
Waitlisting

iLearn

For: Content Administrators,
Event Facilitators

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1.2	Waitlisting	Learning Management, Workforce Capability, DCCSDS	DCCSDS, DATSIP, DPC, EHP, NPSR

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Note: iLearn is customised for your department and therefore the menu and layout of your site may be slightly different to the images in this guide.

Waitlisting Introduction

- A User is waitlisted when they are not formally accepted on the session but placed on the waitlist i.e. the event waiting list and/or the session waiting list. Users can remove themselves from the waitlist by choosing another available session. Alternatively they can be moved by the Content Administrator (CA) or Event Facilitator (EF) to a session.
- Whether the User is on the session waiting list or the event waiting list, there will be a corresponding Enrolment with a Not Attempted status for the User.
- The session waiting list pertains to the current session whilst the event waiting list refers to the learning event as a whole.
- You will find that when a User is listed on the session waiting list, they will always be listed on the event waiting list for all future sessions, but the opposite does not hold true i.e. a User can be on the event waiting list without being on a session waiting list.
- Also important to note is that once the User is moved to the session from either the session waiting list or from event waiting list, the User disappears off both the waiting lists.

Scenario 1: Lola Citizen joins the waitlist

Lola Citizen wants to attend TST – Workplace Policies. Lola searches for the training through Browse Learning and finds that the session she wants to attend (Beenleigh on 15/06/2016) is currently full and she has the option to join the waitlist.

1. Lola clicks **'Join Waitlist'** for the Beenleigh session on 15/06/2016.

Screen capture from iLearn: Lola's view through Browse Learning

Learning Event: TST - Workplace Policies

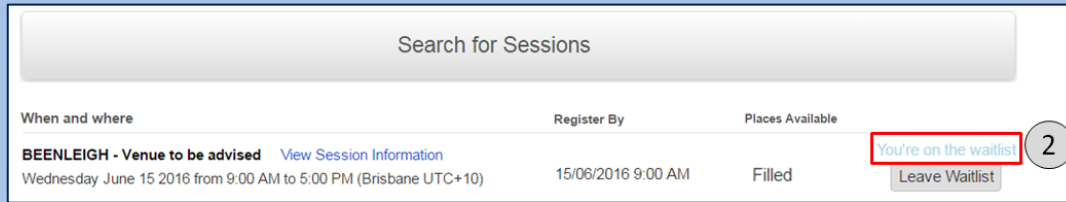
Below are all the upcoming sessions for this event.

Search for Sessions

When and where	Register By	Places Available	
BEENLEIGH - Venue to be advised View Session Information Wednesday June 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	15/06/2016 9:00 AM	Filled	Join Waitlist 1
CAIRNS - Venue to be advised View Session Information Sunday July 10 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	10/07/2016 9:00 AM	6	Attend Session
BRISBANE CBD - Venue to be advised View Session Information Wednesday July 13 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	13/07/2016 9:00 AM	1	Attend Session

2. Lola is **'on the waitlist'** for the Beenleigh session on 15/06/2016.

Screen capture from iLearn: Lola's view through Browse Learning

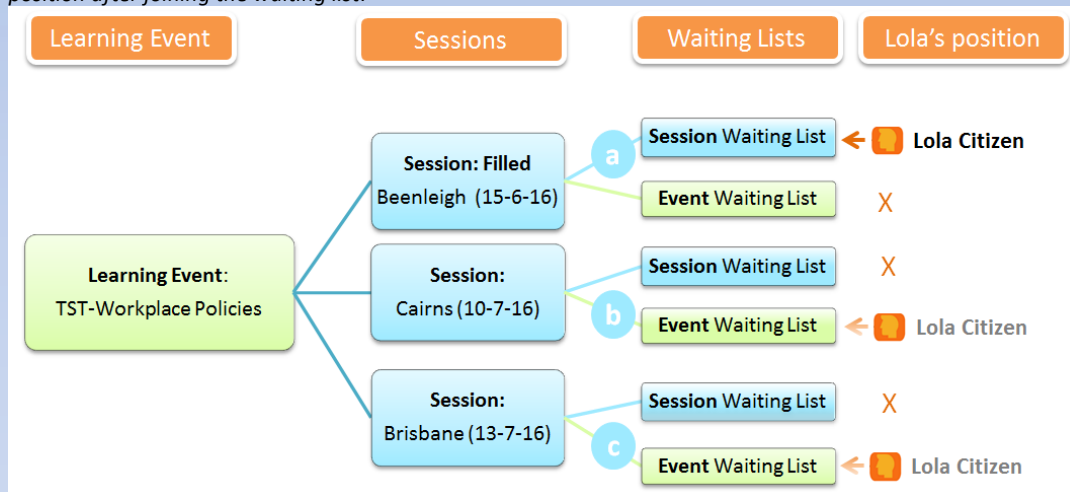


Let's take a look at how this is presented in iLearn under 'Manage Sessions':

