requests Dietary Requirements Select × Food Allergies			億	Monday 7/7/2025 08:30 AM Tuesday 8/7/2025 04:30 PM Cambria House		
Disability Accommodations Requirements						
Add Comments Comments:						
		2000 characters remaining	5			
					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)

- If the registration requires manager approval, the *Comments* field is available for completion.
- Click
- 6. The Almost Done! Review Your Information page appears.

Almost Done! Review Your Information	
Approval Details Approval Step: Approvers: Step 1 of 1 - Manager Approval L	Memory Skills Class ID: 77009
Special Requests Dietary Requirements Vegetarian Food Allergies Tomatoes Disability Accommodations Requirements	Monday 7/7/2025 08:30 AM Tuesday 8/7/2025 04:30 PM
N/A Add Comments Comments:	
	Complete Edit

- Review your registration information, click Edit to make changes.
- Click Complete
- 7. The *Registered* dialogue box appears, indicating that you have been registered on the class. If manager approval is required, the registration will be pending.



Registering on a course assigned to you (continued)

8. 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 / Memory Skills / Available	e Classes / Class Details			
Memory Skills				Withdraw
77009				
Monday 7/7/2025 – 08:30 AM	🛔 Cambria House	19 seats available View Approval Details	Last day to w	vithdraw from this class is 1/7/2025 at 05:00 PM
Tuesday 8/7/2025 04:30 PM				
Agenda Additional Information	n			
All times are shown in this class's t	ime zone (Africa/Johannes	burg)	Instr	ructors
Day 1 : Monday 7/7/2025			8	Primary: Ms Instructor
08:30 AM - 04:30 PM 🏦	Cambria House - Cambria 1	Training Room		
Day 2 : Tuesday 8/7/2025				
08:30 AM - 04:30 PM	Cambria House - Cambria T	Fraining Room		

- Click My Learning.
- 9. The *Learning* page reappears. The registration status is displayed below the course name. A status of *Class Approval Pending* will change to *Registration Approved* when the manager approves the request.



Registering on a course from the course library

Search for a course in the course library. 1. Learning Home Page / Find Learning Find Learning хQ memory **∀** Filters Reset Hide 3 results Sort By Relevance Learning Type Improving Your Memory Instructor-Led with Online Content 8 External-Course 1 External-Course 1 Memory is not a finite resource, and with techniques like repetition, association, and visualization, you can improve your **memory** before it starts to fade. This fascinating course shows viewers of all ages how to improve their recall. It explains Instructor-Led 1 how and when to employ tricks such as mnemonic devices, rhymes, stories, and Categories alliteration. And it explains the best methods for different situations, like remembering names, important dates, passwords, to-do lists, quotes, and more.... Planning, Organising and Implementing 1 Self Leadership 1 Memory Skills Duration 8 Instructor-Led 2 - 5 hours This course explains how memory works, along with techniques to make your 8+ hours memory work better. Improve your ability to remember names, numbers, procedures, and more ...

Click the course title e.g. Memory Skills.

Source

2. A new browser window/tab opens, showing detailed course information.

emory S	kills	Req	uest a Class	Recommend	Assign to Me	Book
	Course Information	Average Rating				
4	Type: Instructor-Led Duration: 16.00 hours	★★★★★ (0.00 out of 5 stars from 0 ratings)				
rse Details			Polate	d Topics		
Description			Related	u topics		
This course explains he	w memory works along with te	chniques to make your memory work better. Improve				
This course explains he our ability to remembe	w memory works, along with te er names, numbers, procedures	chniques to make your memory work better. Improve , and more.	Plannin	g, Organising ar	nd Implementing	
This course explains ho your ability to remembe Jpcoming Class	w memory works, along with te er names, numbers, procedures CS	chniques to make your memory work better. Improve , and more.	Plannin Self Lea	g, Organising ar adership	nd Implementing	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20	w memory works, along with te er names, numbers, procedures es	chniques to make your memory work better. Improve , and more.	Plannin Self Lea Questio	g, Organising ar adership ons?	nd Implementing	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg	Plannin Self Lea	g, Organising ar adership ons?	nd Implementing	
This course explains hc your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg	Plannin Self Lea Question	g, Organising ar adership ons? -stafflearningcer	nd Implementing	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg 19 seats available	Plannin Self Lea Question	g, Organising ar adership ons? -stafflearningcer	nd Implementing	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou Wednesday 20	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg 19 seats available	Plannin Self Lea Questi M hr	g, Organising ar adership ons? -stafflearningcei	ntre@uct.ac.za	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou Wednesday 20 08:30 AM	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se //8/2025 – Thursday 04:30 PM	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg 19 seats available / 21/8/2025 1 Africa/Johannesburg	Plannin Self Lea Questie	ig, Organising ar adership ons? -stafflearningcei	ntre@uct.ac.za	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou Wednesday 20 08:30 AM Wednesday 20 08:30 AM	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se 0/8/2025 – Thursday 04:30 PM	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg 19 seats available / 21/8/2025 1 Africa/Johannesburg	Plannin Self Lea Questio	g, Organising ar adership ons? -stafflearningcei	ntre@uct.ac.za	
This course explains he your ability to remembe Upcoming Class Monday 7/7/20 08:30 AM Cambria Hou Wednesday 20 08:30 AM Wednesday 20 08:30 AM Wednesday 20 08:30 AM	w memory works, along with te er names, numbers, procedures es 025 – Tuesday 8/7/2 04:30 PM se 04:30 PM 04:30 PM	chniques to make your memory work better. Improve , and more. 2025 Africa/Johannesburg 19 seats available 21/8/2025 Africa/Johannesburg 20 seats available	Plannin Self Lea Questie	g, Organising ar adership ons? -stafflearningcei	ntre@uct.ac.za	

