A City & Guilds Group Collaboration

PIVOT – MyKapApp
Learner guide

Contents

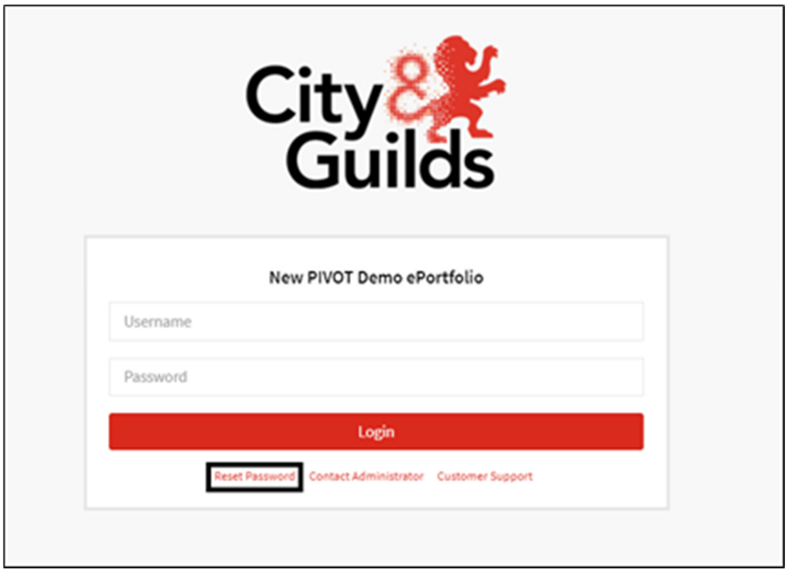
Introduction

This guide sets out how to access and use MyKapApp (otherwise known as PIVOT).

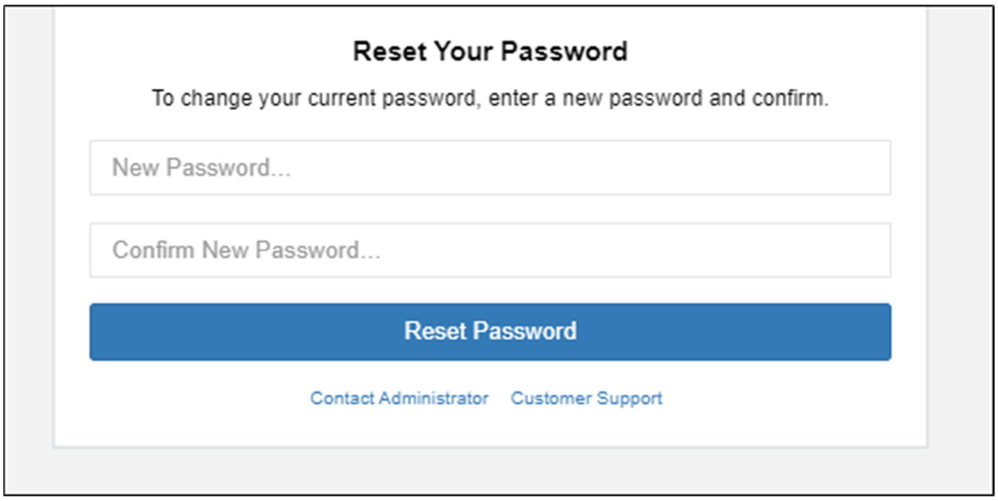
How to Log In

What will I need to do when I first login?
You will need to reset your password on first login (your username will stay the same).

To do this, click Reset Password on the login page:



Now enter your username and click 'Reset Password'. An email will be sent with a link to reset your password to the email you provided us with (the link expires after 48 hours).

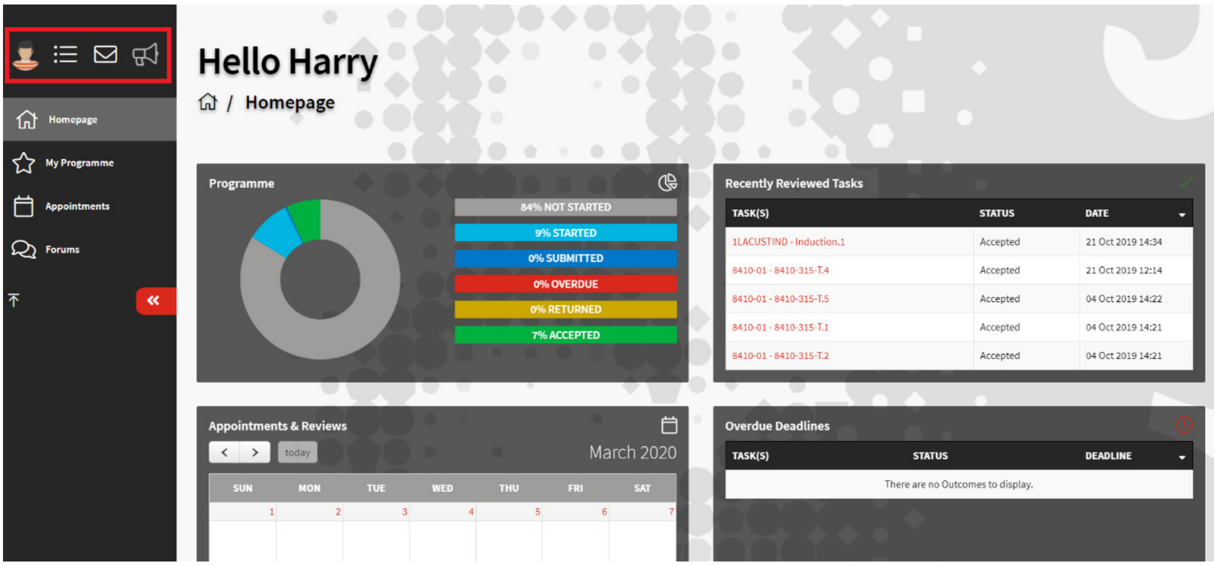


The password must conform to the following rules:
• At least 8 characters including at least 1 upper case letter, 1 lower case letter, 1 number and 1 special character

Following the password reset, you will be logged in for the first time and will be asked to accept the Terms & Conditions. At the bottom of the page is the option to select **I Accept**. Once accepted, you will be taken to the homepage & can start using the platform.

