

Learning at your fingertips



**Helping you resolve
welfare benefit problems**

Blended Learning Course

Housing Systems

website | information | training

IMPORTANT INFORMATION

Your Blended Learning course includes various modules that will typically include one or more E-Learning courses and an online meeting/workshop that is hosted via Microsoft Teams.

Please take a look at the course as soon as possible and diary any meetings/workshops you are required to attend.

Please make a note of any modules you are required to complete prior to any scheduled meetings/workshops and fix a time in your diary for completing them. Also if you need to get anything printed prior to a Workshop - so you can arrange this.

To join an online event you'll need an internet enabled device. If you can, download the Teams App for a better experience.

If you would like to test whether you can get access to the Teams App please let us know and we can set up a test meeting: training@ucnotes.co.uk.

Welcome to our Blended Learning:

Our aim is to ensure you have the knowledge and resources you need to give your customers accurate and effective advice on welfare benefits.


The welfare benefit system is getting more and more complicated - so Housing Systems are here to help.

The aim of our Workshops is to provide you with the knowledge you need to:

- Understand the rules
 - Help claimants through the benefit maze
 - Spot when something has gone wrong
 - Know how to put it right
 - Give accurate and up-to-date advice
- so that you can help your customers deal with the complexities of the benefit system, and ensure they are getting the correct award paid on time.

training@ucnotes.co.uk

How do I access a course?

A woman with dark hair tied back, wearing a black turtleneck, is sitting at a desk and looking intently at a computer screen. The background is a blurred office environment with shelves and other people.

"It was great to have access to a tutor to answer questions as you work your way through the different modules."

<https://housingsystems.talentlms.com>

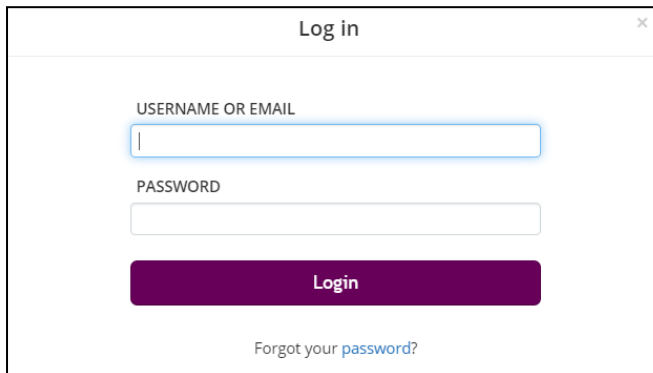
Login to your Personal Learning Account

If you have booked / been booked onto one of our Blended Learning courses you will receive an email inviting you to enrol.

Please do this as soon as possible - this will enable you to complete any tasks assigned to your course.

Click on the link in the email and you will be taken to the Housing Systems Learning Portal.

Login: you'll need your work email address, and password, which is 'Learner'.

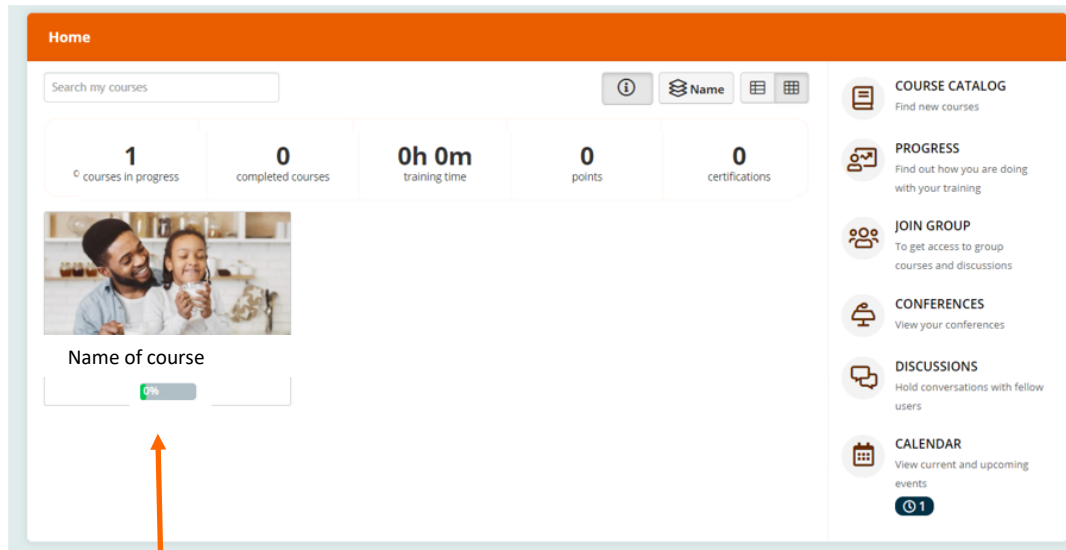
A screenshot of a web browser window titled "Log in" with a close button (X) in the top right corner. The form contains two input fields: "USERNAME OR EMAIL" and "PASSWORD". The "USERNAME OR EMAIL" field is highlighted with a blue border and contains a single vertical line cursor. Below the password field is a dark blue "Login" button. At the bottom of the form, there is a link that says "Forgot your password?".

