



Learning Management System

Access and User Guide

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Registering for an Olive account

Olive is Surrey County Council's learning management system, through which you can access training and other learning provided by the Surrey Safeguarding Children Partnership (SSCP).

In order to access the system, you will first need to register for an Olive account by following the instructions below.

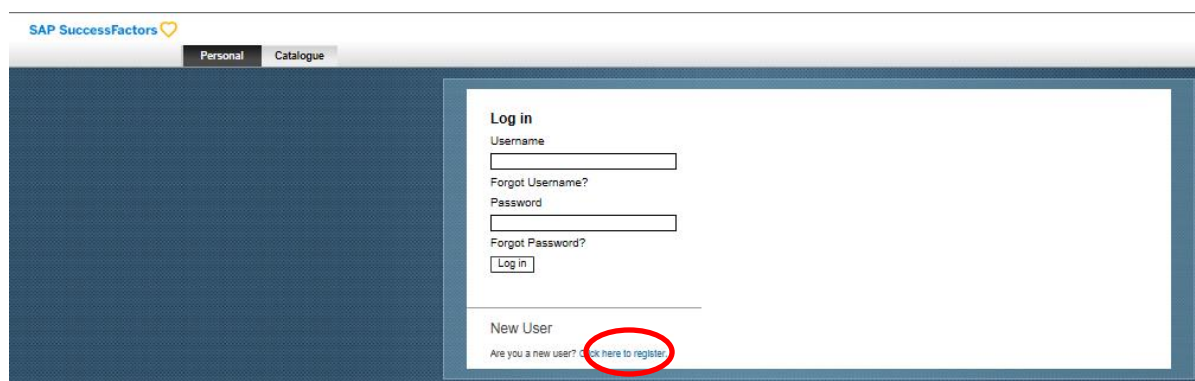
The link shown below will take you to a sign-in screen, which you should be able to access via a laptop or desktop computer.

Tablets and mobile devices can be set up to access Olive via an app, but account registration and app activation must be done first through the desktop/ laptop link (please also see the section 'Mobile App Activation' later in this guide).

Please note: Surrey County Council staff should not set up an Olive account via this portal: you can already access the partnership learning through your internal Olive account.

The link to access Olive is:

<https://surreycoun.plateau.com/learning/user/portal.do?siteID=SCA&landingPage=login>



Register as a new user using the link on screen entitled 'Click here to register'.

This will bring you to the following screen, where you need to complete the required information.

User registration screen

Create New Account

Please complete the "Create New Account" form and click "Submit". After you create an account, you can view your Learning Plan, add items to your cart, and check out.

** Required Fields.*

Account Information

* User ID :

* Password :

* Re-Enter Password :

Contact Information

* First Name :

* Last Name :

* Email Address :

* Confirm Email Address :

Organisation Information

* Organisational Type :

Organization/Company :

Billing Address

Billing Address :

City :

State / Province :

Postal Code :

Country/Region :

Additional notes:

- User ID – this is the username you want to log into the system with. Please use a minimum of 8 characters, including a special character (for example £, \$, @, !, %, or &). An email address would be a good option.
- Password – please use a minimum of 8 characters, including at least one upper and one lower case letter, a number and a special character.
- **Important:** it is vital to correctly select your organisation type from the 'Organisation' dropdown. This ensures that you have access to the training most relevant to you. If you are uncertain about which type to select, please contact OLIVEPartner.Support@surreycc.gov.uk for advice.
- Organisation/ Company - please provide the full name of your organisation.
- Billing Address – this is the billing address for your credit or debit card – it is not mandatory to complete. However, if you need to pay for any training, by including your payment card billing address at this stage, you will not need to provide it each time you subsequently pay for a course. For the 'County/ Region' field, always select 'United Kingdom'.

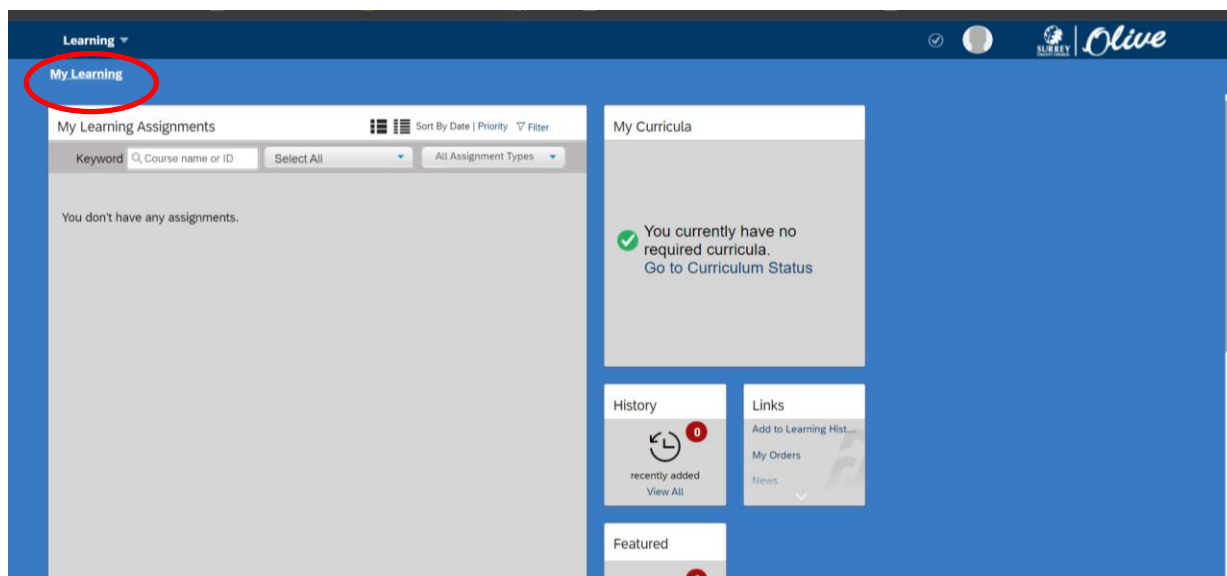
Once you click submit, you will be returned to the login page and your account will have been created.

