



UNIVERSITY OF CAPE TOWN  
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# SuccessFactors Learning guide for employees

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# 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.

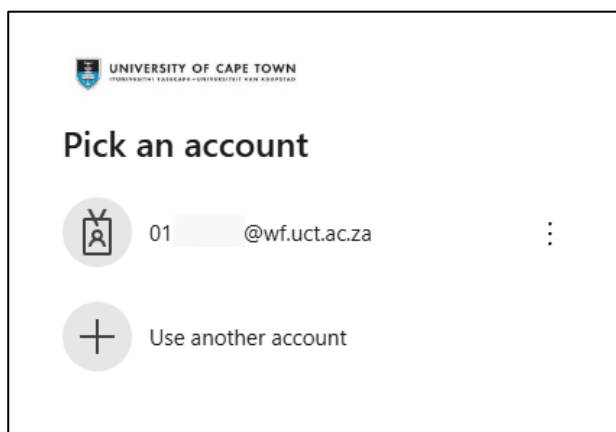
## Support

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

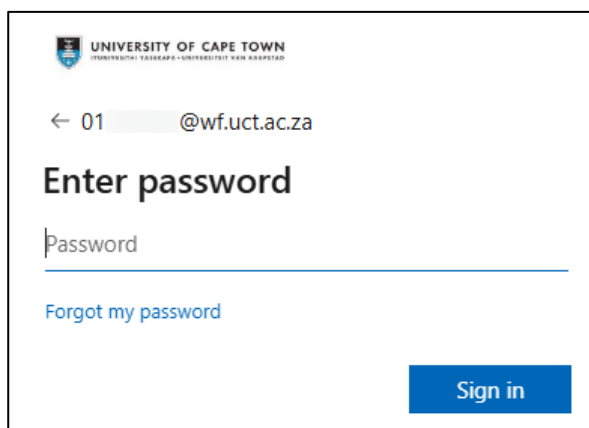
## Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via [www.successfactors.uct.ac.za](http://www.successfactors.uct.ac.za).
3. 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 [step 4](#)).

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



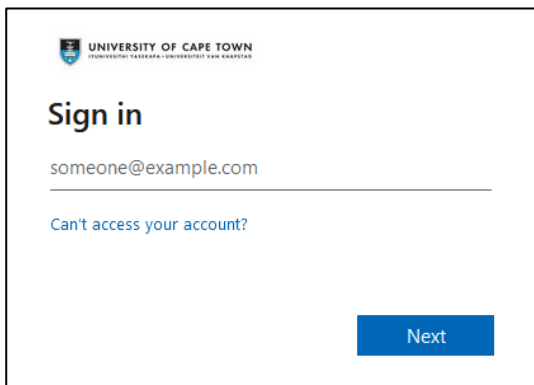
- Select the appropriate account.



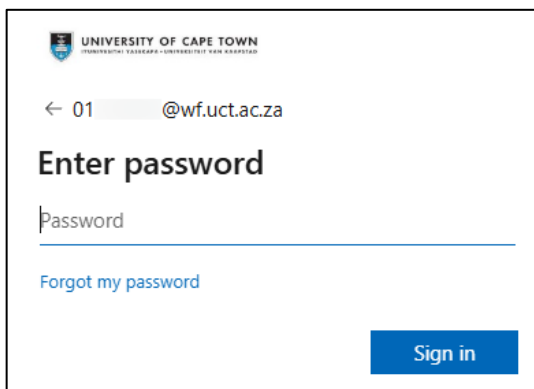
- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see [step 4](#)).

# Logging in to SuccessFactors via a browser (continued)

## New users

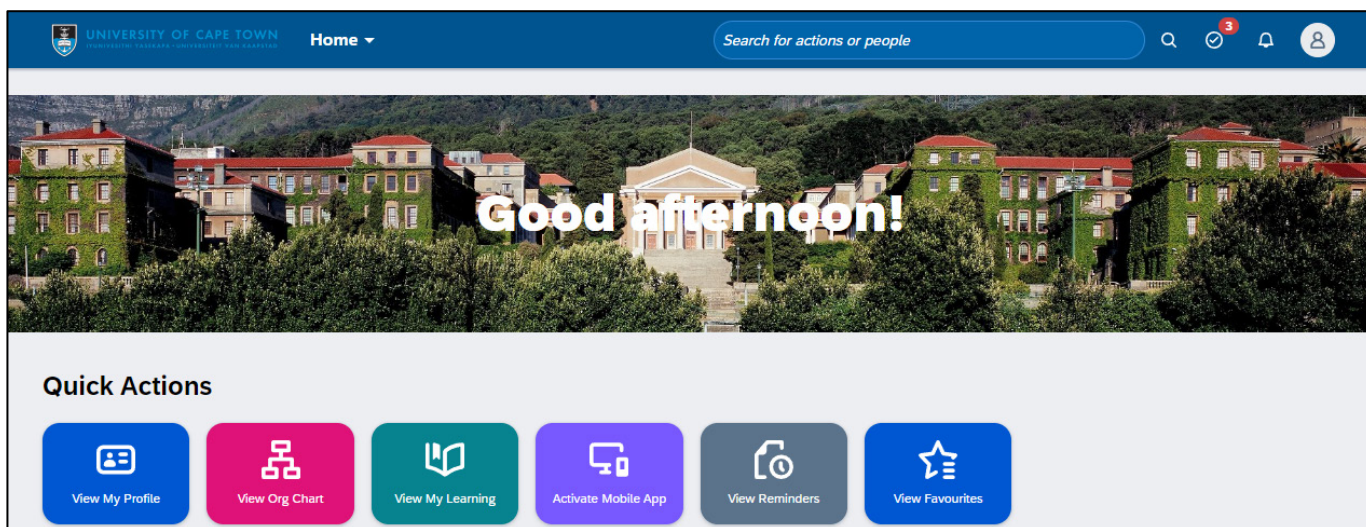


- In the field below *Sign in*, enter your UCT staff number followed by @wf.uct.ac.za. E.g. 01234567@wf.uct.ac.za. **Note:** UCT staff number only, third party "T" accounts will not work.
- Click *Next*.



- 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.

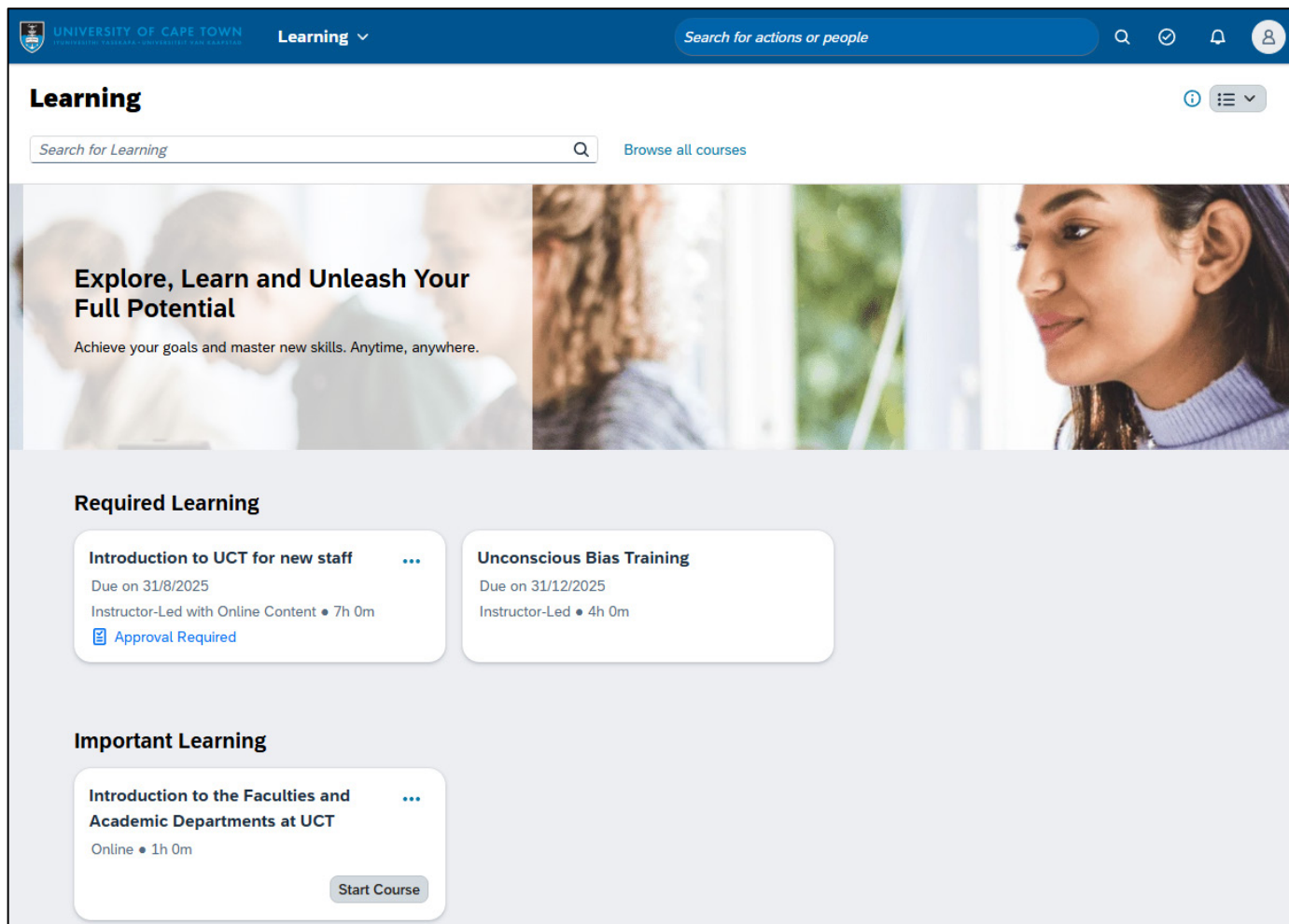
### 4. The *Home* page appears.