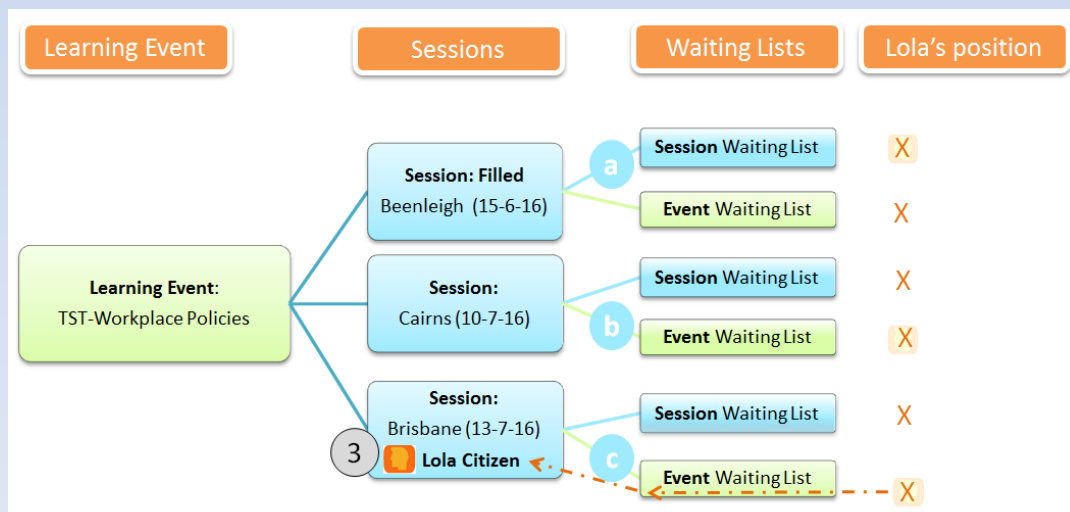
Lola is on the Beenleigh Session - 15/06/2016, **Session** Waiting List (a), and will automatically be listed on the Learning **Event** Waiting List attached to all the created sessions (b and c). See below screen capture. Lola can be moved (subject to availability and preference) to any of the sessions as follows:

- From the **Session** waiting list to the Beenleigh Session on 15/06/2016, or
- From the **Event** Waiting List to the Cairns Session on 10/07/2016, or
- From the **Event** Waiting List to the Brisbane Session on 13/07/2016

Graphic representation of the Learning Event – TST-Workplace Policies, its sessions, its waiting lists and Lola's position after joining the waiting list:



3. The CA/E F moves Lola from Brisbane **Event** Waiting list (c) to the session. Once Lola has been moved to the session, she no longer will appear on any of the waiting lists.



Waitlisting Benefits

- Allows movement between sessions without re-enrolling
- Keeps track of who hasn't done training
- Assists with scheduling new sessions on demand
- Provides CA or EF an option to notify waitlisted Users of a new session available for enrolment (waitlisted User receives a system generated email notification that allows the User to select 'Attend Session')

Brief Overview

The waiting list functionality only applies to Learning Events and their sessions. In each session, there are two types of waiting lists displayed under **Waitlisted Users**:

1. The **Session** waiting list refers to the Session you are currently managing.
2. The **Event** waiting list refers to the Learning Event attached to the Session you are managing.

The screenshot displays the 'Manage Session: TEST - Workplace Policies' interface. At the top, it shows the session details: 'Time: Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)' and 'Location: No Location Specified'. A 'Places available' counter shows '0'. Below this is an 'Attendees' table with one entry: 'Basic User [buser]' with a status of 'Attending'. A red box highlights the 'Waitlisted users' section, which includes two tabs: 'Session Waiting List (0)' (labeled with a circled '1') and 'Event Waiting List (0)' (labeled with a circled '2'). Below the tabs is a search bar with the text 'Search for users, org units, orgs and groups' and a 'Search' button. At the bottom of the highlighted section, there is a table header with columns 'Type', 'Name', and 'Actions', and a message 'No items to display'.

There are a number of ways in which Users are assigned to waiting lists. In some instances, this is controlled by the Learning Event settings (See [Waitlisted through Learning Event Settings](#)), but there are instances where the system will automatically place Users on the waiting lists (See

[Waitlisted through system default](#)). The CA or EF will examine a Session's Attendance and Waitlisted Users and allocate Users from the waiting lists to that Session. See [Manage a Session and Waiting Lists](#). Alternatively, Users who are waitlisted can select 'Attend Session' under 'My Learning' if a session is available and remove themselves from the waitlist.