Important note: it can take up to 60 minutes for your account to sync with the courses available. Please allow this period before trying to search for courses. Perhaps use this time to become familiar with the layout of your Olive home screen, detailed in the next section of this guide.

You can always access the site in future via the link. It can be saved as a favourite on your web browser.

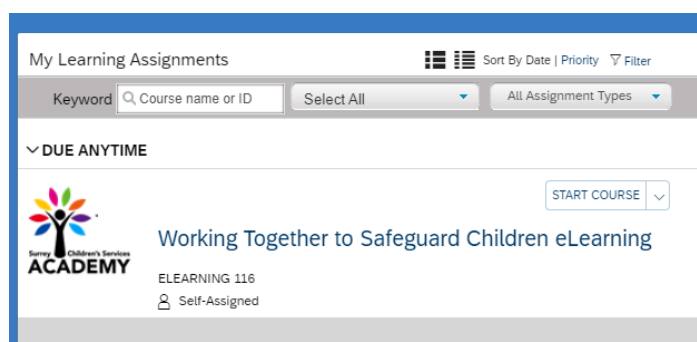
Explaining the Olive Home screen

Once you have signed in with your login details, you will see your Home screen. You can always navigate back here from other screens in Olive by clicking 'My Learning' at the top of the screen:



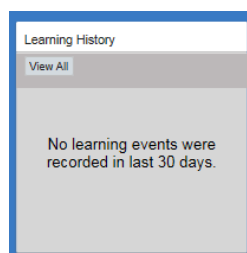
This screen is made up of tiles conveying various information as detailed below. You can use your mouse to drag the tiles into any order you prefer. Information on each tile is shown below – but if you want to immediately find out how to search for training, please see the section entitled '[Locating and booking onto training](#)', further on in this guide.

My Learning Assignments



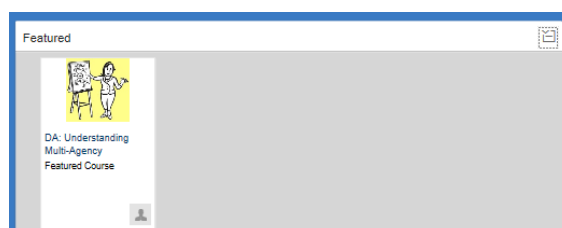
This tile will list the training you currently have in your plan to be completed. E-learning you have assigned can be started from here by clicking the 'Start Course' button.

Learning History



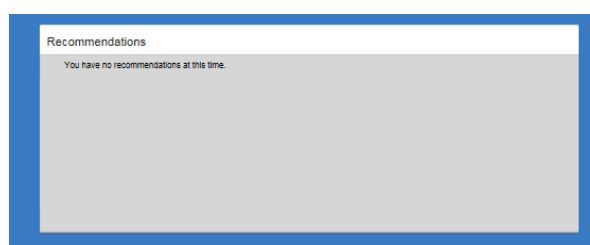
This shows your training history and will be automatically populated shortly after you attend each course. The history for classroom courses is only updated once attendance registers have been received from the trainers, and consequently there will be a period between completing a course and it showing in your history.

Featured Courses



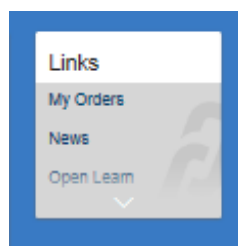
This tile shows new courses, or those with many spaces still available and coming up soon. This simply brings the courses to your attention – it does not mean you have been assigned to complete them.

Recommendations



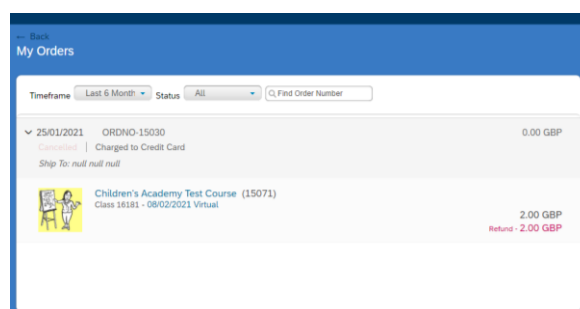
This shows any courses that have been recommended to you by others as being useful. As with featured courses, this simply brings the courses to your attention and does not mean you have been assigned to complete them.

Links



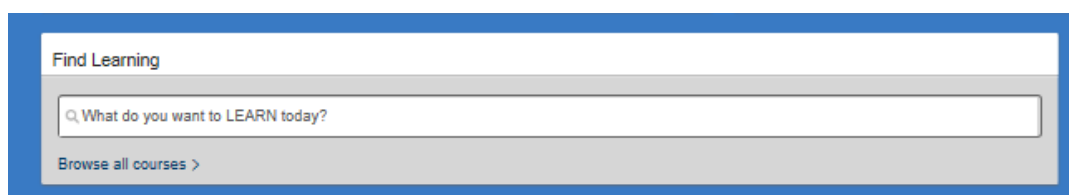
There are a couple of links to be aware of initially:

- 'My Orders' will show you details of any courses you have needed to pay for:



- 'Open Learn', which brings you to the Open University website, where they provide free courses and articles. **Note:** these OU courses are not in any way connected to Surrey County Council. The link is purely in case it is of use and not related to any training as part of your role.

Find Learning



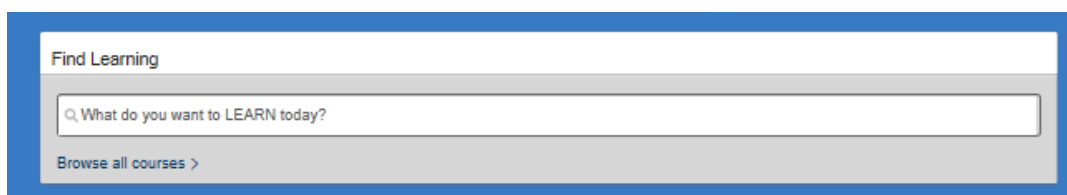
This is used to locate training you wish to take. Please see the next section for further details.

