Busy Bees.

Education and Training

VLA User Guide

Table of Contents

How to login 3

How to reset your password 5

Important messages & announcements 6

How to find my courses 7

How to search for a course 8

How to complete a course on the VLA 9

How to obtain a badge and download your certificate 10

How to view your badges 11

How to download your certificates 13

Where to find help 15

How to see your staff's progress 17

Area Directors & Operational Directors 18

Centre Directors & Head of Departments 19

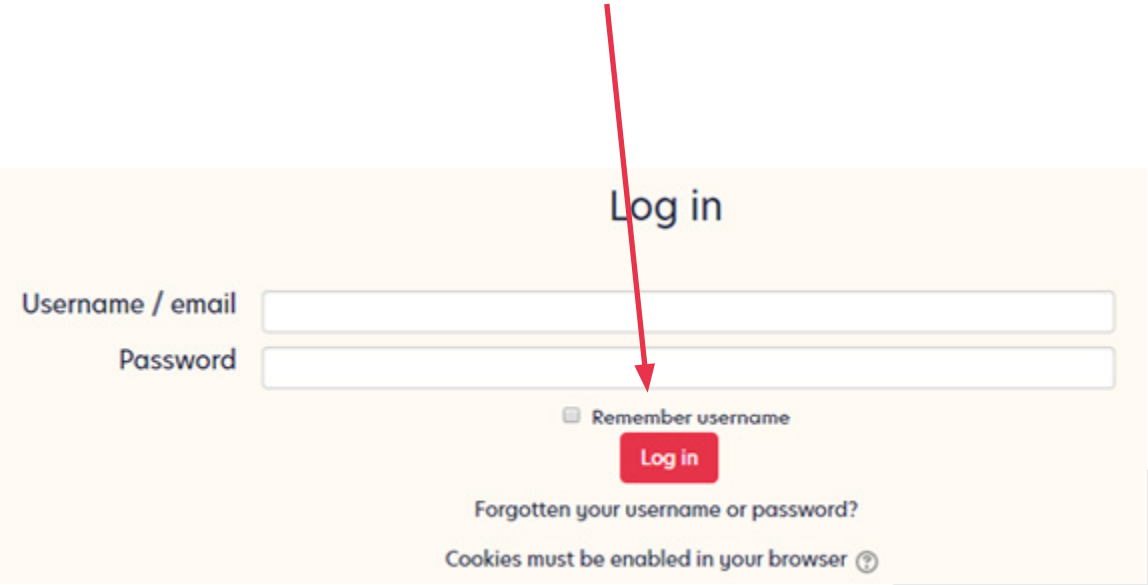
How to add/remove new starters/leavers (for Management only) 20

Where to find help 20

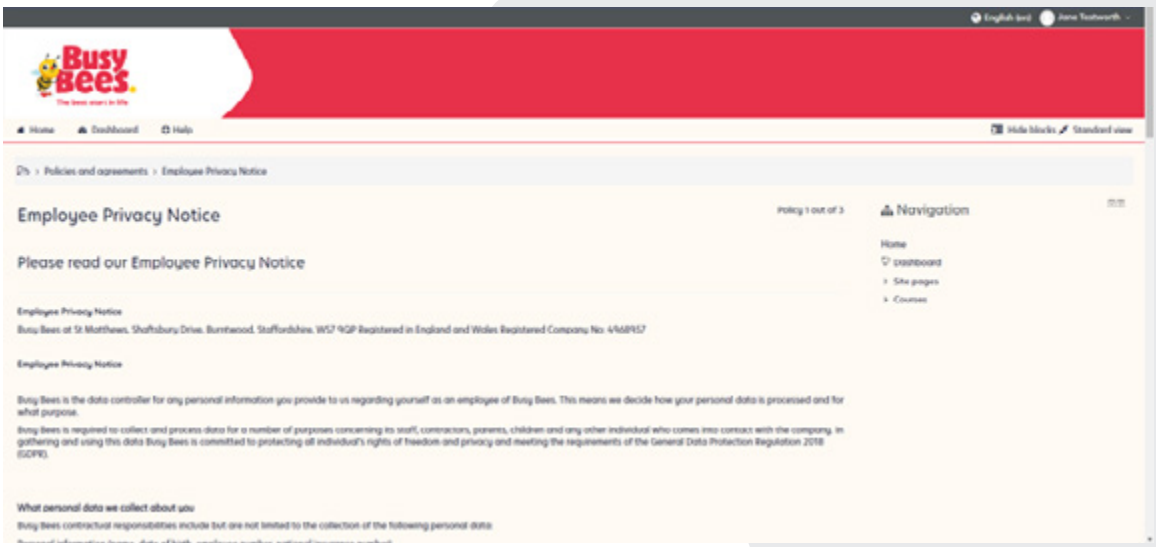
How to log in

To login to the VLA you will need to go to www.busybeesvla.co.uk. Once you are on the login page you will need to enter your login details. Your username is your email address and your password will be provided by the VLA help desk. If you have any queries or need any assistance with the VLA please email our help desk at bbvla@busybees.com.

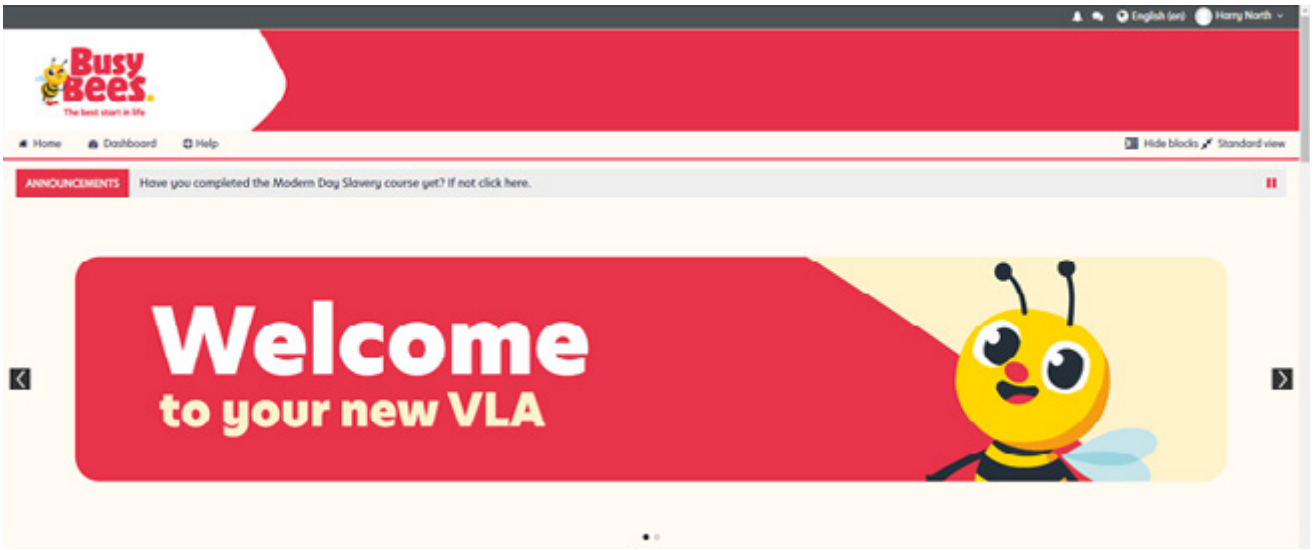
Once you have entered your login details please click Log in button.