Homepage

Preferences, Notifications & Password



In the top left of the Homepage, as highlighted in the screen shot above, you'll find some key functions. Clicking the **Avatar** icon will give you the following options:

- **Preferences** – this allows you to change the layout and styling preferences of the site (e.g. font size)
- **Notifications** – this allows you to turn on email notifications for any Messages you receive and any new Contact Diary entries. There is the option to receive a notification per message/per Contact Diary entry, or for a daily digest. *<u>We recommend turning your notifications on when you first log in. It is also important to check that your email address is correct, if it is incorrect then you will not receive the notifications.</u>*
- **Password –** this allows you to change your password

- **Avatar** – this allows you to upload a profile picture
- **Logout**

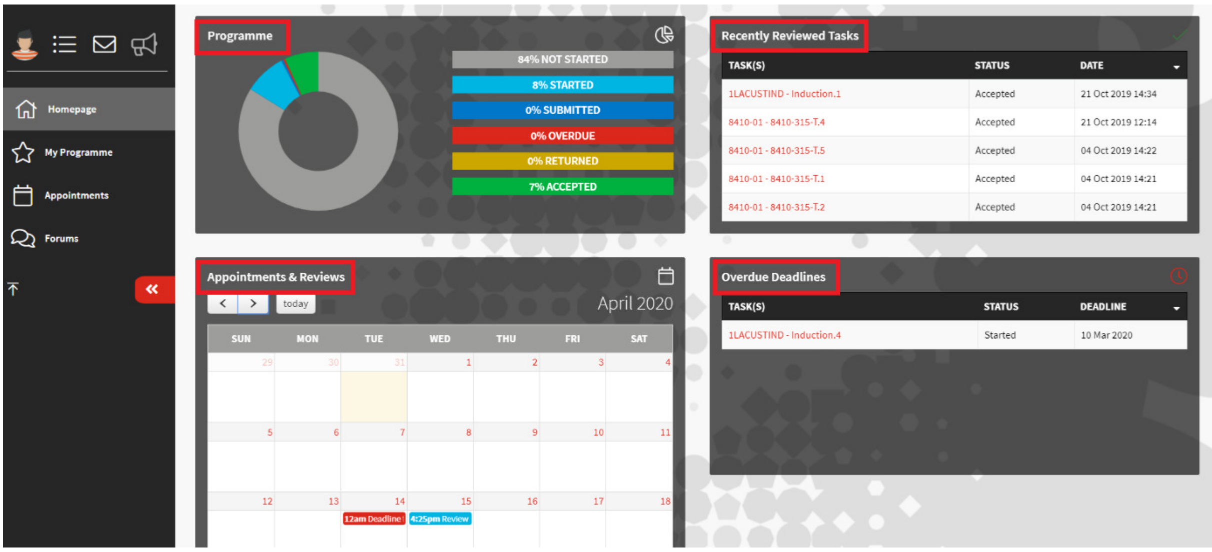
My Programme quick search

To the right of the **Avatar** icon is the **My Programme** quick search. Click the icon and select a Course to be taken to that Course Folder or click a Unit within a Course to be taken to that specific Unit.

Messages

The **Message** icon takes you to your messages inbox where you can view, create and send messages.

Homepage dashboards



There are four dashboards on the homepage

- **Programme** – this gives an overview of the status of all the tasks across all your Courses. For example, the screen shot above shows that 84% of tasks are in a Not Started status. Clicking the Programme dashboard will take you to the **My Programme** page, which can also be accessed via the left-hand navigation menu
- **Recently Reviewed Tasks** – this shows tasks that have recently been reviewed by your Talent Coach, along with the status & the date it was reviewed. Click on any task to view it
- **Appointments & Reviews** – this is your calendar and any appointments, reviews or deadlines that have been set by your Talent Coach will be visible

- **Overdue Deadlines** – this shows any tasks that have passed the deadline date that your Talent Coach has set. Clicking on the task will take you to that task

Click here to watch a video on the Homepage, your preferences, notifications & messages

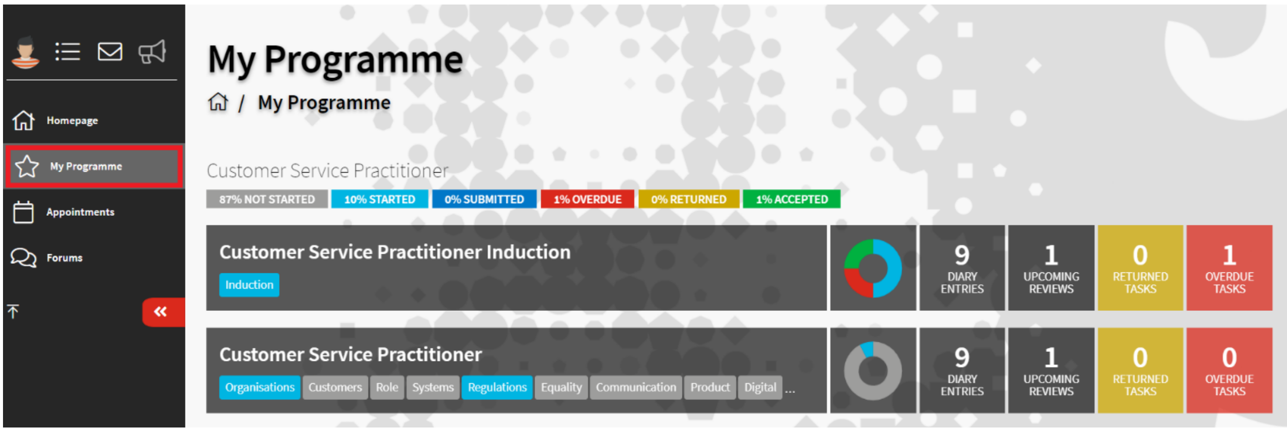
My Programme

Overview

The **My Programme** page will give you a high-level overview of your programme. This will include:

- The name of your Programme (e.g. Customer Service Practitioner)
- All the Courses that make up your Programme
- A % overview of the different status of the tasks across your whole programme (for example the screen shot below shows 10% of all tasks have been Started & 87% Not Started)
- The number of Contact Diary entries
- The number of Upcoming Reviews
- The number of Returned Tasks
- The number of Overdue Tasks

Click on the name of a course to access the **Course Folder**.



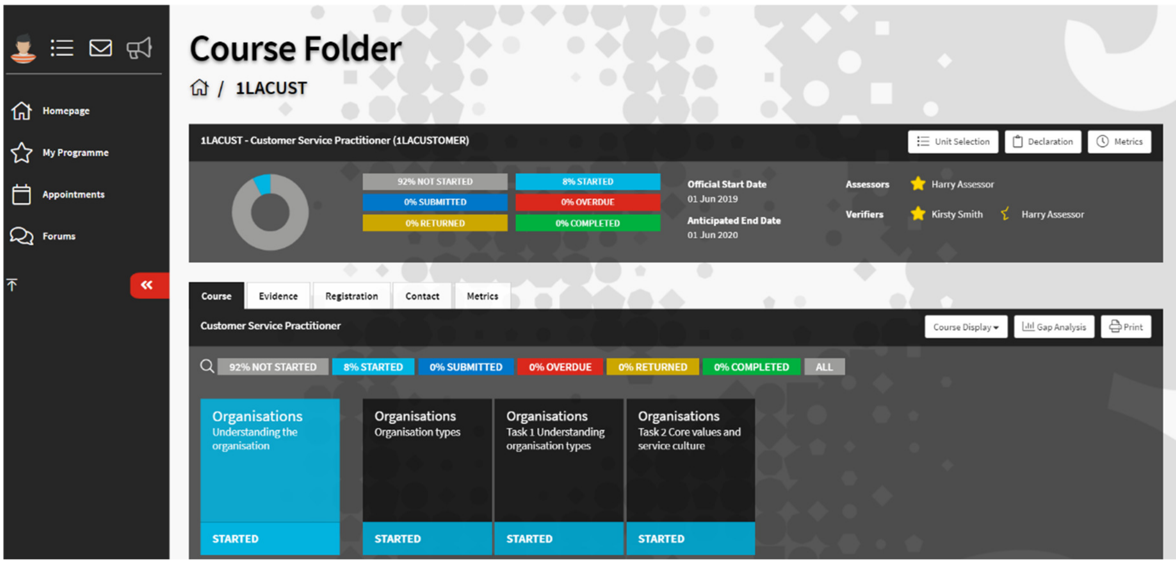
Course Folder overview

The Course Folder is a key area of the system and is where you will do the following:

- Access / complete learning content & tasks
- Upload evidence
- Record & view your Off-the-Job training hours
- Access & view the Contact Diary (for example, seeing feedback & planning from your Talent Coach)

When you access a Course Folder you will see the Units and Tasks within the Course to complete. For example, in the screen shot below the first ‘block’, titled *‘Organisations - Understanding the organisation’*, is the **Unit**. Within the Unit are 3 **Tasks** (the 3 additional ‘blocks’).

