



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

SuccessFactors Learning guide for employees

Issued by UCT Human Resources
November 2025

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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.

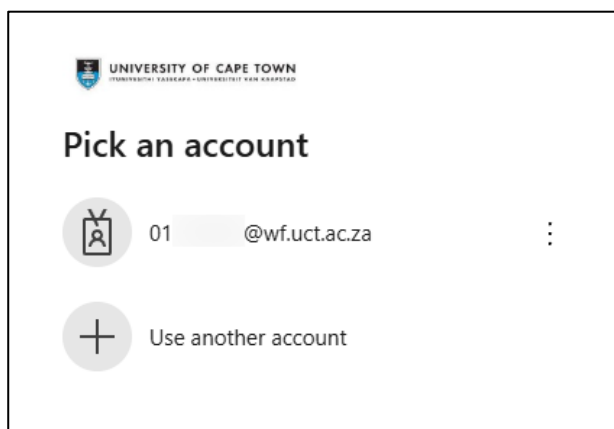
Support

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

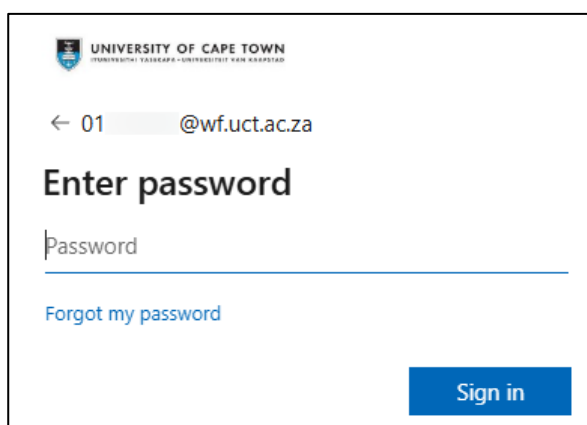
Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
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)



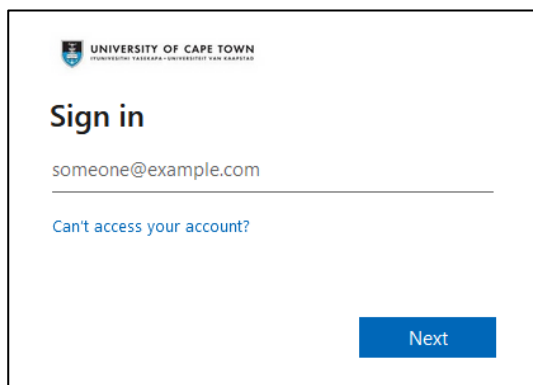
- Select the appropriate account.



- 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



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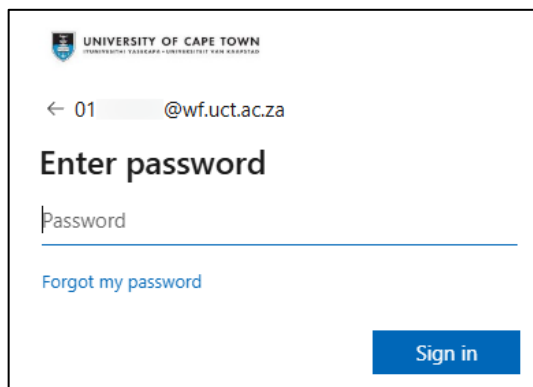
Sign in

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*.



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← 01 @wf.uct.ac.za

Enter password

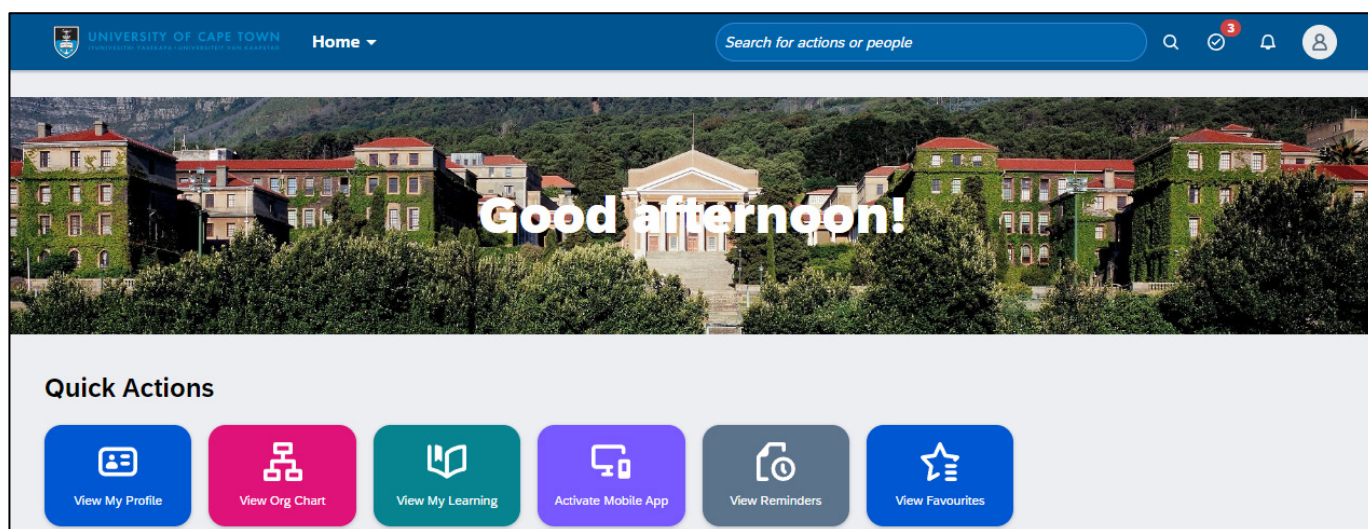
Password

[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.



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Home ▾

Search for actions or people

Good afternoon!