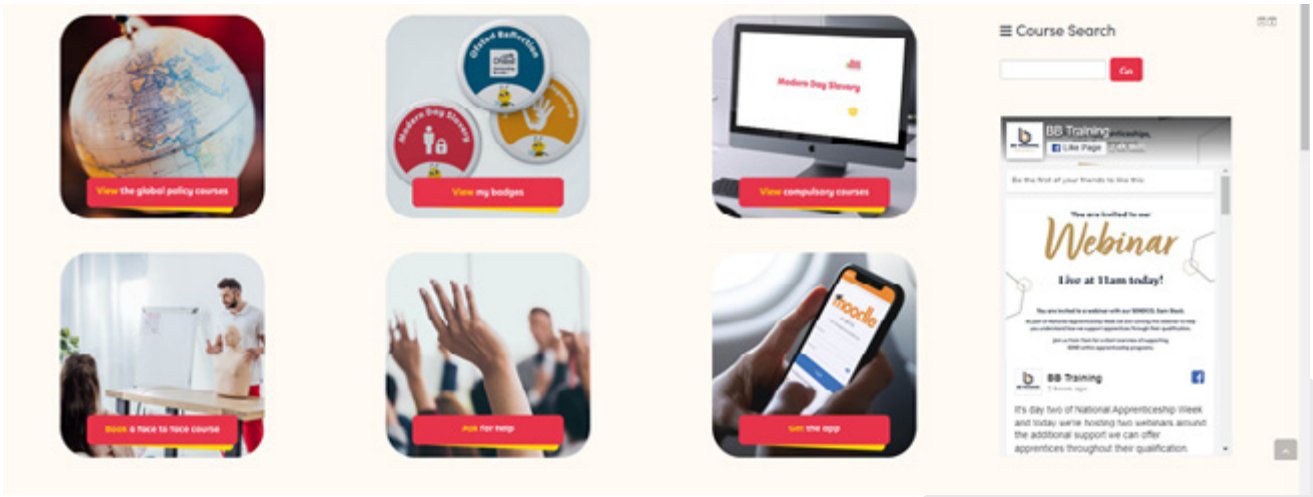


If it is your first-time logging in, you will see all our site Policies like below. You will need to read these and click the Next button at the bottom of each page.



You will then see the VLA homepage which should look similar to below:

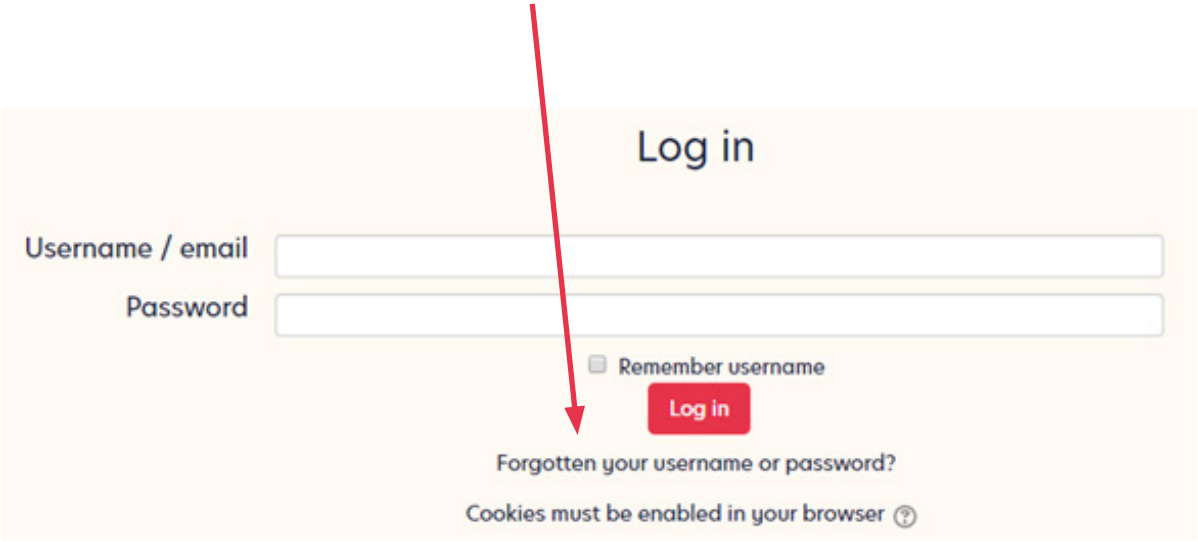




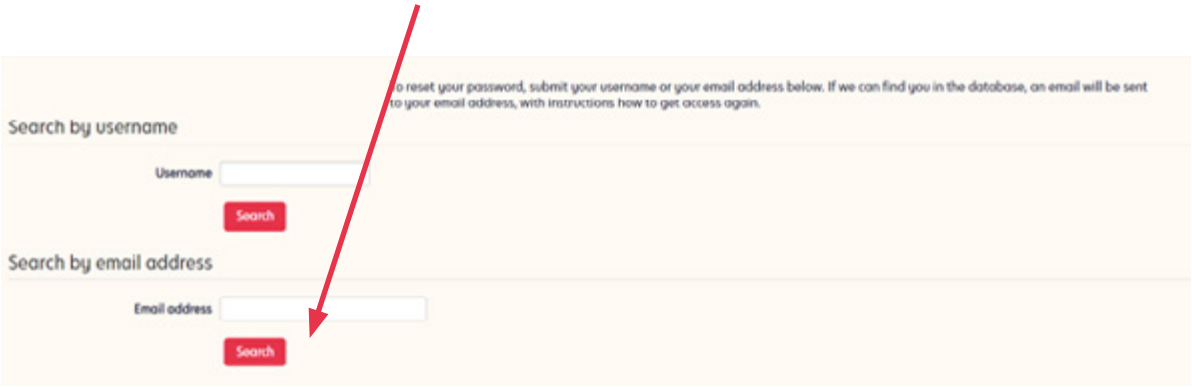
We have added these tiles to make it easier for you to navigate our VLA.

How to reset your password

To reset your password, you can click the Forgotten Password link on the login page here:



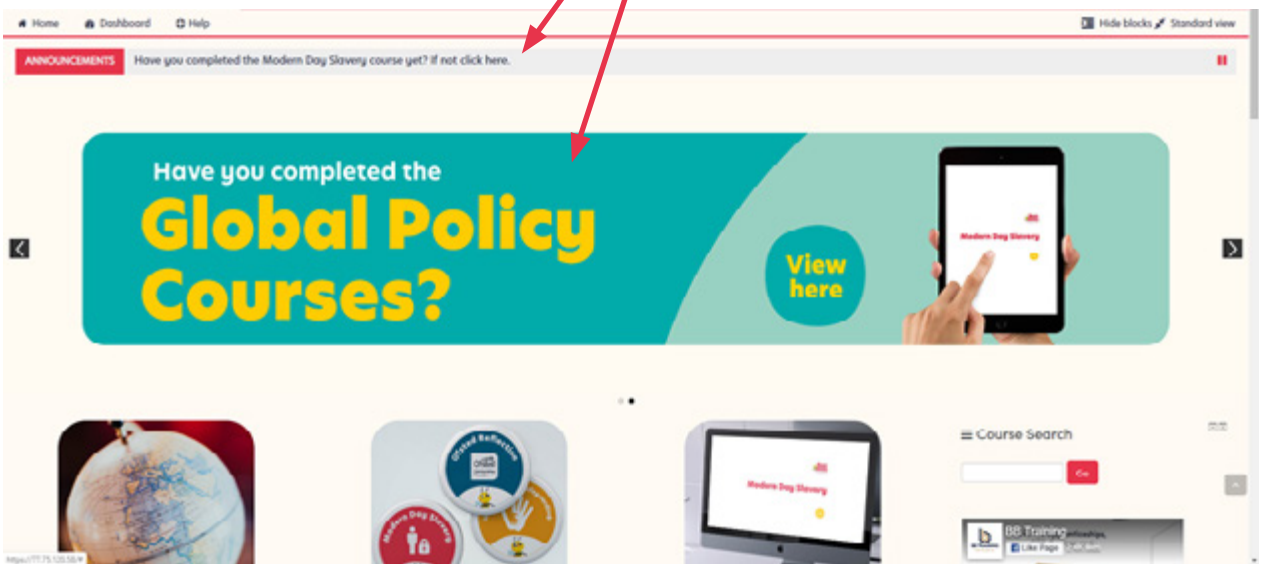
Enter your email address into the Search by email address box below and then click Search.



This will then send you an email with a reset link. If you can't find the email, please check your spam folder. If you still don't receive an email with a reset link please email bbvla@busybees.com.