When you first access a Course Folder, all Units and Tasks will be in a **Not Started** status. Once you click into the first Task it will change to a **Started** status, as shown in the screen shot below, where all 3 Tasks within the Unit have been started.



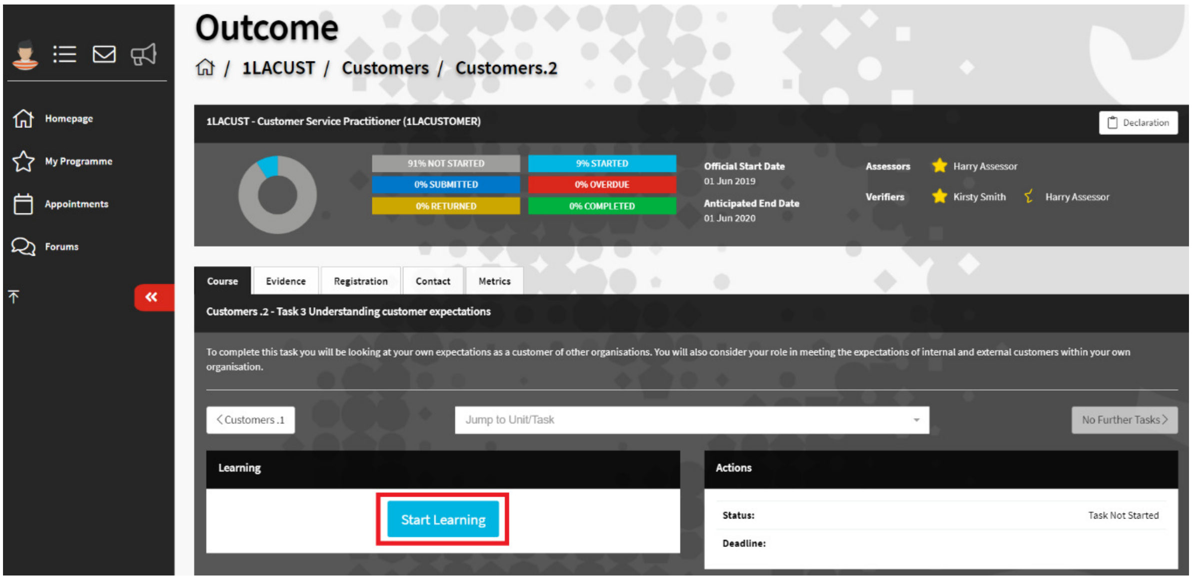
The status will change as you work your way through the Course. Tasks can be in the following status:

- **Not Started**
- **Started**
- **Submitted** (this is where you have completed a Task and is with your Talent Coach for review)
- **Completed** (this is where your Talent Coach has reviewed your work and marked it as complete)

- **Returned** (this is where your Talent Coach has reviewed your work and sent it back to you as further work is required)
- **Overdue** (this is where your Talent Coach has set you a deadline to complete the task and you have missed that deadline)

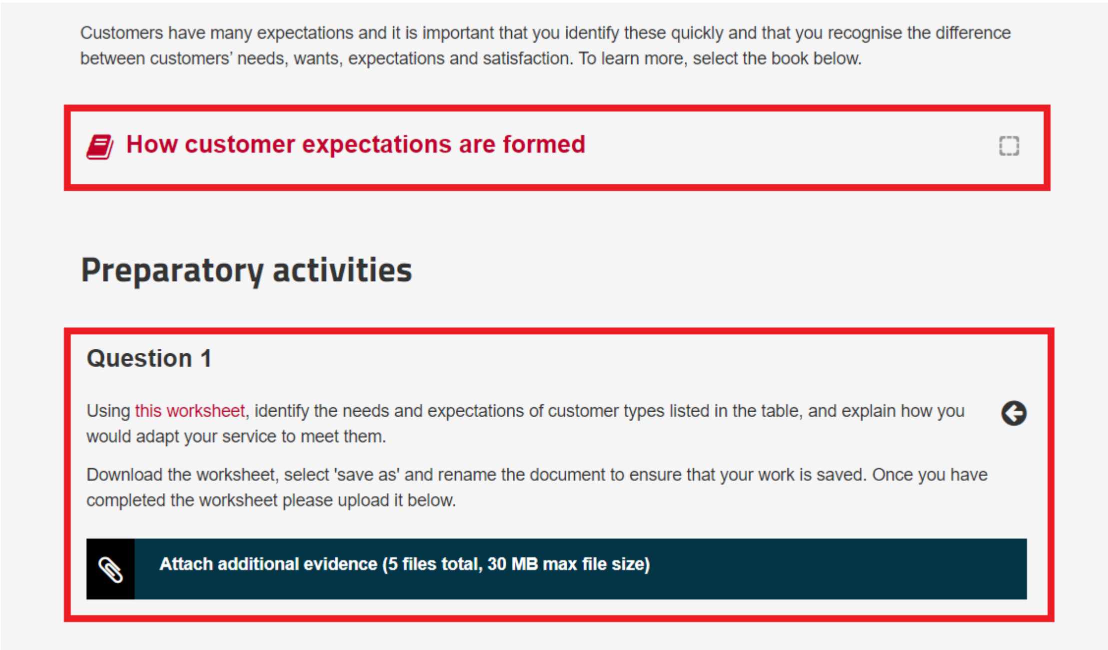
Accessing & completing task pages

To access the learning content, you will need to click into a **Task**. On the following **Outcome** page, you will see a button that says **Start Learning**, as shown in the screen shot below. Click the button and you will be taken to the task page.



The task pages contain activities that you will need to complete for you to submit the task page. For example, these could be questions to answer, videos to watch, e-books to view or a combination of all of these. Some questions may also have the option to upload additional evidence files from your device.