- Click the *View My Learning* tile to work with courses (e.g. search the course library, register for classes).
- See the [SuccessFactors navigation guide](#) for changing SuccessFactors settings, viewing your public profile or full employee profile, viewing the organisation chart or installing the SuccessFactors mobile app.

# Logging in to SuccessFactors via a browser (continued)

5. The *Learning* page appears.

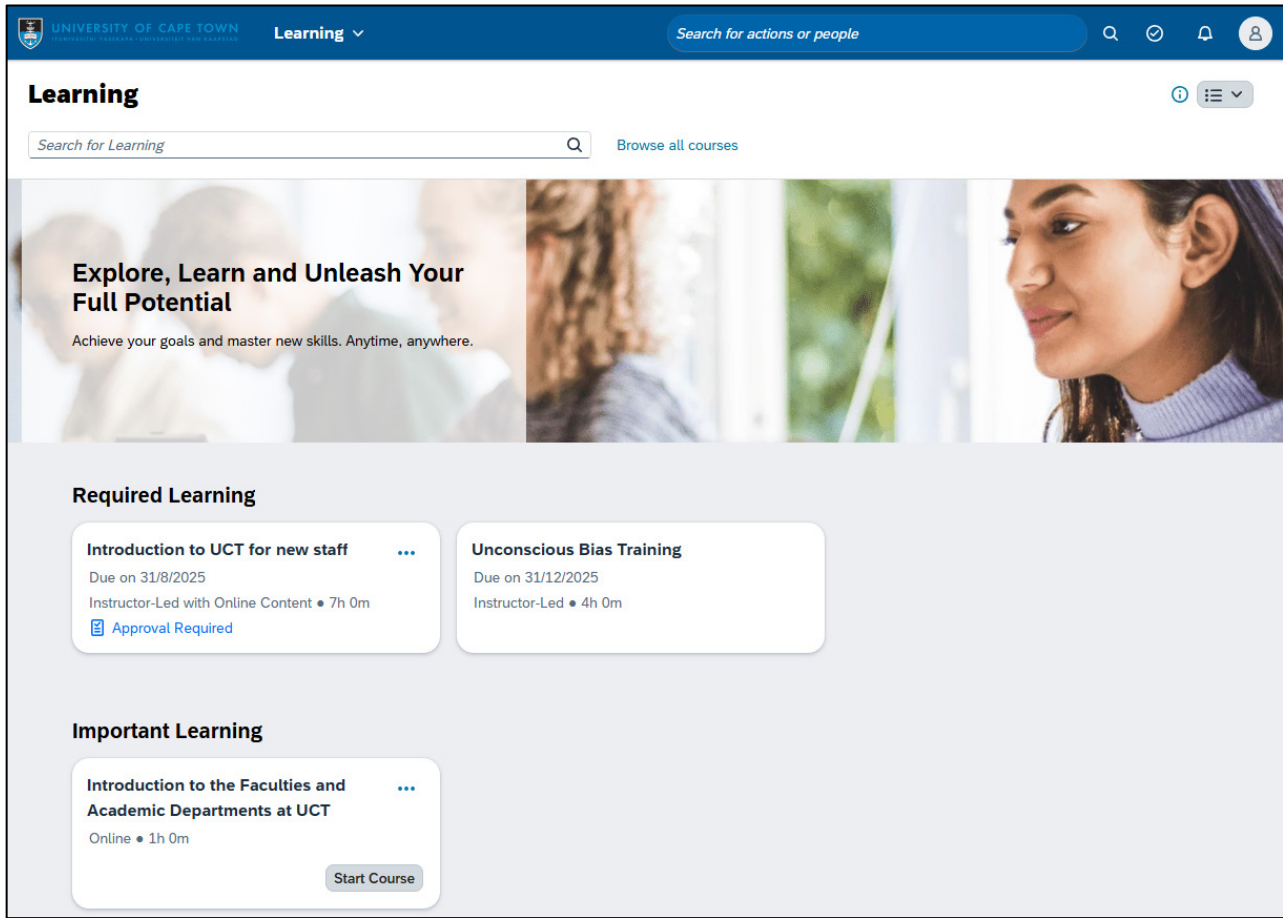


- The *Required Learning* and *Important Learning* sections show any courses assigned to you by the System Administrator or your line manager.
- The *Invest in Myself* section appears further down the page, when you've assigned courses to yourself.

Page	Tasks
Learning (available to all employees)	<a href="#">Searching the course library</a> <a href="#">Viewing detailed course information</a> <a href="#">Assigning courses to yourself</a> <a href="#">Registering on a course assigned to you</a> <a href="#">Registering on a course from the course library</a> <a href="#">Recommending a course from the course library</a> <a href="#">Viewing course recommendations</a> <a href="#">Requesting a class</a> <a href="#">Withdrawing from a class</a> <a href="#">Recording external learning</a>
Team View (only available to managers)	See: <a href="#">SuccessFactors Learning guide for managers</a> 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

# 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	<ul style="list-style-type: none"> <li>- Enter the search term in the <i>Search for Learning</i> field.</li> <li>- Click  <i>Search</i>.</li> </ul>
Browse all courses	<ul style="list-style-type: none"> <li>- Click <i>Browse all courses</i>.</li> </ul>

# Searching the course library (continued)

- 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 ✕ 🔍

**Filters** Reset Hide 67 results Sort By Relevance

- Learning Type**
  - Instructor-Led 33
  - External-Course 30
  - Instructor-Led with Online Content 4
- Delivery Method**
  - eLearning 30
  - In-Person Facilitation 25
  - Virtual Facilitation 10
  - Virtual & In-Person Facilitation 1
  - eLearning & Virtual Facilitation 1
- Attributes**
  - Communication 11
  - Written communication 7

**Crisis Communication** 🔖 ⋮

External-Course

In this course, business **communication** expert Laura Bergells walks you through the process of preparing your organization to communicate with employees, customers, suppliers, media, and the public at large. She'll cover identifying audiences, assembling a crisis response team, crafting an initial statement, and evaluating your response once the crisis has passed.

ID CRSE LINKEDINLEARNING\_8025

**Communication Foundations (2018)** 🔖 ⋮

External-Course

Your **communication** skills affect your career prospects, the value you bring to your company, and the likelihood of your promotion. This course helps you communicate better in a variety of professional situations, including meetings, email messages, pitches, and presentations. Instructors Tatiana Kolovou and Brenda Bailey-Hughes introduce the four building blocks of **communication**—people, message, context, and listening—and show how they apply in different circumstances.

ID CRSE LINKEDINLEARNING\_6044

## 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.

**Filters** Reset Hide 33 results Sort By Relevance

- Learning Type**
  - Instructor-Led 33
  - External-Course 30
  - Instructor-Led with Online Content 4
- Delivery Method**
- Attributes**
- Categories**

Instructor-Led ✕ Clear All

**Communication Fundamentals** 🔖 ⋮

Instructor-Led

5.0 ★★★★★ (4)

**Communication** Fundamentals introduces you to the key tools and know-how that you 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 channels of **communication** and how to recognize which channel is appropriate for which style of personality.

ID CRSE 58000 • ⌚ 11h 30m

**Filters** Reset Hide 30 results Sort By Relevance

- Learning Type**
- Delivery Method**
- Attributes**
- Categories**
- Source**
  - Internal 32
  - LinkedIn Learning 30

LinkedIn Learning ✕ Clear All

**Crisis Communication** 🔖 ⋮

External-Course

In this course, business **communication** expert Laura Bergells walks you through the process of preparing your organization to communicate with employees, customers, suppliers, media, and the public at large. She'll cover identifying audiences, assembling a crisis response team, crafting an initial statement, and evaluating your response once the crisis has passed.

ID CRSE LINKEDINLEARNING\_8025

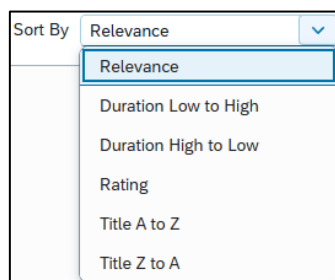
For more information on LinkedIn Learning, see [LinkedIn Learning at UCT](#) on the ICTS website.

- Hide the *Filters* section by clicking *Hide* or show the *Filters* section by clicking 🔍 *Show Filters*.


## Searching the course library (continued)

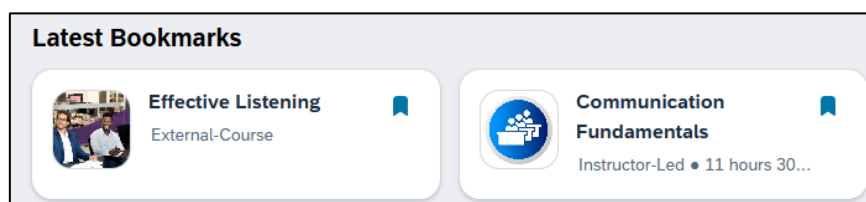
### Sort By


- 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*.

