I have completed and passed my assessment but my record has not updated

There are a few common issues with training not being updated in MyESR:

Multiple eLearning packages

For some training you will be required to complete two eLearning packages. Until both assessments are successfully passed your record will not be updated. Examples where this might happen are:

Mandatory Training	eLearning package (1)	eLearning package (2)
Patient & Donor Safety & Quality – Manufacturing	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality - Manufacturing
Patient & Donor Safety & Quality – Estates and Facilities	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality – Estates and Facilities
Patient & Donor Safety & Quality – Warehousing	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality - Warehousing
Patient & Donor Safety & Quality – Transport	Patient & Donor Safety and Quality - Level 2	Patient and Donor Safety and Quality – Transport
Safeguarding Awareness	Safeguarding Children Level 1	Safeguarding Adults Level 1
Safeguarding Level 2	Safeguarding Children Level 2	Safeguarding Adults Level 2

Existing the package correctly to record the score

Often issues with training not being updated in MyESR are due to how the eLearning is exited after passing the assessment.

We use two types of eLearning packages in MyESR:

- National NHS eLearning packages (prefixed with 000)
- NHSBT eLearning packages (prefixed with 918)

The design of these packages differ but also have different instructions on how to complete and exit learning.

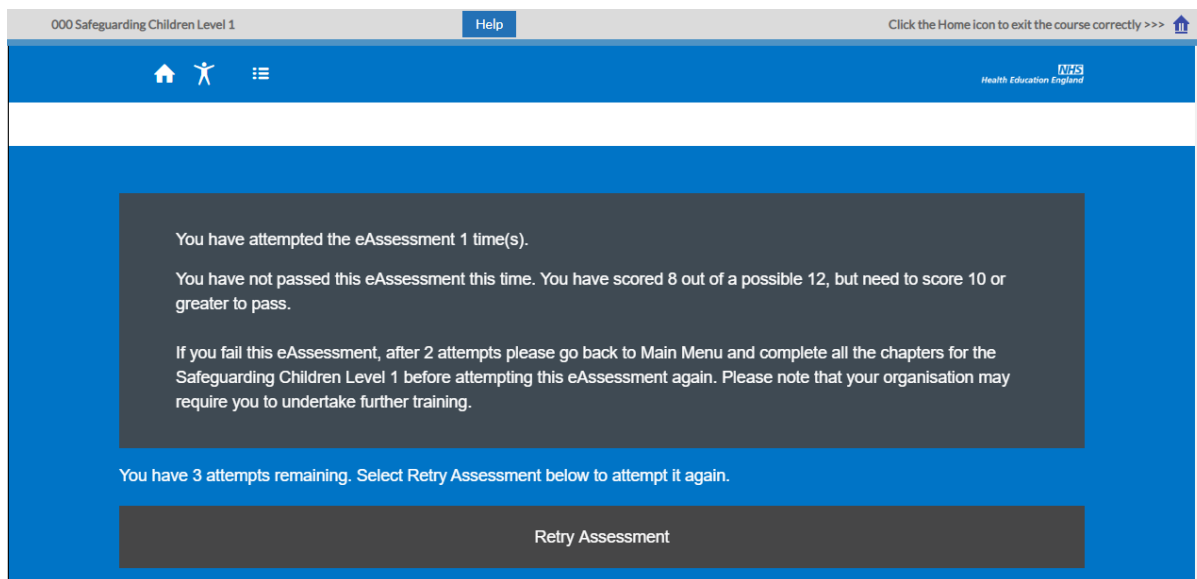**National NHS eLearning packages (prefixed with 000)**

To pass the assessment you need to score a minimum of 80%. When you complete the assessment a message will display to advise if you have passed the assessment

If you pass the assessment you next need to click the House icon in the top right hand corner.

Click the Home icon to exit the course correctly >>> 🏛

Similarly you will receive a message to advise if you did not pass.

If you do not achieve a score of 80%+ you will have different options depending on the score you achieved – see example below:

Once you have completed the assessment follow the instructions to exit as identifed above.

If you exit out of this course without clicking the Home icon your score will not be captured. To resolve click on the option to play the learning. You shouldn't need to re-complete the assessment but just exit using the Home icon and your record will update.