Important messages and announcements

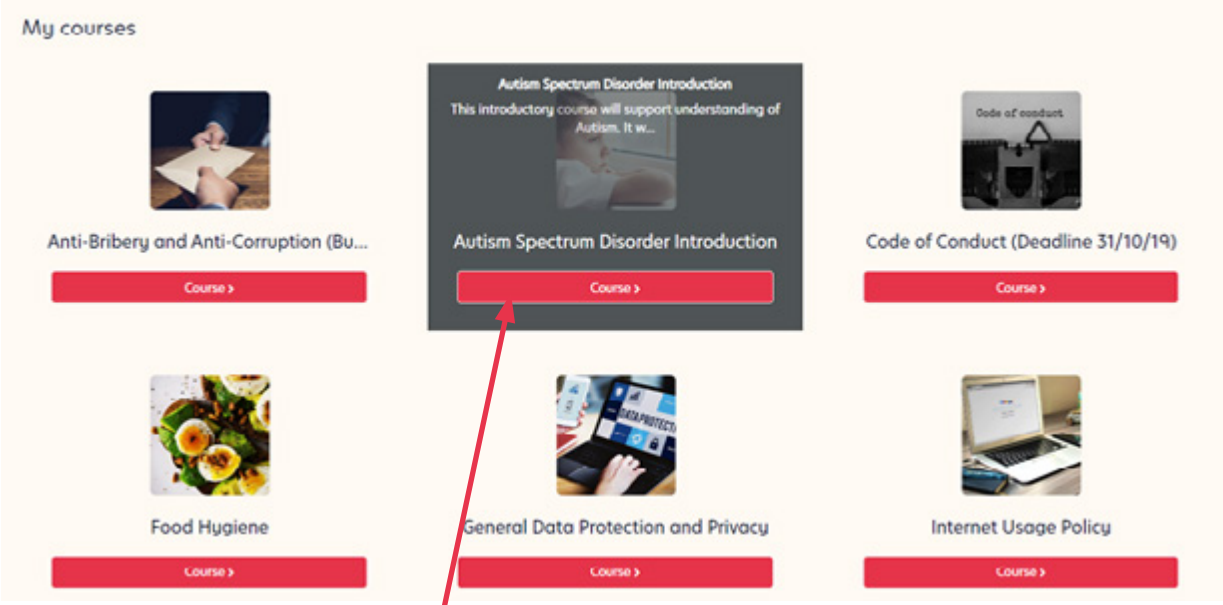
You will find important messages and announcements here on the homepage of the VLA.



The VLA team will update the homepage regularly with up to date information and announcements. There is a "ticker" at the top where we will post reminders about courses and a "slider" underneath where we will post banners to make it clearer for you to find out about new courses we offer and any new announcements we are making.

How to find my courses

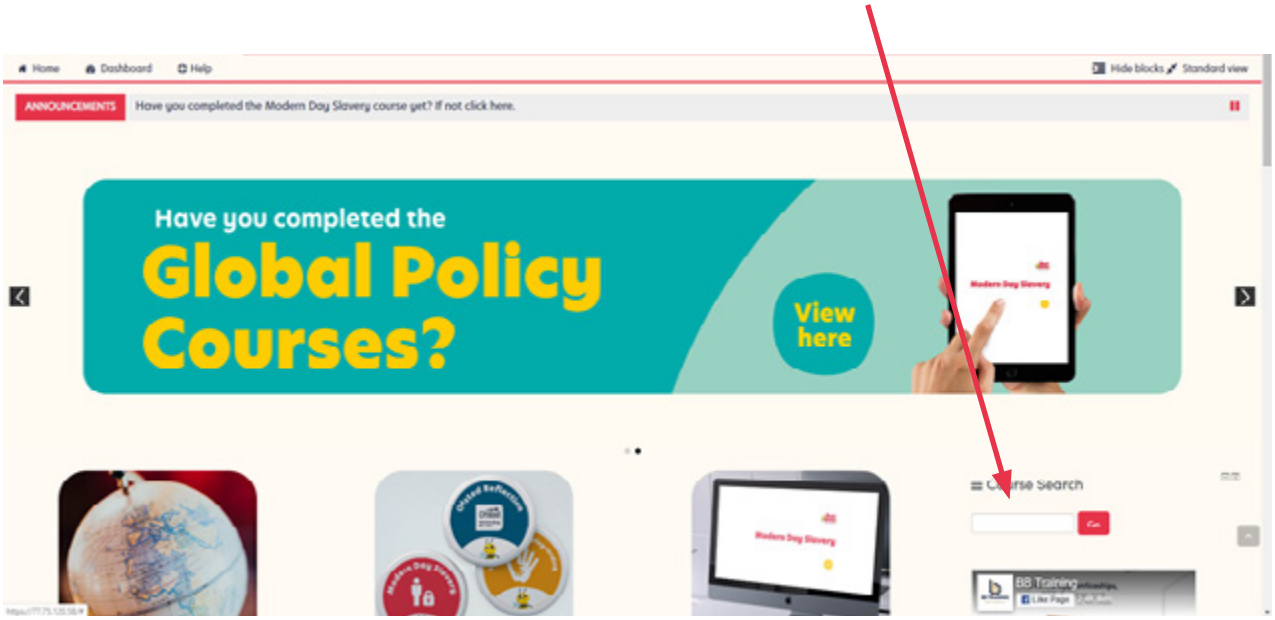
At the bottom of the homepage you will see "My courses" (see image below) which only shows the courses you are enrolled onto so if you can see a course here you can enter it.



If the course has a long title you can hover over the course tile and it will reveal the full name and description of the course.

How to search for a course

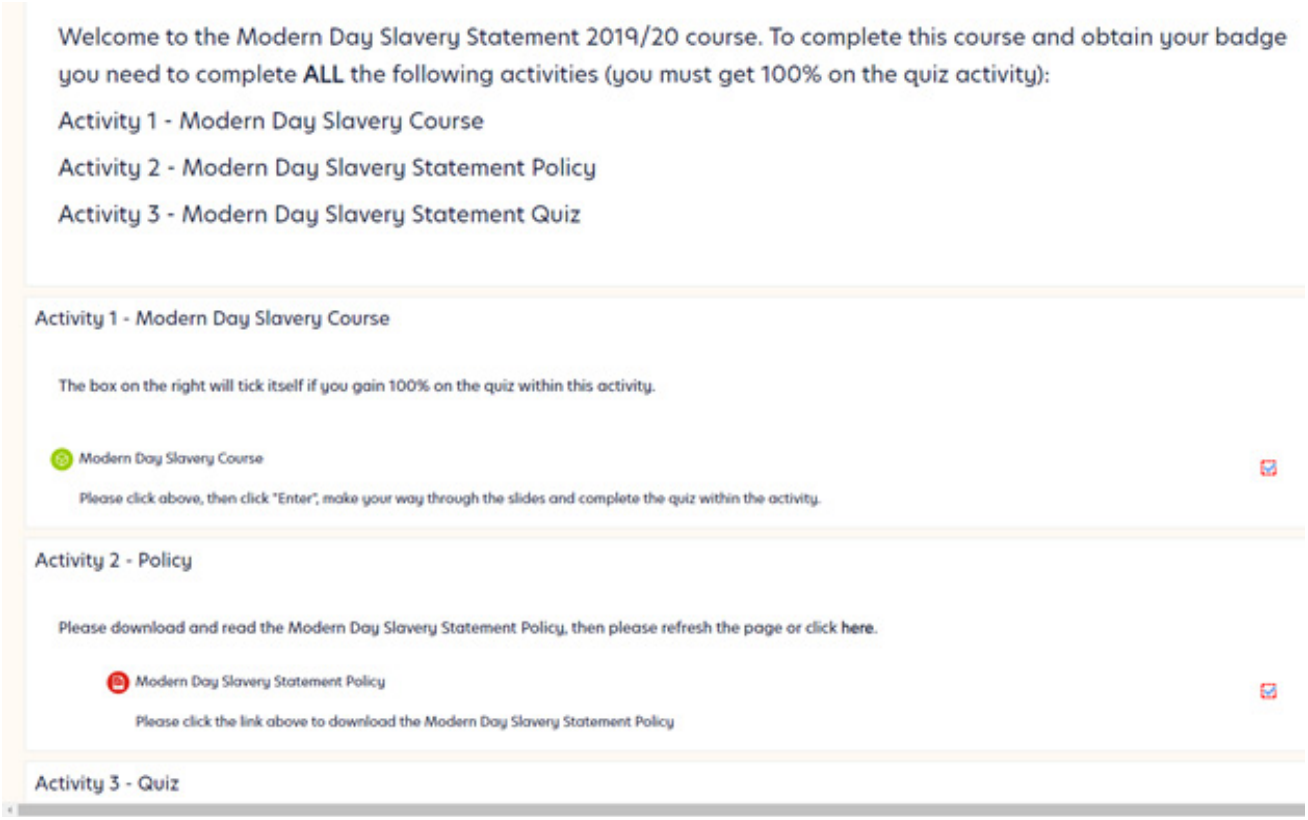
To search for a course type the name of the course you are looking for into the search box on the homepage here. The search box works best when searching for just one word as it will display any courses relating to that word.