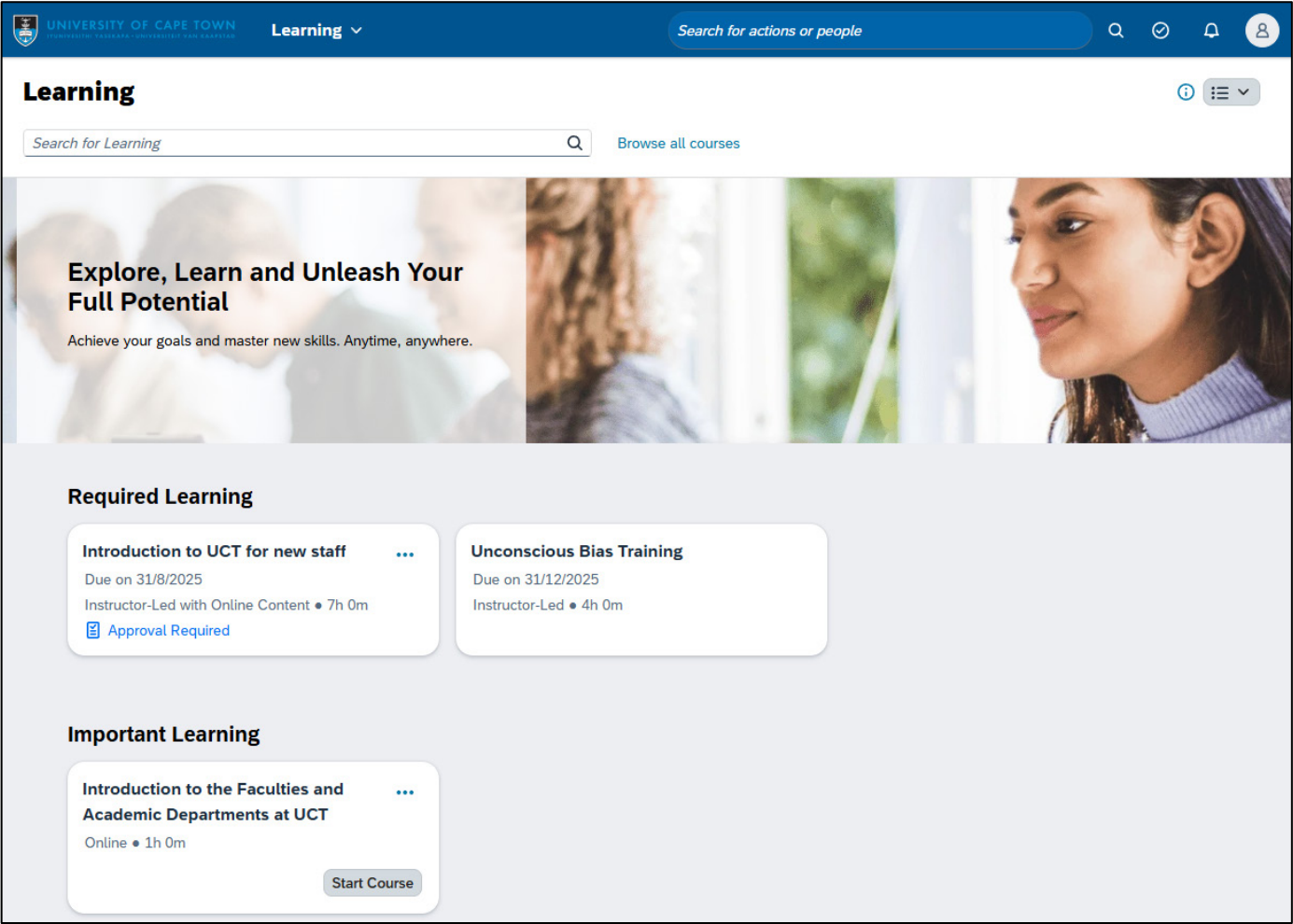
Quick Actions

- View My Profile
- View Org Chart
- View My Learning
- Activate Mobile App
- View Reminders
- View Favourites

- 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: [Changing SuccessFactors settings](#), [Viewing and updating your employee profile](#), [Viewing the org chart](#) and [Installing the SuccessFactors mobile application](#).

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

Changing SuccessFactors settings

- 1. [Log in to SuccessFactors and access the Home page.](#)
 - In the top right of the screen, click  *Account Navigation* and choose  *Settings*.
- 2. The *Settings* page appears, displaying the *Start Page* section.

Settings

Start Page

Sub Tab Configuration

Notifications

Change Language

Compensation Number Format

People Profile Data Display

Accessibility Settings

Mobile

Privacy Statements

Start Page

You can choose which page you see when you first log in:

Start Page

Home

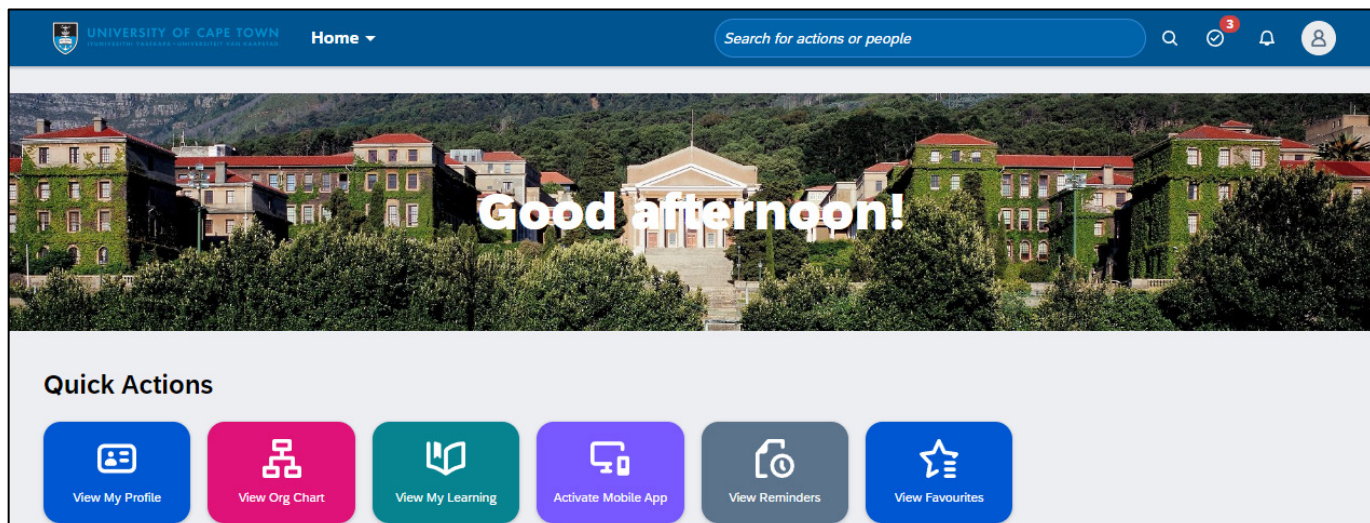
Save

If you want to..	Then..
set your default page when logging in	<div><div><div><div>In the <i>Start Page</i> field, select the appropriate entry from the dropdown list e.g. Home, Learning.</div><div><div>Start Page</div><div><div>Home</div><div>Home</div><div>Learning</div><div>Careers</div><div>Company Info</div><div>My Profile</div></div><div>Save</div></div></div><div><div>Save</div></div></div></div> <div><div>- Click</div></div>