Once you have signed in you will be taken to your Personal Learning Account.

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Your Personal Learning Account:

This the hub of your learning experience.



From here you can:

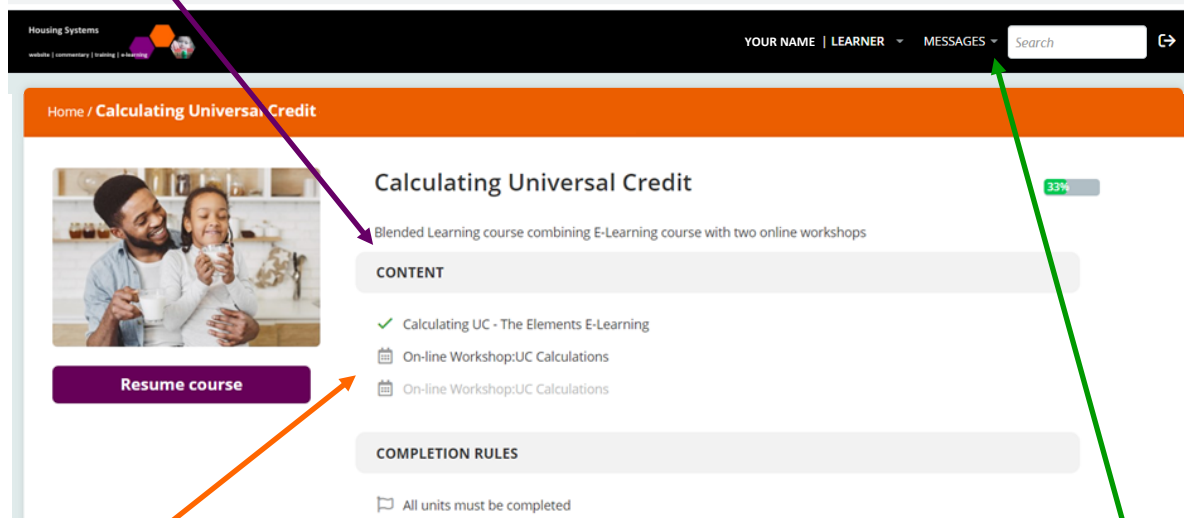
Access courses you have been enrolled on by simply clicking on the course.

After clicking to enter the course you will be taken to the course itself where you can see all the modules you will need to complete. Note: some courses will have several modules.

<https://housingsystems.talentlms.com>

Completing a course:

After clicking to enter the course you can then access your first module:



You can see how many modules there are to complete the course, whether you need to download and print any documents and make a note any important dates.