- 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.
- If appropriate, enter a *Comment*, it will be visible if the person views the course page and clicks the *Suggested By* link.
- Click .
- 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: [Viewing detailed course information](#) (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

**Filters** Reset Hide **3 results** Sort By Relevance

**Learning Type**

- Instructor-Led 2
- Instructor-Led with Online Content 1

**Delivery Method**

- In-Person Facilitation 2
- Virtual Facilitation 1

**Attributes**

- Building interpersonal relationships 1
- Individual leadership 1

**Categories**

- Communication 1
- Interpersonal Skills 1
- Management and Leadership 1

**Practical Self-Confidence and Assertiveness Skills** Bookmark More

**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.

ID CRSE 55001 • ⌚ 8h 0m

**Assertiveness@Work** Bookmark More

**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?

ID CRSE 7013 • ⌚ 14h 45m

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

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

My Learning / Assertiveness@Work

## Assertiveness@Work

[Create Class Request](#) [Recommend](#) [Assign to Me](#) [Bookmark](#)

**Course Information**

Type: Instructor-Led  
Duration: 14.75 hours  
Prerequisites: Incomplete [View](#)

**Average Rating**

★★★★★ (4.75 out of 5 stars from 4 ratings)

**Course Details** **Prerequisites**

**Description**

This course aims to provide you with the ability to manage high-stress or high-emotion encounters by developing the knowledge and skills needed to assert yourself effectively. You will 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.

**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

[more...](#)

**Related Topics**

- [Communication](#)
- [Interpersonal Skills](#)
- [Self Leadership](#)

**Questions?**

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

**Upcoming Classes**

Monday 24/11/2025 09:00 AM – Wednesday 26/11/2025 04:00 PM Africa/Johannesburg

**Cambria House**

16 seats available

# Viewing detailed course information (continued)

If you want to...	Then...
<p>View course prerequisites and assign to self</p>	<ul style="list-style-type: none"> <li>- Click <i>Prerequisites</i>.</li> </ul> <div data-bbox="391 322 1445 586" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Course Details</b>   <u><b>Prerequisites</b></u></p> <p>Complete all the courses below to meet the prerequisite needs for this course.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p style="color: #0070c0;">Developing Your Emotional Intelligence (2017)</p> <p>External-Course <span style="float: right; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;">Assign to Me</span></p> </div> </div> <ul style="list-style-type: none"> <li>- Click <b>Assign to Me</b> next to the prerequisite to assign to yourself.</li> <li>- The <i>Success</i> dialogue box appears, confirming that the course has been added to your learning plan.</li> </ul> <div data-bbox="391 754 1445 1025" style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #0070c0; color: white; padding: 5px;"><b>Success</b></div> <p style="text-align: center;">This course is now on your learning plan.</p> <div style="text-align: right; border: 1px solid #ccc; border-radius: 5px; padding: 5px 15px; float: right;"><b>Ok</b></div> </div> <ul style="list-style-type: none"> <li>- Click <b>Ok</b>.</li> <li>- The <i>Prerequisites</i> section reappears, indicating that the course is on your learning plan.</li> </ul> <div data-bbox="391 1196 1445 1460" style="border: 1px solid #ccc; padding: 10px;"> <p><b>Course Details</b>   <u><b>Prerequisites</b></u></p> <p>Complete all the courses below to meet the prerequisite needs for this course.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p style="color: #0070c0;">Developing Your Emotional Intelligence (2017)</p> <p>External-Course <span style="float: right;">On your learning plan</span></p> </div> </div>

# Viewing detailed course information (continued)

If you want to...	Then...
<p>View detailed class information</p> <p>To book an available class, see: <a href="#">Registering on a course from the course library</a></p>	<ul style="list-style-type: none"> <li>- If the course has scheduled classes, click the appropriate class in the <i>Upcoming Classes</i> section.                     <div data-bbox="391 360 1358 627" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Upcoming Classes</b></p> <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; background-color: #f9f9f9;"> <p>Monday 24/11/2025 – Wednesday 26/11/2025</p> <p>09:00 AM 04:00 PM Africa/Johannesburg</p> <p> Cambria House</p> <p style="text-align: right;">16 seats available</p> </div> </div> </li> <li>- The <i>Class Details</i> page appears.                     <div data-bbox="391 687 1493 1478" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><small>My Learning / Assertiveness@Work / Available Classes / Class Details</small></p> <div style="display: flex; justify-content: space-between;"> <h2 style="margin: 0;">Assertiveness@Work</h2> <span style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">Register</span> </div> <p>82000</p> <div style="display: flex; justify-content: space-between;"> <div> <p>Monday 24/11/2025 – 09:00 AM</p> <p>Wednesday 26/11/2025 04:00 PM</p> </div> <div style="text-align: center;"> <p> Cambria House</p> </div> <div style="text-align: right;"> <p>Registration closes 24/11/2025 at 09:00 AM</p> <p>Prerequisites: Incomplete <a href="#">View</a></p> <p>Approval Required</p> </div> </div> <div style="display: flex; margin-top: 10px;"> <span style="border-bottom: 1px solid #0070c0; padding-bottom: 2px;">Agenda</span> <span style="margin-left: 20px;">Additional Information</span> </div> <p style="font-size: small; margin-top: 10px;">All times are shown in this class's time zone (Africa/Johannesburg)</p> <div style="margin-top: 10px;"> <div style="background-color: #f2f2f2; padding: 5px; margin-bottom: 5px;"><b>Day 1 : Monday 24/11/2025</b></div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p style="font-size: x-small;">09:00 AM - 09:45 AM    SETA Orientation</p> <p style="font-size: x-small; text-align: center;"> Cambria House - Cambria Training Room</p> </div> <div style="background-color: #f2f2f2; padding: 5px; margin-bottom: 5px;"><b>Day 2 : Tuesday 25/11/2025</b></div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p style="font-size: x-small;">09:00 AM - 04:00 PM    Session 1/2</p> <p style="font-size: x-small; text-align: center;"> Cambria House - Cambria Training Room</p> </div> <div style="background-color: #f2f2f2; padding: 5px; margin-bottom: 5px;"><b>Day 3 : Wednesday 26/11/2025</b></div> <div style="border: 1px solid #ccc; padding: 5px;"> <p style="font-size: x-small;">09:00 AM - 04:00 PM    Session 2/2</p> <p style="font-size: x-small; text-align: center;"> Cambria House - Cambria Training Room</p> </div> </div> <div style="margin-top: 10px; border: 1px solid #ccc; padding: 5px;"> <p style="font-size: x-small; margin: 0;"><b>Instructors</b></p> <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="background-color: #00a651; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin-right: 5px;"> </div> <div style="font-size: x-small;"> <p>Primary: Ms Instructor</p> </div> </div> </div> </div> </li> </ul>

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

# Assigning courses to yourself

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

The screenshot shows a search results page for the term 'assertiveness'. On the left, there are filter sections for Learning Type, Delivery Method, Attributes, and Categories. The main area displays three search results. The first result is 'Practical Self-Confidence and Assertiveness Skills', an Instructor-Led course with ID CRSE 55001 and a duration of 8h 0m. The second result is 'Assertiveness@Work', an Instructor-Led course with ID CRSE 7013, a duration of 14h 45m, and a 4.8 star rating from 4 reviews. The course description for 'Assertiveness@Work' includes: '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.

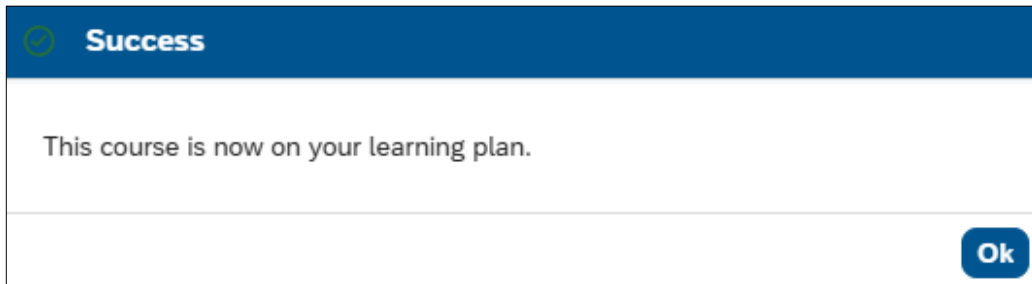
2. A new browser window/tab opens, showing detailed course information.

The screenshot shows the detailed course page for 'Assertiveness@Work'. At the top, there are navigation links: 'My Learning / Assertiveness@Work', 'Create Class Request', 'Recommend', 'Assign to Me', and 'Bookmark'. The course title 'Assertiveness@Work' is prominently displayed. Below the title, there is a course icon and a section for 'Course Information' which includes: 'Type: Instructor-Led', 'Duration: 14.75 hours', and 'Prerequisites: Incomplete View'. To the right, the 'Average Rating' is shown as 4.75 out of 5 stars from 4 ratings. Below the course information, there are tabs for 'Course Details' and 'Prerequisites'. The 'Description' section states: 'This course aims to provide you with the ability to manage high-stress or high-emotion encounters by developing the knowledge and skills needed to assert yourself effectively. You will 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. OUTCOMES'. A list of outcomes follows: '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', and 'Effectively deal with conflict and confrontation'. A 'more...' link is provided. On the right side, there are sections for 'Related Topics' (Communication, Interpersonal Skills, Self Leadership) and 'Questions?' with an email address: hr-stafflearningcentre@uct.ac.za. At the bottom, the 'Upcoming Classes' section shows a class on Monday 24/11/2025 from 09:00 AM to Wednesday 26/11/2025 at 04:00 PM, held at Cambria House in Africa/Johannesburg, with 16 seats available.