16 hours
 16
 16
 10
 1

- Available classes are listed in the *Upcoming Classes* section including start and end dates, location or virtual class indicator and number of available seats.
- Click a class to complete the registration.

Ω ···

Ω...

Registering on a course from the course library (continued)

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

ails	
	Register
🔒 Cambria House	Registration closes 1/7/2025 at 05:00 PM Approval Required
nnesburg)	Instructors
	Primary: Ms Instructor
ria Training Room	
ria Training Room	
	ails Cambria House nnesburg) ria Training Room ria Training Room

- Click

Register

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

Registration		
Approval Details Approval Step: Step 1 of 1 - Manager Approval	Approvers: Class ID: 77	kills 7009
Special Requests Dietary Requirements Select Food Allergies	C Mon 08:30 Tues 04:30 ▲ Camb	1ay 7/7/2025 AM day 8/7/2025 PM ria House
Disability Accommodations Requirements		
Add Comments		
Comments:	2000 characters remaining	
		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 from the course library (continued)

- If the registration requires manager approval, the *Comments* field is available for completion.
- Click
- 5. The Almost Done Review Your Information page appears.

Almost Done! Re	view Your	Informatio	n				
Approval Details Approval Step: Step 1 of 1 - Manager Approval	Approvers: L			Me Cla	emory Skills ass ID: 77009		
Special Requests Dietary Requirements Vegetarian Food Allergies Tomatoes Disability Accommodations Requirements				6) #	Monday 7/7/2025 08:30 AM Tuesday 8/7/2025 04:30 PM Cambria House		
N/A Add Comments Comments:							
						Complete	Edit

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

😕 Registered	
	Registered
You're registered! , your seat is confirmed. A confirmation email will be sent to @uct.ac.za.	A , your request has been received and is pending approval. An email notification will also be sent to @uct.ac.za when your request is approved.
- Click Ok	Ok

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 approval, click *View Approval Details* to check the status.

My Learning / Memory Skills / Available Classes / Class Details		
Memory Skills		Withdraw
77009		
Monday 7/7/2025 – 🏦 Cambria House 08:30 AM	19 seats available View Approval Details	Last day to withdraw from this class is 1/7/2025 at 05:00 PM
Tuesday 8/7/2025 04:30 PM		
Agenda Additional Information		
All times are shown in this class's time zone (Africa/Johanne	sburg)	Instructors
Day 1 : Monday 7/7/2025		A Primary: Ms Instructor
08:30 AM - 04:30 PM 🏻 🏦 Cambria House - Cambria	Training Room	
Day 2 : Tuesday 8/7/2025		
08:30 AM - 04:30 PM 🏻 🏚 Cambria House - Cambria	Training Room	

- Close the browser window/tab to return to the *Find Learning* page. Click *Learning Home Page* to return to your *Learning* page.
- 8. The *Learning* page reappears. The course will appear on your *Learning* page, usually in the *Invest in Myself* section. If the course was previously assigned to you by your manager or the system administrator, it could appear in the *Required Learning* or *Important Learning* section.