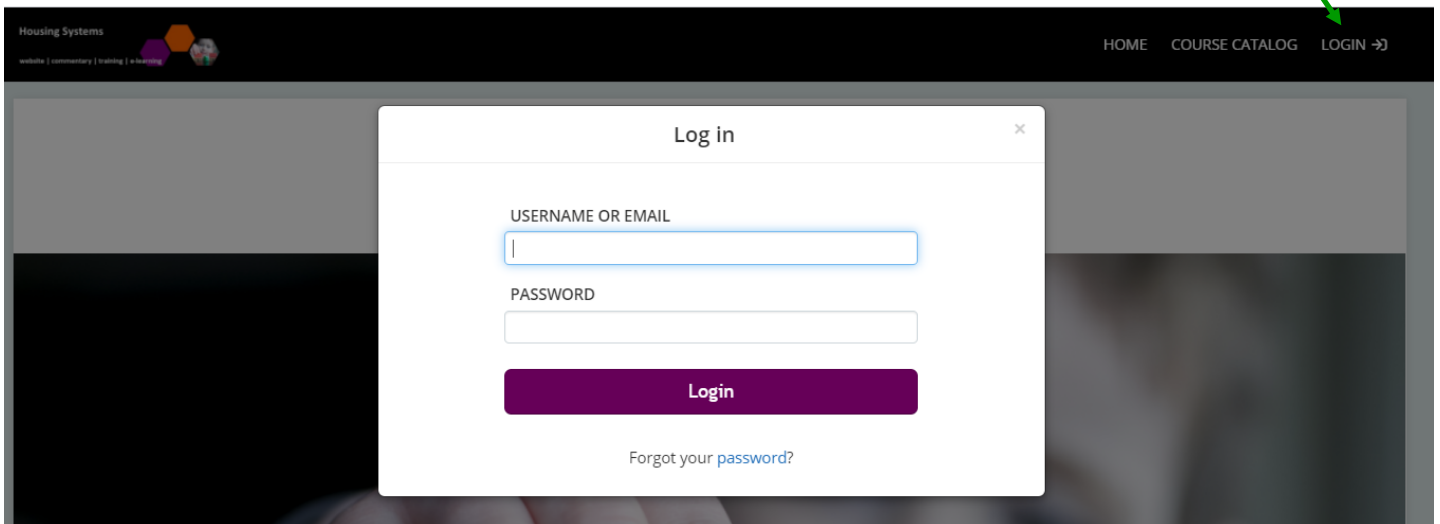
And you can contact your tutor if you have any problems / questions.

training@ucnotes.co.uk

On-going Access to the Course

Each time you wish to complete a module or join a meeting/workshop you will need to access your Personal Learning Account.

It's simple: Goto: housingsystems.talentlms.com and login.

A screenshot of the Housing Systems website's login interface. The top navigation bar is dark with the 'Housing Systems' logo on the left and links for 'HOME', 'COURSE CATALOG', and 'LOGIN' on the right. A green arrow points to the 'LOGIN' link. In the center, a white 'Log in' modal is displayed, featuring input fields for 'USERNAME OR EMAIL' and 'PASSWORD', a purple 'Login' button, and a link for 'Forgot your password?'. The background of the website is a blurred image of people.

Sign in to your account using your work email address and the password 'Learner'.

<https://housingsystems.talentlms.com>

E-Learning

A man with a beard and a nose ring is wearing large white headphones. He is looking down at a laptop on a wooden desk. He is wearing a light blue button-down shirt with a small dark pattern. The background is a bright, out-of-focus window with light-colored curtains.

"I really enjoyed this course - the tests and quizzes throughout helped check what I had learnt."

<https://housingsystems.talentlms.com>

Working through an E-Learning course:

Once you've clicked on the E-Learning in your training programme, you move through the pages by clicking on boxes that reveal information or test your knowledge.

CONTENT

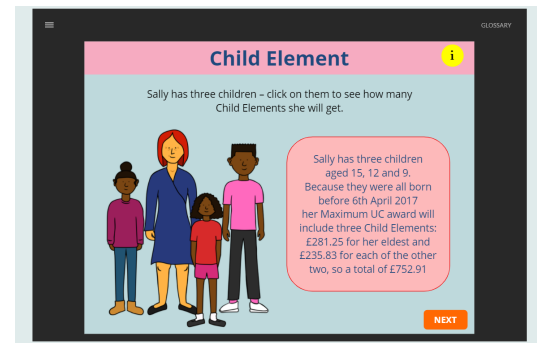
✓ Calculating UC - The Elements E-Learning

📅 On-line Workshop: UC Calculations

When you have completed a page a 'Next' button will appear in the bottom right hand corner to move on.

There are exercises, case studies and ways to test your learning along the way. And often a quiz to take at the end.

If you need to leave the course before you have completed it - the system will save what you have completed so far and when you login again you will be able to resume the course from where your last finished.



<https://housingsystems.talentlms.com>

How do I access an online meeting / workshop?



"It's great to have access to training that give us information on some of the more detailed areas of UC."

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Joining the Meeting / Workshop

You can join your online meeting 15 mins before the start time

Login to your Personal Learning Account, access the Course,
chose the meeting/workshop you are looking to join.

This will open a new window, click on:
'Join your Webinar' to access the Workshop.

You will have a better
experience if you
download the Teams App.





If your device does not have
speakers you can
also join via a
device that does
(eg a phone).