The search box results will only show the courses you are enrolled onto. If you can't find the course, you are looking for please email bbvla@busybees.com.

How to complete a course on the VLA

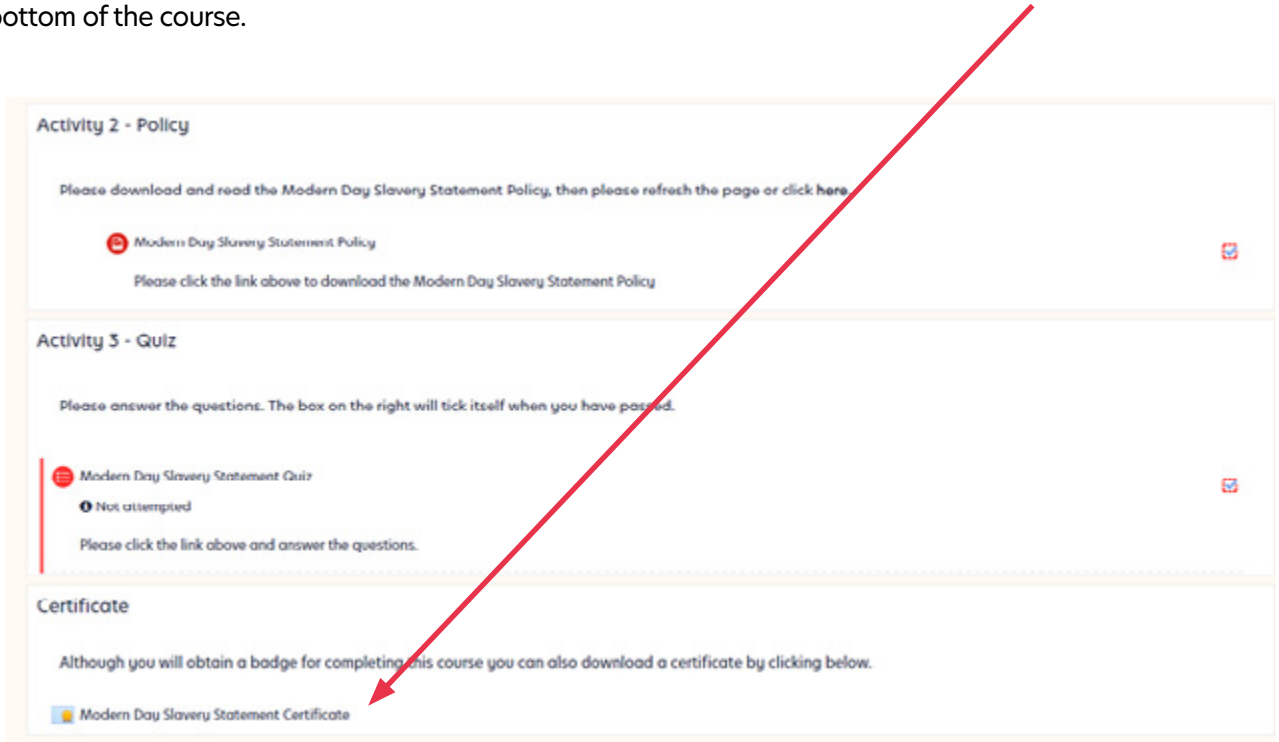
Firstly, click on a course you would like to complete. On our newer courses you will see some instructions on how to complete that specific course at the top of the page. For this example, we will use the Modern Day Slavery course which is one of our Global Policies which everyone in the company needs to complete.



As you can see at the top of the page there is the instructions for this course. In this course there are 3 activities you need to complete. To view each activity, click on each activity name. You must complete the activities in order as you won't have access the next one until you do so. Whenever you complete an activity the box on the right-hand side to each activity will be ticked.

How to obtain a badge and download your certificate

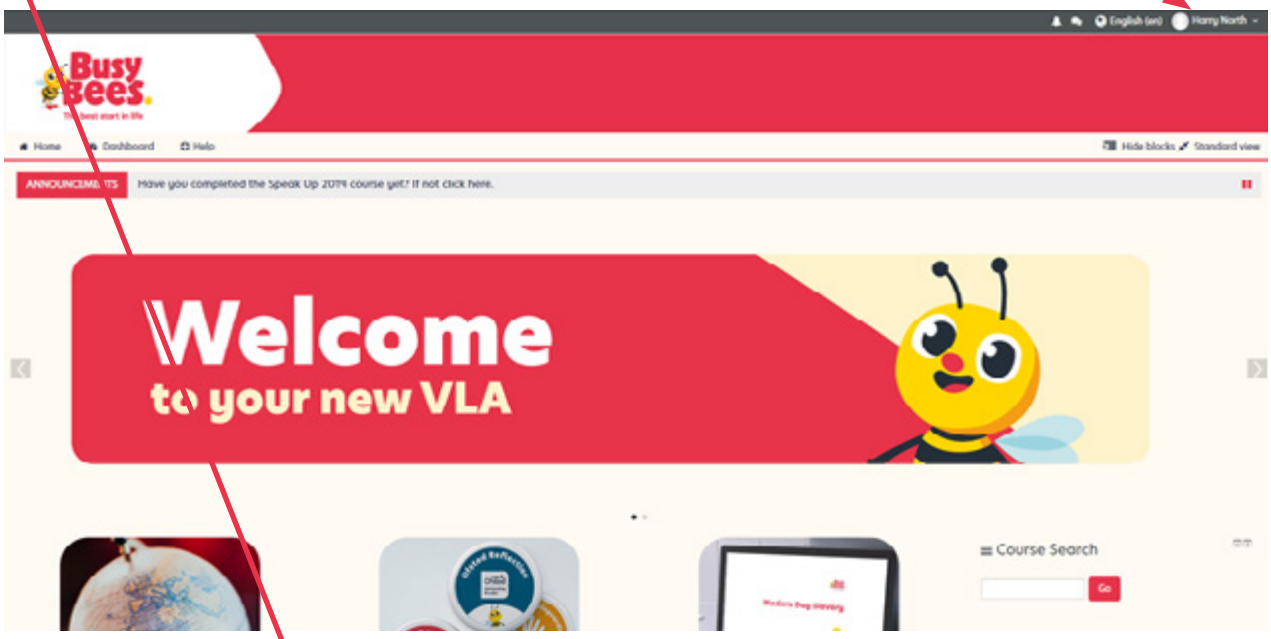
Once you have completed all activities on your course you will automatically obtain a badge for that course and you have the option of downloading a certificate. You can do this by clicking on the certificate usually located at the bottom of the course.

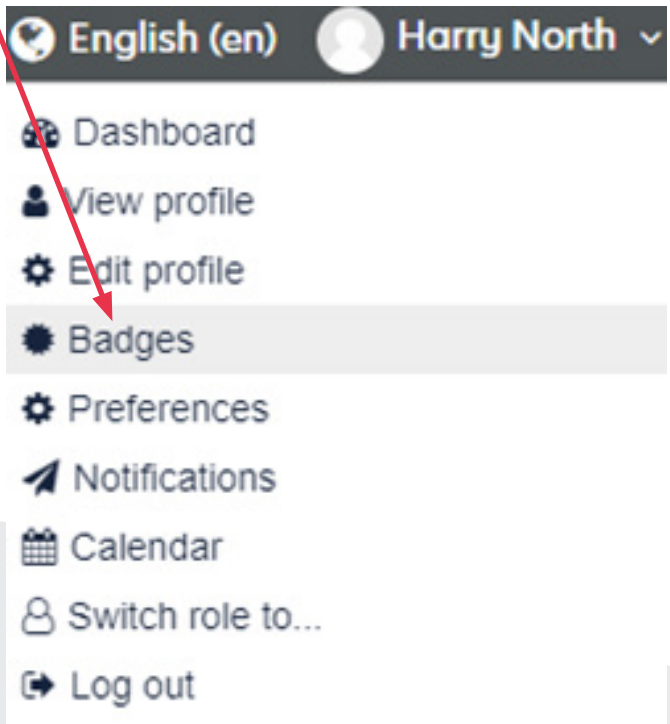


Then you can click View Certificate to download your certificate.

