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1 Introduction

This document is a guide to using the MyView Dashboard Training Module.

The Training module has been designed to ease the process of booking and administering training course events. It enables employees to request training (internal and external courses), cancel training courses and update training records.

Managers have the facility to view and review training requests for their team members. The team planner has the added benefit of providing an ‘at a glance’ view diary view of team members’ training course requests so that a manager can assess staff utilisation prior to authorising a training request. Any dates with a training course booked are displayed with a blue line and completed training courses are displayed with a green line.

Employees (and Managers via MyPeople) can also locate course history including the dates booked and the status of each request (requested, completed or cancelled).

MyView Dashboard will generate ‘MyView Alerts’ where you may be required to take action upon receipt of the email notification. Please take the time to read these alerts as they are designed to aid both employees and managers in ensuring that a training course request is administered efficiently.

E-learning courses are not offered via MyView. You should refer to https://durham.learningnexus.co.uk for further details.

1.1 What is MyView Dashboard?

MyView Dashboard is a web based self-service system that allows employees and managers to view and edit their own personal details online.

MyView Dashboard supports the Council’s objective of making processes more efficient and streamlined.

Revised user guidance documentation to support the use of MyView Dashboard and Frequently Asked Questions are available via www.durham.gov.uk/MyView.

Providing access to MyView Dashboard via the internet will give you 24/7 access allowing you to:

- View and update personal information, including name, address and emergency contact information.
- View, download and print payslips and P60 statements.
- Submit mileage and expenses claims as well as uploading receipts.
- Employees will be able to submit training requests for managers to authorise.
Managers will be able to view expense submissions, authorise, and reject claims if required.

1.2 What is new about MyView Dashboard?

As well as providing access over the internet, MyView Dashboard has an enhanced look and feel and is much more intuitive to use. MyView Dashboard has a number of features and benefits including:

- Enhanced navigation, usability and appearance – MyView Dashboard can be accessed using smart devices mobile phones and tablets
- Customisable widgets that provide quick access to information
- Appearance and functionality has been improved
- The ability to view authorisation progress across all MyView Dashboard forms
- Removal of Payslip and P60 printing and postage costs by enabling access to e-Payslips and P60’s.

1.3 Further information

If you would like any further advice or would like the document in an alternative format, please contact the MyView Team within HR Operations and Data using the contact details below:

MyView@durham.gov.uk
03000 269 919
Braille Audio AAA Large Print
2 Training Module Overview

- Click on the [Employee Training] link on the left hand navigation panel.

The next screen shows your personal training record. You will be able to see the following:

- **Planner** – calendar view of employee training history
- **Courses Requested**
- **Courses Completed**
- **Courses Cancelled** – course events that you have booked on but did not attend are displayed here. This will include both recorded non-attendance and course cancellations.

Any training that you have previously booked on or completed will be displayed in the Planner area. Hover over an event in the planner to display further details relating to the training course request.
3 Creating a Training Request

- Click on the [Employee Training] link on the left hand navigation panel.
- Click [Request Training] to display the Training Course Selection form.
- Enter criteria on which to search in one or more of the following fields, and click [Search].
  - **Keywords** - keywords relevant to the training course required.
  - **Type** - the type of training course required.
  - **Start Date** - the date on which the course starts.
  - **End Date** - the date on which the course ends.
A list of training courses that match the search criteria entered is displayed, with details of number of attendees, costs and whether a training event exists.

- Click the [Description] of the course for which you would like further information. Details such as the objective and prerequisites will be displayed, followed by dates and locations when this course is available.

- Click the [Start Date] of the course event that you would like to attend to display the Training Request form.

**Note:** If a suitable date does not exist for the selected training course, you can request an unscheduled event by clicking on the [Non-Scheduled Request] option. If you have requested an unscheduled event, you will be notified by the course administrator when you have been allocated a place on the next suitable course event.

- If the requested course event is fully booked, an alert is displayed at the top of the page informing you that the maximum number of attendees has been exceeded.
If the course event is not already fully booked, you can request a place on the course event. Enter a [Reason for Request] to validate your request. Click [Submit] so the request can be authorised by your manager.

**Note:** If you have multiple posts, select the post to which the training request applies from the drop-down list of current posts.