Locating and booking onto training

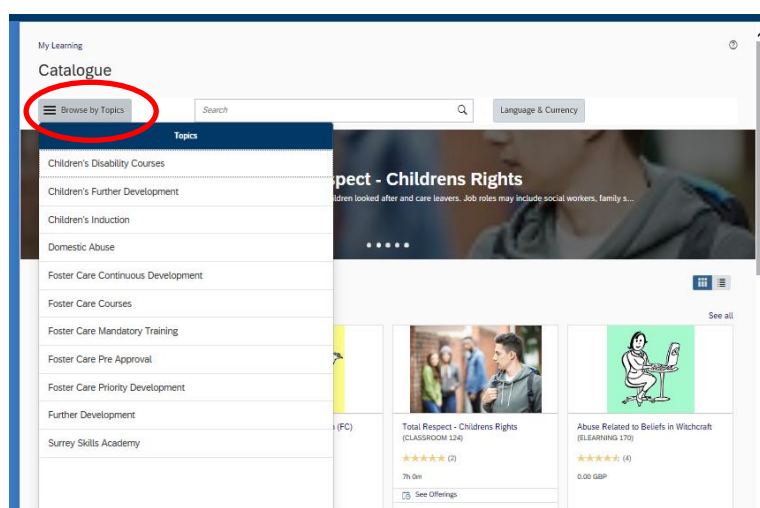
Locating training

Use the 'Find Learning' box to search for any training you are interested in.

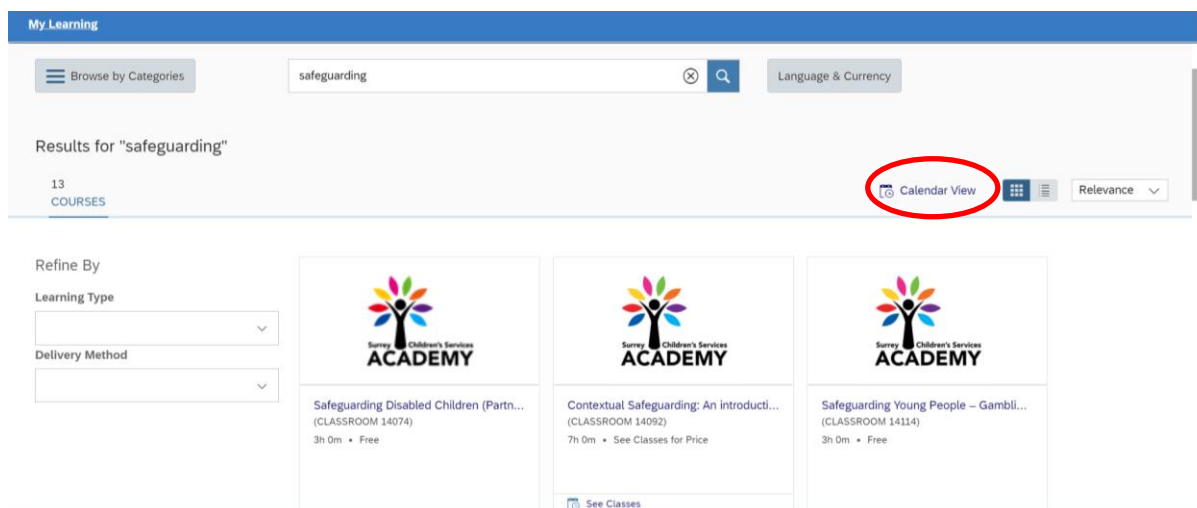
Tip - The default position for the Find Learning box may require you to scroll down the page. These boxes can be moved, so feel free to move these in a layout that works for you and the system will remember this the next time you log in.



- To search for a course, type the name into the box and press return. This will bring up all courses which match your search term, either in the title or course description. It can therefore often be used to search on keywords if you aren't sure of the exact course title.
- If you want to browse all courses in alphabetical order, just click into the box and press return.
- If you want to view all courses divided up into topic areas, click 'Browse all courses'. **Note: for this option only**, you will additionally need to select the topic area from the subsequent screen:



Whichever search option you choose, you will now see the results of your search:



My Learning

Browse by Categories

safeguarding

Language & Currency

Results for "safeguarding"

13 COURSES

Calendar View

Relevance

Refine By

Learning Type

Delivery Method

Safeguarding Disabled Children (Partn... (CLASSROOM 14074) 3h 0m • Free

Contextual Safeguarding: An introduct... (CLASSROOM 14092) 7h 0m • See Classes for Price