Page 7

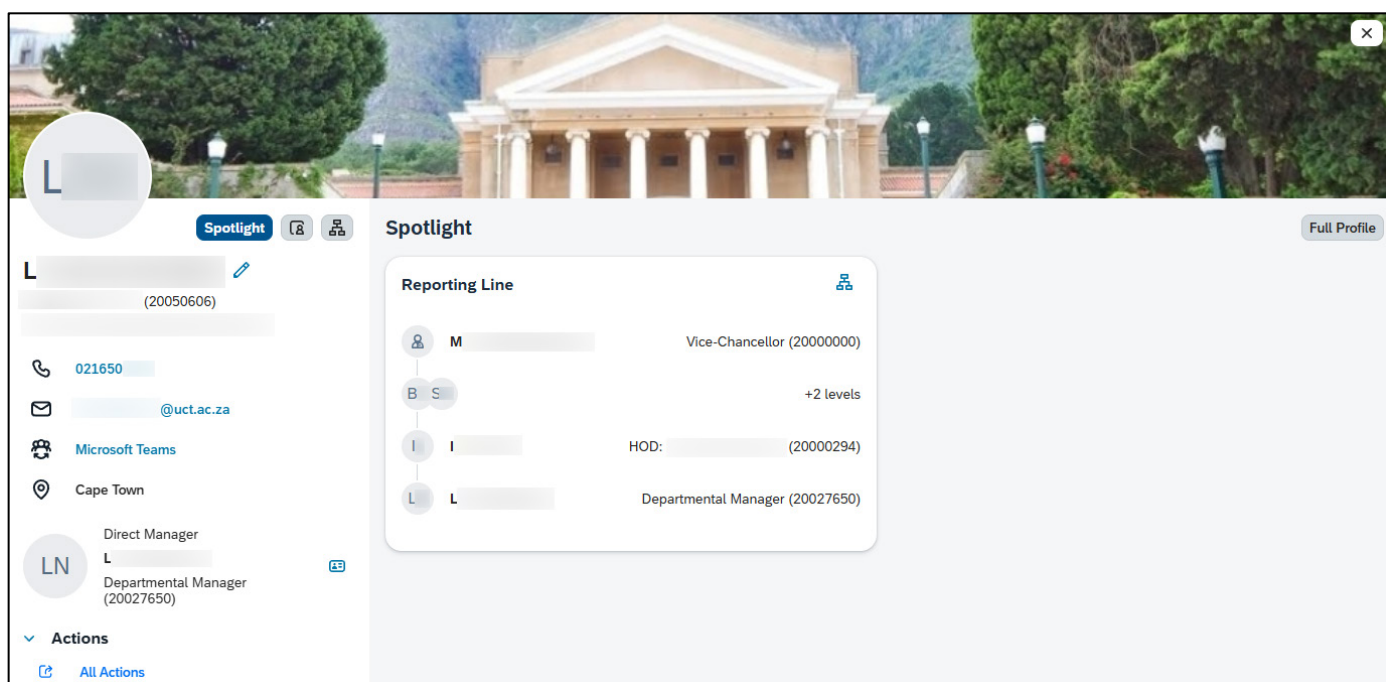
Viewing your public profile


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



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

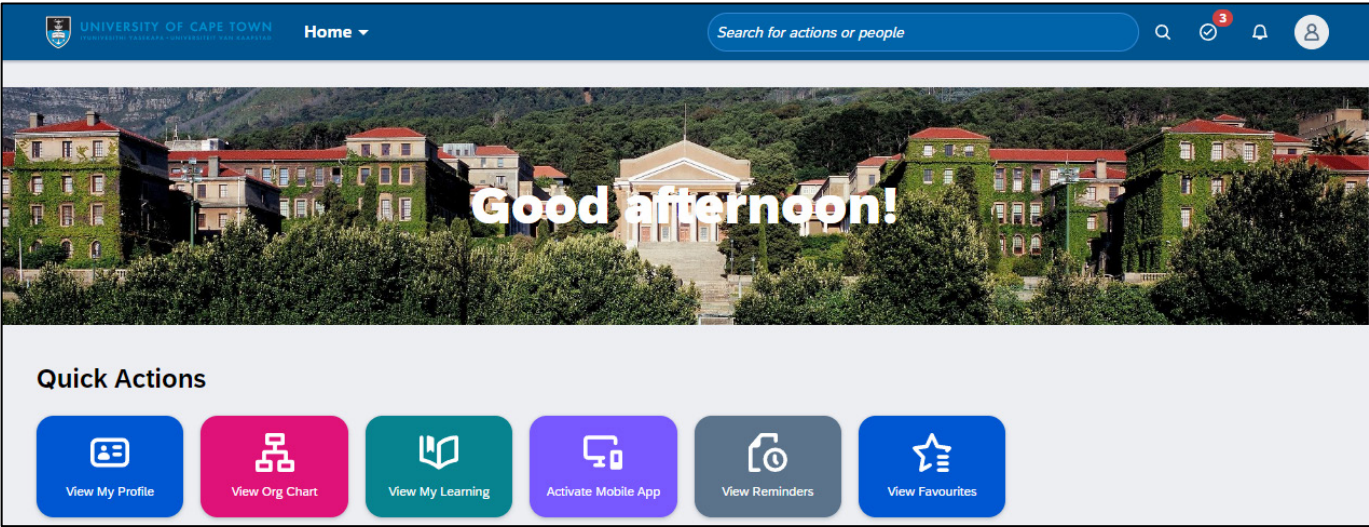
2. Your public profile appears from the right.



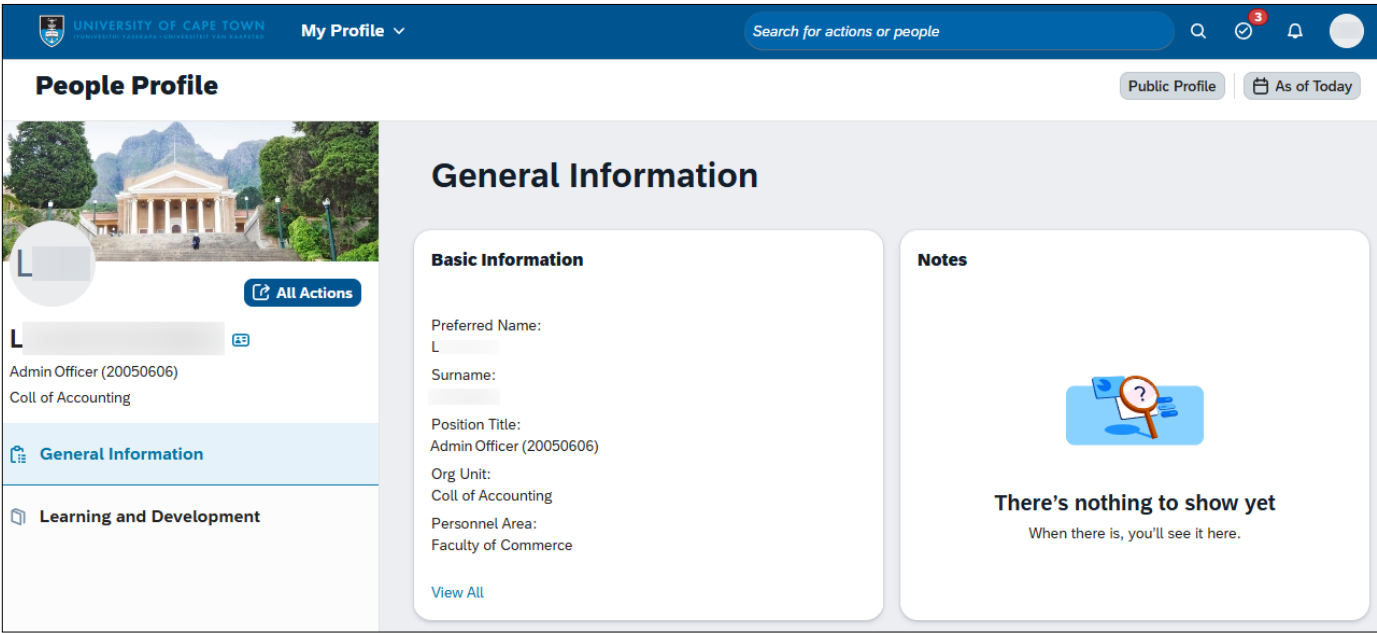
- Click *Full Profile* to [view your full employee profile](#).
- Click  *Open Organisation Chart* to [view the org chart](#).

Viewing your full employee profile

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



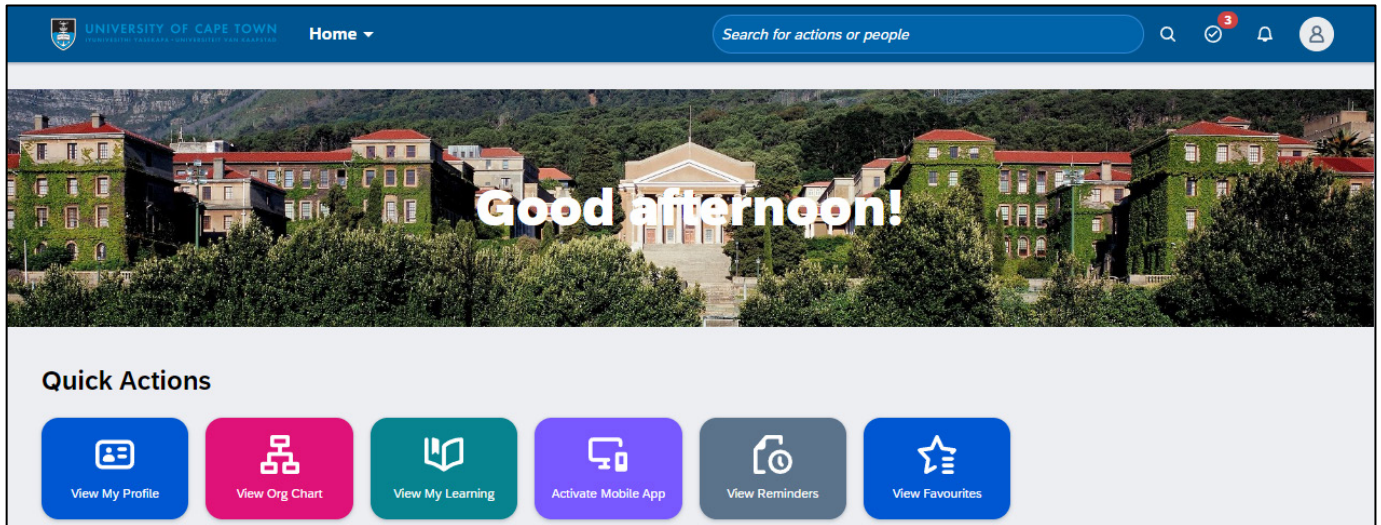
- Click the *View My Profile* tile.
2. The *People Profile* page appears, displaying the *General Information* section.



- Click *Learning and Development* to view a high-level summary of your learning history and learning in progress.
- Click the UCT logo to return to your home page.