Recommending a course from the course library

earning Home Page / Find Learning					
Find Learning					
memory	×	Q			
∀ Filters R	eset Hide	3 results	Sort By Relevance		
 Learning Type 			Improving Your Memory	L	
Instructor-Led with Online Content	1		8 External-Course		
External-Course	1		Memory is not a finite resource, and with techniques like repetition, association	n,	
Instructor-Led	1		and visualization, you can improve your memory before it starts to fade. This fascinating course shows viewers of all ages how to improve their recall. It exp	lains	
 Categories 			alliteration. And it explains the best methods for different situations, like	iu	
Planning, Organising and Implementin	g 1		remembering names, important dates, passwords, to-do tists, quotes, and mon	e	
Self Leadership	1				
 Duration 			Memory Skills	Д	••
2 - 5 hours	1		絕 Instructor-Led		
8+ hours	1		This course explains how memory works, along with techniques to make your memory work better. Improve your ability to remember names, numbers,		
 Source 			procedures, and more		
□ Internal	2		(9) 16 hours		

Click the course title e.g. Memory Skills.

2. A new browser window/tab opens, showing detailed course information.

emory Skills		R	equest a Class	Recommend	Assign to Me	Book
Course I	Information	Average Rating				
Type: Inst Duration:	tructor-Led 16.00 hours	★ ★ ★ ★ (0.00 out of 5 stars from 0 ratings)				
se Details						
Description			Relate	ed Topics		
his course explains how memory we	orks, along with tech	aniques to make your memory work better. Improve				
our ability to remember names, num	nbers, procedures, a	and more.	Plann	ing, Organising a	nd Implementing	
our ability to remember names, nur Ipcoming Classes	nbers, procedures, a	and more.	Plann Self L	ing, Organising a eadership	nd Implementing	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 –	Tuesday 8/7/202	and more.	Plann Self L Quest	ing, Organising ai eadership tions?	nd Implementing	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 – 08:30 AM	Tuesday 8/7/20: 04:30 PM	25 Africa/Johannesburg	Quest	ing, Organising an eadership tions? nr-stafflearningce	nd Implementing	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 – 08:30 AM Cambria House	Tuesday 8/7/20: 04:30 PM	25 Africa/Johannesburg 19 seats available	Quest	ing, Organising ar eadership tions? nr-stafflearningce	ntre@uct.ac.za	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 – 08:30 AM Cambria House Wednesday 20/8/2025 08:30 AM	Tuesday 8/7/20: 04:30 PM – Thursday 2 04:30 PM	25 Africa/Johannesburg 21/8/2025 Africa/Johannesburg	Quest	ing, Organising ar eadership tions? nr-stafflearningce	ntre@uct.ac.za	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 – 08:30 AM Cambria House Wednesday 20/8/2025 08:30 AM Wirtual Class	Tuesday 8/7/20: 04:30 PM – Thursday 2 04:30 PM	25 Africa/Johannesburg 19 seats available 21/8/2025 Africa/Johannesburg	Quest	ing, Organising ar eadership tions? nr-stafflearningce	ntre@uct.ac.za	
our ability to remember names, nun Jpcoming Classes Monday 7/7/2025 – 08:30 AM Cambria House Wednesday 20/8/2025 08:30 AM Wirtual Class	Tuesday 8/7/20: 04:30 PM – Thursday 2 04:30 PM	25 Africa/Johannesburg 19 seats available 21/8/2025 Africa/Johannesburg 20 seats available	Quest	ing, Organising ar eadership tions? nr-stafflearningce	ntre@uct.ac.za	

Click Recommend.

-

Recommending a course from the course library (continued)

3. The Recommend to Others dialogue box appears.

Recommend to Others
Search for users to recommend:*
Search users to send recommendation to
Type a name in the search bar to start recommending.
Enter Comments:
Cancel Recommend

- 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.
- Leave the Enter Comments field blank as comments are not currently visible to others.
- Click Recommend
- 4. The course details page reappears.
 - A message briefly appears near the bottom of the page, 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 *My Learning* to return to your *Learning* page.

Viewing course recommendations

1. Log in to SuccessFactors and access the Learning page.



Scroll down to the Suggested for Me section to view any recommendations sent to you.
 Note: The section will not appear if you have no recommendations.



- Click the course title to view detailed course information.
 - If the course interests you, click Assign to me or Bookmark.
 - Click *My Learning* to return. The recommendation will disappear if you assigned or bookmarked the course.
- If not already assigned or bookmarked, you can add the course to the Latest Bookmarks section on

your *Learning* page by clicking Bookmark.

- If the course doesn't interest you, click •••• More Actions and choose Not Interested to remove the recommendation.

