Online Learning - Frequently asked Questions

- **How do I access the online learning system?**
  The system can be accessed via https://coventry.melearning.university/login

- **What are my login details?**
  You are no longer required to remember login details. You will just need to click Auto Login, and the system will link to your corporate account.

- **How do I log in if I don't have a corporate account?**
  If you do not hold a corporate email address, please email onlinelearning@coventry.gov.uk who will assist you in logging in.

- **How do I find Mandatory Courses?**
  There is a filter under Category > Type for Mandatory training. Ticking this option will filter out all courses other than the Corporate Core Mandatory courses. This does not include any local/service-specific mandatory training.

- **I cannot find a course, has this been removed?**
  You may find that some courses which you are used to seeing are now not available to you. Any courses which weren't used by the relevant service area, or where content had expired have not been replaced.
  Some courses have also been renamed, therefore it is worth viewing the course library to ensure you are not missing information.

- **I had partially completed a course in the Virtual Learning Hub. Will I have to start the course again in the new system?**
  As Online Learning is a new system, any course information from the Virtual Learning Hub will not be transferred across, therefore, you will need to complete the course again.

- **How long will it take to complete a course?**
  Each course has an estimated duration listed in the course library. Please remember this time will vary based on user needs, and may take you less/more time than advised.

- **Do the courses include tests/assessments?**
  Some courses include tests or module assessments. If a course includes this, you will be required to pass this before the course will show as completed. If you fail a test/assessment, you will be able to retake it.

- **Are the courses accredited?**
  Some courses will be accredited. Details of the course will contain details of any professional accreditation for the course e.g. CPD Accredited.

- **Will I get a certificate once I have completed a course?**

  Some courses have certificates activated. You will be able to download certificates for your personal records, or to provide evidence to professional bodies.
  Please **do not** download certificates to prove completion to your manager; this information is held in a central Council system and is readily available to managers.

- **How will my training be recorded?**
  If you are an employee of Coventry City Council, training records will be updated on MyEmployment to show all completed courses.
  If you are not employed by Coventry City Council, such as agency workers, your training records will be held in the Data Warehouse.

- **Will my previous records be transferred from the Virtual Learning Hub?**
  Completion records will not be migrated to the Online Learning system. Your central record will be held on MyEmployment or Data Warehouse.

- **I am not receiving emails from the Online Learning system**
  Please check whether your emails are being sent to your junk/clutter folder. Some emails may also be held my Mimecast.

- **Parts of the site are not loading or displaying properly**
  The Online Learning system includes a browser checker. Please use this to check your internet browser software is up to date.
  Any red crosses indicate that a piece of software needs to be updated in order for Online Learning to work properly with your browser.

- **Who do I contact if I can't find the guidance required using the User Guides or FAQ's?**
  If you are unable to find the answer to your question, please email onlinelearning@coventry.gov.uk, and one of the support team will respond to your enquiry.