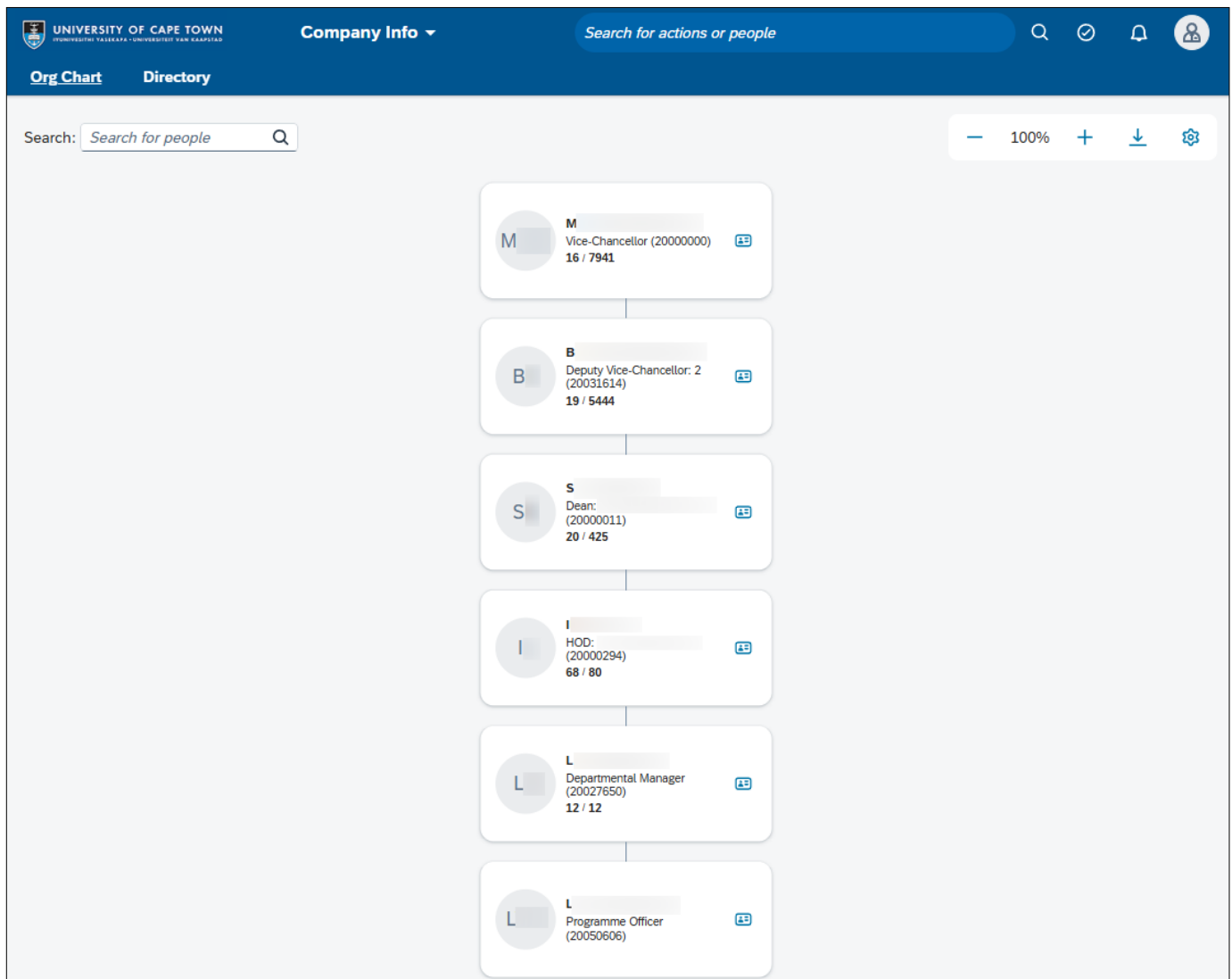
Viewing the org chart

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



- Click the *View Org Chart* tile.

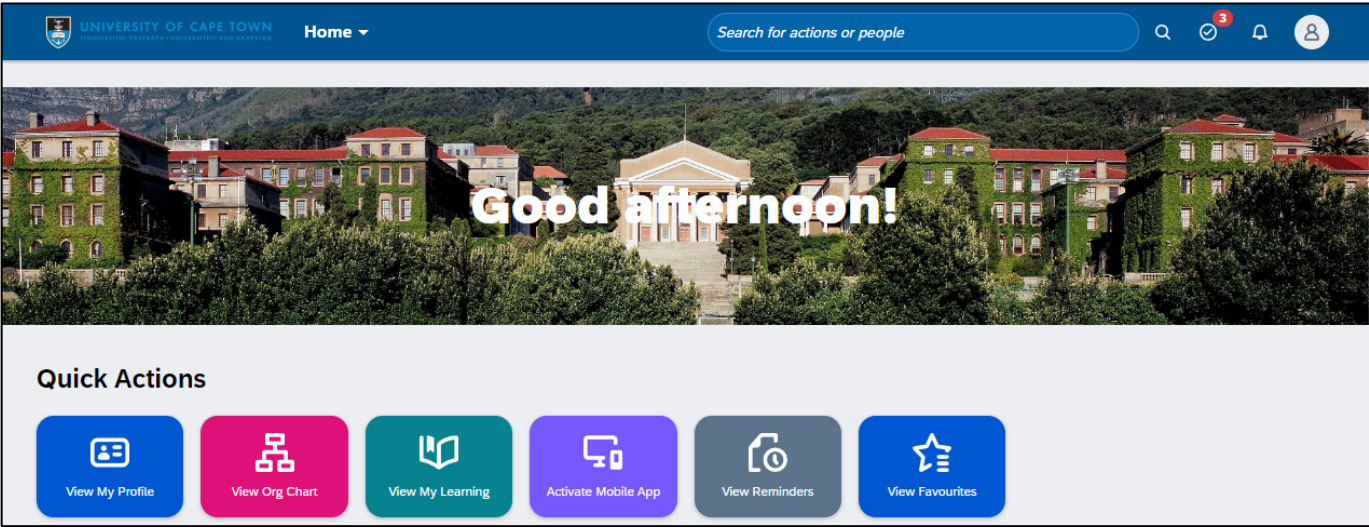
2. The *Org Chart* page appears.



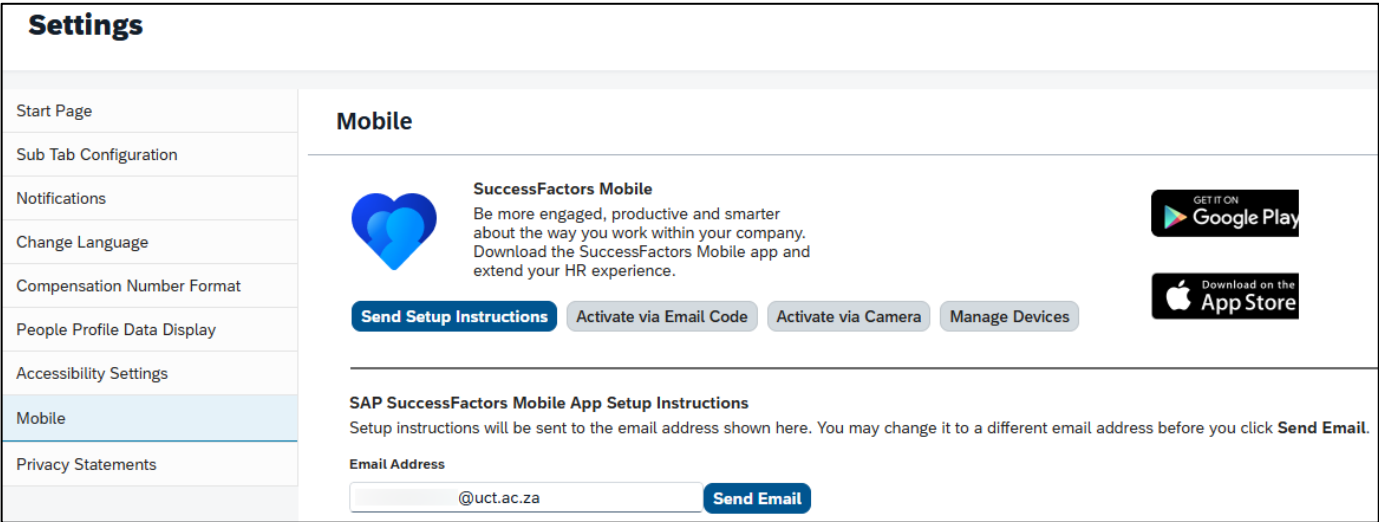
- Click [Export](#) to save a copy of the organisational chart, either as a PDF or an image file.
- Click the UCT logo to return to your home page.