Safeguarding Young People – Gambli... (CLASSROOM 14114) 3h 0m • Free

See Classes

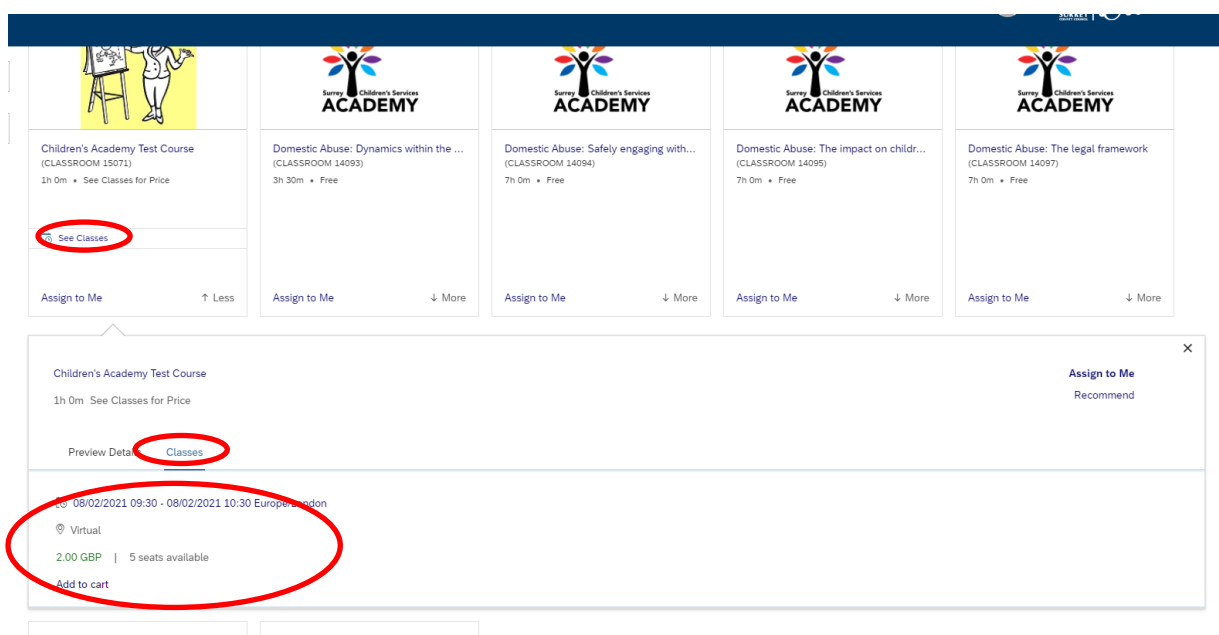
Tip: If you wish to see all your search results in date order for classes scheduled, click on 'Calendar View' This is most useful when you are browsing all courses (see above) and want to see what is coming up.

Booking onto training from the search results screen

You can book onto training straight from the search results screen by following the steps below. If you want to browse further information about the course first, click on the name of the course, and refer to the section '[Further course information](#)' later in this guide.

For e-learning courses, click the 'Start Course' link under the course title.

For classroom courses, if there are scheduled dates, the words 'See Classes' will appear under the course title. Click on this and then the further link called 'Classes' to see the dates, locations, number of spaces and any charges listed:



Children's Academy Test Course (CLASSROOM 15071) 1h 0m • See Classes for Price

Domestic Abuse: Dynamics within the ... (CLASSROOM 14093) 3h 30m • Free

Domestic Abuse: Safely engaging with... (CLASSROOM 14094) 7h 0m • Free

Domestic Abuse: The impact on childr... (CLASSROOM 14095) 7h 0m • Free

Domestic Abuse: The legal framework (CLASSROOM 14097) 7h 0m • Free

See Classes

Assign to Me

Children's Academy Test Course

1h 0m • See Classes for Price

Assign to Me

Recommend

Preview Details

Classes

08/02/2021 09:30 - 08/02/2021 10:30 European London

Virtual

2.00 GBP | 5 seats available

Add to cart

To book onto a date, click the 'Add to cart' link (if there is a charge), or 'Register Now' (if there is no charge). You will be taken to a screen to confirm:

When you have finished updating the contents of your Shopping Cart, click **Checkout** to purchase. You may not update the quantity of class registrations.

| Title | Unit Price (GBP) | Quantity | Total Price (GBP) | Add to Learning Plan | Action |
|---|------------------|----------|-------------------|--|--------|
| Children's Academy Test Course View Class Details 08/02/2021 09:30 Europe/London Virtual | 2.00 | 1 | 2.00 | The item associated with the class will be added to the Learning Plan. | |
| Total Before Savings: | | | 2.00 | | |
| You Saved: | | | 0.00 | | |
| Payable: | | | 2.00 | | |

Enter Coupon Code: [Apply](#) [Checkout](#)

Note: this screen will look slightly different depending on whether there is a charge being made. Click 'Checkout' (if there is a charge) or 'Confirm' (if there is no charge) to book your space on the course.

- If there is no charge being made, you will then see a confirmation screen, and your place on the course has been booked. You can click on 'My Learning' at the top-left of the screen to return to your Home screen (see [Back on the home screen](#), later in this guide for more).
- If there is a charge being made, at this point you will have the opportunity to make payment. Please see 'Making a payment', below.

Making a payment

When you click on 'Checkout', you will be presented with the screen below. **Important:** always select credit card (even if paying by debit card), and then click 'Next'.

Checkout

Select Payment Method

Select Payment Method

Select a Payment Method and click **Next** to continue with the Checkout Process.

☒ Charge to one or more department account codes
☐ Use a credit card

[Return to Shopping Cart](#) [Next](#)

You will then have an opportunity to input your billing address – it will already be showing, if you provided this information when you registered your account. Click 'Next'.

Checkout

Select Payment Method → Billing and Shipping Information

Billing Address

* = Required Fields

* Address1: 10 High Street
 Address 2:
 * City: Surbiton
 State / Province:
 * Country/Region: United Kingdom
 * Postal Code: KT6 1HR
 Contact Phone:
 Contact Fax:
 Contact Email Address:

Return to Payment Method Selection Next

This will be followed by a summary screen. If all is okay, click 'Place Order'.

Checkout

Select Payment Method → Billing and Shipping Information → Order Summary

Review the Order Information below and click **Place Order** to complete the Checkout Process.
 Note: The order will not be submitted unless you click the **Place Order** Button.

Order Information

| Title | Unit Price (GBP) | Quantity | Total Price (GBP) |
|--------------------------------------|------------------|----------|-------------------|
| Children's Academy Test Course | | | |
| View Class Details | 2.00 | 1 | 2.00 |
| Date/Time/Facility: 08/02/2021 09:30 | | | |
| Europe/London | | | |
| Virtual | | | |
| Total Before Savings: | | | 2.00 |
| You Saved: | | | 0.00 |
| Payable: | | | 2.00 |

Billing Address

Address: 10 High Street
 Address 2:
 City: Surbiton
 State / Province:
 Postal Code: KT6 1HR
 Country/Region: GBR
 Contact Phone:
 Contact Fax:
 Contact Email Address:

Change Address Information Place Order

You will then be provided with a screen to input your credit or debit card details, and then click 'Buy Now'.

