

VLA User Guide

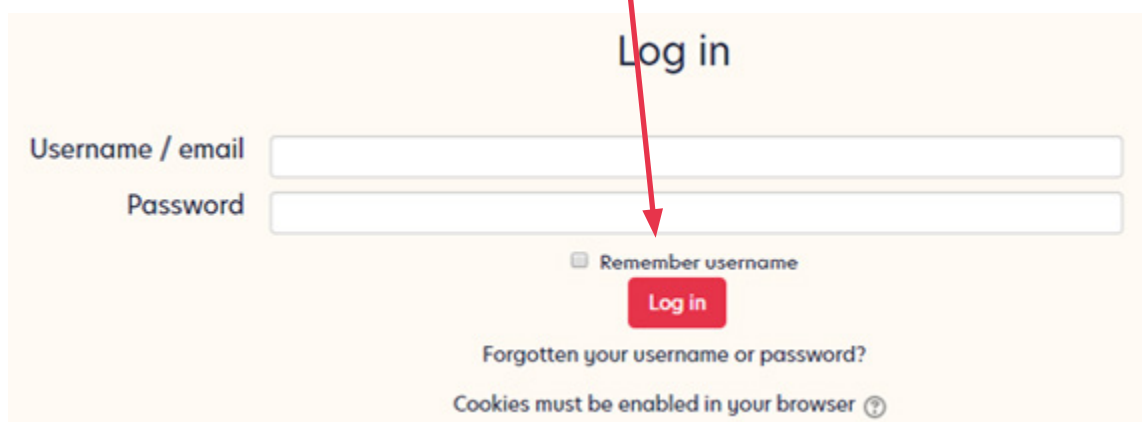
Table of Contents

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

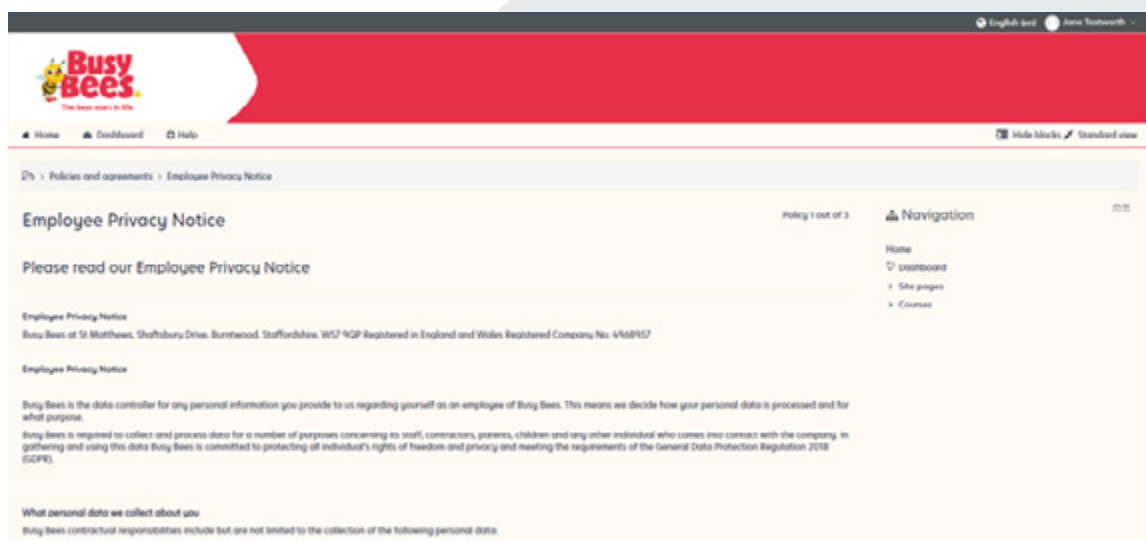
To login to the VLA you will need to go to www.busybeesvla.co.uk. Once you are on the login page you will need to enter your login details. Your username is your email address and your password will be provided by the VLA help desk. If you have any queries or need any assistance with the VLA please email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

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



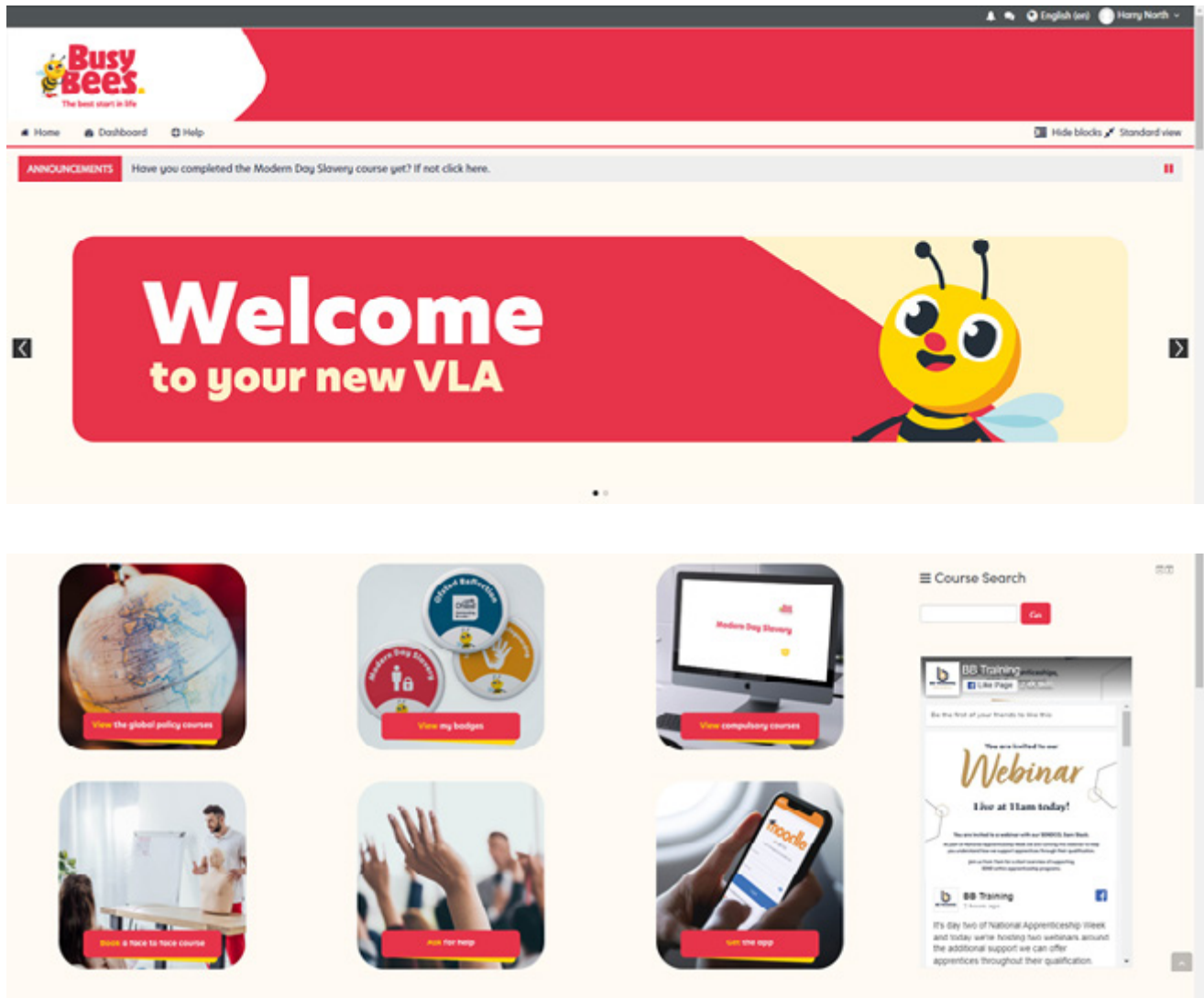
The login page has a light orange background. At the top, it says "Log in". Below this are two input fields: "Username / email" and "Password". Under the password field is a checkbox labeled "Remember username". A red "Log in" button is centered below the checkbox. Below the button is a link "Forgotten your username or password?". At the bottom, it says "Cookies must be enabled in your browser" with a question mark icon.