Requesting a class

Before you begin

This feature allows a learner to request a new class for a course, e.g. 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 Learning page.
- 2. Find a course assigned to you (either by yourself, your manager or the system administrator) in the *Required Learning, Important Learning or Invest in Myself* sections.

Required Learning	
Development Dialogue Traini	ing
Due on 31/12/2025	
Instructor-Led • 2h 0m	
	Register

- Click the course title e.g. Development Dialogue Training.
- 3. The course details page appears.

My Learning /	Development Dialogue Training
,	

	Course Information	Average Rating		
Structures of the second secon	Type: Instructor-Led Duration: 2.00 hours	★★★★★ (4.75 out of 5 stars from 11 ratings)		
rse Details				
Due Date				
ou must complete the	e course by 31/12/2025			
Description				
erformance and deve mable sustainable, si	elopment matters, increase enga gnificant and meaningful contrib	igement and motivation, drive performance and		
he development of ta areers at the universi DUTCOMES	lent, giving staff both the capaci ty.	ty and the opportunities to advance their		
he development of ta areers at the universi DUTCOMES Assess Perform Identify critical Identify scarce : Discuss possibl Succession plar Feeds into deve	Tent, giving staff both the capaci ty. ance positions skills e career paths nning slopment and legislative reportin	g		
he development of ta arareers at the universi DUTCOMES Assess Perform I Identify critical I I Identify carace Discuss possibl Succession plar Feeds into development	Tent, giving staff both the capaci ty. ance positions skills e career paths nning elopment and legislative reportin	g		
he development of ta areers at the universi DUTCOMES Assess Perform Identify critical Identify scarce Discuss possibl Succession plar Feeds into development Upcoming Class	Tent, giving staff both the capaci ty. ance positions skills e career paths nning elopment and legislative reportin SCCS	g		
he development of ta sareers at the universi DUTCOMES Assess Perform I dentify critical I dentify scarce : Discuss possibl Succession plan Feeds into deve Upcoming Class: Thursday 22/5 09:00 AM	Ient, giving staff both the capaci ty. ance positions skills e career paths nning elopment and legislative reportin SES 5/2025 – Thursday 2 11:00 AM	g 12/5/2025 Africa/Johannesburg		

Requesting a class (continued)

4. The Request a Class dialogue box appears, with the Course Details page in the background.

Request a Class	
You can only submit a request onc	e. You cannot edit the request after you submit it.
Need By Date:	Preferred Region:
d/M/yyyy	Select V
Preferred Location:	
Select 🗸	
Comments:	
	2000 characters remaining
	Submit Cancel

- 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*.



_

5. The course details page reappears. A message briefly appears near the bottom of the screen, indicating that the request was submitted. If the course wasn't already assigned to you, it will be added to your learning assignments.



Click My Learning to return to your Learning page.

Withdrawing from a class

- 1. Log in to SuccessFactors and access the Learning page.
- 2. Find the course you're registered on in the *Required Learning*, *Important Learning* or *Invest in Myself* sections.



Click •••• More Actions in the top right of the course tile and choose View Registration.

3. The Class Details page appears.

My Learning / Memory Skills / Available Classes / Class Details	
Memory Skills	Withdraw
Monday 7/7/2025 – É Cambria House	Last day to withdraw from this class is 1/7/2025 at 05:00 PM
Tuesday 8/7/2025 04:30 PM	
Agenda Additional Information	
All times are shown in this class's time zone (Africa/Johannesburg)	Instructors
Day 1 : Monday 7/7/2025	Primary: Ms Instructor
08:30 AM - 04:30 PM 🔒 Cambria House - Cambria Training Room	
Day 2 : Tuesday 8/7/2025	
08:30 AM - 04:30 PM 🔒 Cambria House - Cambria Training Room	
Click Withdraw	

Withdrawing from a class (continued)

4. The Withdraw dialogue box appears.

	Withdraw
Withdraw	This class requires an approval for you to withdraw. You will remain
Withdrawal Reason (Required)	registered until your request has been approved.
Please select a withdrawal Reason	Approval Details
🔘 Unavailable	Approval Step: Step 1 of 1 - Manager Approval
Family Responsibility	Approvers: L
◯ Illness	
O Incorrect Course	Withdrawal Reason (Required) Please select a withdrawal Reason
Operational	O Unavailable
O Replacement will be attending	○ Family Responsibility
	◯ Illness
Remove	O Incorrect Course
	Operational
Remove Item from Learning Plan	Replacement will be attending
Confirm Cancel	Confirm Cancel

- If withdrawing requires manager approval, the Approval Details section appears.
- Select the appropriate Withdrawal Reason.
- If the *Remove* section is available, choose whether to keep or remove the course from your learning plan.