Click the Home icon to exit the course correctly >>> 🏛

NHSBT eLearning packages (prefixed with 918)

To pass the assessment you need to score a minimum of 80%. When you complete the assessment a message will display to advise if you have passed the assessment but similarly also to advise if you did not pass.
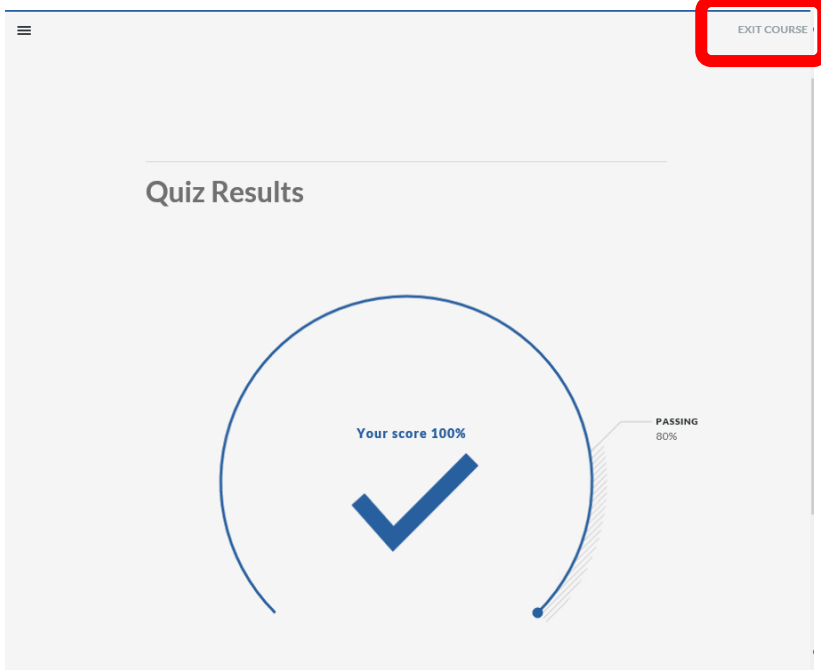
If you pass the assessment you next need to firs click the EXIT COURSE option which is shown in the right hand corner of this window. If you close this window without clicking the EXIT COURSE option your score will not be captured and you will need to complete the assessment again and EXIT COURSE.
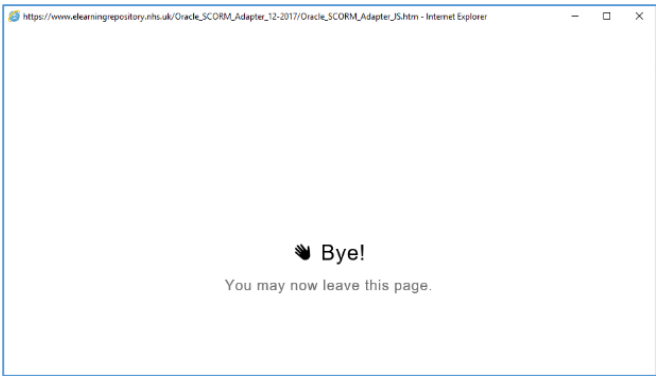
Once you select EXIT COURSE you will get confirmation that you can now close this window by clicking the X in the top right hand corner.
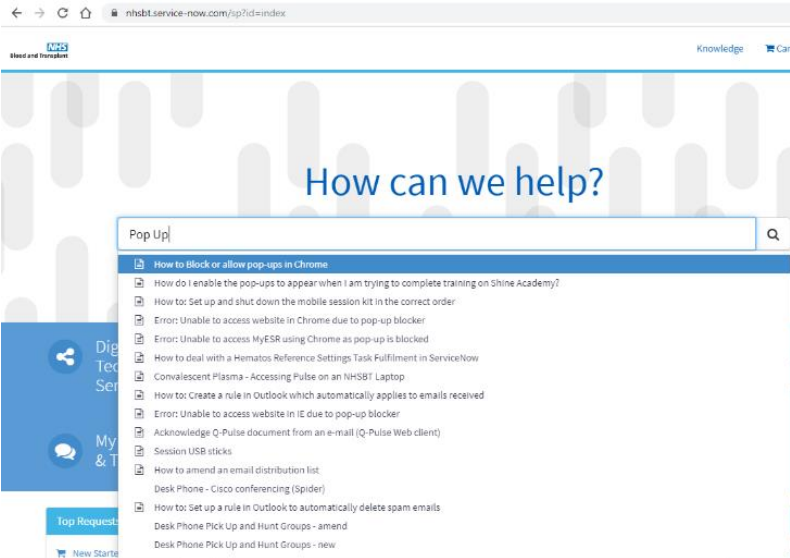
The final step is then to click the House icon in the top right hand corner.