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.



The screenshot shows the Busy Bees website header with the logo and navigation links (Home, Dashboard, Help). The main content area is titled "Employee Privacy Notice" and includes a "Please read our Employee Privacy Notice" section. The page is part of a series of 3 policies, currently showing Policy 1 out of 3. A navigation sidebar on the right lists Home, Dashboard, Site pages, and Courses. The main text area contains the beginning of the privacy notice, stating that Busy Bees is the data controller and is committed to protecting individual rights under the GDPR.

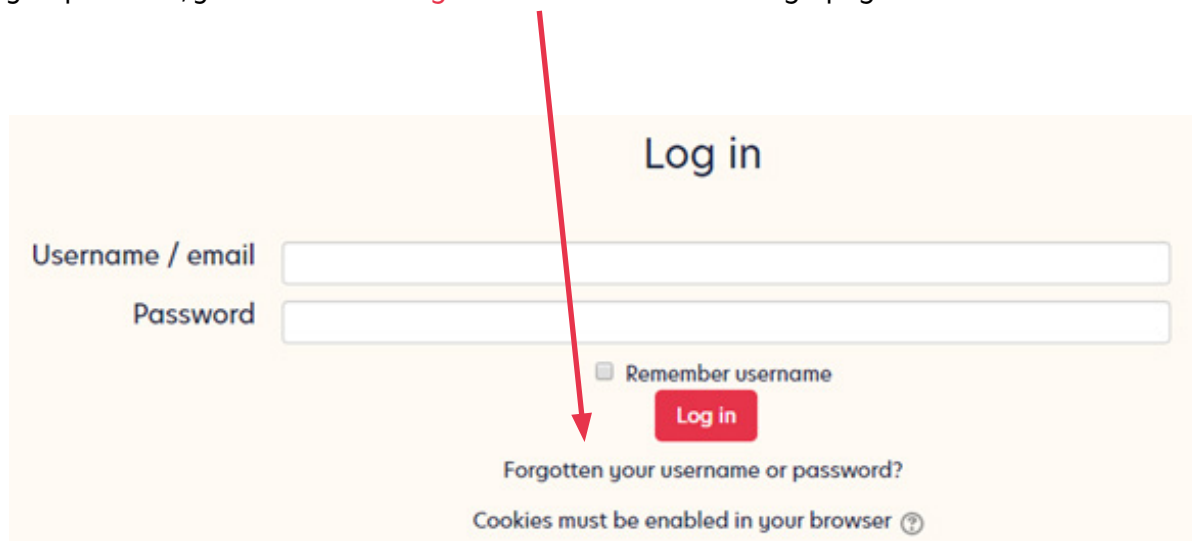
You will then see the VLA homepage which should look similar to below:



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

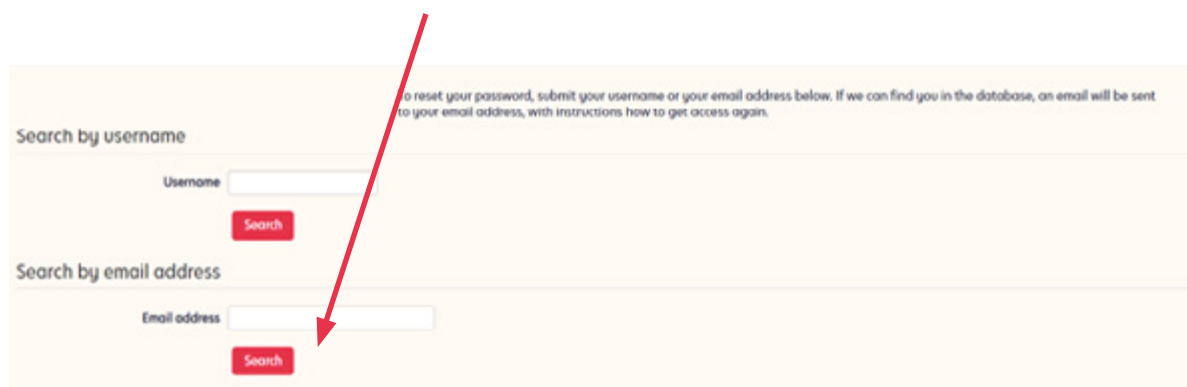
How to reset your password

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



The screenshot shows a login form titled "Log in". It has two input fields: "Username / email" and "Password". Below the "Password" field is a checkbox labeled "Remember username". To the right of the checkbox is a red "Log in" button. Below the "Log in" button is a link that says "Forgotten your username or password?". At the bottom of the form, it says "Cookies must be enabled in your browser" with a question mark icon. A red arrow points from the text above to the "Forgotten your username or password?" link.

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



The screenshot shows a page for resetting a password. At the top, it says "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this, there are two sections: "Search by username" and "Search by email address". The "Search by username" section has a "Username" input field and a red "Search" button. The "Search by email address" section has an "Email address" input field and a red "Search" button. A red arrow points from the text above to the "Search" button in the "Search by email address" section.