Blended Learning course combining E-Learning course with two

CONTENT

- ✓ Calculating UC - The Elements E-Learning
- On-line Workshop:UC Calculations

On-line Workshop:UC Calculations

	SESSION On-line Workshop:UC Calc
	START TIME 14:00
	CAPACITY 13 / 99
	INSTRUCTOR Housing Systems

DATE

Register

<https://housingsystems.talentlms.com>

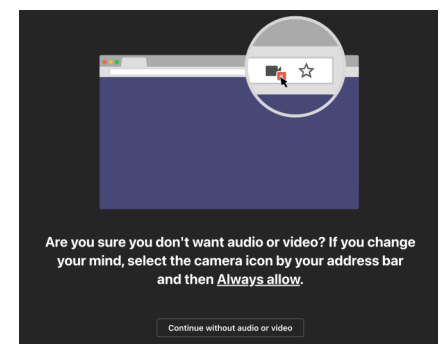
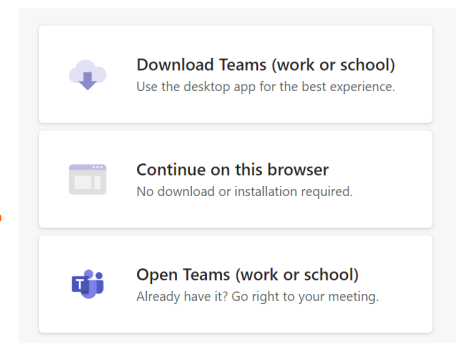
Joining the Workshop Meeting

You can access the meeting on the device you usually use - a laptop / mac, desktop computer or tablet / ipad.

Please give yourself sufficient time to login and join the meeting before the start time.

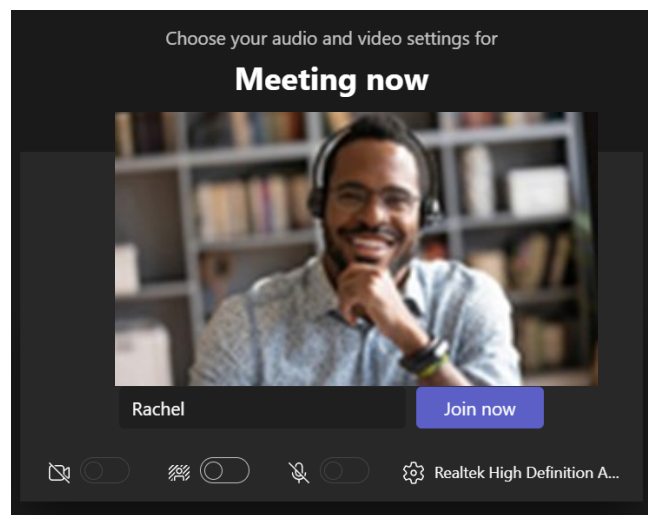
Once you click on the link, the meeting will either open in the Teams App automatically (if you already have it downloaded), or in your browser where you can choose to either download the App or continue on your browser (both work fine).

If you join on your browser, you may need to give permission for Teams to access your microphone and camera—please follow the instructions to allow.

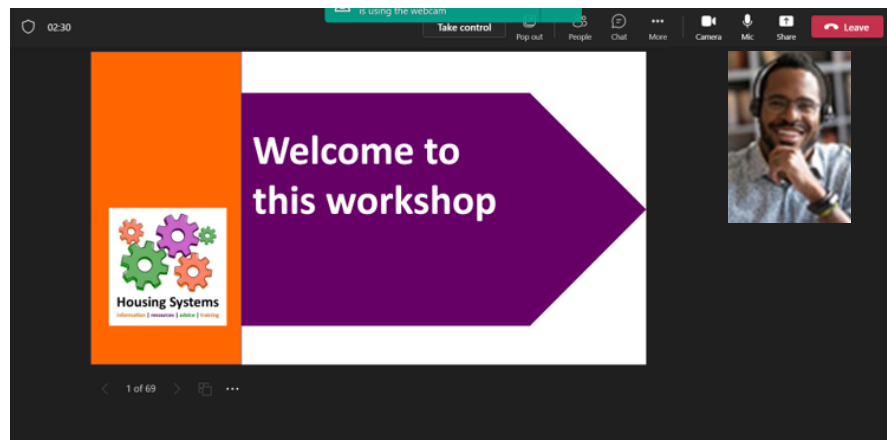


You'll be asked how you wish to join the meeting—we prefer your camera on and for you to be muted (you can unmute yourself to ask / answer questions when directed to by the trainer).

Once your camera is on and microphone off click 'Join now'.