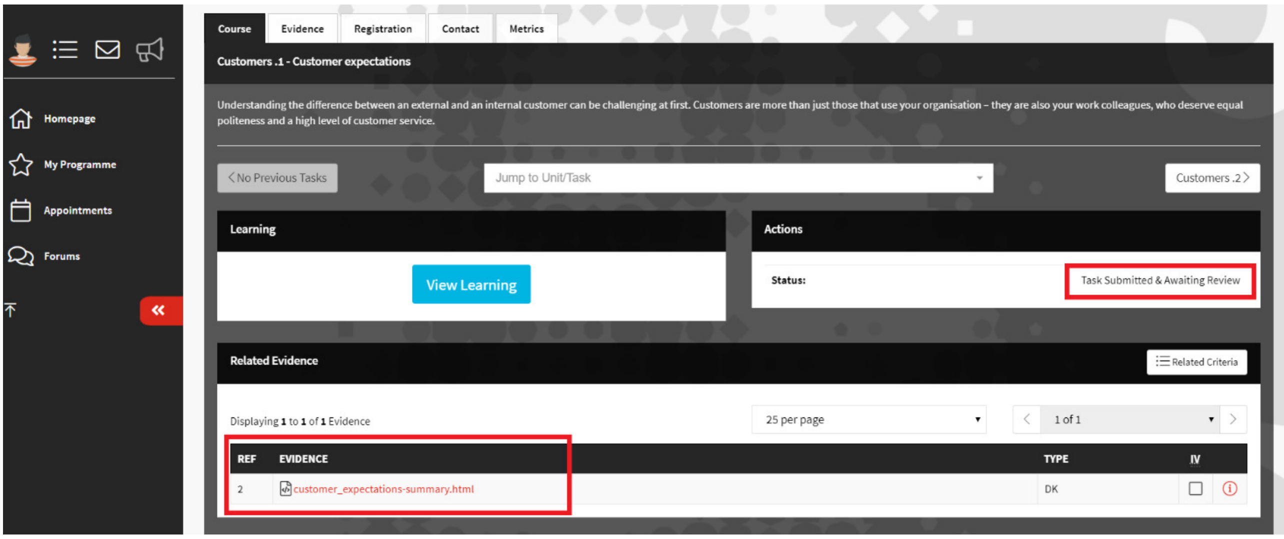
In the screen shot below you can see there is both an e-book to view and a question/worksheet to complete.



Once all activities are complete, you need to click **Submit task for review** at the bottom of the page. If you still have activities to complete, you will not be able to submit the task. Once you have submitted the task for review, you will be taken back to the **Outcome** page.

Upon returning to the Outcome page, you'll see that the status is now **Task Submitted & Awaiting Review**, this means that the work you have just completed has been sent to your Talent Coach to review. Whilst a task is under review, you can't change what you have submitted, but you can still access the task page in a read only view by clicking the **View Learning** button.

You'll also see an evidence file in the **Related Evidence** section, as shown in the screen shot below. This is the evidence that your Talent Coach will review and contains all the questions & answers that you have just completed on the task page. If you had uploaded any additional pieces of evidence from your device when completing the task page, they will also sit here.

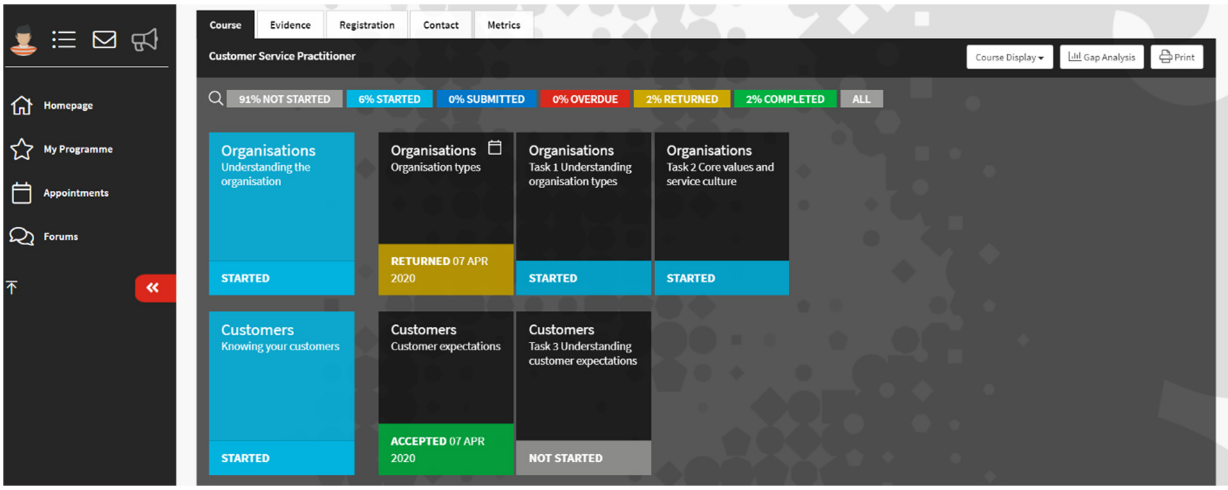


Talent Coach reviewing & acknowledging feedback

Once you have submitted the Task to your Talent Coach, they will have two options upon review of the task:

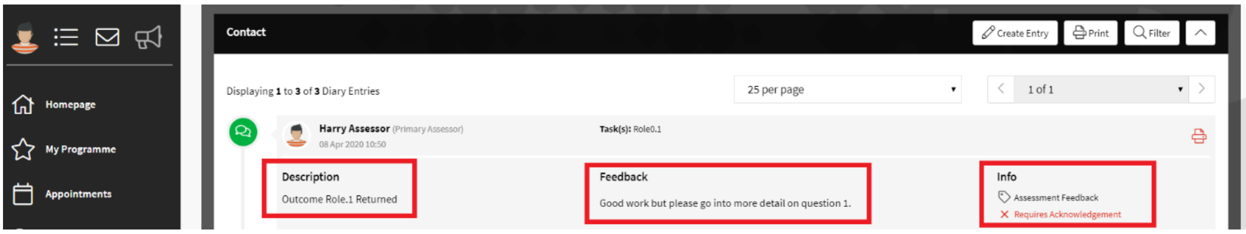
1) **Accept** – this is if the task is complete and no further work is required
2) **Return** – this is if further work is required

The screen shot below shows two Units, one Unit has an Accepted Task and the other Unit has a Returned Task.



To view the feedback that your Talent Coach has left, click into the Task and scroll down to the bottom of the page to view the **Contact Diary**. This will contain all the entries (e.g. feedback from your Talent Coach) for the Task that you're viewing. In the example in the screen shot below, you can see the Contact Diary entry from the Talent Coach shows that the Task has been Returned and has the feedback from the Talent Coach.

In the **Info** section on the right-hand side, you can also see it states **Requires Acknowledgement** – when you see this it means your Talent Coach has requested that you acknowledge their feedback and actions. To acknowledge this, simply click **Requires Acknowledgement** and it will update to say **Learner Acknowledged**.



To continue work on a Returned Task, simply click into the Task, click **Continue Learning** and the learning task page will open. If your Talent Coach has Accepted a Task, then no further action is required.