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

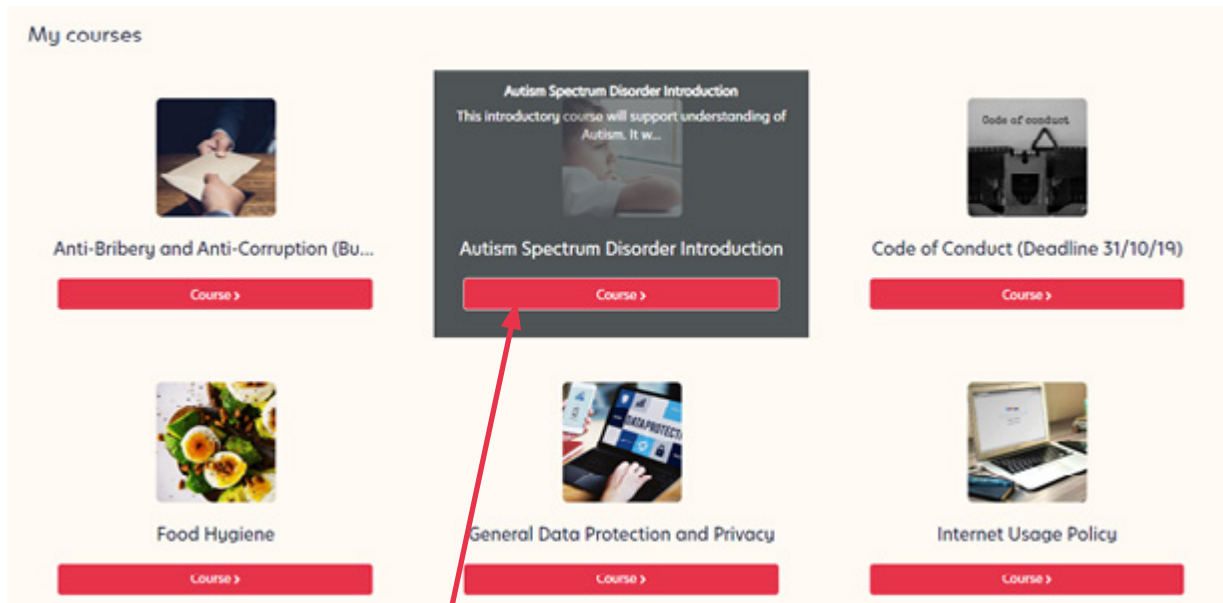
You will find important messages and announcements **here** on the homepage of the VLA.



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

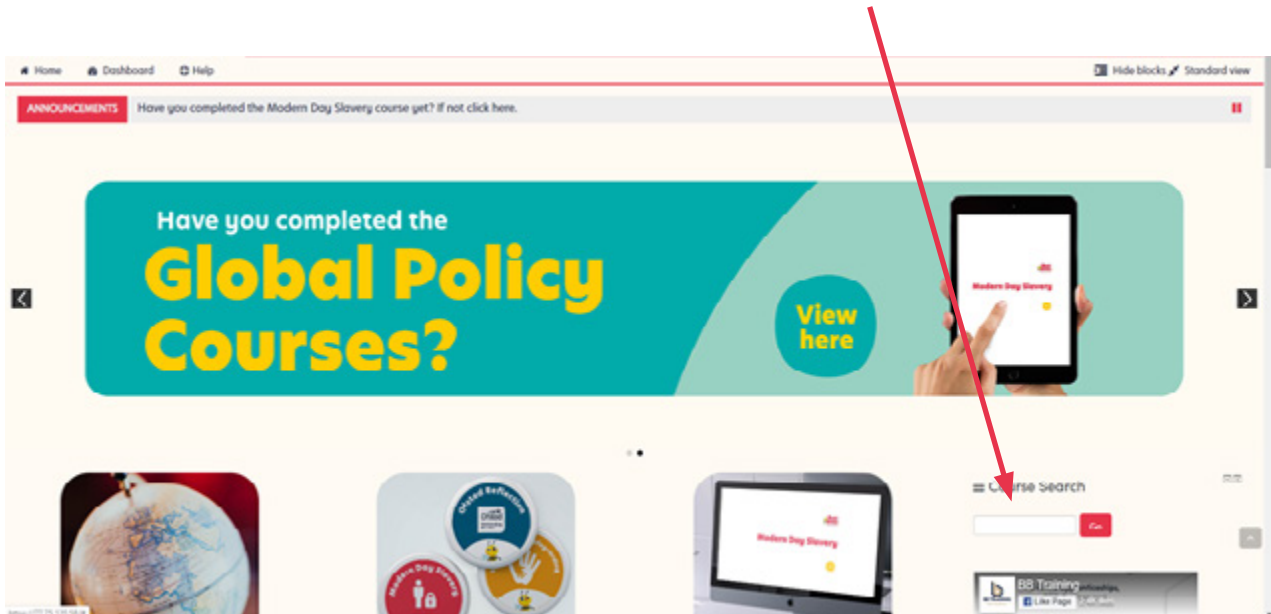
At the bottom of the homepage you will see "My courses" (see image below) which only shows the courses you are enrolled onto so if you can see a course here you can enter it.



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.

Welcome to the Modern Day Slavery Statement 2019/20 course. To complete this course and obtain your badge you need to complete **ALL** the following activities (you must get 100% on the quiz activity):


Activity 1 - Modern Day Slavery Course

Activity 2 - Modern Day Slavery Statement Policy


Activity 3 - Modern Day Slavery Statement Quiz

Activity 1 - Modern Day Slavery Course

The box on the right will tick itself if you gain 100% on the quiz within this activity.


 Modern Day Slavery Course

Please click above, then click "Enter", make your way through the slides and complete the quiz within the activity.




Activity 2 - Policy

Please download and read the Modern Day Slavery Statement Policy, then please refresh the page or [click here](#).