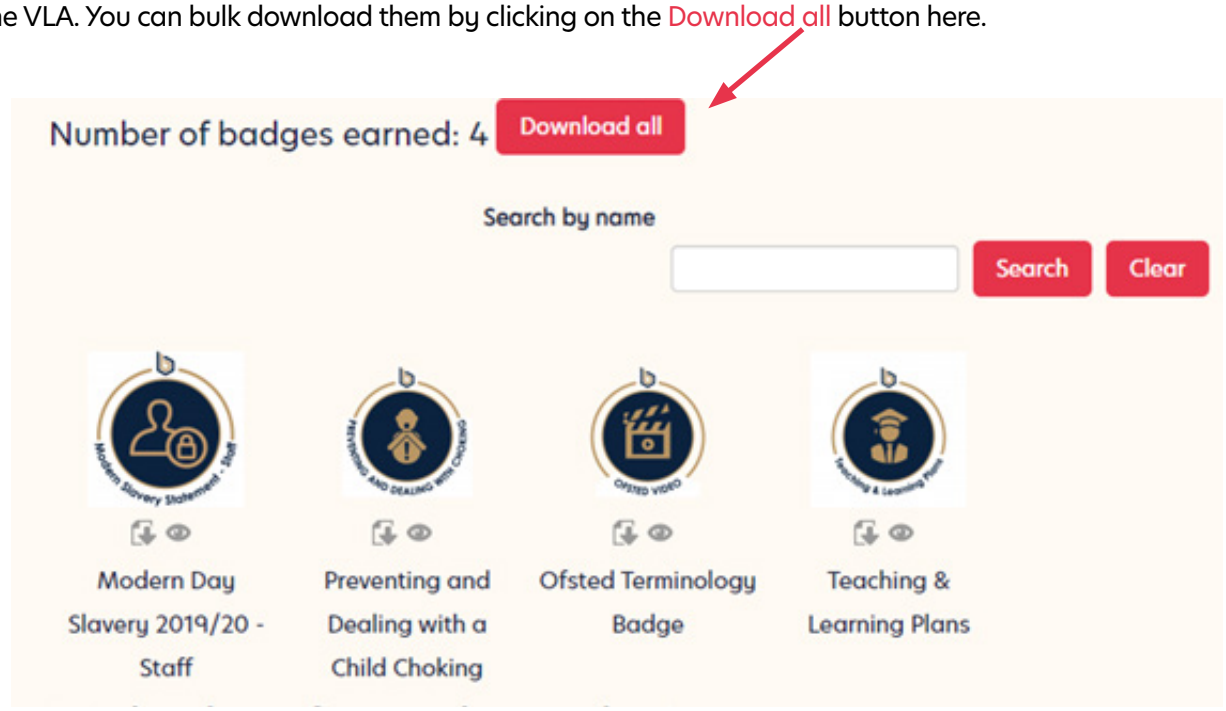
How to view your badges

To view all the badges, you have obtained you can either click on your name in the top right-hand corner and click Badges or you can click on the View my badges tile on the homepage.



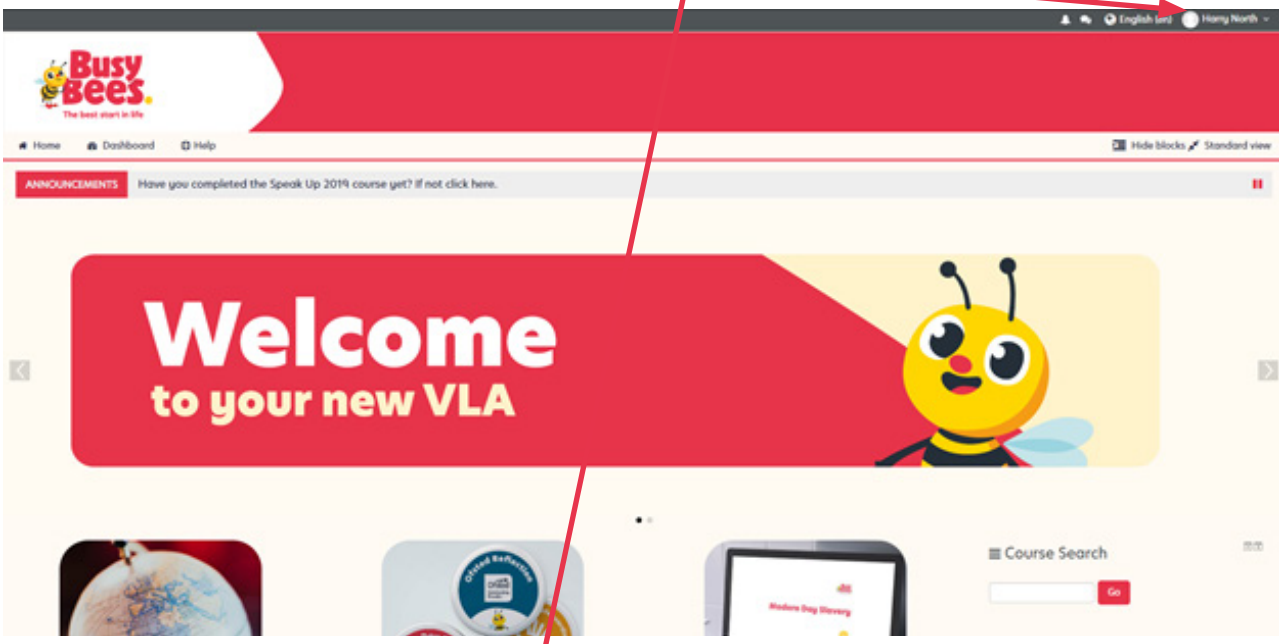


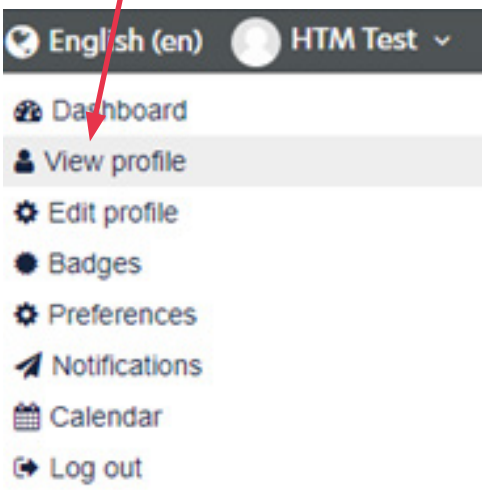
You will then be directed to the page below where you will be able to see all the badge you have ever obtained on the VLA. You can bulk download them by clicking on the Download all button here.