Click here to watch a video on My Programme

The Contact Diary

The Contact Diary shows an audit trail of your apprenticeship journey. There is a Contact Diary for each Course you are enrolled on, and will allow you to do the following:

- See a trail of each action you have taken relating to your Tasks (for example starting or submitting a Task)
- See and acknowledge feedback from your Talent Coach
- Record your Off-the-Job Training hours
- See and acknowledge any planning, reviews & appointments with your Talent Coach
- Create entries & download/upload any required forms or documents as required

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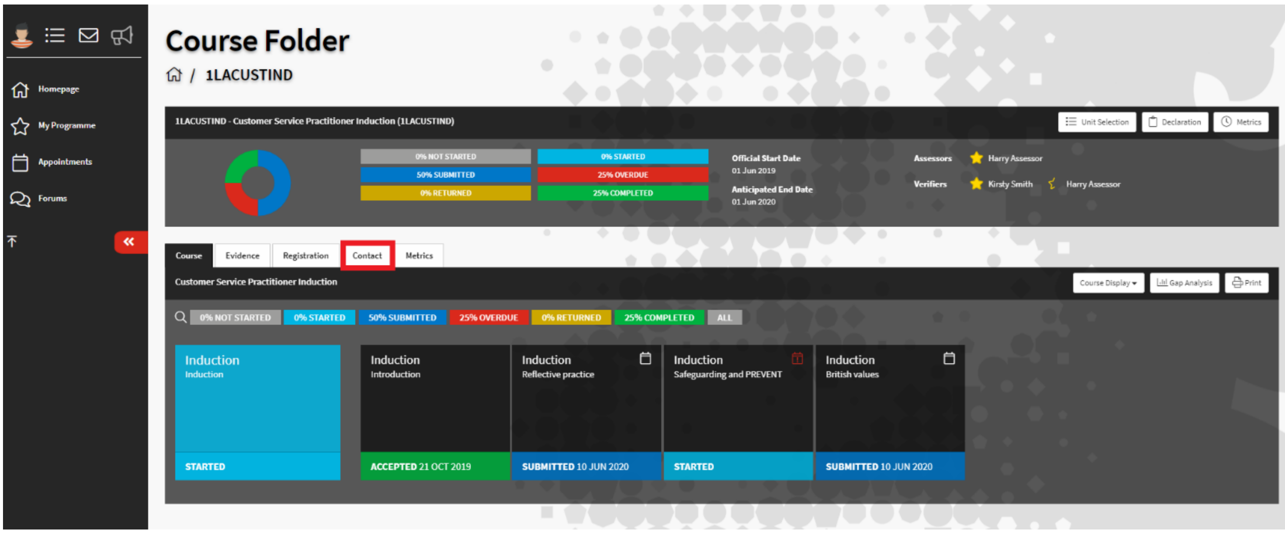
Whilst you can view the contact entries for a specific Task when you have clicked into a Task, you can also view the Contact Diary for an entire Course which will contain all the entries across all the Tasks. To do this, click the **Contact** tab when you're in a **Course Folder**, as shown in the screen shot below.



[***Click here to watch a video on the Contact Diary***]

Acknowledging Contact Diary entries

Whilst your Talent Coach may request that you acknowledge their feedback and actions when reviewing Tasks that you have submitted, you may also see the **Requirements Acknowledgement** link on other Contact Diary entries (e.g. your Talent Coach could do this when scheduling a review).

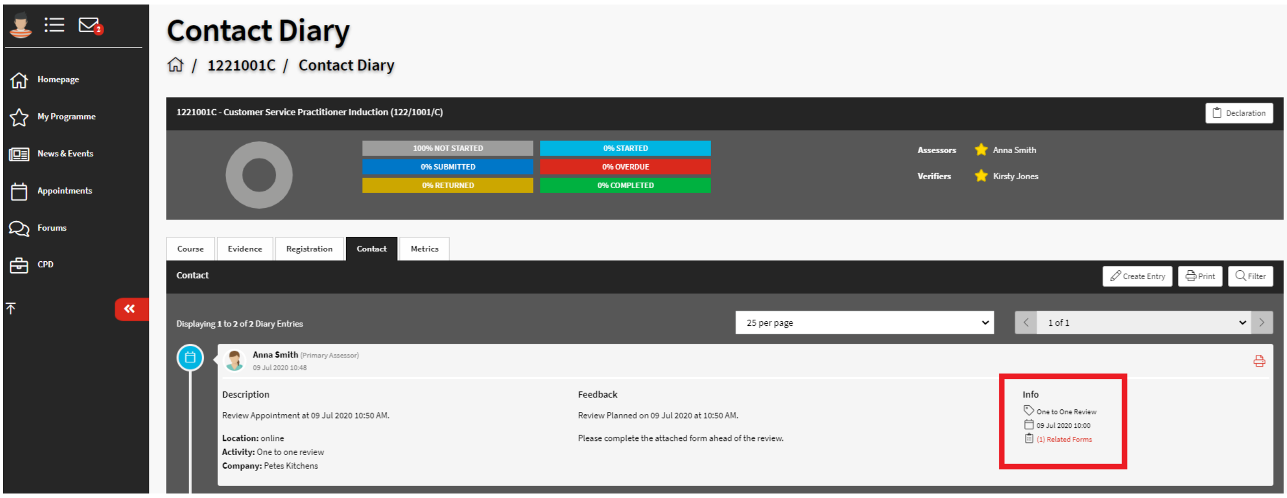
The **Requirements Acknowledgement** link will always sit under the **Info** section on the right-hand side of the Contact Diary entry. When you have been asked to acknowledge an entry, simply click **Requires Acknowledgement** and it will update to say **Learner Acknowledged**.

Completing a Digital Form

Digital Forms can be attached to Contact Diary entries that you may need to fill out and/or complete, for example your Talent Coach could attach a review form that they have requested you complete ahead of a review.

Forms are created by administrators and depending on how they have created the form will determine whether you can submit a completed form or just save the form (e.g. your Talent Coach or another user role would submit it when fully complete).

If a Digital Form has been attached to a Contact Diary entry, it will appear in the **Info** section to the right-hand side of that entry, as seen in the screen shot below where it says **(1) Related Forms** – indicating that one digital form has been attached to this entry.



To complete or save a Digital Form:

1) Click the **Related Forms** link and a pop-up will open
2) Click **Open** against the form to open the form
3) Complete the form and click **Save and Submit** when complete (providing the administrator has given you the ability to Submit the form). If the form has been created so that you can't submit the final version, you will only the option to click **Save**
4) Click **Close**

When a form has been completed/submitted, you will see in the **Info** section that it now also says **Related Docs**, this is a PDF version of the form. You can click on this to open the PDF, which will also sit within the Evidence Folder too.

If you click on the **Related Forms** link again, you'll be able to see status of the form (e.g. In Progress or Completed) and the date and time stamp of the current status. To resume an In-Progress form, click **Open**.

If a form has been completed/submitted, further versions of the form can be completed by following the above steps again. Each time a form is completed a new PDF version will be created, as seen in the screen shot below where it says **(2) Related Docs**.

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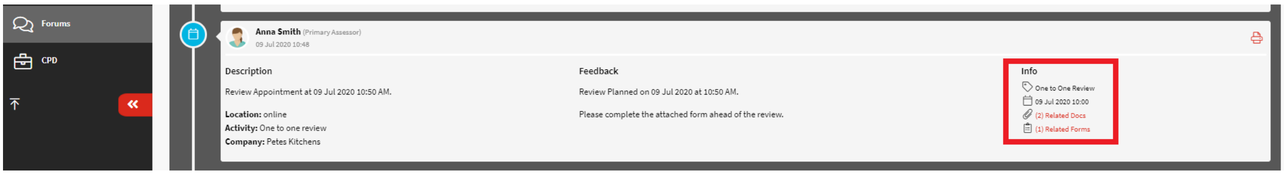
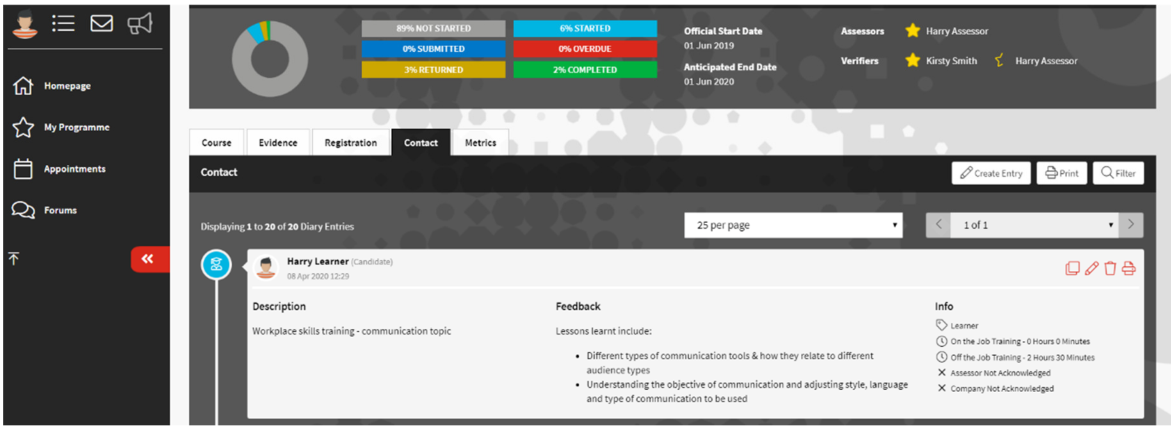