Installing the SuccessFactors mobile application

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



- Click the *Activate Mobile App* tile.
- 2. The *Settings* page appears.



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

Installing the SuccessFactors mobile application (continued)

3. The *Scan QR Code* section appears.

Scan QR Code

In the SAP SuccessFactors Mobile app, tap Get Started, then QR Code Activation, and scan the QR code below. The code expires in 30 seconds.

Seconds Remaining

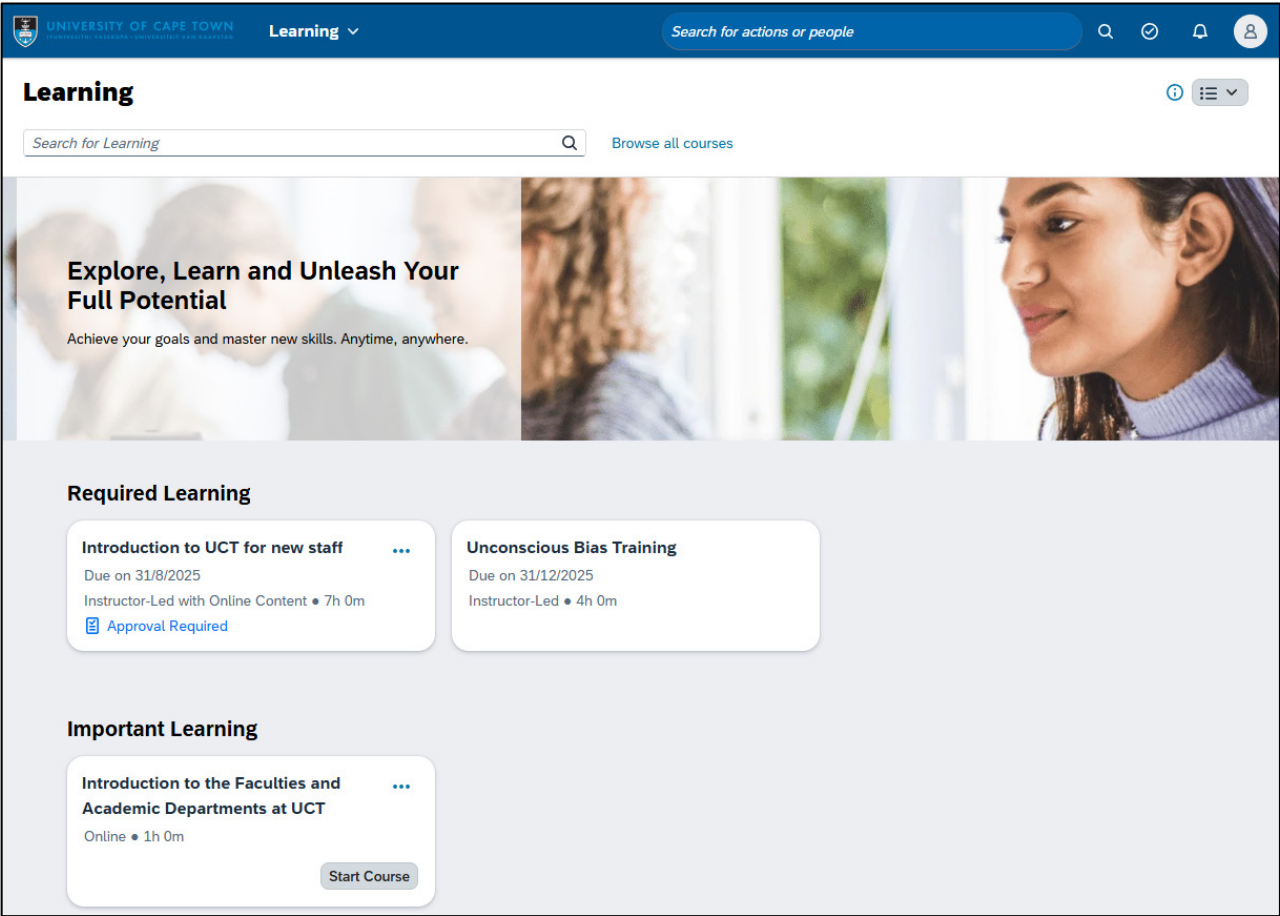
28



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

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

✕ 🔍

🔼 **Filters**

[Reset](#) [Hide](#)

▼ **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

67 results

Sort By Relevance

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](#)

▼ **Learning Type**

☒ Instructor-Led 33

☐ External-Course 30

☐ Instructor-Led with Online Content 4

➤ **Delivery Method**

➤ **Attributes**

➤ **Categories**

33 results

Sort By Relevance

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](#)

➤ **Learning Type**

➤ **Delivery Method**

➤ **Attributes**

➤ **Categories**

▼ **Source**

☐ Internal 32

☒ LinkedIn Learning 30

30 results

Sort By Relevance

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 *Filter* by clicking *Hide* or show the *Filter* section by clicking 🔼 *Filter*.

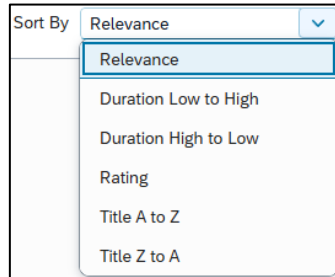
November 2025

Page 14

Searching the course library (continued)

Sort By


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

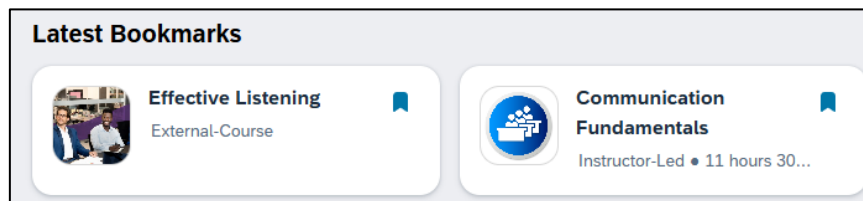


Sort By: Relevance ▼


- Relevance
- Duration Low to High
- Duration High to Low
- Rating
- Title A to Z
- Title Z to A

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.




Latest Bookmarks

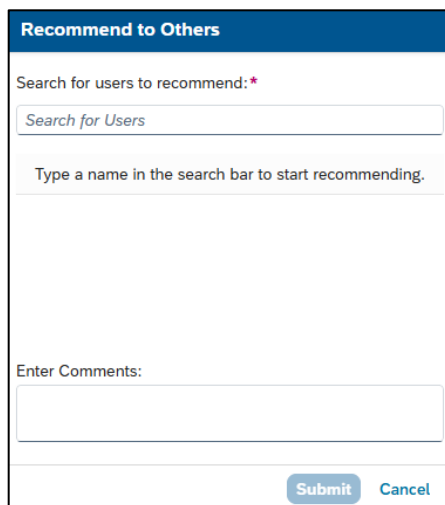


Effective Listening
External-Course



Communication Fundamentals
Instructor-Led • 11 hours 30...

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



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 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 **Submit**.
- 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.](#)

✕ 🔍

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
🔖 ...

👤 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
🔖 ...