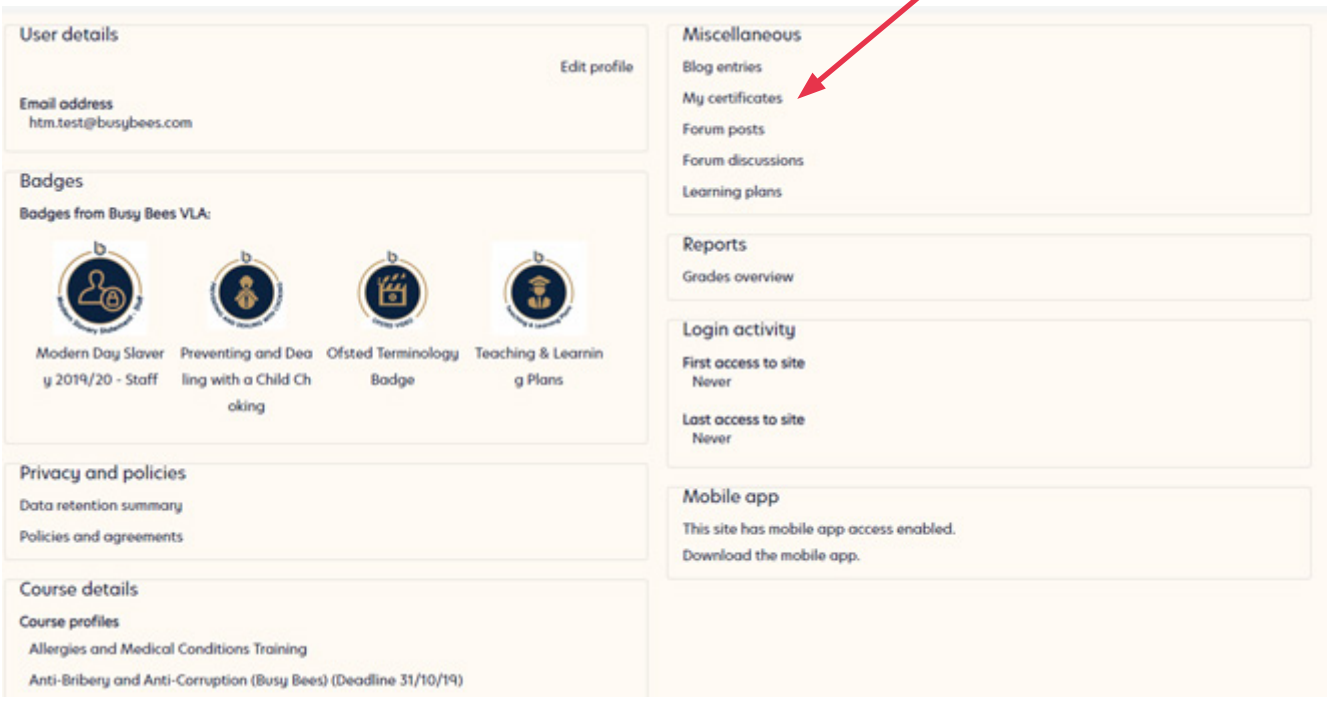
How to download your certificates

To view all your original certificates that you have already downloaded you will need to navigate to your profile. To do so click on your name in the top right and click View profile.

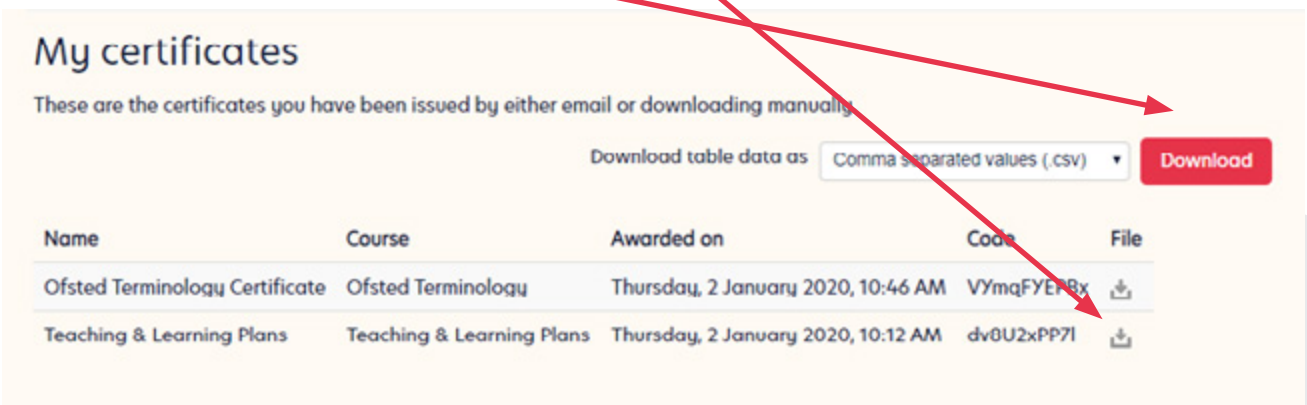




You will then be taken to the page below where you will be able to click My certificates

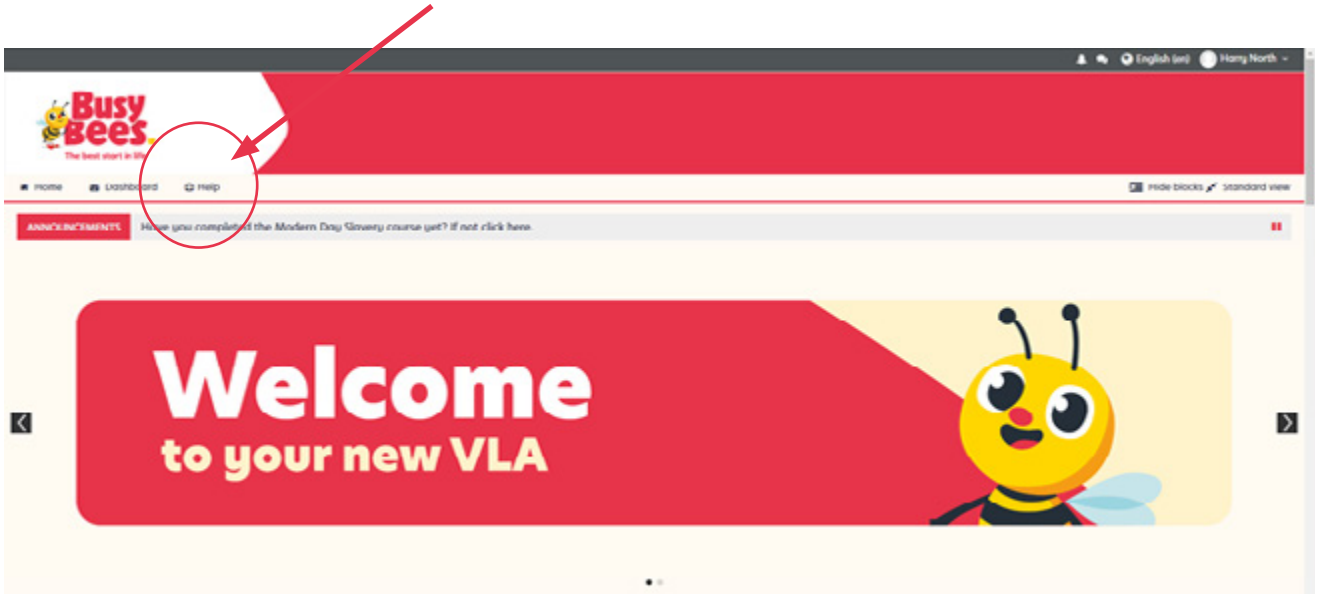


Here you can download your certificates one by one or you can download more information as an Excel spreadsheet here.

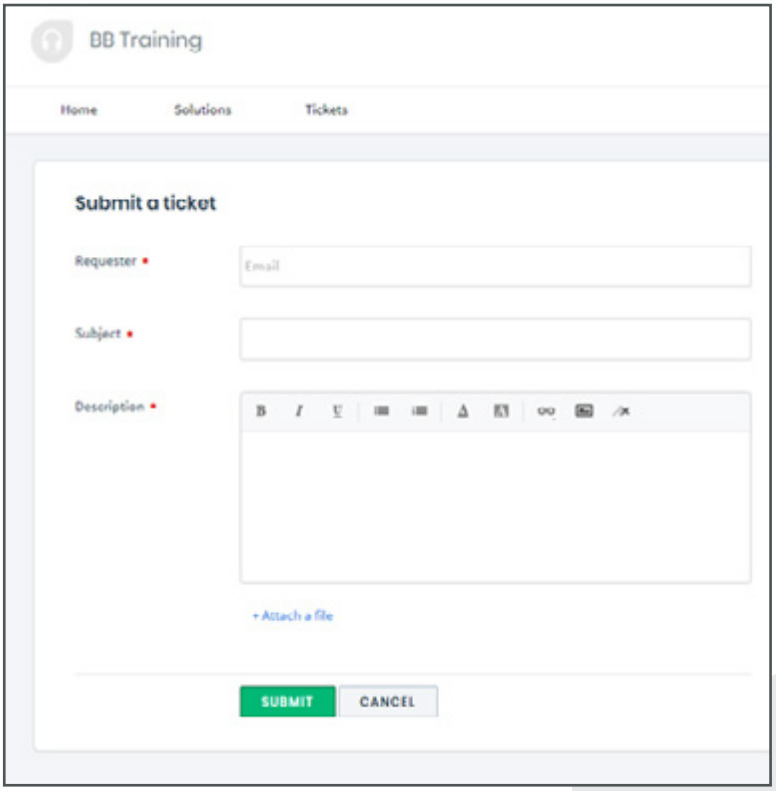


Where to find help

We want to ensure we are always there for our customers which is why we have added a "help" button on every page on the VLA. It will always be located at the top of the page here which follows you if you scroll down.



Once you have clicked the help button it will take you to the page below.