Recording off-the-job training hours

You record off-the-job training hours by creating an entry in the Contact Diary. To do this:

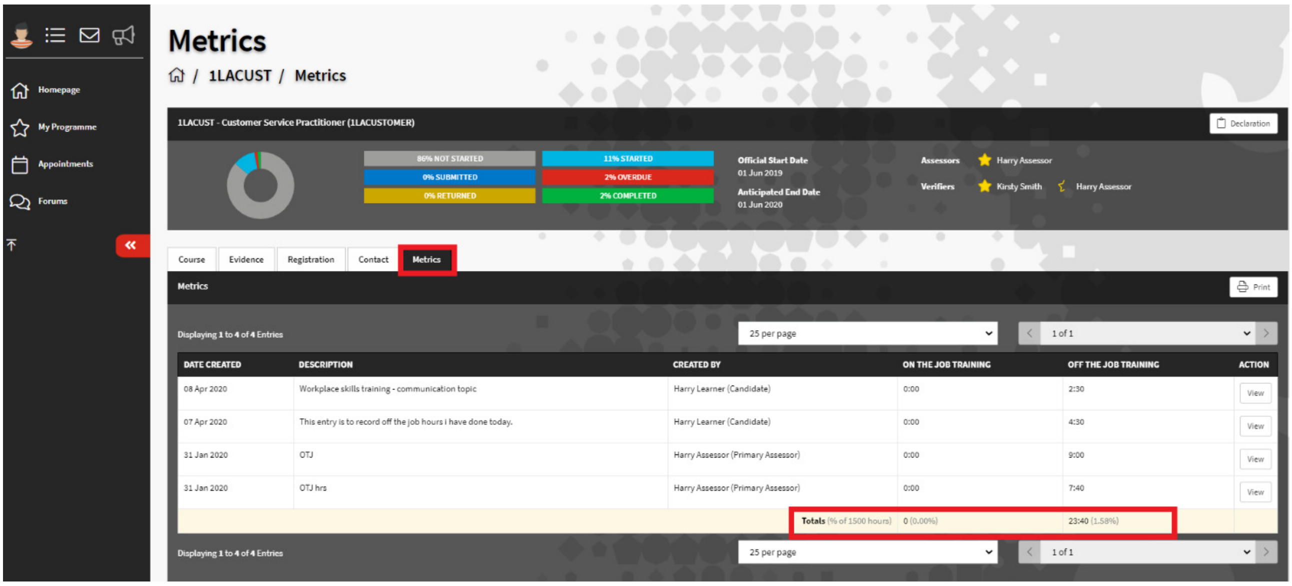
1) Access **My Programme** and then select the required **Course**
2) Select the **Contact** tab – this will open the Contact Diary
3) Click **Create Entry**
4) Enter an appropriate **Description** & **Feedback** in the text boxes
5) Enter the number of Off the Job Training Hours and Minutes
6) If you want your **Talent Coach** or **Company** to acknowledge the entry, tick the **Acknowledgements** check boxes
7) Click **Save**
8) If you need to upload a document to the entry, click **Upload**. If you do not, click **Close**

Once the entry has been saved, it will show in the Contact Diary, as seen in the screen shot below.



Viewing off-the-job training hours

You can see all the off the job training hours and minutes that have been recorded against a Course via the **Metrics** tab, as shown in the screen shot below.



Each time Off the Job Training hours are recorded, the **Metrics** tab will show the date it was created, the description, who it was created by and the number of hours and minutes. At the bottom of the table is a total of all the hours and minutes recorded. Next to the total you will see a percentage. This will show you the percentage of the off the job (OTJ) hours that have been recorded against your Contract Time, which needs to read 20% or greater at the end of your programme. For example, the screen shot above shows that the Contract Time is 1500 hours. The total number of OTJ hours/mins that has been recorded is 23hrs 40mins, which equates to 1.58% of the Contract Time.

If you do not have your contract hours next to **Totals**, then you will need to contact your Talent Coach as they can enter this information.

Click here to watch a video on recording Off the Job training hours

Evidence Folder

For each Course within your Programme you will have an Evidence Folder. This will contain all the files generated from submitting the Task pages, any additional files that you upload on the Task pages and any files uploaded directly into the system using Evidence Wizard by either you or your Talent Coach. To access the Evidence Folder, click the **Evidence** tab when you're within the Course Folder, as seen in the screen shot below.