Checkout

Select Payment Method → Billing and Shipping Information → Order Summary → Credit Card Information

Credit Card Information

Payment details

* Indicates a required field

Card number * Cardholder's name *

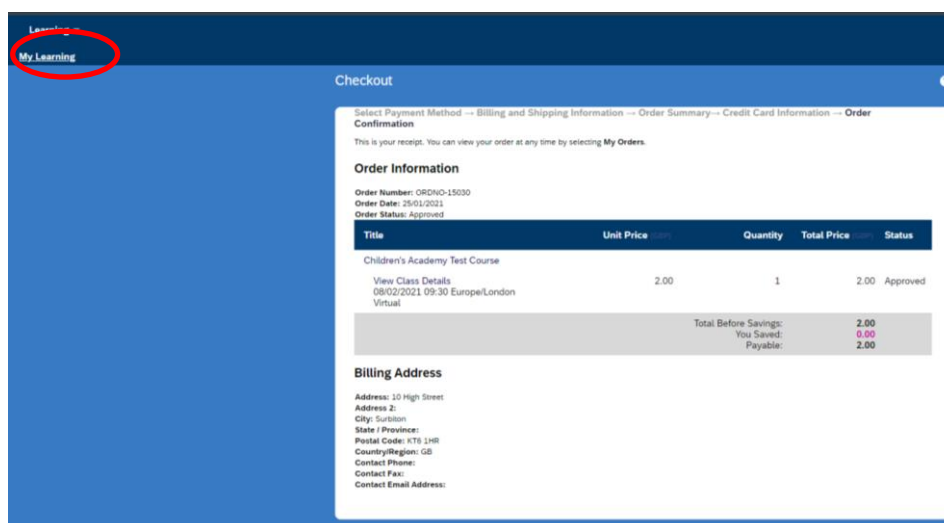
Expiry date * Security code *

MM / YY Last 3 digits on the back of card

Billing address ✓
 10 High Street, Surbiton, KT6 1HR, United Kingdom

Cancel Buy Now

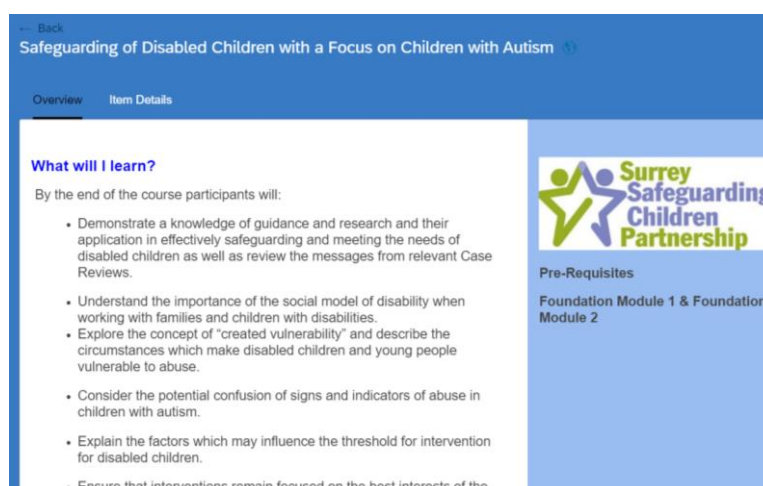
You will then be presented with a confirmation screen. Click 'My Learning' at the top left of the screen to return to your Home page.



The course will now show in your learning assignments. Should you need to cancel your space, please refer to the section titled '[Cancelling a course](#)', later in this guide.

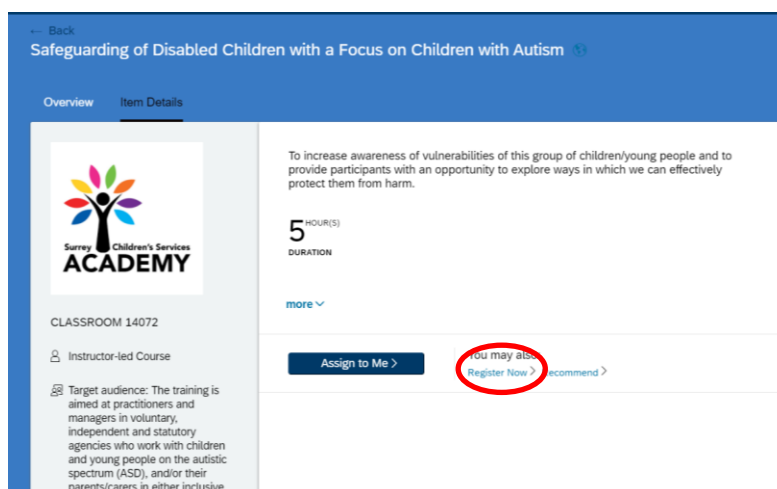
Further course information

Note: when browsing courses, if you want further information about the course before the booking process, you can see this by clicking on the course title in the search results, which will bring you to a screen showing further details.

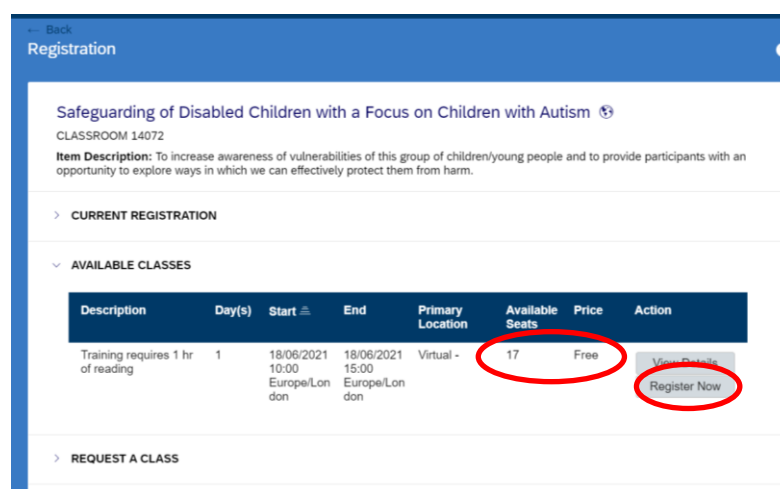


- The 'Overview' tab will show you course content information.
- The 'Item Details' tab will show you ancillary information and provide a method to book onto the course – please see the section which follows.