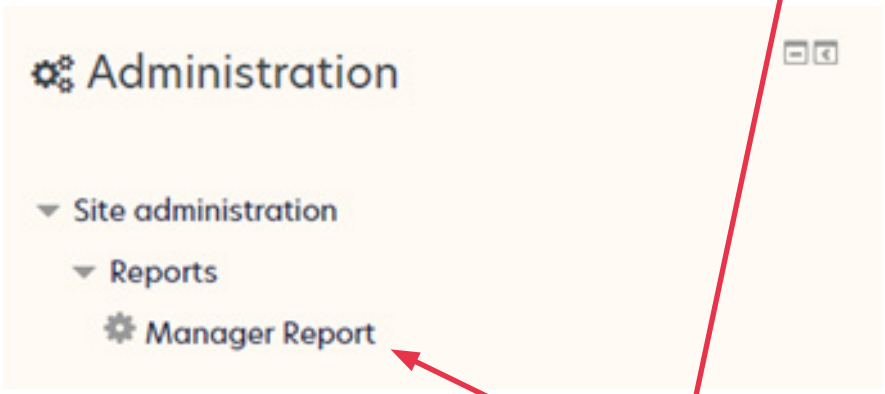
All you need to do is enter your email address, the subject of your issue or query, and then tell us what you would like help within the description.

Alternatively, you can just email your issues or queries to bbvla@busybees.com

The next steps are for Management Use Only

How to see your staff's progress

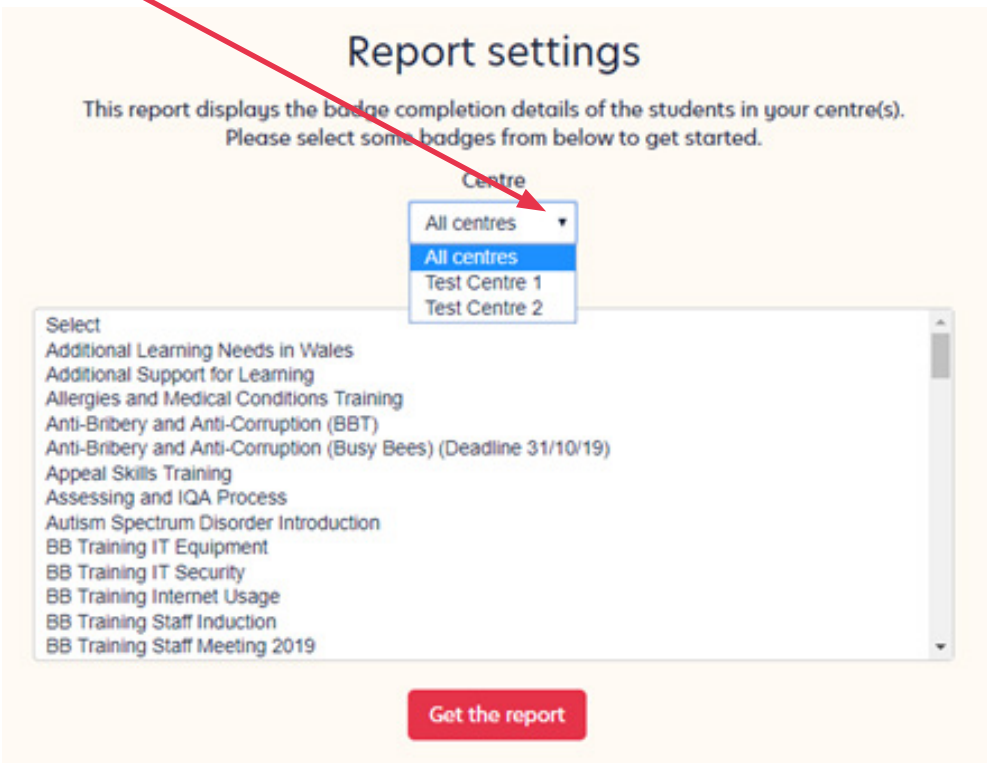
On the new VLA you can view a manager's report which shows you all the staff you manager and their progress.



Once on the homepage scroll down and click on the arrow next to Site administration, Reports, and then Manager Report. If you cannot see the menu below and you are a manager, please email bbvla@busybees.com.

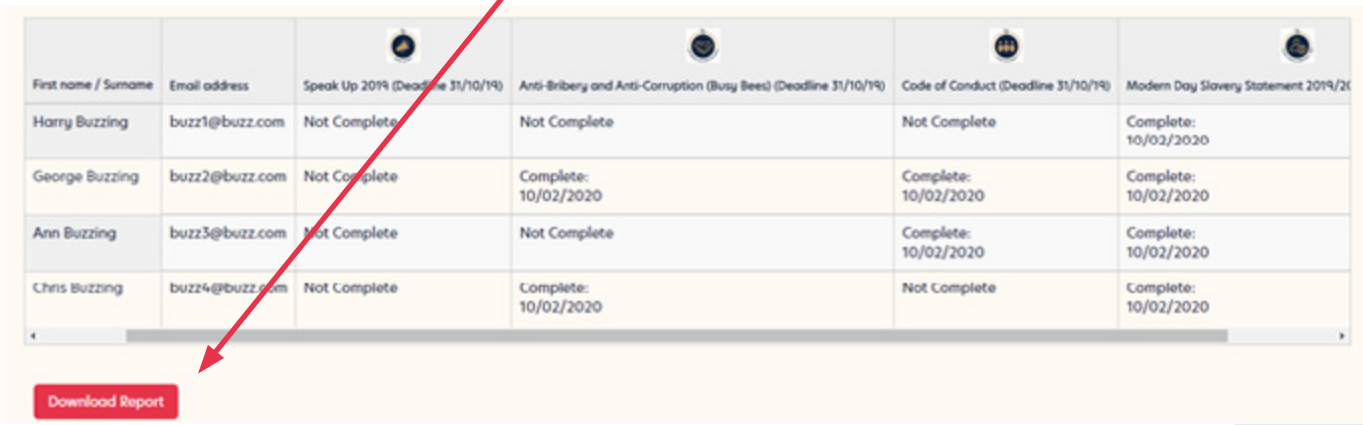
Area Directors and Operational Directors

Once the page has loaded you will see the page below. If you are an Area Director or Operations Director, you will be able to filter by either all your Centres or by just one. To do this select either All Centres or select one of them in the drop-down list.



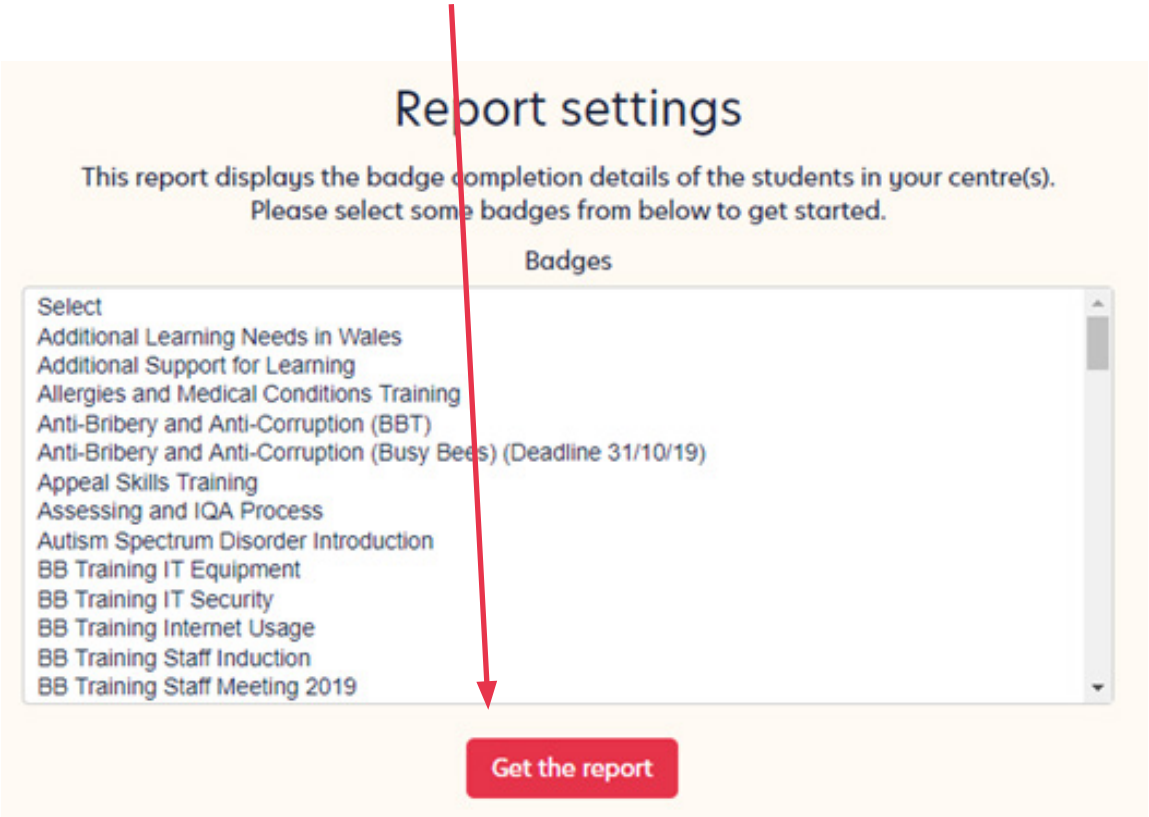
Below that is a list of all the courses on the VLA. Select the course/s that you would like to include in the report. If you would select multiple courses hold Ctrl on the keyboard and click on the courses. Once you have selected all the courses you would like to include, please click Get the report.