👤 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

Upcoming Classes

Monday 24/11/2025
09:00 AM
📍 Cambria House

–

Wednesday 26/11/2025
04:00 PM
Africa/Johannesburg

16 seats available

Viewing detailed course information (continued)

If you want to...	Then...
View course prerequisites and assign to self	<div><div><div><div><div>Course Details</div><div>Prerequisites</div></div><div><div>Complete all the courses below to meet the prerequisite needs for this course.</div><div><div>Developing Your Emotional Intelligence (2017)</div><div>External-Course</div><div>Assign to Me</div></div></div></div></div><div><div><div>Assign to Me</div></div></div><div><div><div>The Success dialogue box appears, confirming that the course has been added to your learning plan.</div><div><div>Success</div><div>This course is now on your learning plan.</div><div>Ok</div></div></div><div><div><div>Ok</div></div></div><div><div><div>The Prerequisites section reappears, indicating that the course is on your learning plan.</div><div><div>Course Details</div><div>Prerequisites</div></div><div><div>Complete all the courses below to meet the prerequisite needs for this course.</div><div><div>Developing Your Emotional Intelligence (2017)</div><div>External-Course</div><div>On your learning plan</div></div></div></div></div></div></div>

- 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.](#)

assertiveness

X

Q

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

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

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.

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

Related Topics

Communication

Interpersonal Skills

Self Leadership

Questions?

hr-stafflearningcentre@uct.ac.za

more...

Upcoming Classes

Monday 24/11/2025

09:00 AM

Cambria House

Wednesday 26/11/2025

04:00 PM

Africa/Johannesburg

16 seats available

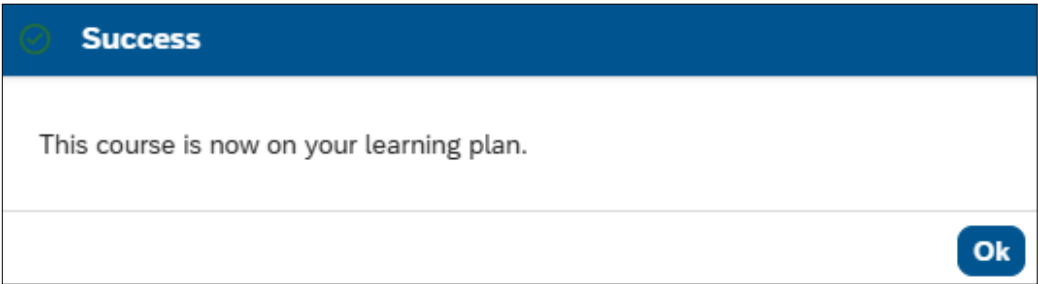
- Click [Assign to Me](#).

November 2025

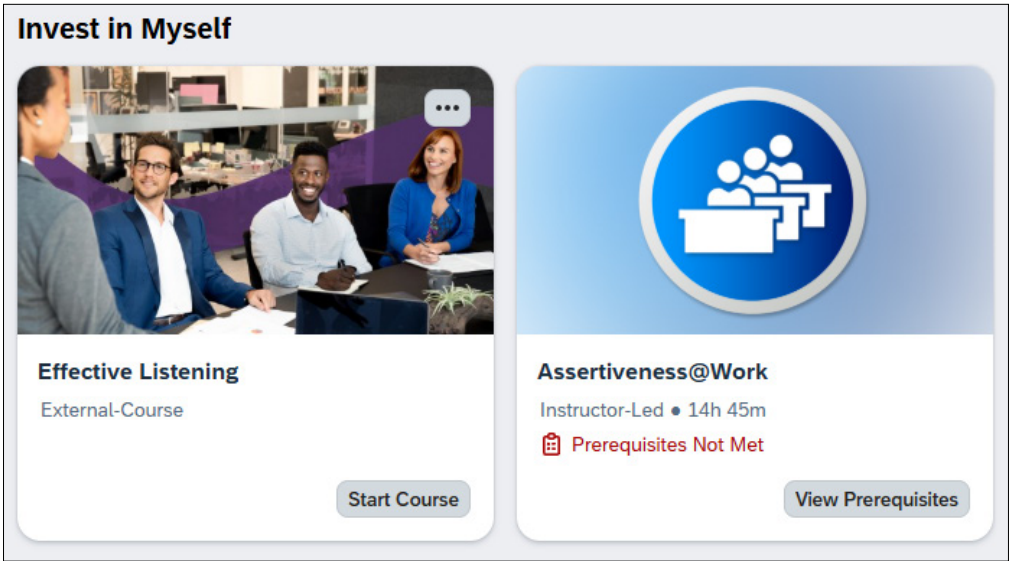
Page 19

Assigning courses to yourself (continued)

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



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



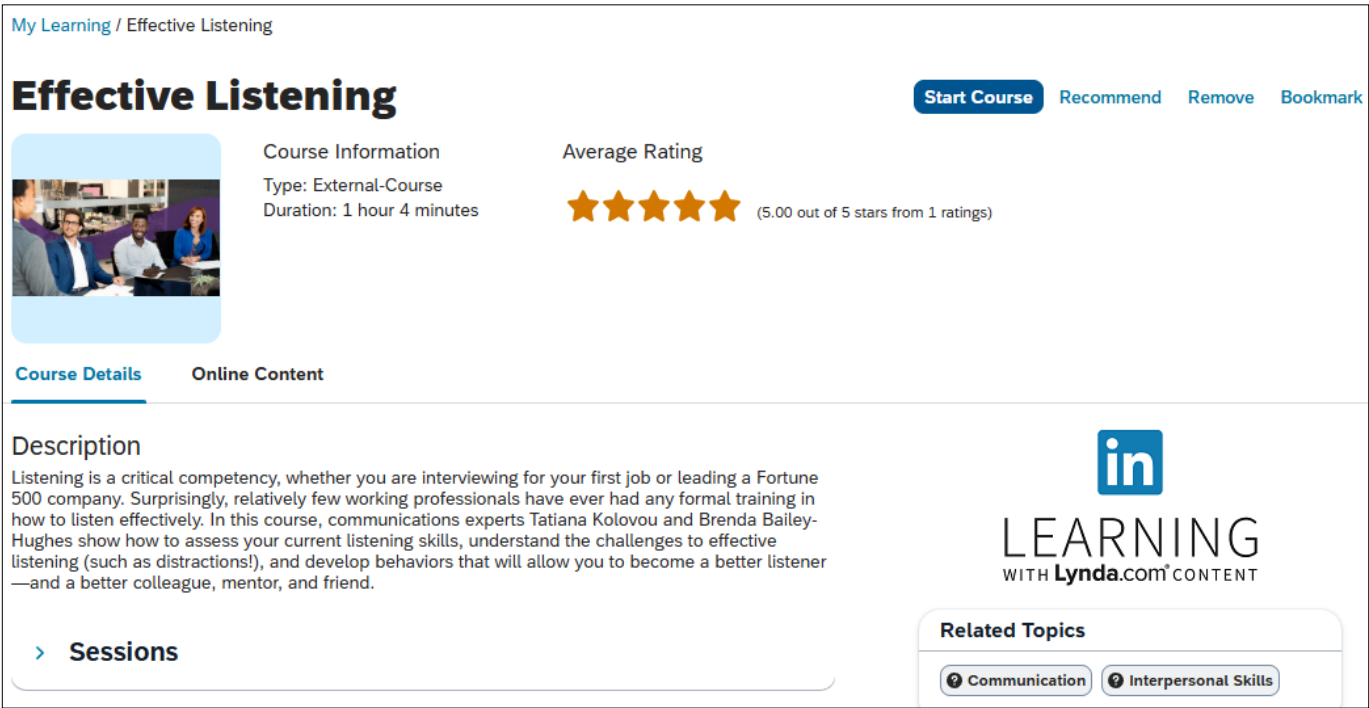
- Close the browser window/tab to return to the *Find Learning* page.

Removing a self-assigned course

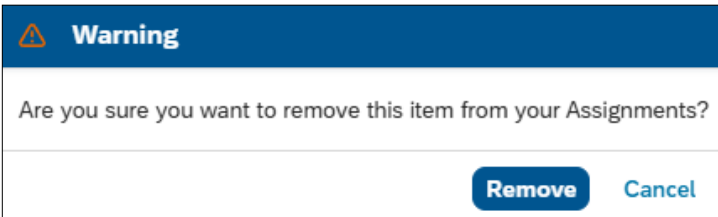
1. [Log in to SuccessFactors and access the Learning page.](#)
2. Find a self-assigned course in the *Invest in Myself* section.



- Click the course title e.g. Effective Listening.
3. The course information page appears.