- Click [Assign to Me](#).

## Assigning courses to yourself (continued)

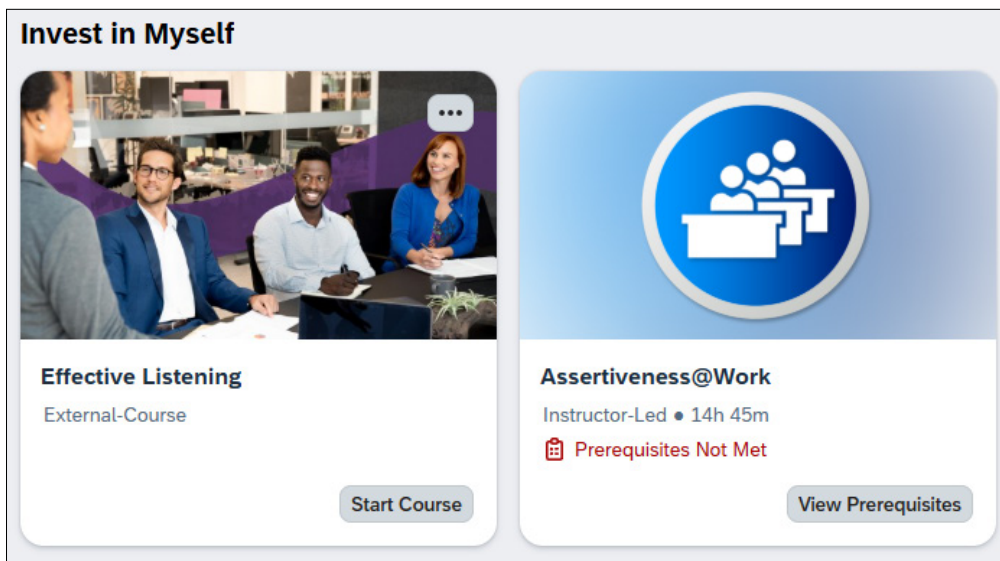
- The *Success* dialogue box appears, confirming the course is on your learning plan.



- Click **Ok**.

- The course information page reappears.

- The assigned course will appear on your *Learning* page in the *Invest in Myself* section.



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

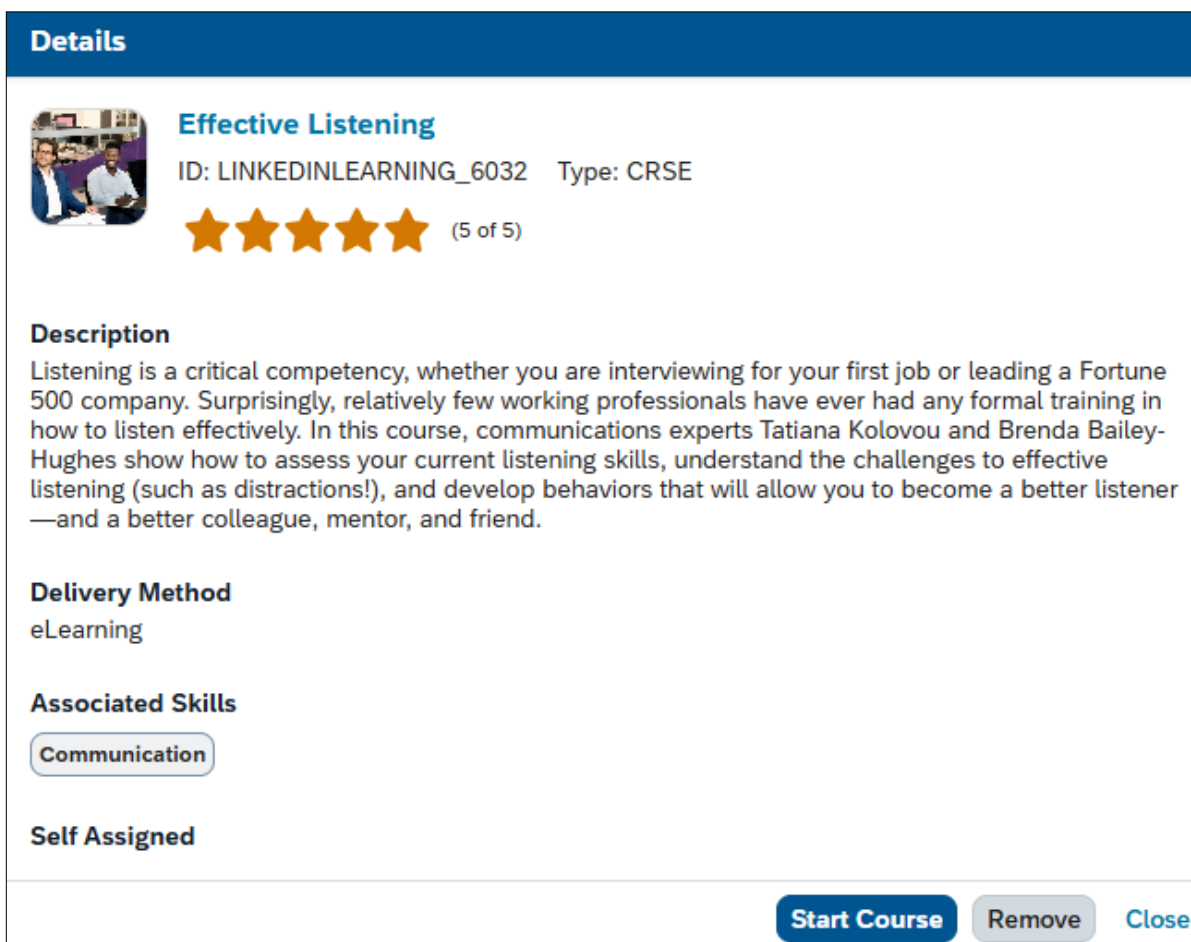
# Removing a self-assigned course

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 *Details* dialogue box appears.



- Click *Remove*.
- A message briefly appears near the bottom of the page, confirming the card was removed from your learning assignments.

# Registering on a course assigned to you

## Before you begin

Courses [assigned by yourself](#) 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

The screenshot shows the 'Invest in Myself' section with two course cards. Each card features a blue circular icon with a white silhouette of people at a desk. The first card is for 'Assertiveness@Work', an instructor-led course of 14h 45m with a red warning icon and text 'Prerequisites Not Met', and a 'View Prerequisites' button. The second card is for 'Memory Skills', an instructor-led course of 16h 0m, with a 'Register' button.

- Click **Register**.

3. The *Available Classes* page appears. Scheduling conflicts for any of the classes will be indicated.

The screenshot shows the 'Available Classes' page for the 'Memory Skills' course (ID 56004). The page title is 'My Learning / Memory Skills / Available Classes'. It lists two available class sessions:

Start Date	End Date	Time	Location	Seats Available
Monday 1/12/2025	Tuesday 2/12/2025	08:30 AM - 04:30 PM	Africa/Johannesburg Cambria House	18 seats available
Monday 9/2/2026	Tuesday 10/2/2026	08:30 AM - 04:30 PM	Africa/Johannesburg Virtual Class	20 seats available

A 'Create Class Request' link is visible at the bottom right of the page.

- 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)

- 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

82001

Monday 1/12/2025 – 08:30 AM Cambria House Registration closes 24/11/2025 at 05:00 PM  
Approval Required

Tuesday 2/12/2025 04:30 PM

[Agenda](#) [Additional Information](#)

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

**Day 1 : Monday 1/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

---

**Day 2 : Tuesday 2/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Instructors**

Primary:  
Ms Instructor

- Click Register.

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

## Registration

**Approval Details**

Approval Step:  
Step 1 of 1 - Manager Approval

Approvers:  
L  

**Special Requests**

Dietary Requirements

Select ▼

Food Allergies

Disability Accommodations Requirements

**Add Comments**

Comments:

2000 characters remaining

Memory Skills

Class ID: 82001

---

**Monday 1/12/2025**  
08:30 AM

**Tuesday 2/12/2025**  
04:30 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)

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

6. 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:

Memory Skills  
Class ID: 82001

---

**Monday 1/12/2025**  
08:30 AM

**Tuesday 2/12/2025**  
04:30 PM

Cambria House

**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.

Registered

You're registered!

[redacted], your seat is confirmed.  
A confirmation email will be sent to [redacted]@uct.ac.za.

**Ok**

Registered

A [redacted], your request has been received and is pending approval.  
An email notification will also be sent to [redacted]@uct.ac.za when your request is approved.

**Ok**

- Click **Ok**.

# 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 Classes / Class Details

## Memory Skills Withdraw

82001

Monday 1/12/2025 - 08:30 AM Cambria House 18 seats available Last day to withdraw from this class is 24/11/2025 at 05:00 PM  
[View Approval Details](#)

Tuesday 2/12/2025 04:30 PM

**Agenda**    Additional Information

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

**Day 1 : Monday 1/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Day 2 : Tuesday 2/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Instructors**

Primary: Ms Instructor

- 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.