Pop Up Blocker

Sometimes records do not update because pop-ups have not been enabled in the browser that you are using.

Advice on enabling Pop-Ups can be found on the Service Portal by typing Pop Up in the search field.

I can't play the eLearning / the play button is 'greyed out'

This will depend on whether you have previously enrolled onto this learning in MyESR.

In the example below various training has been previously completed in MyESR in December. On the left hand side indicated in amber are mandatory training competencies that need to be renewed and beside each one is a magnifying glass.

Click the magnifying glass and you will be directed to the actions needed to complete the eLearning.

Example:

Click the magnifying glass next to Data Security. As this has previously been completed in MyESR the following message will appear indicating that you need to renew this training. Click the option to Renew:

You will then be prompted to enrol onto the course:

You will then be able to play the learning.

It may be that you have never completed eLearning in MyESR.

In the example below this person has never completed the Persons Designate Training. By clicking on the magnifying glass on the left hand side you will then be prompted to follow the steps to subscribe and enrol onto the learning.

the play button to play the course or be directed to the relevant screen.

Course Name ▲	Status ▵	Item in	Enrolment Status ▵	Completion Date ▵	Score ▵	Move to History	Unenrol	Evaluate	Play
000 Data Security Awareness Level 1	Passed	📇	Completed	19-Aug-2020		🔒	🗑		
000 Infection Prevention and Control Level 1	Passed	📇	Completed	20-Aug-2020		🔒	🗑		
918 NHSBT Business Continuity - 1 Year	Passed	📇	Completed	19-Aug-2020		🔒	🗑		
918 NHSBT Health, Safety and Wellbeing - General Awareness - 1 Year	Passed	📇	Completed	19-Aug-2020		🔒	🗑		
918 NHSBT Leading and Influencing - HSW	Not Attempted	📇	Confirmed			🔒	🗑		
918 NHSBT Manual Handling Awareness - 1 Year	Passed	📇	Completed	20-Aug-2020		🔒	🗑		
918 NHSBT Patient and Donor Safety and Quality Awareness L1 V2.0 March 2020	Passed	📇	Completed	25-Sep-2020		🔒	🗑		

Competence Requirements

Click "Search" to find certifications, courses and learning paths with the required competence

Competence Name	Expiry Date	Search
918|LOCAL|NHSBT (M) Persons Designate Training Module 1 - 1 Year|		🔍
918|LOCAL|NHSBT (M) Fire Awareness Refresher - 1 Year|	11-Nov-2020	🔍

❯ Show Key

Compliance and Competency

Subscribe   Unsubscribe

Learning Certification: 918 NHSBT Persons Designate HTA Module 1 - 1 Year

Learner Home
Skip Enrolments

Certification Information   Hide

You began this certification period on:	02-Oct-2020
You must complete this certification by:	01-Feb-2021
You can renew your certification again:	01-Feb-2021
Subscription Number:	19086390
Renewable	Yes

Delivered Competencies

Competency	Proficiency Level

Mandatory Courses   Hide

All courses in this section are mandatory.

Select one class for each course below to enrol in.

918 NHSBT Persons Designate - HTA Module 1

Class	Type	Language	Location	Class Start Date	Duration
⊙ 918 NHSBT Persons Designate - HTA Module 1 v10/20 17343586	🔗	English		02-Oct-2020	

Enrol

I have been enrolled multiple times onto the same course and can't play them

If when you view your Learning page you see that you have been enrolled onto the same eLearning multiple times you can resolve this by un-enrolling from all but one of the courses and then play the one that remains.

Course Name ▲	Status ▵	Item in	Enrolment Status ▵	Completion Date ▵	Score ▵	Move to History	Unenrol	Evaluate	Play
000 Data Security Awareness Level 1	Passed	📇	Completed	20-Mar-2019		🔒	🗑		
000 Infection Prevention and Control Level 1	Not Attempted	📇	Confirmed			🔒	🗑		
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶
000 Safeguarding Adults Level 1	Not Attempted	📇	Confirmed			🔒	🗑		▶