- Click [Remove](#).
4. The *Warning* dialogue box appears.



- Click [Remove](#).
- 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 [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

Invest in Myself



Assertiveness@Work
Instructor-Led • 14h 45m
 Prerequisites Not Met
[View Prerequisites](#)



Memory Skills
Instructor-Led • 16h 0m
[Register](#)

- Click [Register](#).
3. The *Available Classes* page appears. Scheduling conflicts for any of the classes will be indicated.

[My Learning](#) / [Memory Skills](#) / Available Classes

Memory Skills
56004

Available Classes (2)

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

[Create Class Request](#)

- 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

82001

Monday 1/12/2025 – 08:30 AM

Tuesday 2/12/2025 04:30 PM

Agenda

Additional Information

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

Approval Required

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**.

5. 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

Special Requests

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

Approvers:
L

Memory Skills
Class ID: 82001

Monday 1/12/2025
08:30 AM

Tuesday 2/12/2025
04:30 PM

Cambria House

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.

Registered

You're registered!

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

Ok

Registered

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.

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

82001

Monday 1/12/2025 – 08:30 AM

Cambria House

18 seats available
[View Approval Details](#)

Last day to withdraw from this class is 24/11/2025 at 05:00 PM

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

[Learning Home Page](#) / [Find Learning](#)

Find Learning

✕ 🔍

▼ **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

🔖
⋮

🔗 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](#)

- My Learning / Memory Skills

Memory Skills




Course Information

Type: Instructor-Led

Duration: 16.00 hours

Average Rating



(5.00 out of 5 stars from 1 ratings)

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

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
Cambria House

–

Tuesday 2/12/2025
04:30 PM
Africa/Johannesburg

18 seats available

Monday 9/2/2026
08:30 AM
Virtual Class

–

Tuesday 10/2/2026
04:30 PM
Africa/Johannesburg


20 seats available

Related Topics

Planning, Organising and Implementing

Self Leadership

Questions?

 hr-stafflearningcentre@uct.ac.za

- November 2025 Page 26

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

82001

Monday 1/12/2025 – 08:30 AM

Tuesday 2/12/2025 04:30 PM

Agenda

Additional Information

Register

Cambria House

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

Approval Required

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

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 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

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!

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

Ok

Registered



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.

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

82001

Monday 1/12/2025 – 08:30 AM

Tuesday 2/12/2025 04:30 PM

Cambria House

18 seats available

[View Approval Details](#)

Last day to withdraw from this class is 24/11/2025 at 05:00 PM

Withdraw

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

November 2025

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[Learning Home Page](#) / [Find Learning](#)

Find Learning

memory

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

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

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

- 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

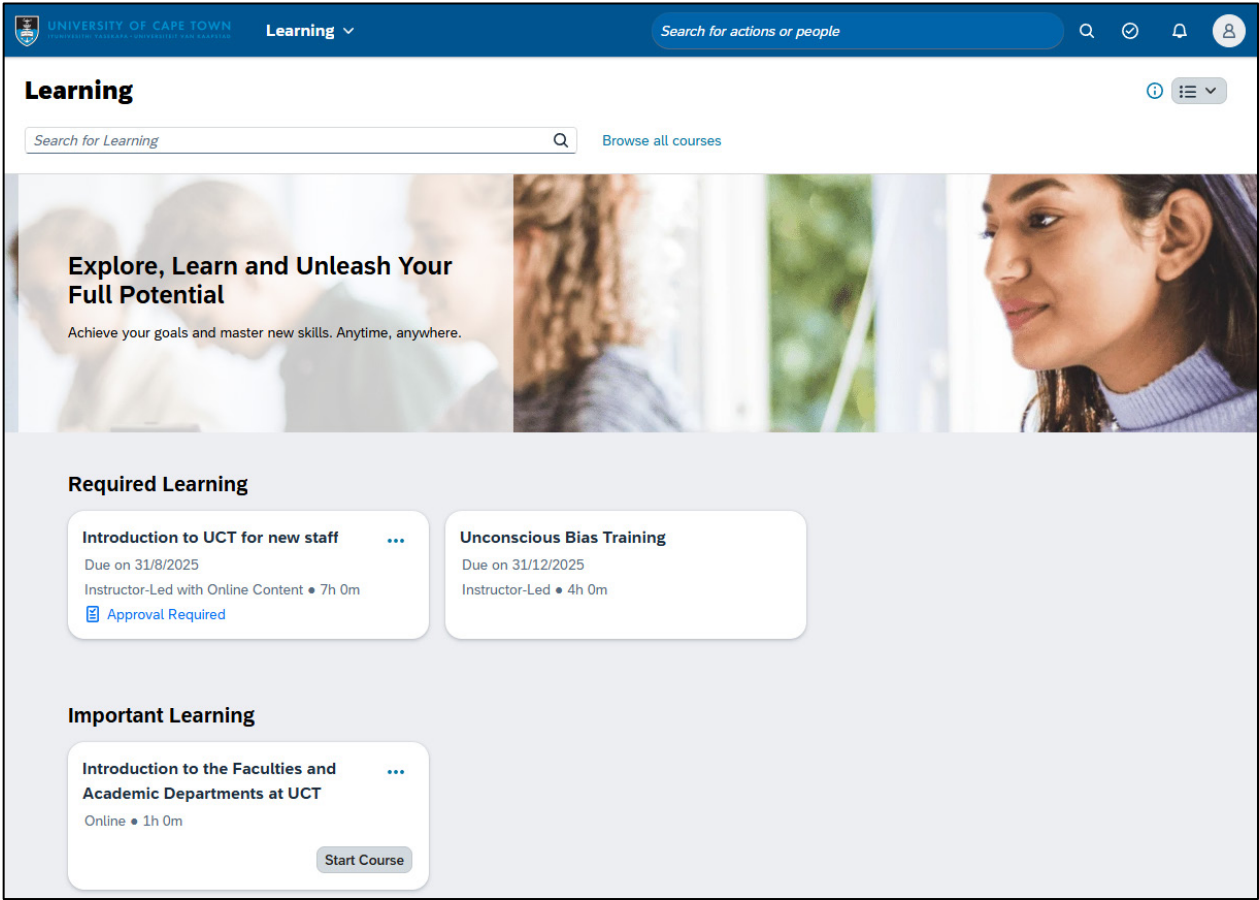
- In the first field, enter a name (or part thereof) to search for an employee.
 - Select the appropriate employee from the search results below the first field.
 - Repeat the previous two steps to add any additional employees.
 - If appropriate, enter a *Comment*, it will be visible if the person views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

Submit

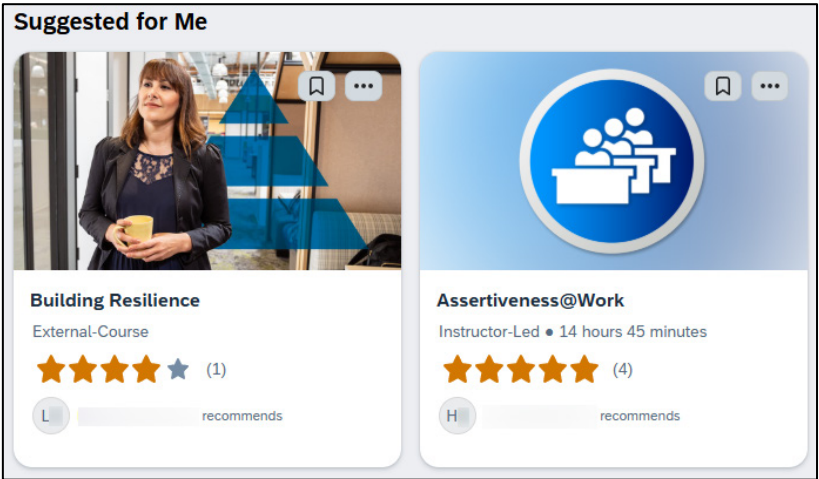
.
4. The course details page reappears.
- A message briefly appears near the bottom of the page, indicating that the recommendation has been sent. **Note:** You may receive an error if the person already knows about the course or can't access it.
 - Click *My Learning* to return to your *Learning* page.