### Required Learning

**Development Dialogue Training** ...

4/8/2025 • 08:30 am

✓ Registered

### Invest in Myself

**Memory Skills**

7/7/2025 • 08:30 am

Cambria Training Room

✓ Registration Approved

### Invest in Myself

**Memory Skills**

Instructor-Led • 16h 0m

🕒 Class Approval Pending

# Registering on a course from the course library

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

Learning Home Page / Find Learning

## Find Learning

memory

**Filters** Reset Hide **3 results** Sort By Relevance

**Learning Type**

- Instructor-Led with Online Content 1
- External-Course 1
- Instructor-Led 1

**Delivery Method**


- eLearning 2
- In-Person Facilitation 1

**Categories**

- Planning, Organising and Implementing 1
- Self Leadership 1

**Duration**


- 2 - 5 hours 1
- 8+ hours 1



**Improving Your Memory** External-Course

**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 how and when to employ tricks such as mnemonic devices, rhymes, stories, and alliteration. And it explains the best methods for different situations, like remembering names, important dates, passwords, to-do lists, quotes, and more.

ID CRSE LINKEDINLEARNING\_6117



**Memory Skills** Instructor-Led

5.0 ★★★★★ (1)

This course explains how **memory** works, along with techniques to make your **memory** work better. Improve your ability to remember names, numbers, procedures, and more.

ID CRSE 56004 • 16h 0m

[Show Classes](#)


- Click the course title e.g. Memory Skills.

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

My Learning / Memory Skills

## Memory Skills

[Create Class Request](#) [Recommend](#) [Assign to Me](#) [Bookmark](#)



**Course Information**  
Type: Instructor-Led  
Duration: 16.00 hours

**Average Rating**

★★★★★ (5.00 out of 5 stars from 1 ratings)

**Course Details**

**Description**

This course explains how memory works, along with techniques to make your memory work better. Improve your ability to remember names, numbers, procedures, and more.

**Upcoming Classes**

Monday 1/12/2025 08:30 AM – Tuesday 2/12/2025 04:30 PM Africa/Johannesburg

Cambria House

18 seats available

Monday 9/2/2026 08:30 AM – Tuesday 10/2/2026 04:30 PM Africa/Johannesburg

Virtual Class

20 seats available

**Related Topics**

- [Planning, Organising and Implementing](#)
- [Self Leadership](#)

**Questions?**

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

- 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.

# 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.

My Learning / Memory Skills / Available Classes / Class Details

## Memory Skills Register

82001

Monday 1/12/2025 – 08:30 AM Cambria House Registration closes 24/11/2025 at 05:00 PM  
 Approval Required

Tuesday 2/12/2025 04:30 PM

**Agenda**    Additional Information

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

**Day 1 : Monday 1/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

---

**Day 2 : Tuesday 2/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Instructors**

● Primary:  
Ms Instructor

- 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:

2000 characters remaining

Review
Cancel

Memory Skills

Class ID: 82001

🕒 **Monday 1/12/2025**  
08:30 AM

**Tuesday 2/12/2025**  
04:30 PM

📍 Cambria House

- 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 **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:

Memory Skills  
Class ID: 82001

---

**Monday 1/12/2025**  
08:30 AM

**Tuesday 2/12/2025**  
04:30 PM

Cambria House

**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

You're registered!

[redacted], your seat is confirmed.  
A confirmation email will be sent to [redacted]@uct.ac.za.

**Ok**

Registered

A [redacted], your request has been received and is pending approval.  
An email notification will also be sent to [redacted]@uct.ac.za when your request is approved.

**Ok**

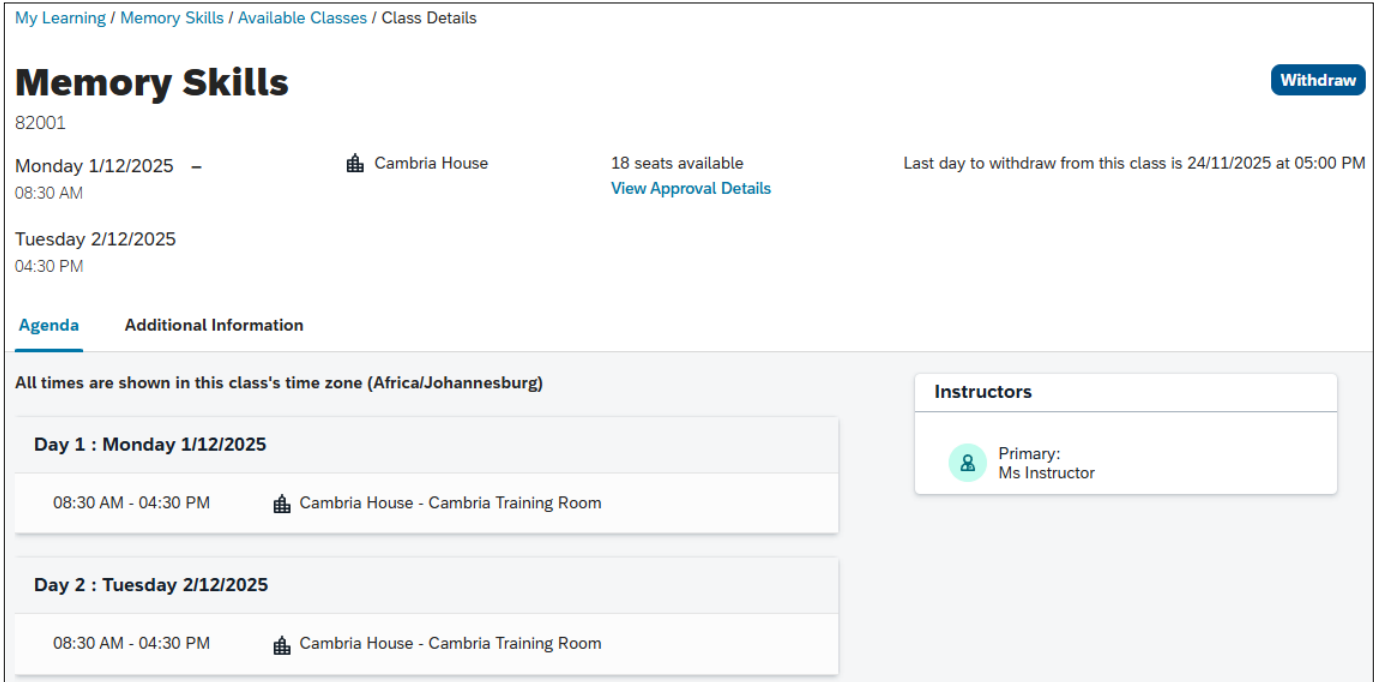
- Click **Ok**.

# 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

82001

Monday 1/12/2025 – 08:30 AM Cambria House 18 seats available Last day to withdraw from this class is 24/11/2025 at 05:00 PM  
[View Approval Details](#)

Tuesday 2/12/2025 04:30 PM

[Agenda](#) [Additional Information](#)

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

**Day 1 : Monday 1/12/2025**

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Day 2 : Tuesday 2/12/2025**

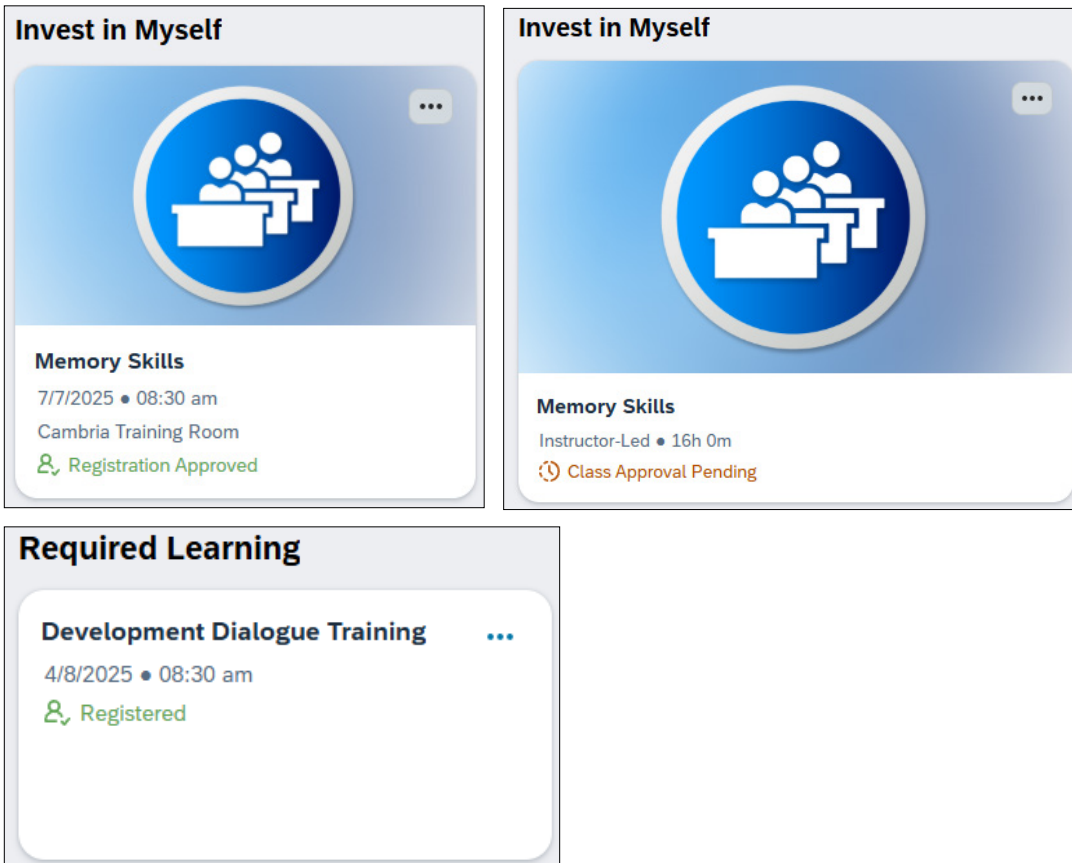
08:30 AM - 04:30 PM Cambria House - Cambria Training Room

**Instructors**


Primary:  
Ms Instructor

- 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.