 Modern Day Slavery Statement Policy

Please click the link above to download the Modern Day Slavery Statement Policy

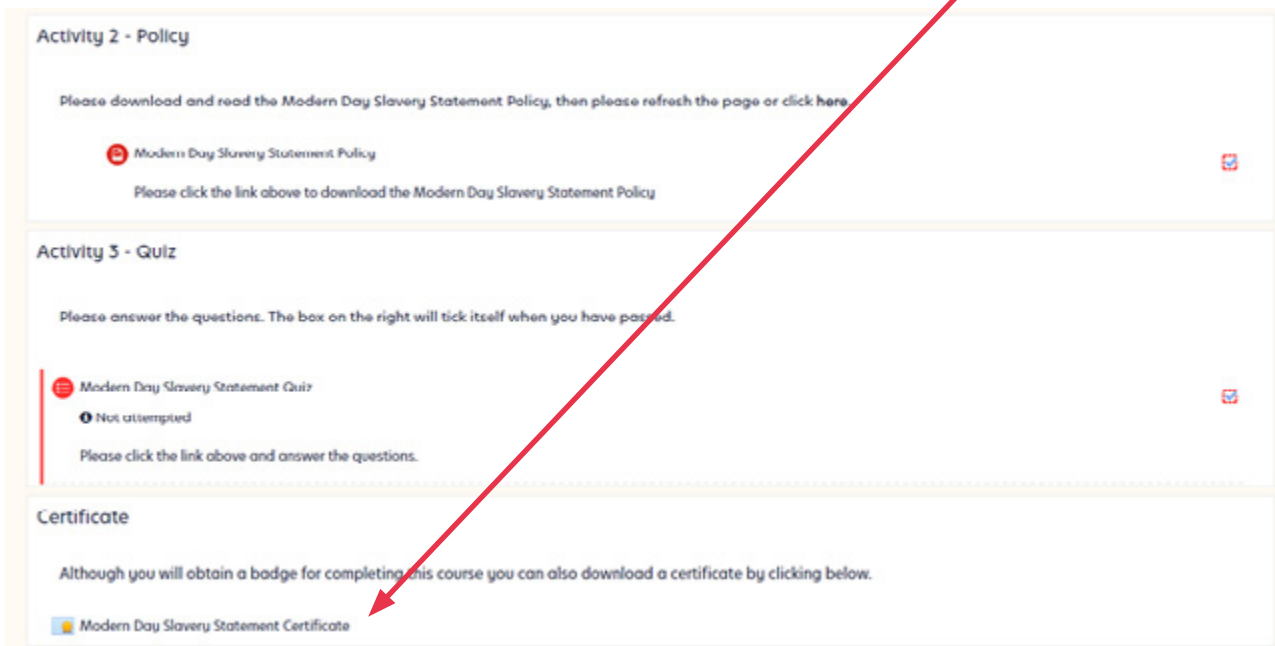


Activity 3 - Quiz

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.

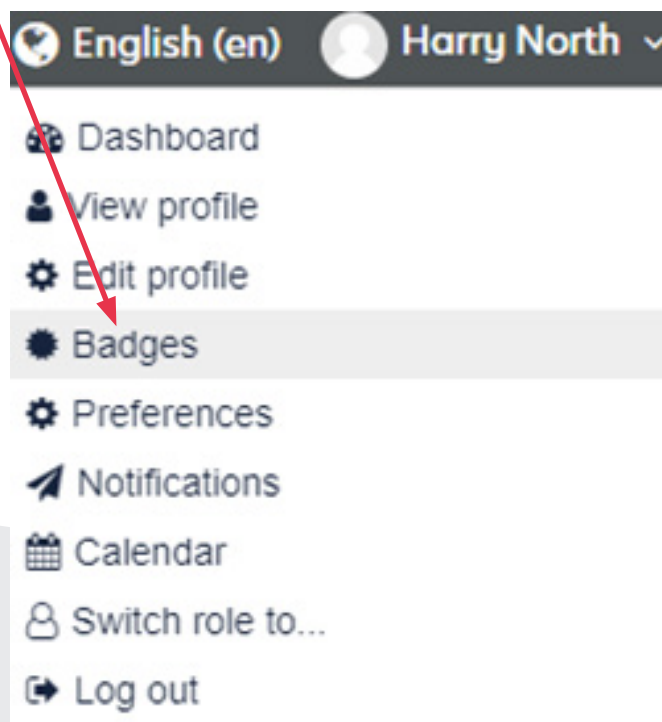
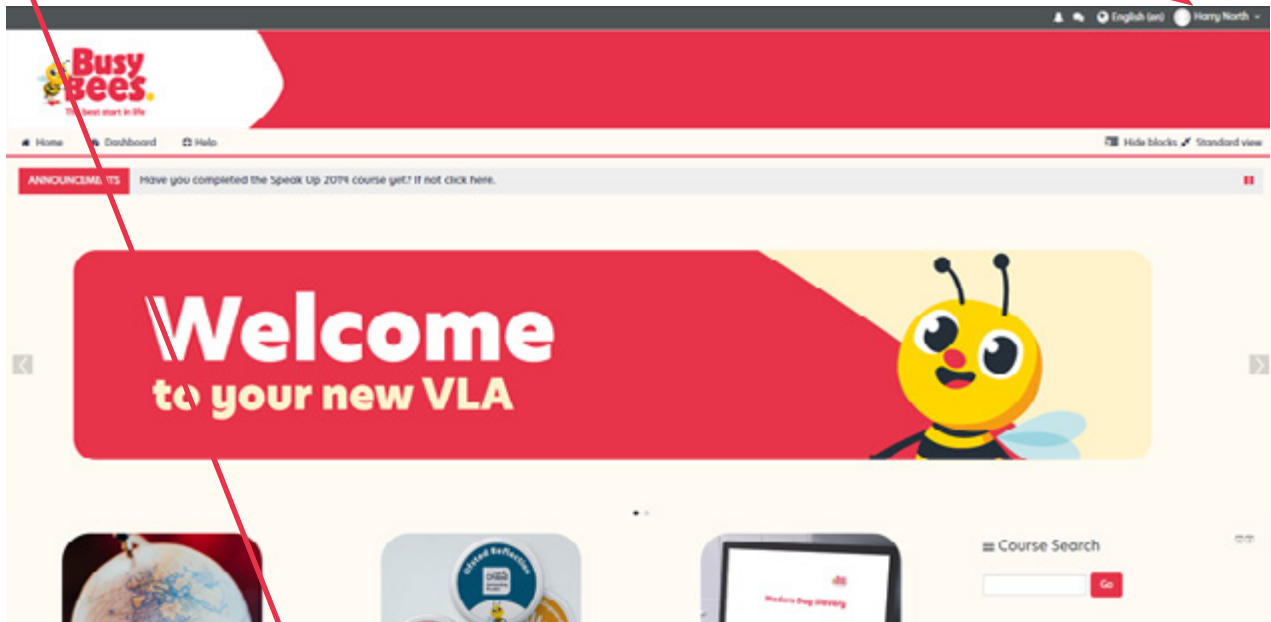


Then you can click View Certificate to download your certificate.



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.