Note: The *Remove* option won't appear if your manager or the system administrator has set the course as required learning.

- Click Confirm
- 5. The Information dialogue box appears.



Click Ok.

Withdrawing from a class (continued)

6. The Class Details page reappears.

My Learning / Memory Skills / Available Clas	sses / Class Details	
Memory Skills		Register
Monday 7/7/2025 – 08:30 AM	🛔 Cambria House	Registration closes 1/7/2025 at 05:00 PM Approval Required
Tuesday 8/7/2025 04:30 PM		
Agenda Additional Information		
All times are shown in this class's time z	one (Africa/Johannesburg)	Instructors
Day 1 : Monday 7/7/2025		Primary: Ms Instructor
08:30 AM - 04:30 PM 🏥 Cambri	a House - Cambria Training Room	

Click *My Learning* (top left) to return to the *Learning* page.

7. The *Learning* page reappears. Depending on the withdrawal choices and course requirements, the course may still appear on your learning page.



-

Viewing learning history

- 1. Log in to SuccessFactors and access the Learning page.
 - Click E Activities (top right) and choose Learning History.
- 2. The *Learning History* page appears.

My Learning / Learning History						
Learning History					$\overline{1}$	Download
Search for Learning	Completion Date: Q d/M/yyyy - d/M/yyyy	Status:			~	Reset
Completed Activities (4)	0					↓↑
Title		Completion Date	Status	User ID	Action	
Customer Service Skills		15/5/2025 04:30 PM		01		>
NEW & IMPROVED - Fundamentals of Employment Equity: Recruitin	ent & Selection Committees (For all Staff) Version 2	26/7/2023 07:16 PM	Complete	01	e (>
Info session: Microsoft Teams Webinars ☆ ☆ ☆ ☆ ☆		3/9/2021 11:00 AM	Attended	01	8	>
Avoiding Burnout ☆☆☆☆☆		4/9/2020 03:27 PM	Competent	01	a (>
				All dates are	for Africa/Johannesb	urg time zone.

- Use the search fields at the top of the page to search for a specific learning event.
- Click *Download* for a PDF version of the learning history.
- For courses with certificates, click 🛱 *Print Certificate* to view/print the certificate.
- For courses with online content, click **G** *Review Content* to access the online course materials.
- Click *My Learning* to return to your *Learning* page.

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 your *Learning History*. See also: <u>Viewing learning history</u>.

Procedure

- 1. Log in to SuccessFactors and access the Learning page.
 - Click *Activities* (top right) and choose *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:				
Add to entered	al Event learning history for items that are not d into the system.				
	Cancel				

- Click *External Event* to create a record of the external event that was attended.
- 3. The Add to Learning History page reappears, providing space to enter the event details.

Add to Learning Histe	ory	
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:	15/5/2025 Image: Constraint of the second secon	Total Hours: (1000) Contact Hours: (1000) Credit Hours: (1000) CPD: (1000) (1000) (1000)
Employee		Assign Defaults
Name Grade		Comments
L		Q
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)

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

Add to Learning H	isto	ry				
Confirm Learning Details						
Item: Rev						
Description: Customer Service Skills						
Completion Date: 15/5/2025			Total Hours: 8.00			
Completion Time: 04:30 PM Africa/Johannesbur	rg		Contact Hours:			
Instructor: CS Skills			Credit Hours:			
			CPD:			
Employee						
Name (Grade	Comments		Costs	Amount	
L						
Back					Add to Learning History	Cancel

Click Add to Learning History

5. 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:	
• V	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.
- The *File Attachments* dialogue box appears.

File Attachme	nts	×
File Attachment: File Description:	Choose File No file chosen	
	Upload	
There are no attachme	nts.	

- Click Choose File or Browse... (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 800 KB.
- Enter a *File Description*.
- Click
 Upload

Recording external learning (continued)

• The File Attachments dialogue box refreshes and displays the attachment details.

File Attachme	ents			×
File Attachment: File Description:	Choose File	No file chosen		
	Upload			
Remove File Na	me	Description	Date Added	Size (KB)
certificate.	odf	Course attendance certificate	15/5/2025	153

- Click \boxtimes to close the *File Attachments* dialogue box.
- 6. The Add to Learning History dialogue box reappears, displaying the number of file attachments.
 - Click Close to return to the *My Learning* page. The recorded external learning appears in your *Learning History*, see: <u>Viewing learning history</u>.