**Invest in Myself**




**Memory Skills**

7/7/2025 • 08:30 am

Cambria Training Room

✔ Registration Approved

**Invest in Myself**

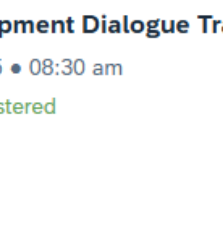


**Memory Skills**

Instructor-Led • 16h 0m

⏸ Class Approval Pending

**Required Learning**



**Development Dialogue Training**

4/8/2025 • 08:30 am

✔ Registered

# Recommending a course from the course library

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

Learning Home Page / Find Learning

## Find Learning

memory  X Q

**Filters** Reset Hide

**Learning Type**

- Instructor-Led with Online Content 1
- External-Course 1
- Instructor-Led 1

**Delivery Method**

- eLearning 2
- In-Person Facilitation 1


**Categories**

- Planning, Organising and Implementing 1
- Self Leadership 1

**Duration**

- 2 - 5 hours 1
- 8+ hours 1

**3 results** Sort By Relevance




**Improving Your Memory** Bookmark ...

**External-Course**

**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 how and when to employ tricks such as mnemonic devices, rhymes, stories, and alliteration. And it explains the best methods for different situations, like remembering names, important dates, passwords, to-do lists, quotes, and more.

ID CRSE LINKEDINLEARNING\_6117



**Memory Skills** Bookmark ...

**Instructor-Led**

5.0 ★★★★★ (1)

This course explains how **memory** works, along with techniques to make your **memory** work better. Improve your ability to remember names, numbers, procedures, and more.

ID CRSE 56004 • ⌚ 16h 0m

[Show Classes](#)


- Click the course title e.g. Memory Skills.

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

My Learning / Memory Skills

## Memory Skills

[Create Class Request](#) [Recommend](#) [Assign to Me](#) [Bookmark](#)



**Course Information**

Type: Instructor-Led  
Duration: 16.00 hours

**Average Rating**

★★★★★ (5.00 out of 5 stars from 1 ratings)

**Course Details**

**Description**

This course explains how memory works, along with techniques to make your memory work better. Improve your ability to remember names, numbers, procedures, and more.

**Upcoming Classes**

Monday 1/12/2025 – Tuesday 2/12/2025  
08:30 AM – 04:30 PM Africa/Johannesburg

Cambria House

18 seats available

Monday 9/2/2026 – Tuesday 10/2/2026  
08:30 AM – 04:30 PM Africa/Johannesburg

Virtual Class

20 seats available

**Related Topics**

- Planning, Organising and Implementing
- Self Leadership

**Questions?**

[hr-stafflearningcentre@uct.ac.za](mailto:hr-stafflearningcentre@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 for Users

Type a name in the search bar to start recommending.

Enter Comments:

Submit Cancel

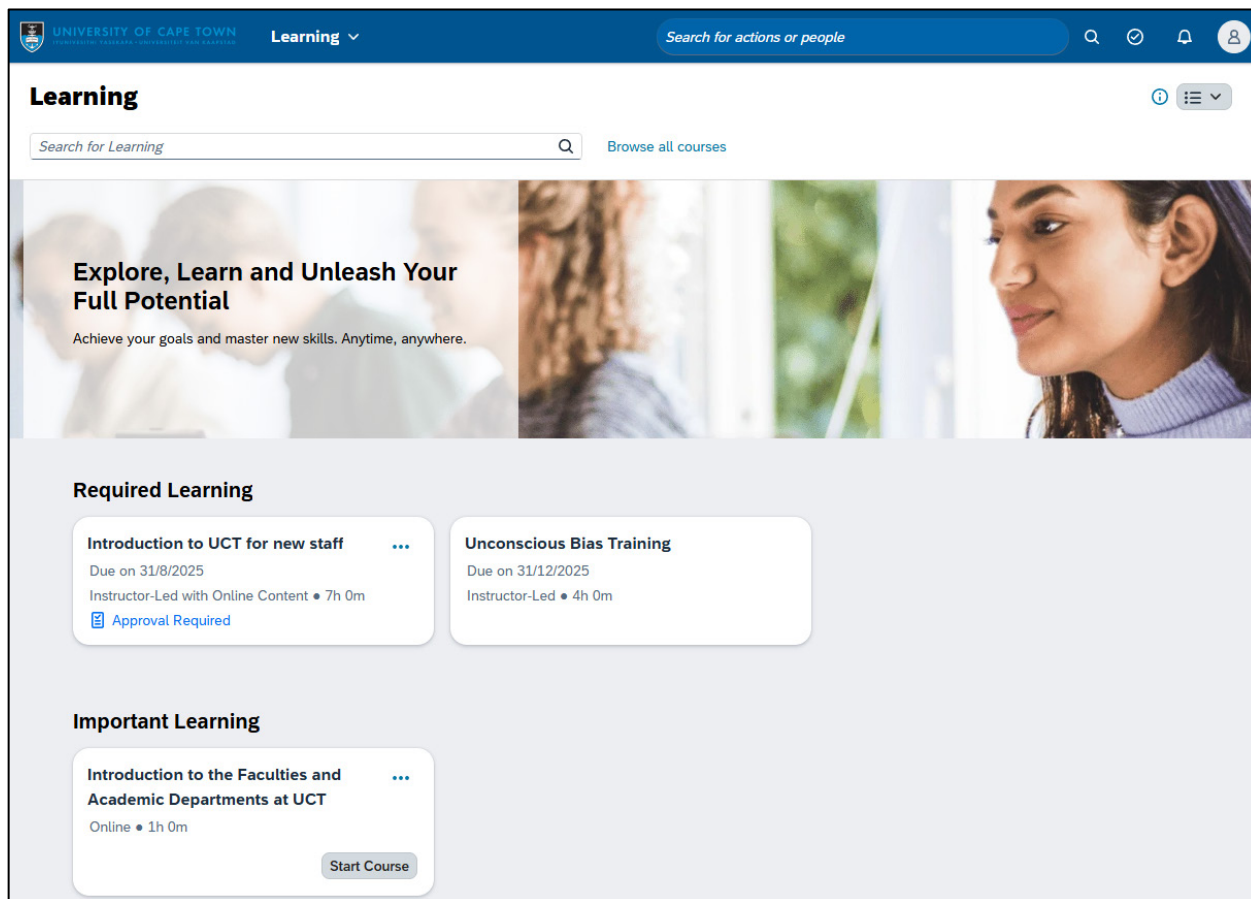
- In the first field, enter a name (or part thereof) to search for an employee.
- Select the appropriate employee from the search results below the first field.
- Repeat the previous two steps to add any additional employees.
- If appropriate, enter a *Comment*, it will be visible if the person views the course page and clicks the *Suggested By* link.
- Click **Submit**.

4. The course details page reappears.

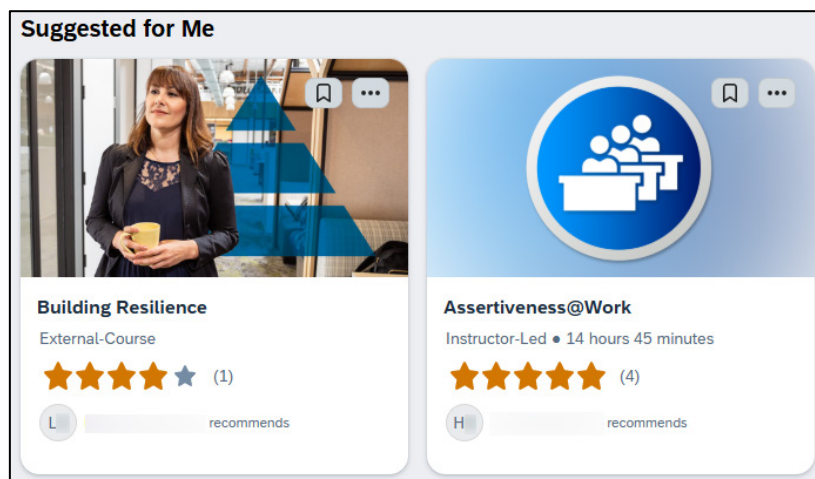
- A message briefly appears near the bottom of the page, indicating that the recommendation has been sent. **Note:** You may receive an error if the person already knows about the course or can't access it.
- Close the browser window/tab to return to the *Find Learning* page. Click *Learning Home Page* 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 only appear if you have recommendations.



- Click the course title to view detailed course information.
  - Click the name in the *Suggested By* section to view any recommendation comments.
  - If the course interests you, click *Assign to me* or *Bookmark*.
  - Click *My Learning* to return. The recommendation disappears 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.