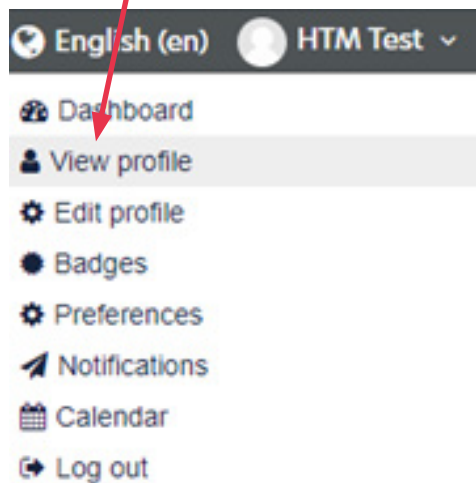
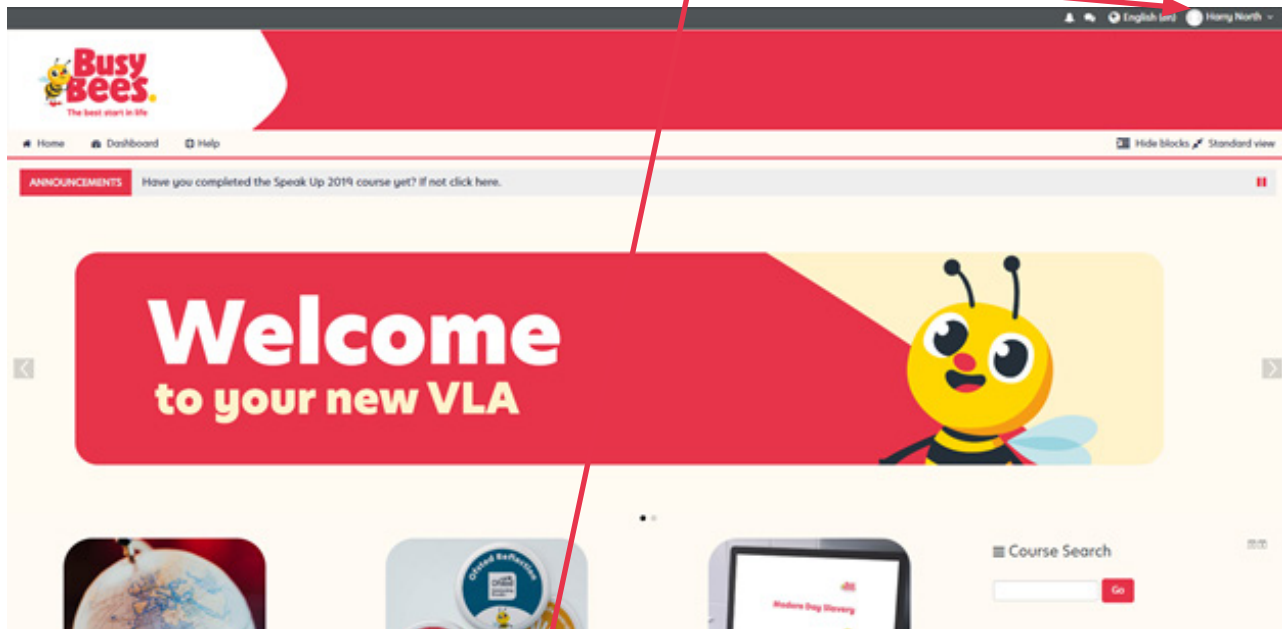
Number of badges earned: 4 [Download all](#)

Search by name [Search](#) [Clear](#)

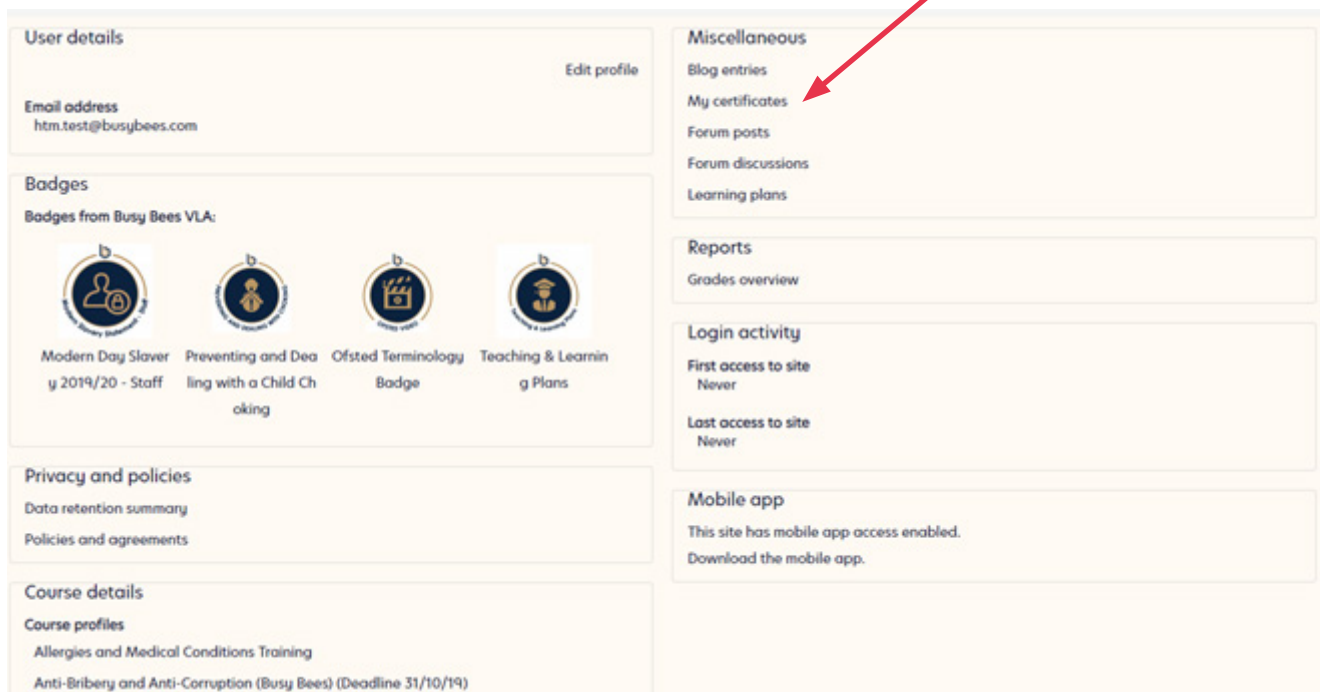
  	  	  	  
Modern Day Slavery 2019/20 - Staff	Preventing and Dealing with a Child Choking	Ofsted Terminology Badge	Teaching & Learning Plans

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**.