Booking onto training from the Item Details screen of the course



- Click on the 'Item Details' tab at the top and then clicking 'Register Now' to bring up the dates and locations.



- The number of remaining spaces on the course is shown against each date under the 'Available Seats' column.
- If there is a charge, it will be shown under the 'Price' column.
- If there are no spaces left on the date you wish to attend, you can put yourself on the waiting list by clicking the 'Waitlist' button (only shows if no spaces left). If there is a cancellation, you will be added to the course.
- If you are interested in attending a course, but there are no dates suitable for you, you can also register your interest in the course. Please see the section '[Registering interest in a course](#)' later in this guide for details.

If there are spaces on a session you wish to attend, click on the 'Register Now' button (shows if no charge) or the 'Add to cart' button (shows if there is a charge), next to the date you wish to attend.

You will be taken to a screen to confirm:

When you have finished updating the contents of your Shopping Cart, click **Checkout** to purchase. You may not update the quantity of class registrations.

| Title | Unit Price (GBP) | Quantity | Total Price (GBP) | Add to Learning Plan | Action |
|---|------------------|----------|-------------------|--|--------|
| Children's Academy Test Course | | | | | |
| View Class Details 08/02/2021 09:30 Europe/London Virtual | 2.00 | 1 | 2.00 | The item associated with the class will be added to the Learning Plan. | |

Total Before Savings: 2.00

You Saved: 0.00

Payable: 2.00

Enter Coupon Code:

Note: this screen will look slightly different depending on whether there is a charge being made. Click 'Checkout' (if there is a charge) or 'Confirm' (if there is no charge) to book your space on the course.

- If there is no charge being made, you will then see a confirmation screen, and your place on the course has been booked. You can click on 'My Learning' at the top-left of the screen to return to your Home screen (see [Back on the home screen](#), later in this guide for more).
-
- If there is a charge being made, at this point you will have the opportunity to make payment. Please see [Making a payment](#) earlier in this guide for more).

Registering interest in a course

If you are interested in attending a course, but there are no dates suitable for you, you can also register your interest in the course. These expressions of interest are included when considering the priority for putting on further courses.

course is in high demand, if you are not able to attend please cancel your space in order to give your colleagues the opportunity to attend.

Records per Page:

REQUEST A CLASS

Need By Date:

Preferred Region:

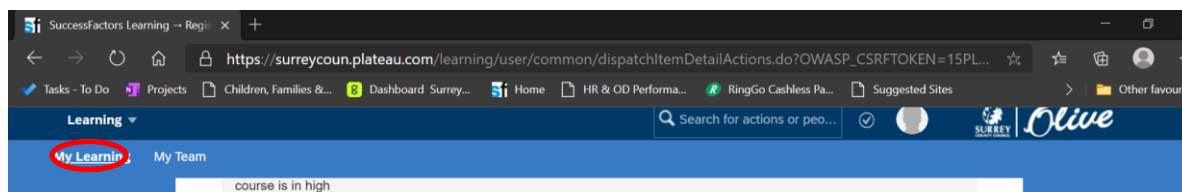
Preferred Location:

Comments:

- Click on the 'Request a Class' section at the end of the list of current classes. Complete the fields and click 'Request'. If a course is arranged *within the timeframe you have specified*, you will be automatically be notified by email so that you can book a space.

Back on the Home screen

You can always return to your Home screen by clicking 'My Learning' at the top of any screen.



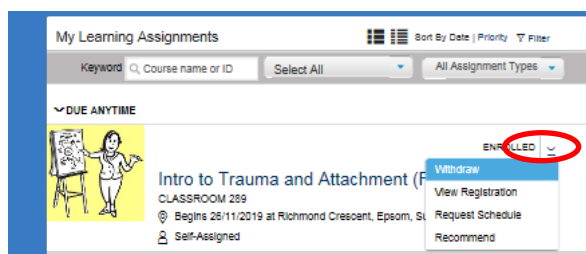
When you have booked a course, on your Home screen it will now show in the 'My Learning Assignments' section:



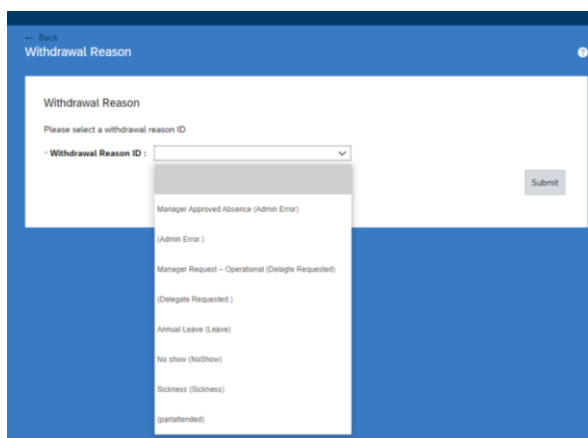
Cancelling a course

Please always make every effort to attend a course you are booked onto. If you do need to cancel, please do so in plenty of time, so that your space can be given to someone else.

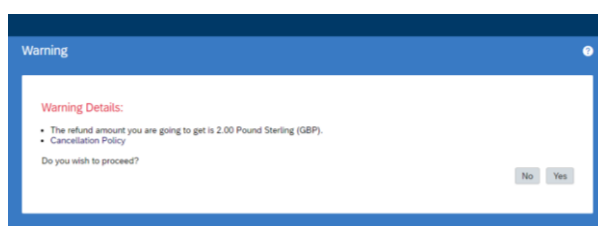
If you wish to cancel your attendance at a course, click the arrow next to 'Enrolled' and select 'Withdraw':



After some confirmation screens, you will be asked to provide the reason. Select the option which most closely reflects your reason.



If there was any charge for the course, you will receive confirmation of your refund amount:



Note: the time frame for receiving your refund will depend on your card issuer and may take a few days to be credited to your account.