How your screen will look once you join the meeting:



Please note that the tutor/s will have control of your mic to ensure the smooth running of the meeting/workshop!

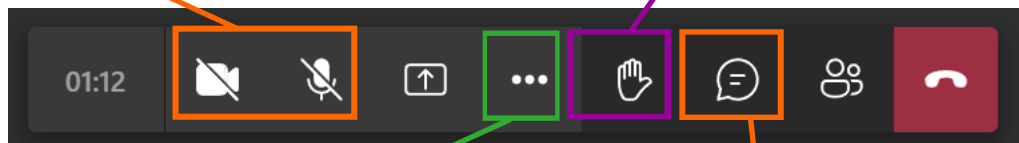
training@ucnotes.co.uk

After You Have Joined the Workshop

Once you are in the meeting you should see the following control bar at the top of the screen (or something that looks similar).

These buttons turn your camera and microphone on and off (they are off if they have a line through).

At some point in the Workshop, you may be asked to put your hand up if you want to speak. To do so, you click on this button. Please remember to take your hand down (by clicking the same button) once you have spoken. For some users, the raise hand button, may be in a 'reactions' menu.



These three dots bring up more options. The most useful in the list are 'show device settings' for if you are having sound issues and 'turn on live captions' if you struggle hearing.

This button opens up the chat feed where you can see the messages that have been sent and send your own messages.

At the end of the Course:

We hope you will have enjoyed the course and you should have a great Action Plan detailing how you are going to implement what you have learnt.

Please complete the feedback module - your feedback is very important to us - so that we can continually improve the training we offer.

Once you've completed the feedback you will be able to access your certificate.

<https://housingsystems.talentlms.com>

Other useful information:

Your profile

The screenshot shows the Housing Systems Talent LMS dashboard. The user is logged in as 'YOUR NAME | LEARNER'. A dropdown menu is open, showing options: My info, My courses, My certifications, My progress, My groups, My branches, and My files. The 'My info' option is highlighted. The dashboard also features a 'Home' section with a search bar, a 'COURSE CATALOG' section with 'Find new courses', a 'PROGRESS' section with 'Find out how you are doing with your training', and a 'JOIN GROUP' section with 'To get access to group courses and discussions'. The user's progress is shown as 33%.

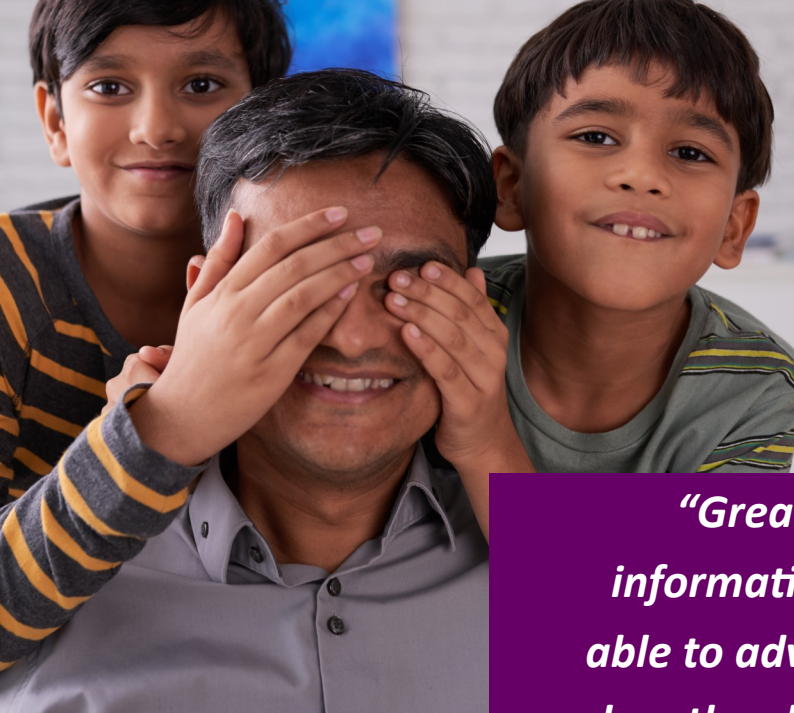
From here you can access various information such as:

- What courses you have been enrolled on and your progress.

You can also:

- Add a profile picture.
- Reset your account password.

training@ucnotes.co.uk



*"Great course - very
informative. I now feel
able to advice my clients
when they have a change
in their circumstances."*



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My Learning Log:

Date

Course

Comments:

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Housing Systems

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