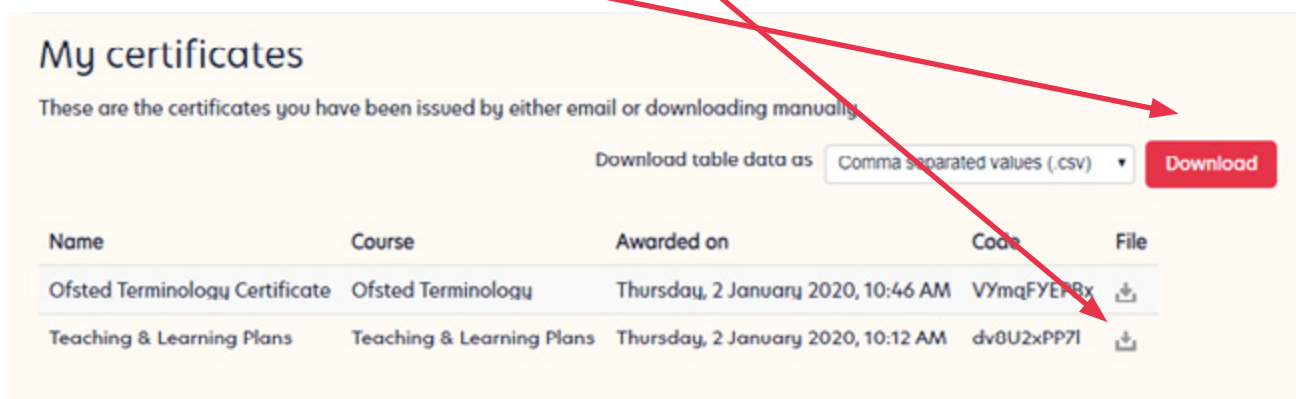
You will then be taken to the page below where you will be able to click **My certificates**



The screenshot shows a user profile page with several sections. A red arrow points to the 'My certificates' link in the 'Miscellaneous' section.

- User details**
 - Email address: htm.test@busybees.com
 - Edit profile
- Badges**
 - Badges from Busy Bees VLA:
 - Modern Day Slavery 2019/20 - Staff
 - Preventing and Dealing with a Child Choking
 - Ofsted Terminology Badge
 - Teaching & Learning Plans
- Privacy and policies**
 - Data retention summary
 - Policies and agreements
- Course details**
 - Course profiles
 - Allergies and Medical Conditions Training
 - Anti-Bribery and Anti-Corruption (Busy Bees) (Deadline 31/10/19)
- Miscellaneous**
 - Blog entries
 - My certificates
 - Forum posts
 - Forum discussions
 - Learning plans
- Reports**
 - Grades overview
- Login activity**
 - First access to site: Never
 - Last access to site: Never
- Mobile app**
 - This site has mobile app access enabled.
 - Download the mobile app.

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



The screenshot shows the 'My certificates' page. A red arrow points to the 'Download' button.

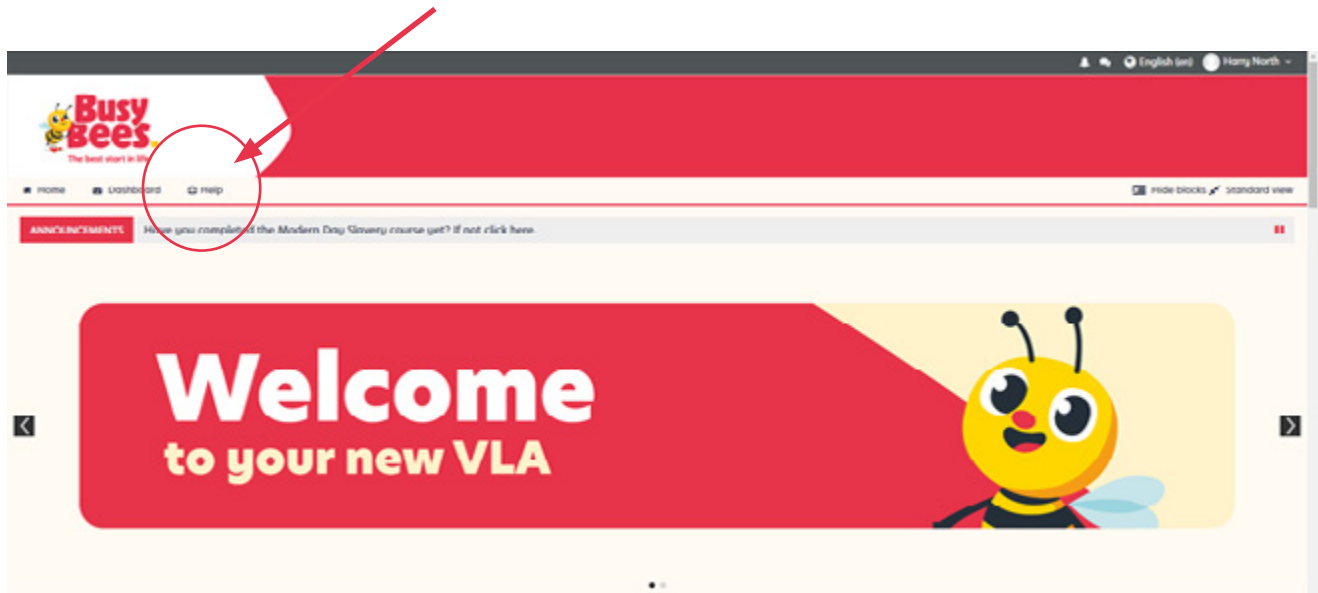
These are the certificates you have been issued by either email or downloading manually

Download table data as: Comma separated values (.csv) **Download**

Name	Course	Awarded on	Code	File
Ofsted Terminology Certificate	Ofsted Terminology	Thursday, 2 January 2020, 10:46 AM	VYmqFYEP8x	
Teaching & Learning Plans	Teaching & Learning Plans	Thursday, 2 January 2020, 10:12 AM	dv8U2xPP7I	

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.

A screenshot of the 'BB Training' 'Submit a ticket' form. The form has a header with 'BB Training' and a navigation bar with 'Home', 'Solutions', and 'Tickets'. The main content area is titled 'Submit a ticket' and contains three fields: 'Requester' (with a red asterisk and a placeholder 'Email'), 'Subject' (with a red asterisk), and 'Description' (with a red asterisk and a rich text editor). Below the 'Description' field is a link '+ Attach a file'. At the bottom of the form are two buttons: 'SUBMIT' (green) and 'CANCEL' (grey).

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.