This will show the report. You can click Download Report at the bottom of the page to download the report as an Excel spreadsheet.

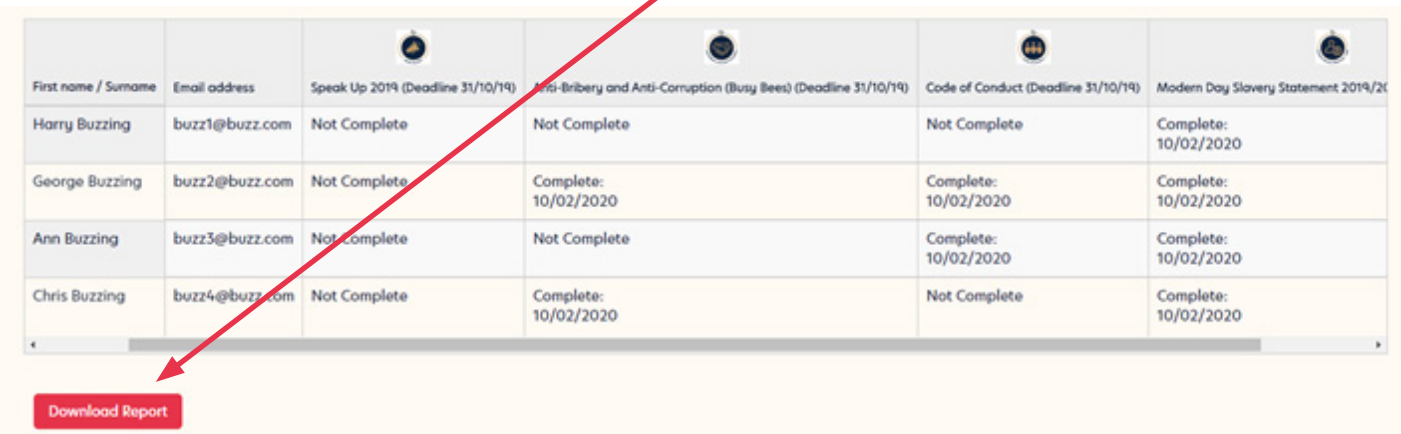


Centre Directors & Head of Departments

Once the page has loaded you will see the page below. If you are a Centre Director or a Head of department you will see a list of all the courses on the VLA. Select the course/s that you would like to include in the report. If you select multiple courses hold Ctrl on the keyboard and click on the courses. Once you have selected all the courses you would like to include, please click Get the report.



This will show the report like below. You can click Download Report at the bottom of the page to download the report as an Excel spreadsheet



How to add/remove new starters/leavers

If you have new starters that need adding to the VLA please email bbvla@busybees.com and we will be able to set up their account and send you the new login details.

If you have any staff leavers please email bbvla@busybees.com to let us know who is leaving so we can remove their accounts.

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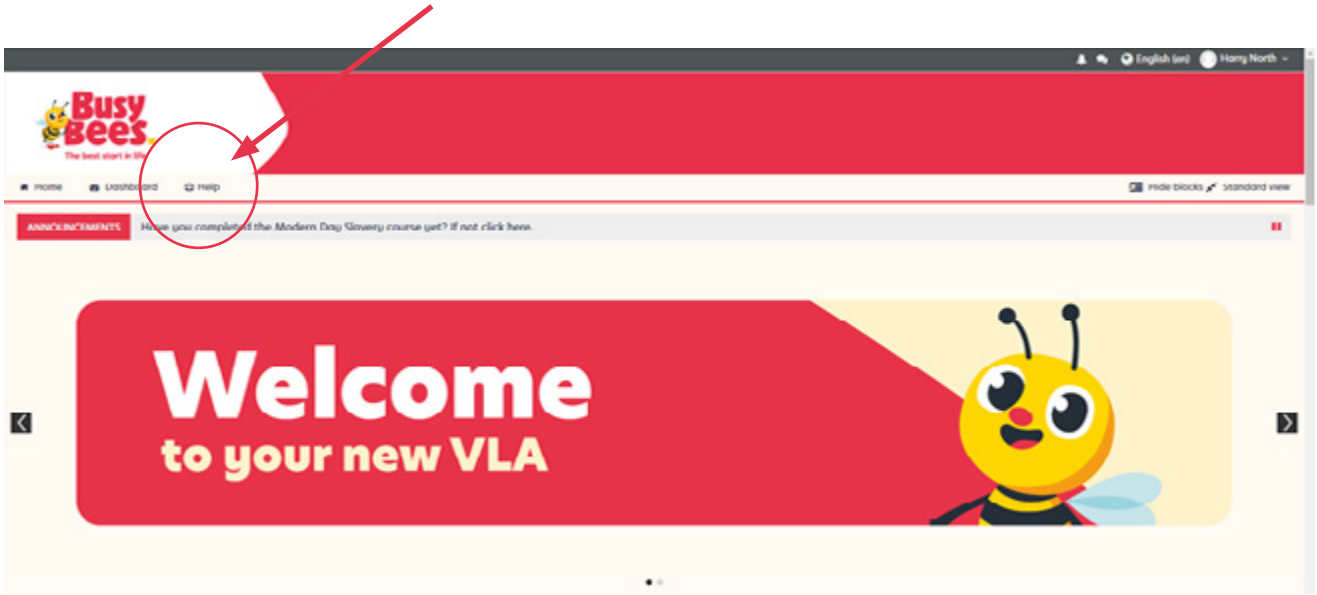

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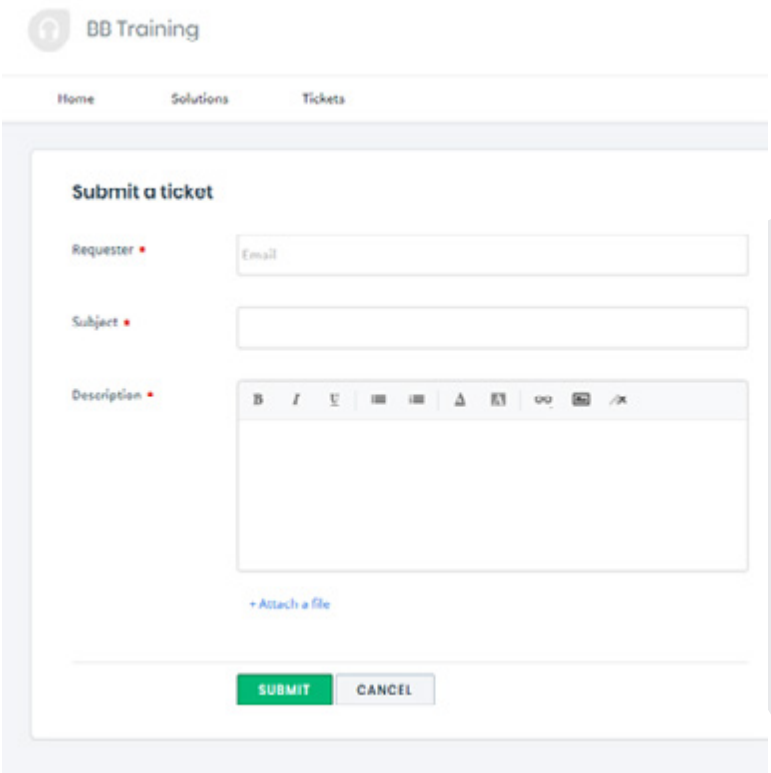

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