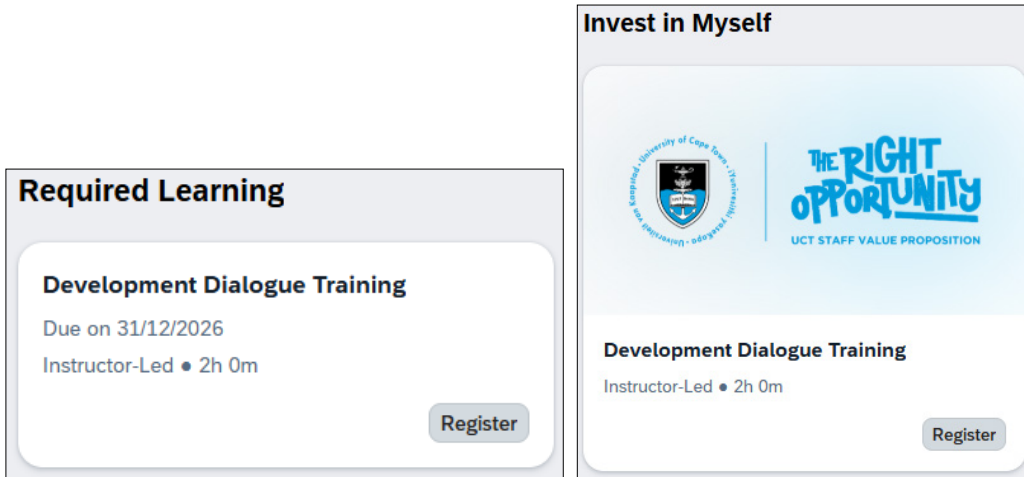
# Requesting a class

## Before you begin

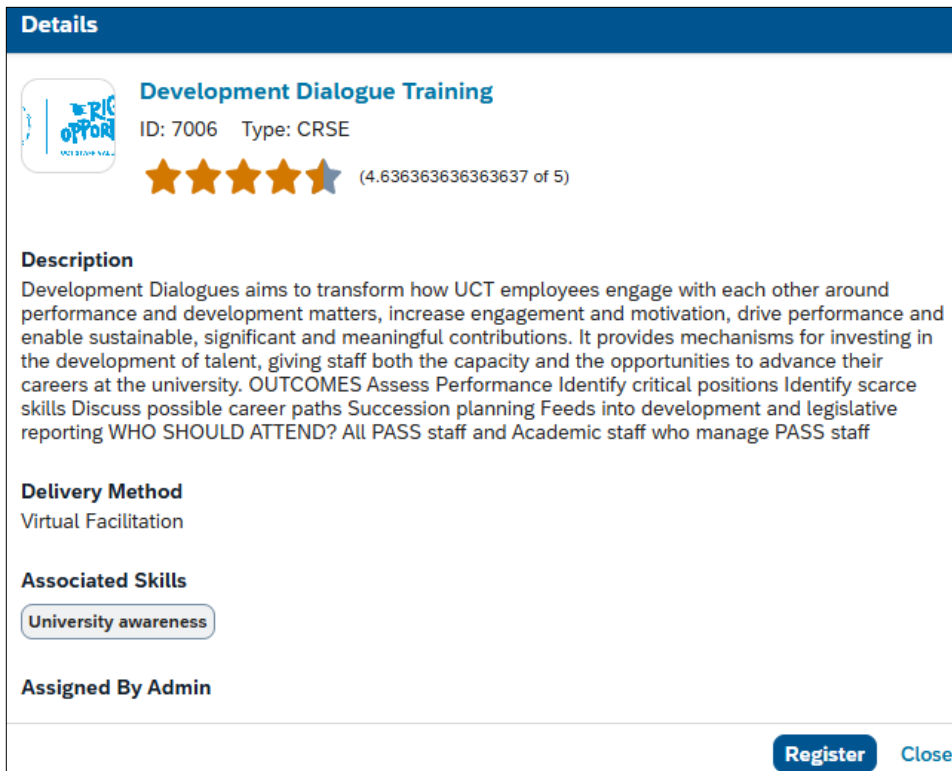
This feature allows a learner to request a new class for a course, e.g. if they are unable to attend any of the existing scheduled classes. The course administrator determines whether this feature is available so some courses may not have this option.

## 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.



- Click the course title e.g. Development Dialogue Training.
3. The *Details* dialogue box appears.



- Click the course title e.g. Development Dialogue Training.

# Requesting a class (continued)

4. The course details page appears.

**Development Dialogue Training** Create Class Request Recommend Bookmark

**Course Information**  
 Type: Instructor-Led  
 Duration: 2.00 hours

**Average Rating**  
 ★★★★★ (4.75 out of 5 stars from 11 ratings)

**Course Details**

**Due Date**  
 You must complete the course by 31/12/2026

**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?**  
 more...

**Upcoming Classes**

Wednesday 3/12/2025 – Wednesday 3/12/2025  
 09:00 AM – 11:00 AM Africa/Johannesburg  
 Cambria House

- Click **Create Class Request**.

5. The *Create Class Request* dialogue box appears, with the *Course Details* page in the background.

**Create Class Request**

You can only submit a request once. You cannot edit the request after you submit it.

**Need By Date:**

**Preferred Region:**

**Preferred Location:**

**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*.
- Click **Submit**.


# Requesting a class (continued)

- 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.

[My Learning](#) / Development Dialogue Training

## Development Dialogue Training

Remove Class Request
[Recommend](#)
[Bookmark](#)



**Course Information**

Type: Instructor-Led  
Duration: 2.00 hours

**Average Rating**

★★★★★ (4.75 out of 5 stars from 11 ratings)

---

**Course Details**

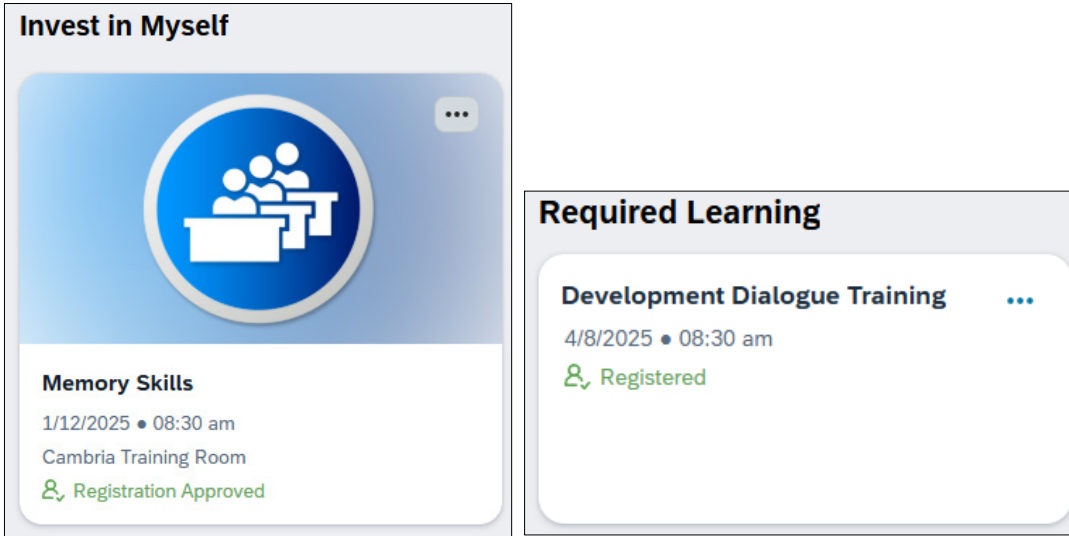
**Due Date**  
You must complete the course by 31/12/2026

**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.

- Click *Remove Class Request* to view or remove the class request.
- Click *My Learning* to return to your *Learning* page.

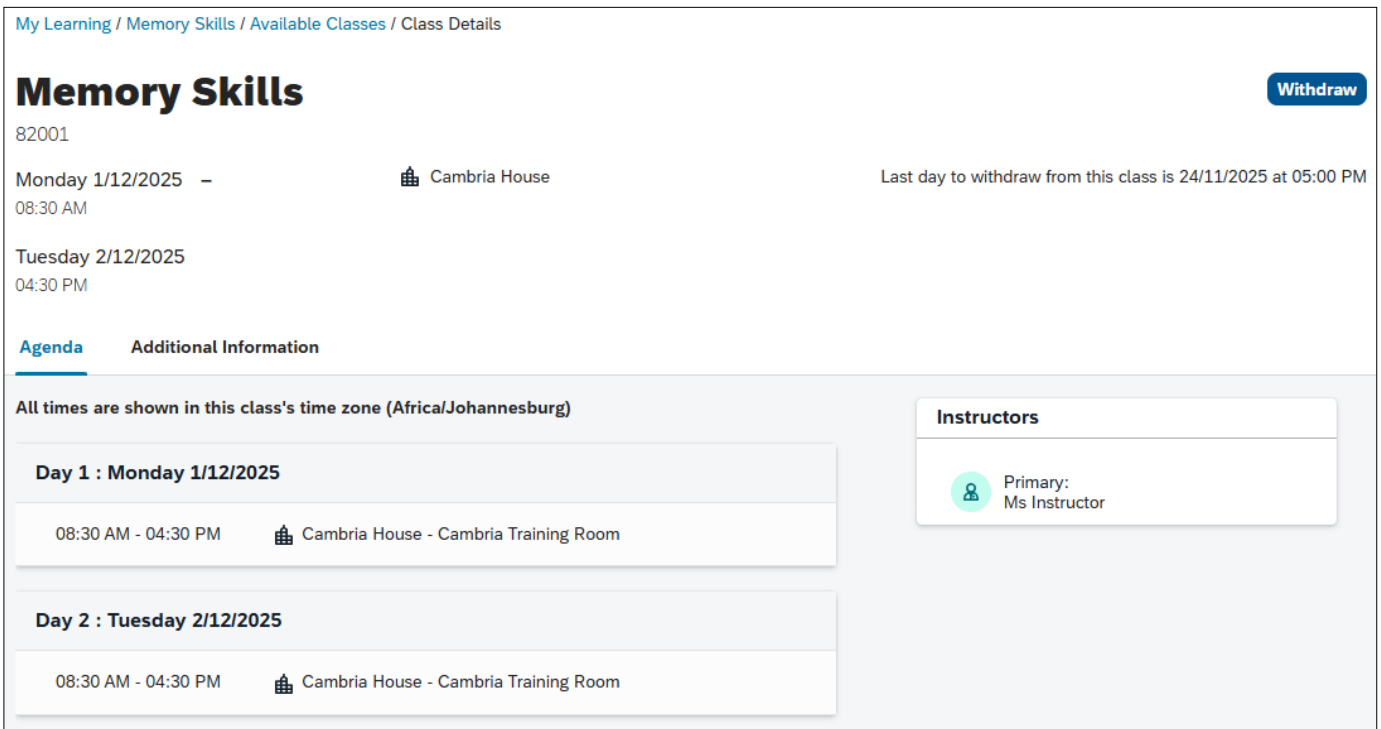
# Withdrawing from a class

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*.