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.
 - 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 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 Training

Due on 31/12/2026

Instructor-Led • 2h 0m

Register

Invest in Myself



Development Dialogue Training


Instructor-Led • 2h 0m

Register

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

Development Dialogue Training

Create Class RequestRecommendBookmark



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?

All DDC staff and Academic staff who oversee DDC staff

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**.

November 2025

Page 33

Requesting a class (continued)

4. The *Request a Class* 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:

dd/MM/yyyy

Select

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*.
- Click **Submit**.

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.

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.

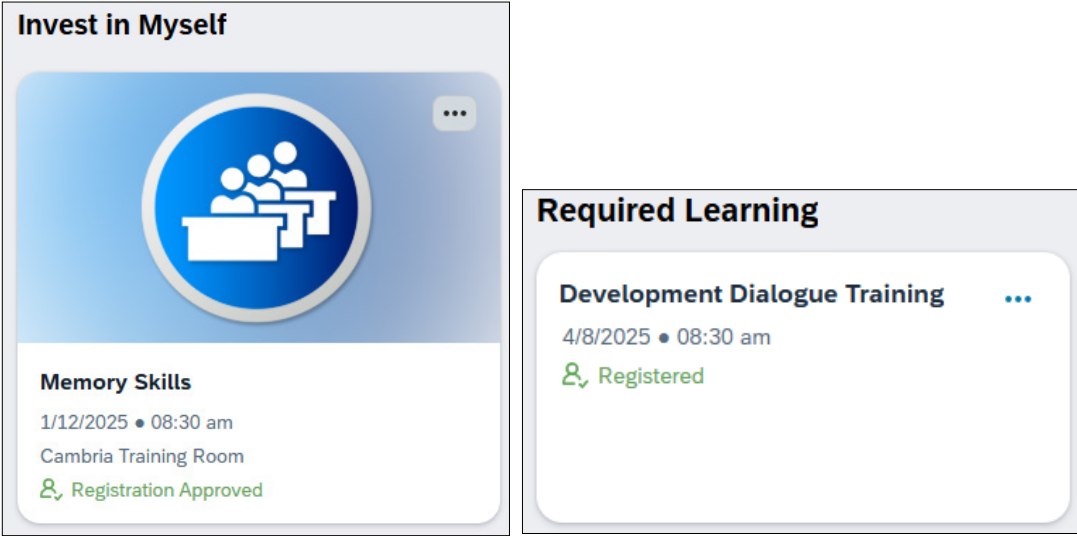
- Click *Remove Class Request* to view and/or remove the class request.
- Click *My Learning* to return to your *Learning* page.

November 2025

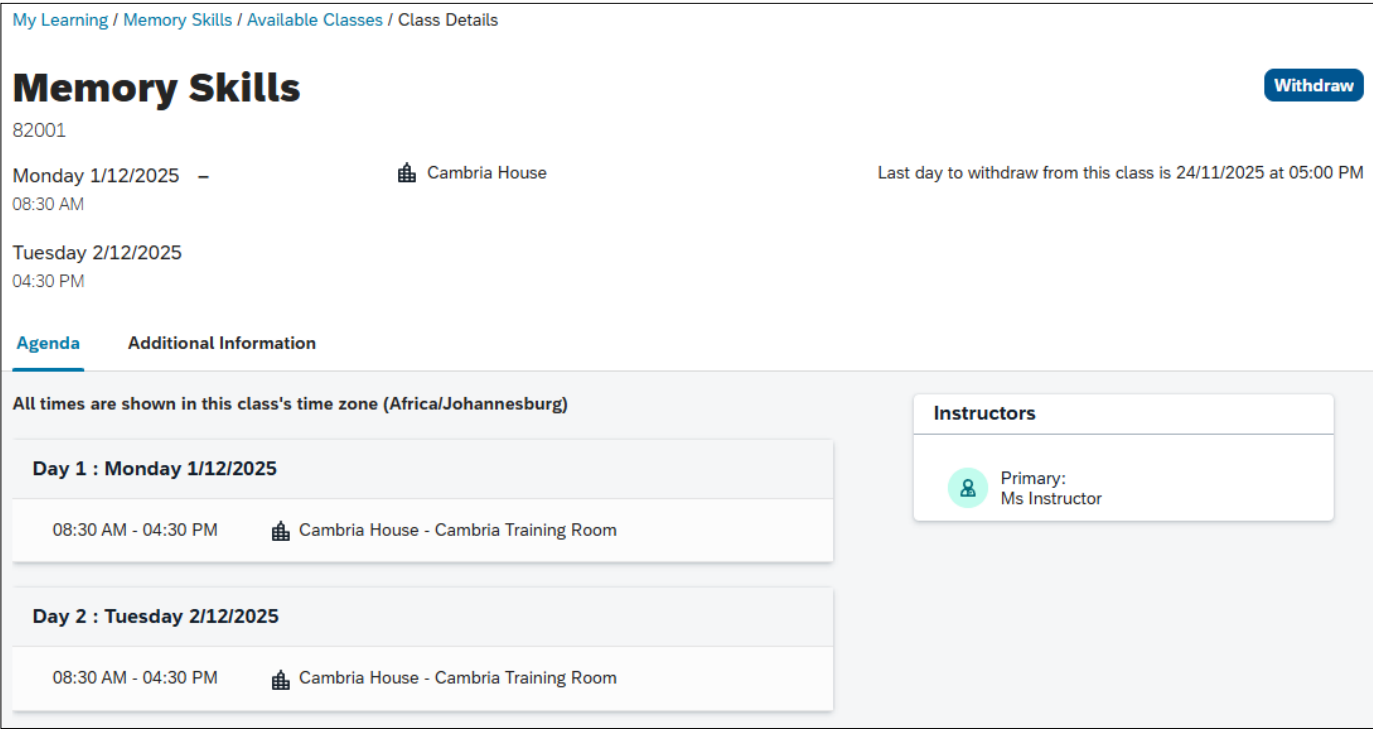
Page 34

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.

Withdraw

Withdrawal Reason (Required)

Please select a withdrawal Reason

☐ Unavailable

☐ Family Responsibility

☐ Illness

☐ Incorrect Course

☐ Operational

☐ Replacement will be attending

Remove

☐ Remove Item from Learning Plan

Confirm

Cancel

Withdraw

This class requires an approval for you to withdraw. You will remain registered until your request has been approved.

Approval Details

Approval Step:
Step 1 of 1 - Manager Approval

Approvers:
L

Withdrawal Reason (Required)

Please select a withdrawal Reason

☐ Unavailable

☐ Family Responsibility

☐ Illness

☐ Incorrect Course

☐ Operational

☐ Replacement will be attending

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.

Information

You've been withdrawn from this class.

Ok

Information

, your withdrawal request has been received.
An email notification will also be sent to @uct.ac.za when
your request is approved.

Ok

- 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 choices and course requirements, 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

November 2025

Page 37

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: d/M/yyyy - d/M/yyyy



Status: All

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.

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 History

Enter Event Details

Required*

External Event

Description*

Completion Date:(d/M/yyyy)*

15/5/2025

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

04:34 PM

Time Zone:*

South Africa Standard Time (Africa/Johannesbu...

Instructor ID:

Name of Training Provider / Learning Institution:

Total Hours:
(1000)

Contact Hours:
(1000)

Credit Hours:
(1000)

CPD:
(1000)

Employee


Assign Defaults

Name	Grade	Comments
L		

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 .

November 2025

Page 39

Recording external learning (continued)

4. 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: 15/5/2025

Completion Time: 04:30 PM Africa/Johannesburg

Instructor: CS Skills

Total Hours: 8.00

Contact Hours:

Credit Hours:

CPD:

Employee

Name	Grade	Comments	Costs	Amount
L				

Back

Add to Learning HistoryCancel

- 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 Attachments

File Attachment:

Choose FileNo file chosen

File Description:

Upload

There are no attachments.

- 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 Attachments

File Attachment:

Choose File

No file chosen

File Description:

Upload

Remove	File Name	Description	Date Added	Size (KB)
<div></div>	certificate.pdf	Course attendance certificate	15/5/2025	153

- Click 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: [Viewing learning history](#).