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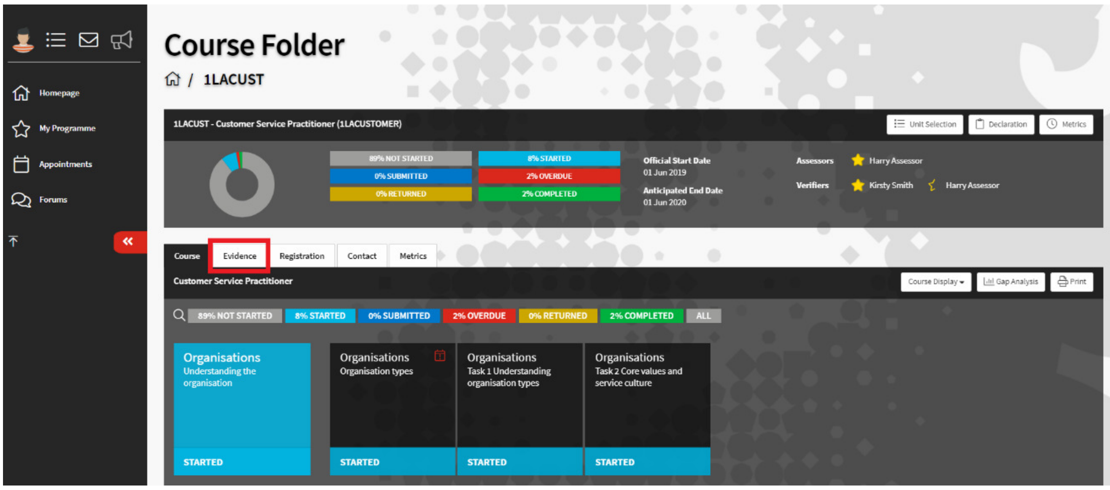
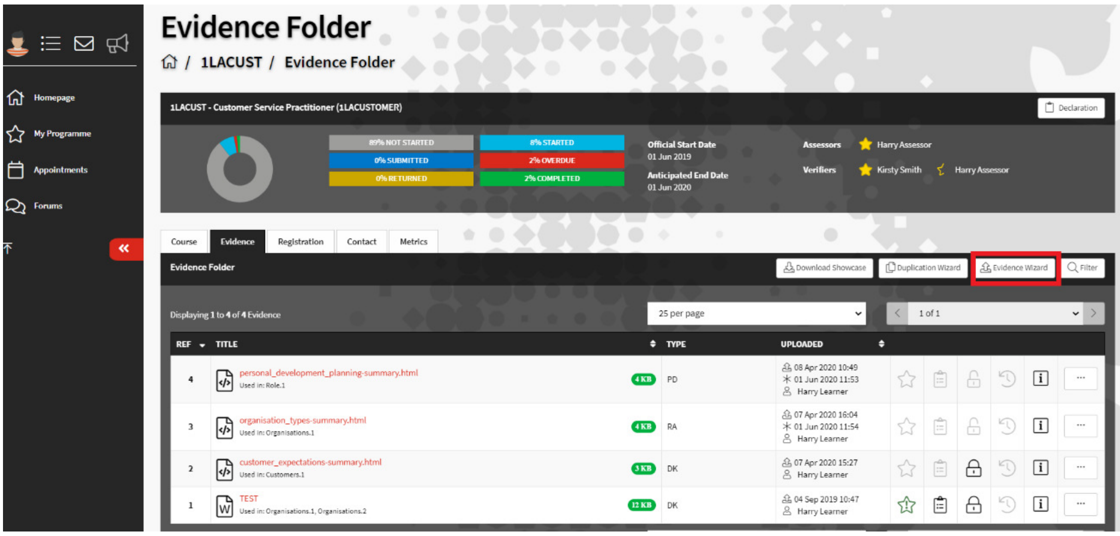


Uploading evidence

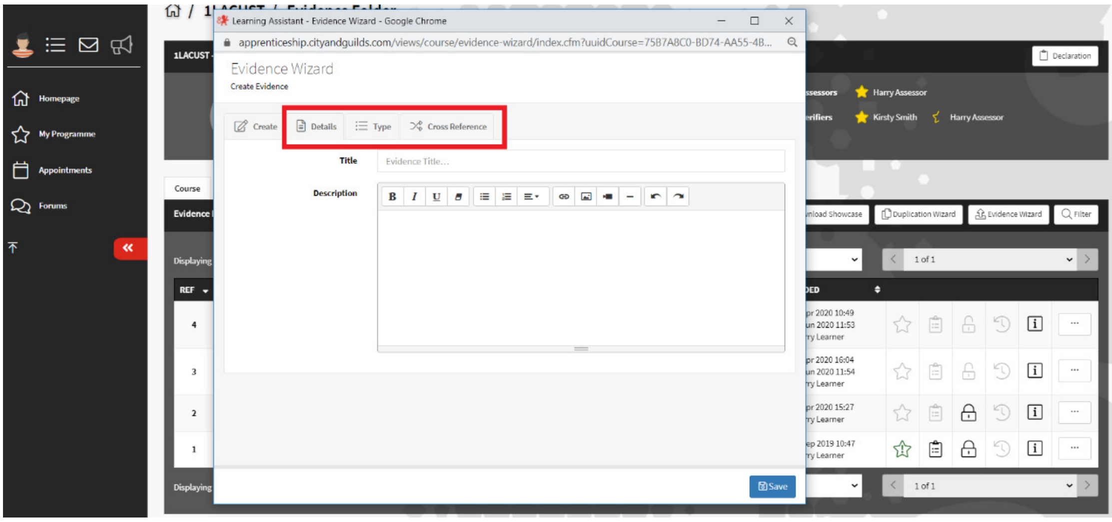
You can upload evidence files into the system outside of the Task pages by using the **Evidence Wizard** function. To do this, access the **Evidence** tab and then select **Evidence Wizard**, which you can see in the screen shot below.



Once you have clicked **Evidence Wizard**, a pop-up window will appear giving you two options:

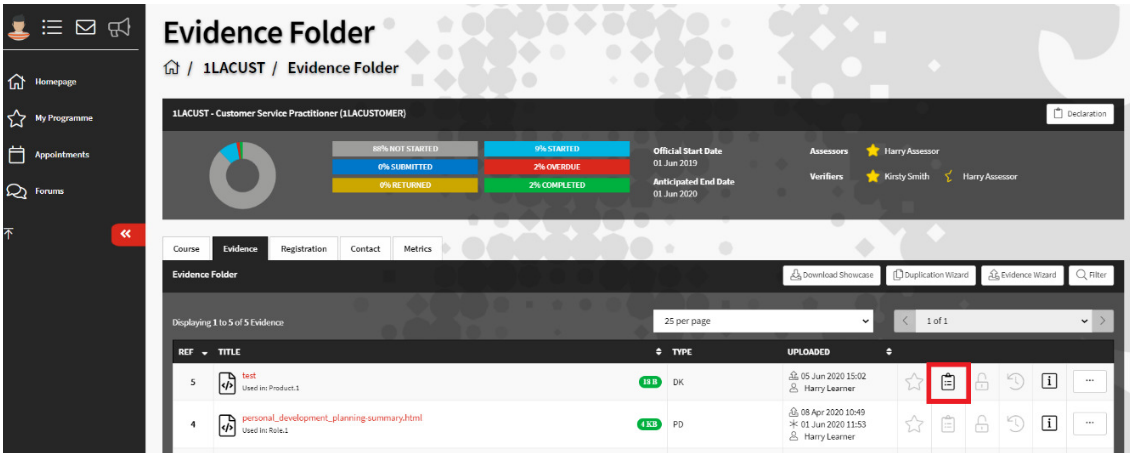
1) **Upload Evidence** – this will allow you to upload a file, or multiple files, from your device
2) **Create Evidence** – this will allow you to create evidence from scratch by entering text directly into the system

Once you have selected one of the above, you will need to work your way through the tabs in the pop-up window. If you have chosen **Upload Evidence**, the first tab will be to upload a file, or files. If you have chosen to **Create Evidence**, the first tab will be to create evidence by entering text into the fields provided. The subsequent 3 tabs are then the same, regardless of which option you selected.



1) **Details** – this allows you to enter a **Title** and **Description** of the Evidence
2) **Type** – this allows you to tick the Type of evidence that you're uploading or creating
3) **Cross Reference** – this allows you to cross reference the piece of evidence to Units/Tasks in the Course that you're uploading to

When you're ready to proceed, click **Save**. At this point, you will be given the option to **Close** (this will close the window and the upload will be complete) or **Submit for Review**. Selecting this means that you're requesting that your Talent Coach review the piece of evidence you've just created or uploaded. If you've chosen this option, then once you close the Evidence Wizard window, the evidence review icon will be highlighted, as shown in the screen shot below.



When your Talent Coach has reviewed the evidence that you submitted for review, the feedback will be visible as an entry within the **Contact Diary** and the icon highlighted in the screen shot above will also turn green.