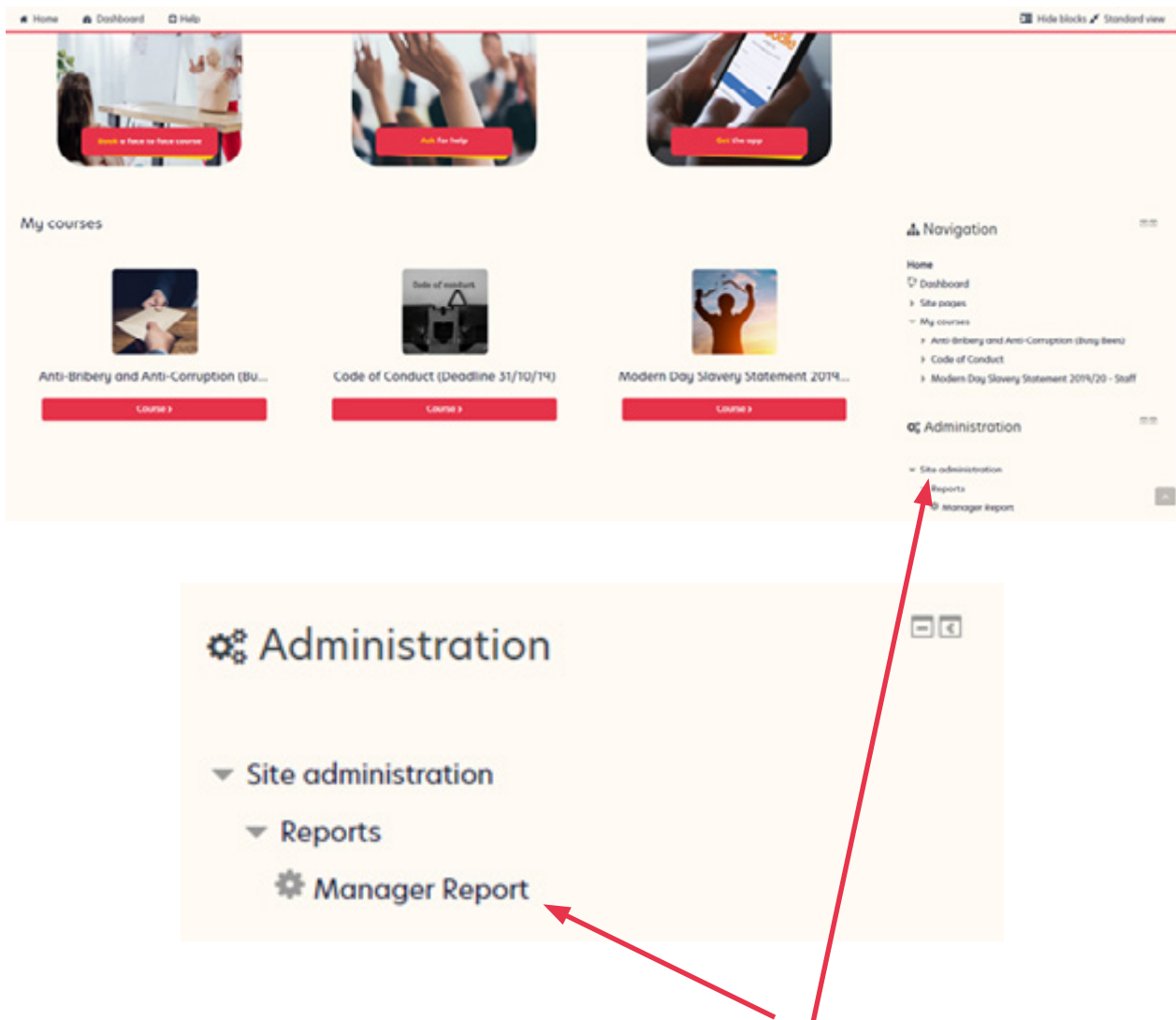
Alternatively, you can just email your issues or queries to bbvla@busybees.com



**The next steps are for
Management Use Only**

How to see your staff's progress

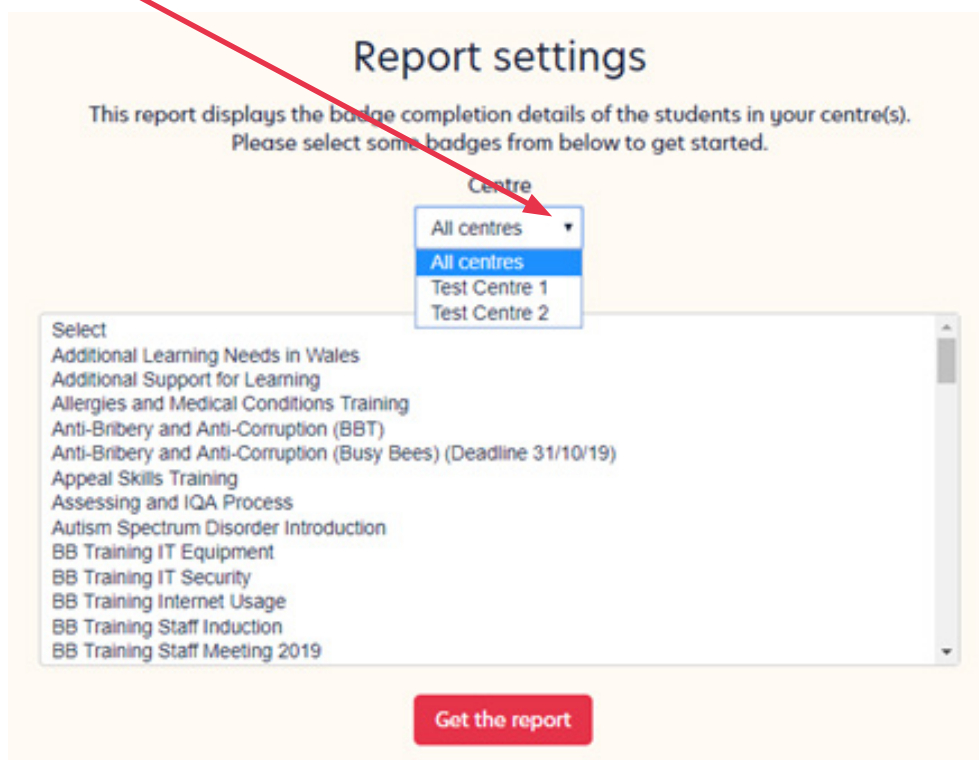
On the new VLA you can view a manager's report which shows you all the staff you manager and their progress.



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.



Report settings

This report displays the badge completion details of the students in your centre(s). Please select some badges from below to get started.