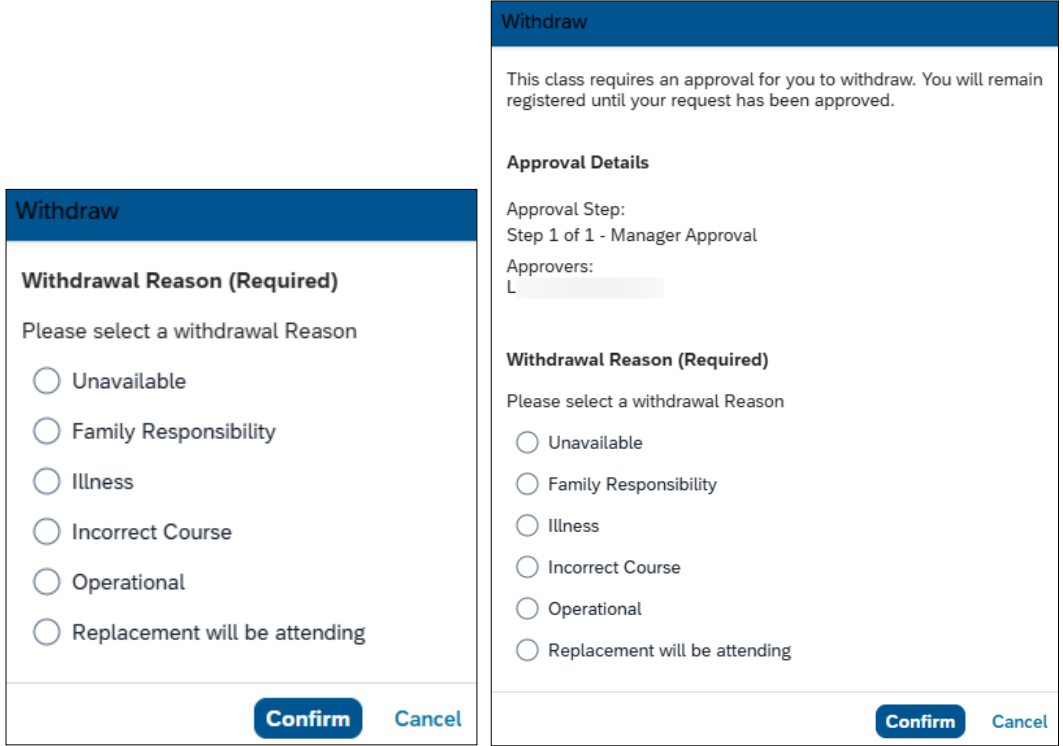
3. The *Class Details* page appears.



- Click **Withdraw**.

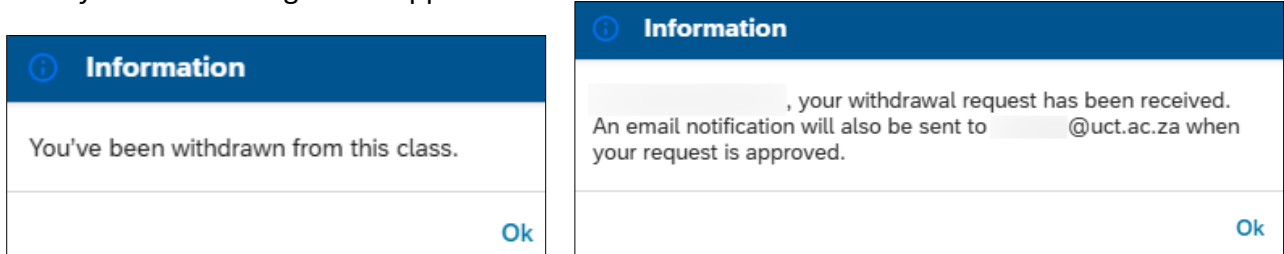
# Withdrawing from a class (continued)

4. The *Withdraw* dialogue box appears.



- If withdrawing requires manager approval, the *Approval Details* section appears.
- Select the appropriate *Withdrawal Reason*.
- 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 Classes / Class Details

### Memory Skills

82001

Monday 1/12/2025 – 08:30 AM

Tuesday 2/12/2025 04:30 PM

Cambria House

Registration closes 24/11/2025 at 05:00 PM  
Approval Required

**Register**

**Agenda** Additional Information

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

Day 1 : Monday 1/12/2025	
08:30 AM - 04:30 PM	Cambria House - Cambria Training Room

Day 2 : Tuesday 2/12/2025	
08:30 AM - 04:30 PM	Cambria House - Cambria Training Room

**Instructors**

Primary:  
Ms Instructor

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

7. The *Learning* page reappears. Depending on the withdrawal approvals and previous learning assignments, the course may still appear on your learning page.

### Required Learning


**Introduction to UCT for new staff** ...

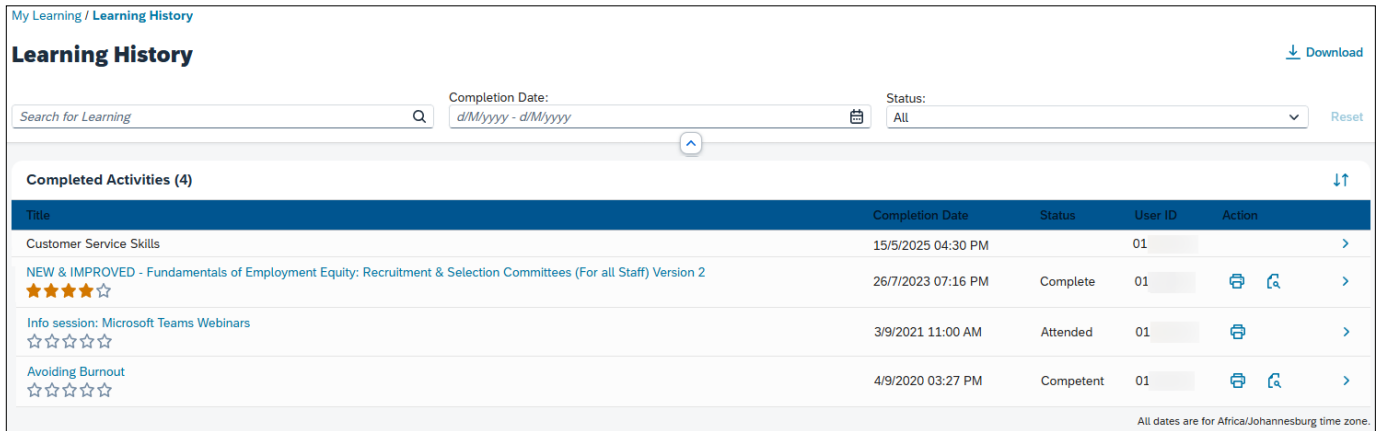
27/5/2025 • 09:00 am

Withdrawal Approval Pending

**Start Course**

# Viewing learning history

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



My Learning / Learning History

**Learning History** [Download](#)

Search for Learning  Completion Date:  Status:  [Reset](#)

**Completed Activities (4)** ↑↓

Title	Completion Date	Status	User ID	Action
Customer Service Skills	15/5/2025 04:30 PM		01	>
NEW & IMPROVED - Fundamentals of Employment Equity: Recruitment & Selection Committees (For all Staff) Version 2 ★★★★☆	26/7/2023 07:16 PM	Complete	01	>
Info session: Microsoft Teams Webinars ☆☆☆☆☆	3/9/2021 11:00 AM	Attended	01	>
Avoiding Burnout ☆☆☆☆☆	4/9/2020 03:27 PM	Competent	01	>

All dates are for Africa/Johannesburg 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 *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: [Viewing learning history](#).

## 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:



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

- 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 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:

Source:

Delivery Method:

Category:  


Total Hours:(1000)

Contact Hours:(1000)

Credit Hours:(1000)

CPD:(1000)

Employee Assign Defaults

Name	Grade	Comments	File Attachments
L <input type="text"/>	<input type="text"/>		File Attachments (0)

- 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.

## Recording external learning (continued)



- If there are related documents to attach, click
  - The *File Attachments* dialogue box appears.

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

Remove	File Name	Description	Date Added	Size (KB)
	certificate.pdf	Course attendance certificate	12/5/2026	25

- Click to close the *File Attachments* dialogue box.
- 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:** 5/5/2026 **Total Hours:** 8.00

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

**Instructor:** CS Skills **Credit Hours:**

**CPD:** **Source:**

**Delivery Method:** **Category:**

---

**Employee**

Name	Grade	Comments	Costs	Amount
L				

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:

Close

- Click Close to return to the *My Learning* page. The recorded external learning appears in your *Learning History*, see: [Viewing learning history](#).