Click here to watch a video on uploading evidence

Replacing uploaded evidence

Within the Evidence Folder you can replace a piece of evidence that you have uploaded from your device or created within the system. For example, your Talent Coach may have given you feedback and actions on the evidence you uploaded and replacing the evidence will mean that:

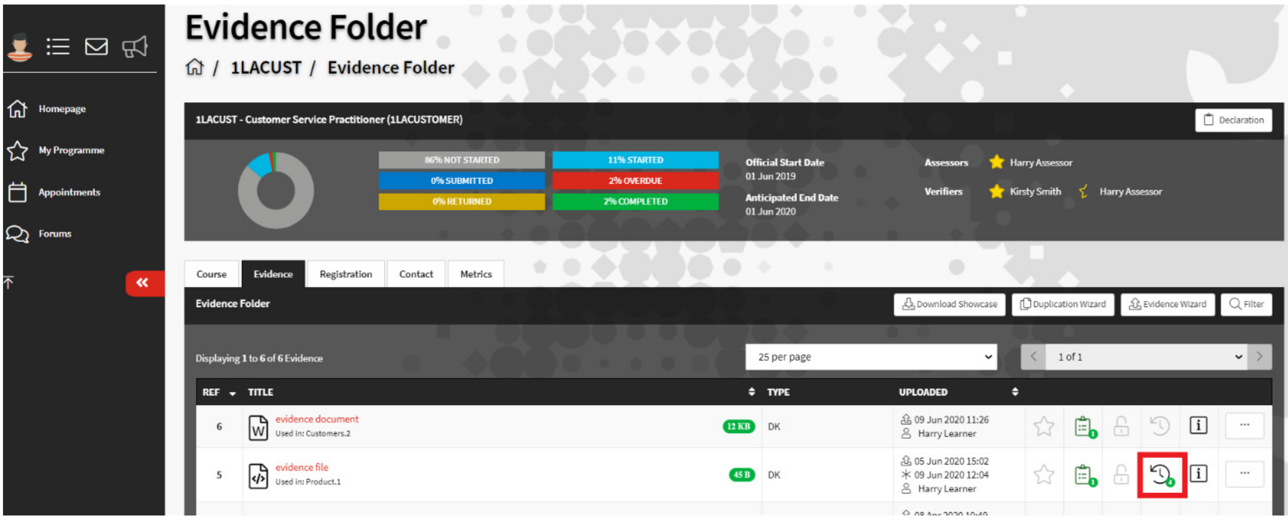
a) You do not need to upload a new piece of evidence via Evidence Wizard, which would then sit as a separate evidence entry
b) You will be able to see all previous versions of the evidence against one entry (e.g. the original evidence and any subsequent evidence)

To replace a piece of evidence, within the Evidence Folder click the **three dots** to the far right of the evidence entry you wish to amend and click **Edit**. This will open the **Evidence Wizard** window that was covered in the previous section.

If you had uploaded the evidence file from your device, then you will have the option to click **Replace File**. This will allow you to browse your device and select a new file(s). If you had created the evidence directly in the system, then you will be able to update the text that you had originally entered when creating the evidence.

As with the original evidence upload, there are the **Details**, **Type** and **Cross Reference** tabs. You can amend any of the information in these tabs should you wish to. When you've uploaded a new file or updated the created evidence, click **Save**.

Once evidence has been replaced, the **Revision History** icon will be highlighted and there will be a number on the icon showing the number of previous pieces of evidence against that entry. For example, in the screen shot below there is the number 4, meaning there have been 4 versions of evidence against that entry.



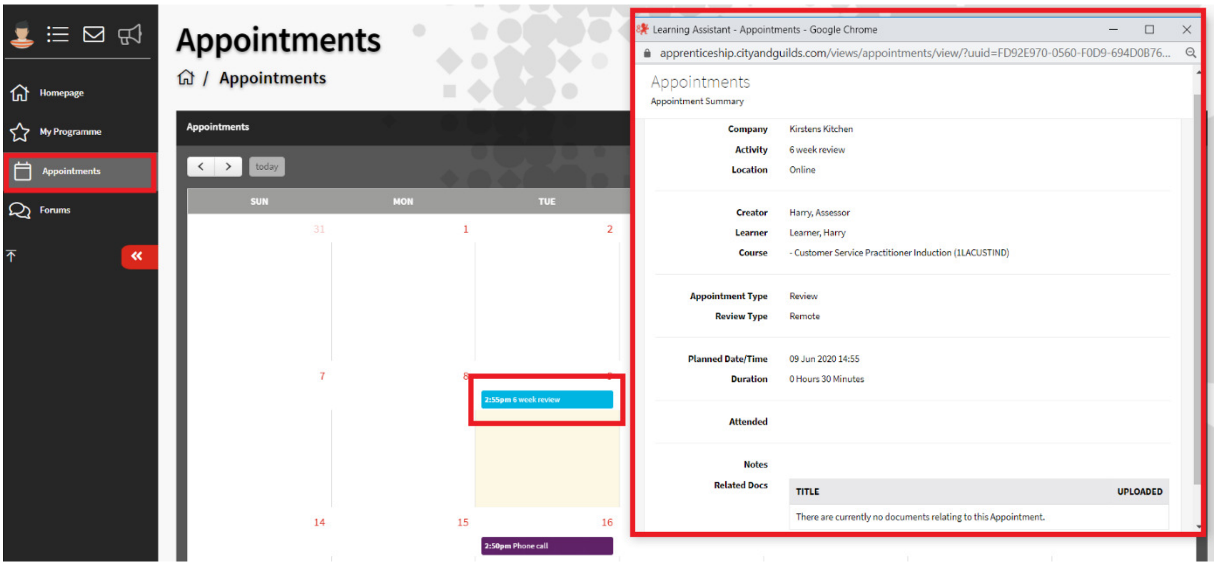
Clicking on the **Revision History** icon will bring up a window where you can view and download any of the previous versions of evidence.

Reviews & appointments

Your Talent Coach can book Reviews and Appointments with you. You can see any reviews and appointments in a few different places:

1) In the calendar on your **Homepage**
2) In the calendar in your **Appointments** (this is accessed via the left-hand navigation menu)
3) In the **Contact Diary** for the Course that the Review or Appointment relates to (providing your Talent Coach has chosen to make the Review a Contact Diary entry)

To view the information about a review or appointment that your Talent Coach has setup (e.g. the time or location) then select **Appointments** from the menu and then click on the Review or Appointment in the calendar (Reviews will show as blue and Appointments will show as purple). This will open a separate window where you can see all the information, as shown in the screen shot below.


Appointments
Appointments
Homepage
My Programme
Appointments
Forums
Appointments
today
SUN
MON
TUE
2:55pm 6 week review
2:50pm Phone call
Learning Assistant - Appointments - Google Chrome
apprenticeship.cityandguilds.com/views/appointments/view/?uuid=FD92E970-0560-F0D9-694D0B76...
Appointments
Appointment Summary
Company Kirstens Kitchen
Activity 6 week review
Location Online
Creator Harry, Assessor
Learner Learner, Harry
Course - Customer Service Practitioner Induction (1LACUSTIND)
Appointment Type Review
Review Type Remote
Planned Date/Time 09 Jun 2020 14:55
Duration 0 Hours 30 Minutes
Attended
Notes
Related Docs
TITLE
UPLOADED
There are currently no documents relating to this Appointment.