The Confirmation message is displayed before returning to the Training module page, where the training request is displayed in the [Courses Requested] section with an appropriate status.

If your request has not been authorised within the 7 calendar day authorisation period, you will receive an email notification confirming that the request has timed out. As the request has not been authorised within the 7 calendar day period, the request is automatically rejected and should be re-opened and re-submitted for authorisation.
4 Form History - View Authorisation Progress

You can view the authorisation progress of your request as well as being able to view details of previously authorised/rejected forms. This includes audit details of who authorised/rejected your form and when this took place.

- Click on the [Form History] link on the left hand navigation panel. Click on the form name under [Description] to open the relevant form.

- The summary arrow to expand the form summary which includes a section called [Authorisation Progress]. Click on the green/orange icon to view authorisation status details.

**Note:** An authorised form will show a green tick whilst a submitted form will show an orange icon.

Details of the authorisation progress are displayed including who authorised it and date/time.

Once your form has been authorised the status will change from 

**Once a training request has been authorised, it cannot be withdrawn or amended.** Should you need to withdraw from attending an upcoming course event you should contact the relevant course co-ordinator as soon as possible using the contact details below.

- Corporate Learning and Development - HRODTeam@durham.gov.uk
- ICT Training - ITLearning@durham.gov.uk
- AHS Training Courses - Developmentandlearningadults@durham.gov.uk
- CYPS Training Courses - Developmentandlearningchildren@durham.gov.uk
- REAL Training – REALtraining@durham.gov.uk
5  Withdrawing a Submitted Training Request

If your submitted training request has still not been authorised or rejected, you will be able to go back into MyView Dashboard to withdraw the request.

- Click on the [Form History] link on the left hand navigation panel
- Click on the form name under [Description] to open the relevant form
- Click [Withdraw] to change the status of the form from [Submitted] to [Open].

You will need to confirm that you wish to withdraw the claim. Click [OK]. A confirmation message will be displayed.

- If you navigate back to the [Employee Training] module, you will see that the previously submitted claim now sits under the [Form History] section with a form status of ‘Withdrawn’.
You can then select the relevant claim form number and click [Re-open]. Click [OK]. A confirmation message will be displayed.

You will notice that the form number now appears under the [Courses Requested] tab with a status of [Open]. Select the form number to open the request. You will then be able to amend the training request and re-submit it for authorisation.
6  Manager – Authorising a Training Request

Requests pending authorisation are displayed in the Authorisations widget on the dashboard displaying pending authorisations by type. You can click a pending authorisation to view further details. You can authorise and reject authorisations directly from this widget.

If you have any requests awaiting authorisation you will have received an e-mail from resourcelink@durham.gov.uk asking you to log into MyView Dashboard to authorise the request.

All authorisation requests need to be actioned within 7 calendar days before the request is automatically rejected back to the employee.

Managers cannot delegate responsibility to authorise training requests to another person.

Full details on authorisation can be found in the MyPeople Guidance document via www.durham.gov.uk/MyView.
7 Employee – Training Request Authorised by Manager

Once your training request has been authorised by your manager, the appropriate training co-ordinator will be notified. The training co-ordinator will then allocate you a place on the required course event.

However, it may be that your place on the training request cannot be confirmed for one of the following reasons:

- **Training Denied** – you are not eligible to book a place on the training course

- **Training Cancelled** – the training course event may need to be cancelled. For example the course may not be viable to run due to low numbers so is cancelled. In this instance you would be put on a waiting list to attend the next available course event

- **Delegate Cancelled** – you may choose to cancel your place on the course event. You would then need to make another request to attend the training course.

You will be notified accordingly if your request to attend the training course event is not confirmed.

Once you have attended the training course, both employee and manager will receive a confirmation notification. Your employee training record will be updated accordingly.
8 Employee – Course Evaluation Forms

Upon completion of the training course, you will be able to access an evaluation form. This evaluation form must be submitted via the original training request which should now appear under the [Courses Completed] section.

If an evaluation form exists against the training course (not all courses available in MyView will use evaluation forms), you are required to click on the [Available] link displayed under the appropriate Training Evaluation Form heading.

- Click [Available] to display the Training Evaluation Form which can be completed online and submitted by clicking [Save].

Once completed the status of the evaluation form will change from [Available] to [Completed].