Centre

- All centres
- All centres
- Test Centre 1
- Test Centre 2

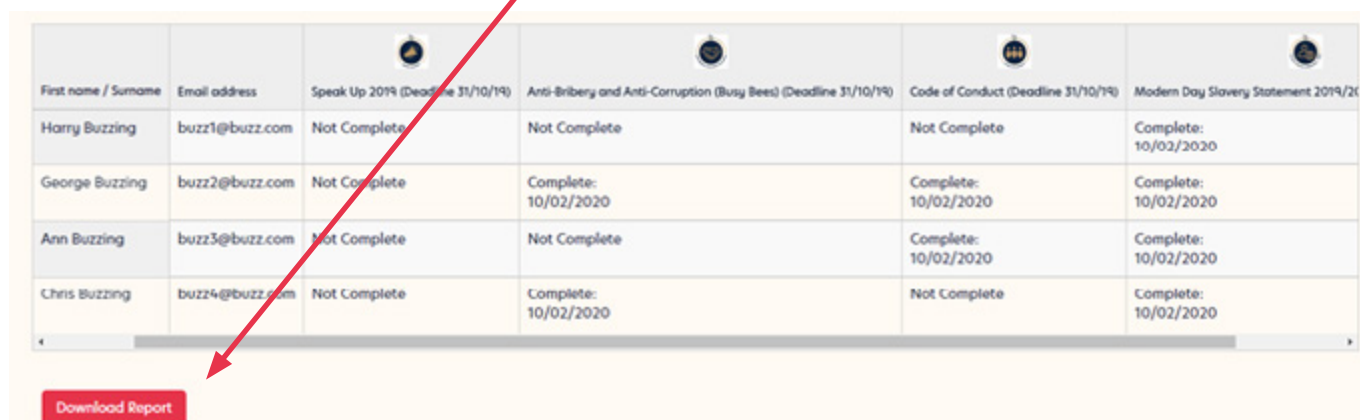
Select

- Additional Learning Needs in Wales
- Additional Support for Learning
- Allergies and Medical Conditions Training
- Anti-Bribery and Anti-Corruption (BBT)
- Anti-Bribery and Anti-Corruption (Busy Bees) (Deadline 31/10/19)
- Appeal Skills Training
- Assessing and IQA Process
- Autism Spectrum Disorder Introduction
- BB Training IT Equipment
- BB Training IT Security
- BB Training Internet Usage
- BB Training Staff Induction
- BB Training Staff Meeting 2019

Get the report

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.



First name / Surname	Email address	Speak Up 2019 (Deadline 31/10/19)	Anti-Bribery and Anti-Corruption (Busy Bees) (Deadline 31/10/19)	Code of Conduct (Deadline 31/10/19)	Modern Day Slavery Statement 2019/20
Harry Buzzing	buzz1@buzz.com	Not Complete	Not Complete	Not Complete	Complete: 10/02/2020
George Buzzing	buzz2@buzz.com	Not Complete	Complete: 10/02/2020	Complete: 10/02/2020	Complete: 10/02/2020
Ann Buzzing	buzz3@buzz.com	Not Complete	Not Complete	Complete: 10/02/2020	Complete: 10/02/2020
Chris Buzzing	buzz4@buzz.com	Not Complete	Complete: 10/02/2020	Not Complete	Complete: 10/02/2020

Download Report

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](#).

Report settings

This report displays the badge completion details of the students in your centre(s).
Please select some badges from below to get started.





Badges

Select

- Additional Learning Needs in Wales
- Additional Support for Learning
- Allergies and Medical Conditions Training
- Anti-Bribery and Anti-Corruption (BBT)
- Anti-Bribery and Anti-Corruption (Busy Bees) (Deadline 31/10/19)
- Appeal Skills Training
- Assessing and IQA Process
- Autism Spectrum Disorder Introduction
- BB Training IT Equipment
- BB Training IT Security
- BB Training Internet Usage
- BB Training Staff Induction
- BB Training Staff Meeting 2019

[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

First name / Surname	Email address	 Speak Up 2019 (Deadline 31/10/19)	 Anti-Bribery and Anti-Corruption (Busy Bees) (Deadline 31/10/19)	 Code of Conduct (Deadline 31/10/19)	 Modern Day Slavery Statement 2019/20
Harry Buzzing	buzz1@buzz.com	Not Complete	Not Complete	Not Complete	Complete: 10/02/2020
George Buzzing	buzz2@buzz.com	Not Complete	Complete: 10/02/2020	Complete: 10/02/2020	Complete: 10/02/2020
Ann Buzzing	buzz3@buzz.com	Not Complete	Not Complete	Complete: 10/02/2020	Complete: 10/02/2020
Chris Buzzing	buzz4@buzz.com	Not Complete	Complete: 10/02/2020	Not Complete	Complete: 10/02/2020

[Download Report](#)

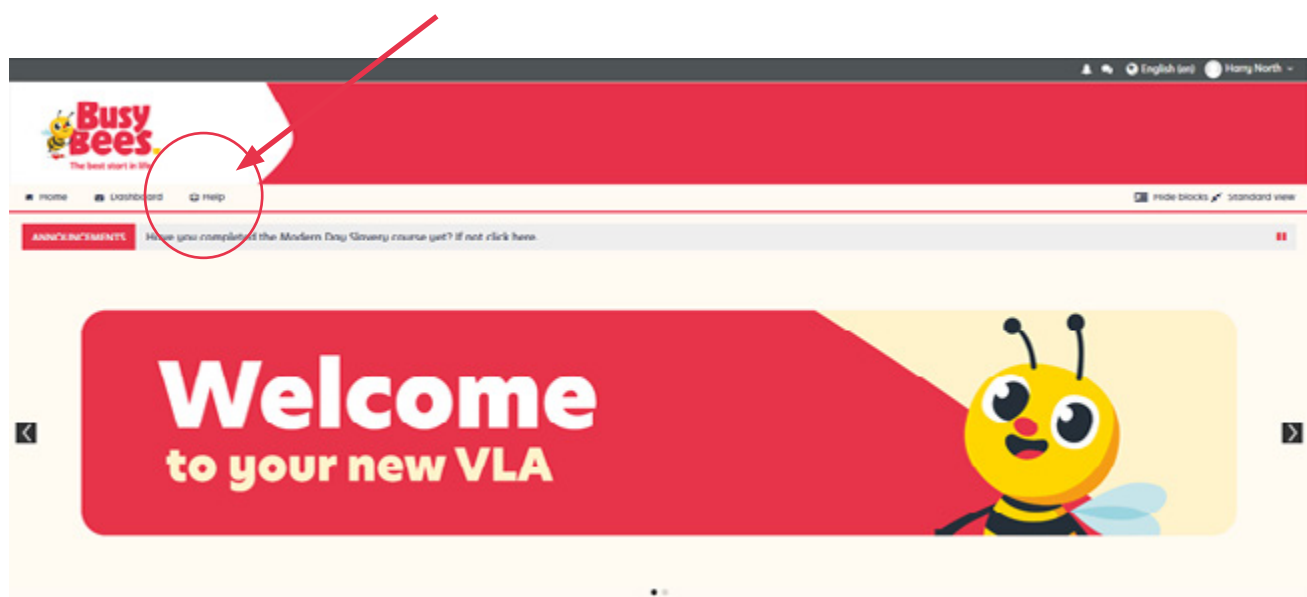
How to add/remove new starters/leavers

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.

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.

A screenshot of the 'BB Training' 'Submit a ticket' form. The form has a header with 'BB Training' and a navigation bar with 'Home', 'Solutions', and 'Tickets'. The main form area is titled 'Submit a ticket' and contains three fields: 'Requester' (with a dropdown arrow), 'Subject' (with a dropdown arrow), and 'Description' (with a text area and a rich text editor toolbar). Below the 'Description' field is a link that says '+ Attach a file'. At the bottom of the form are two buttons: 'SUBMIT' (green) and 'CANCEL' (grey).

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