Contact

For any further guidance on using this system, please contact:

OLIVEPartner.Support@surreycc.gov.uk

Frequently asked questions

Account registration

I have a Surrey Skills Academy (SSA) login I used to access the Working Together to Safeguard Children e-learning, or I have an Outreach login. Can I use that to log in to the new portal?

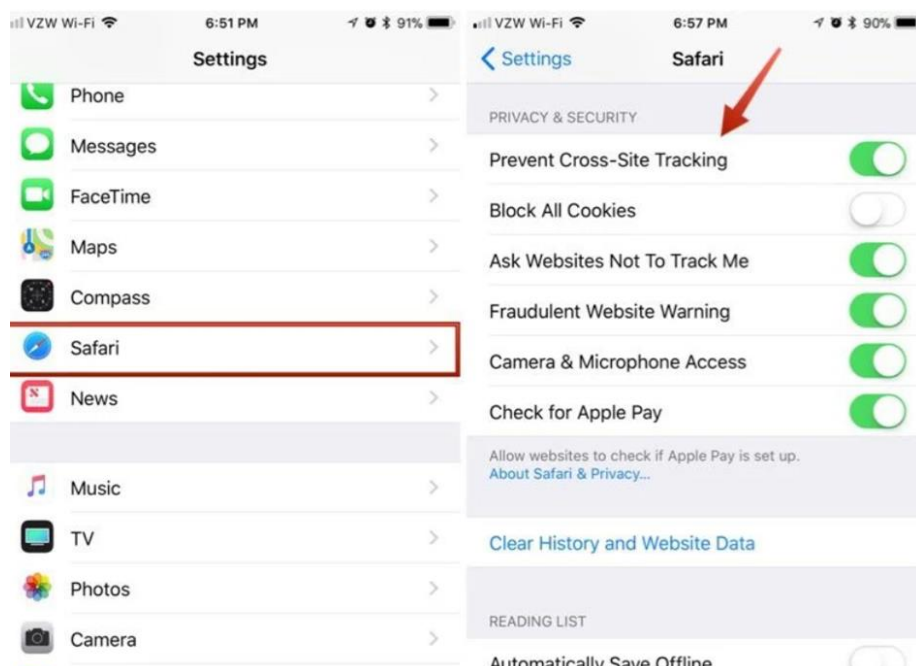
- No – you need a new account for the new portal (and the link to access it is different – please see page 4). However, we can convert your old SSA or Outreach account if you let us know. Alternatively, if you register for a new account, we can merge it with your old SSA account if you have one, so that you can view your training history all from the new account.

Please also note that the Working Together to Safeguard Children e-learning is available through the new portal, so there is no need to continue with your old SSA account.

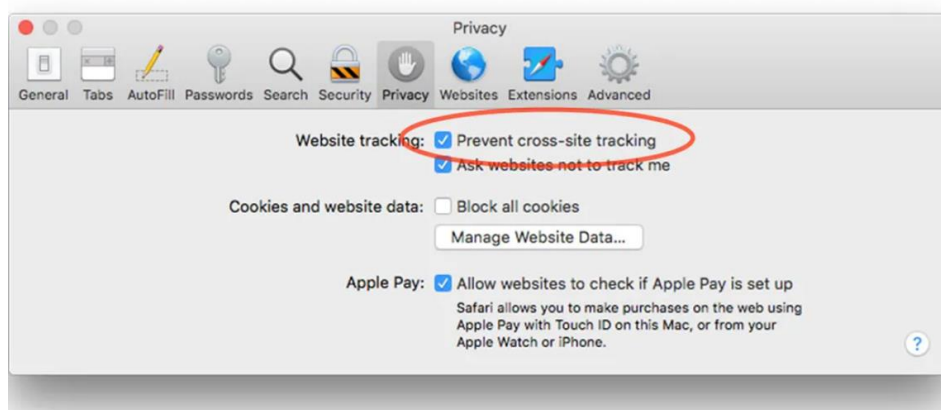
I try to register or login, and I am faced with a screen asking me for a company ID. What is happening?

- This screen usually appears on updated Apple products but can occasionally also appear on other devices where strict browser settings have been activated. You need to turn off 'Prevent cross site tracking'.

If using an iPad or iPhone:



If using a Macbook:



Alternatively (and this includes if the issue occurs on non-Apple devices) you can access the site if you use Mozilla Firefox as the browser.

Finding courses

I have set up an account, but I can't see any courses – is something wrong?

- When you first register, it can take up to an hour for course to sync across to your new account. This is a one-off process, and then you should be able to view all courses.

How do I access e-learning?

- E-learning can be accessed directly through Olive – search for it in just the same way as for instructor-led courses (please see page 9).

Designated Safeguarding Lead (DSL) training

I work at a school, college or early years setting. Do I access Designated Safeguarding Lead (DSL) New to Role or Refresher courses through Olive?

- No, all 'single agency' training specifically for the education sector is still accessed through the Services For Schools portal as previously. This includes training such as DSL New to Role training, DSL Refresher training, and Positive Touch training. The link is: [Surrey Education Services \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/services-for-schools). Please note that Foundation Modules 1 & 2 are accessible through Olive, along with the rest of the 'multi agency' training.

For those who work in other sectors, such as in health, police and so on, DSL New to Role and Refresher training can be accessed through Olive. The DSL new to Role and Refresher training through Services For Schools is for the education sector only.

Booking and paying for courses

Can one person in an organisation book courses on behalf of staff members?

- This is possible to arrange – please get in touch via OLIVEPartner.Support@surreycc.gov.uk to organise the account modification. However, where there is a charge for training, delegates will not have a space until payment is made. Courses can only be paid for from the delegate's account, though they can use any credit or debit card they wish, so long as the billing address is correct.

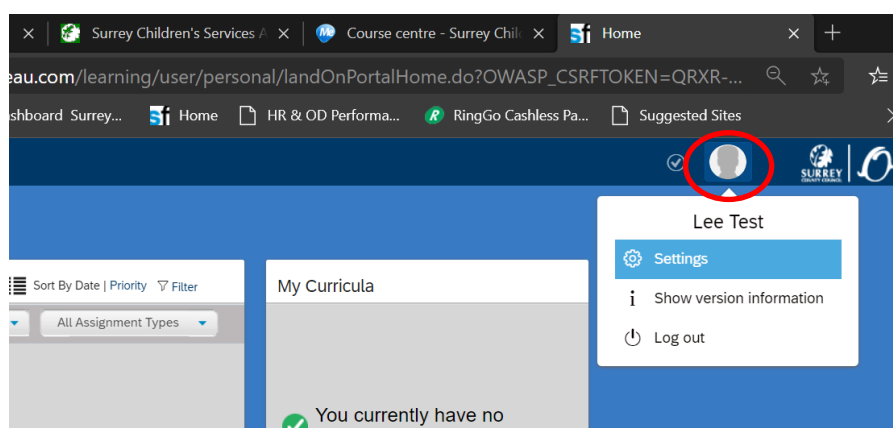
Can we pay for courses by invoice?

- No, all courses must be paid for by debit or credit card.

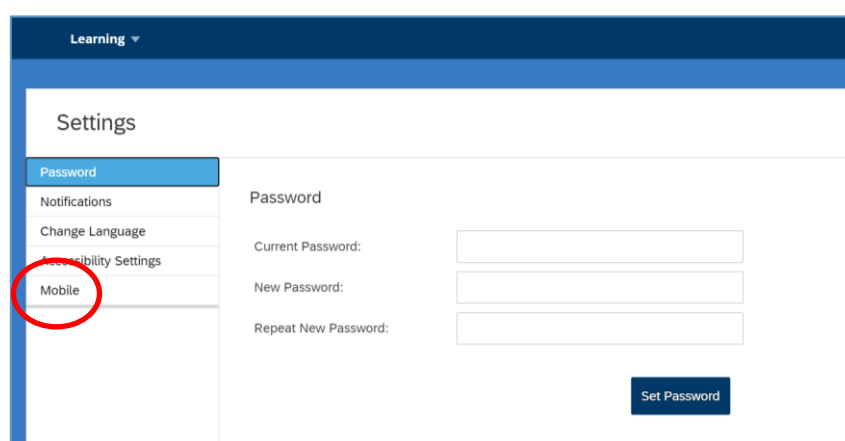
Appendix A: Accessing Olive from a mobile device

You can access Olive on a mobile device by using the specially designed app. To do so, you need to download the app and activate it through your desktop Olive account by following the steps below.

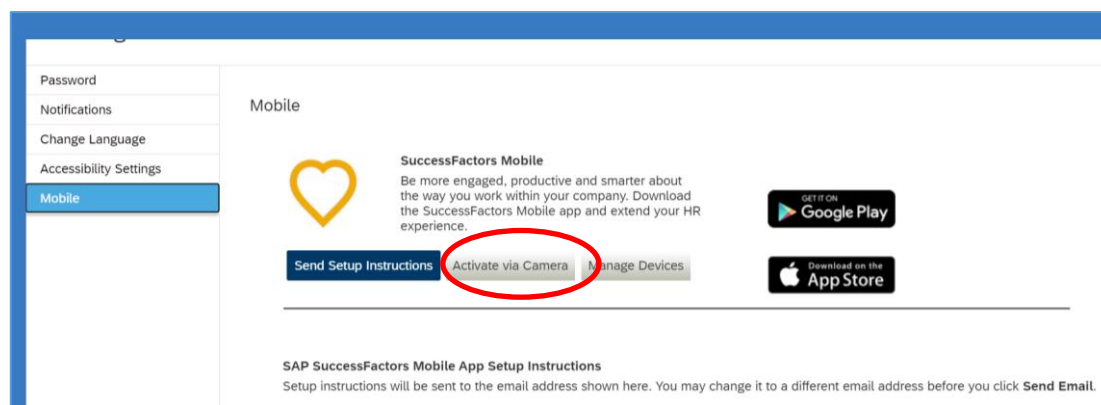
1. Download the app 'SuccessFactors' from the Apple App Store or Google Play Store.
2. Log in to your desktop Olive account, click on the image of a head at the top of the screen and select *Settings* from the dropdown list:



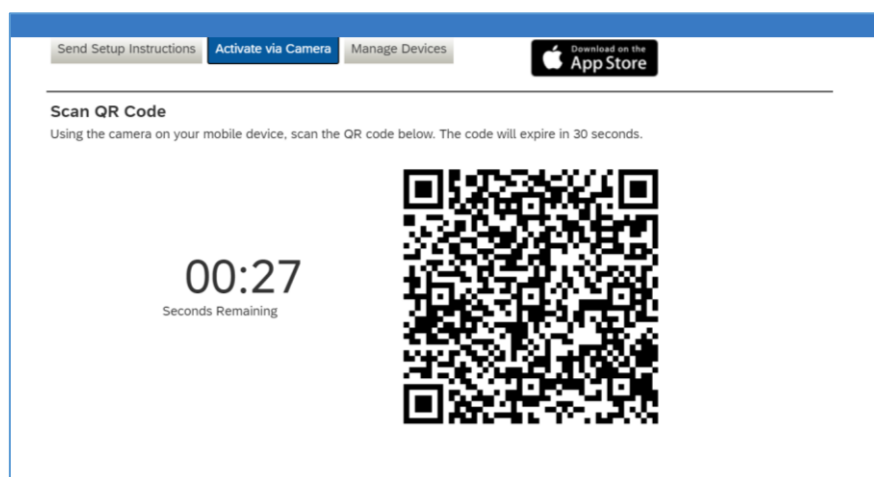
3. Select *Mobile* from the menu that then appears at the right of the screen:



4. Click *Activate via Camera* on the screen which follows:



5. You will then be provided with a QR code to scan using your device's camera:



6. This will set up your app to link with your desktop account. You can use Olive via the app.