How to determine if a User is waitlisted

When a User is enrolled the CA, EF can determine if the User is attending the session or on the waiting list from the **Enrolment menu** as follows:

1. Click **View More**
2. If the User is on a session:
 - a. the word '**Session**' will be displayed after the wording 'Learning Event', and
 - b. the **session date** will be displayed after the session name
3. If the User is on a waiting list:
 - a. the wording would be 'Learning Event', and
 - b. there will be **no session date** displayed after the Learning Event name

Enrolments						
<input type="checkbox"/>	Name and Username	Catalogue Item	Created ▼	Completed	Status	Attempt
<input type="checkbox"/>	Lola *Citizen lccitizen	TEST - Workplace Policies	Just Now		Not Attempted	1 ⋮ ↗

Enrolment 2a
2b
Edit Enrolment

In Learning Event Session TEST - Workplace Policies - 26/02/2016 For Lola *Citizen

✓ Tasks
📄 Notes to Learner
📎 Attachments

Status ● Not Attempted Change ▼

Created Thursday, 25 February 2016

Start date Thursday, 25 February 2016

Due date None

First visit None

Completed date None

Expiry Date None

Enrolment

3a 3b

In Learning Event TEST - Workplace Policies For Lola *Citizen

[Edit Enrolment](#)

Tasks
 Notes to Learner
 Attachments

Status ● Not Attempted [Change](#)

Created Thursday, 25 February 2016

Start date Thursday, 25 February 2016

Due date None

First visit None

Completed date None

Expiry Date None

Summary Table

System Default			
	Action	Result - waitlist type	Future action
1	CA, EF – Assigns User at the Catalogue Item level	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist
2	CA, EF – Assigns User into a Program which contains a Learning Event	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist
3	CA, EF – Removes Attending User from the Session	<ul style="list-style-type: none"> Session Waiting list (for this session), and Event Waiting List (for all future sessions) 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist
4	CA, EF – Cancel the Session	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist
5	CA, EF – marks Attendance as 'Did not Attend' on session	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist

Learning Event Settings			
	Action	Result - waitlist type	Future action
6	<p>Allow Users to register interest and</p> <ul style="list-style-type: none"> Add interested Users to the event waitlist – <i>Checked</i> (note: this will result in an enrolment being created) 	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session once it is created. , OR User selects 'Attend Session' and removes themselves from waitlist
7	<p>Force session selection on enrolment – Not Checked (Only applies to Programs)</p>	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session, OR User selects 'Attend Session' and removes themselves from waitlist
8	<p>Enable session waitlist – <i>Checked</i></p> <p>User has an option to join a waitlist for a session if it is full.</p>	<ul style="list-style-type: none"> Session Waiting list (for this session), and Event Waiting List (for all future sessions) 	<ul style="list-style-type: none"> CA, EF must close session registration once the session is filled CA, EF removes User from waiting list to session once a place becomes available, OR User selects to 'Leave Waitlist' and then selects 'Attend Session' once a place becomes available and removes themselves from waitlist, OR selects 'Attend Session' that has places available.
9	<p>Allow Users to withdraw themselves from a session they are attending:</p> <ul style="list-style-type: none"> When Users withdraw keep them on the event waitlist for future sessions – <i>Checked</i>. <p>[This option is best used for Programs and mandatory /compliance training.]</p>	<ul style="list-style-type: none"> Event Waiting List 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session OR User selects 'Attend Session' and removes themselves from waitlist
10	<p>Allow Users to withdraw themselves from a session they are attending:</p> <ul style="list-style-type: none"> When Users withdraw present them with an option: <ul style="list-style-type: none"> - <i>Checked</i> - to be placed on the event waitlist and be notified when a new sessions becomes available or - not be placed on event waiting list 	<ul style="list-style-type: none"> Event Waiting List – (if the User selects to be added to the waiting list) 	<ul style="list-style-type: none"> CA, EF removes User from waiting list to session OR User selects 'Attend Session' and removes themselves from waitlist

In the next section, the above are further explained in detailed with accompanying screen captures.

Waitlisted through system default

In the following situations, Users will end up on the waiting list. These situations are not controllable by the Learning Event Settings:

1. Enrolling Users at the Catalogue Item level

CA, EF enrolls User at the Catalogue Item Level (1) of a Learning Event as appose to the Learning Event Session level (2):

- User is on **Event Waiting List**

The screenshot shows the 'Assign Learning' interface with a progress bar at the top indicating four steps: 1. Content, 2. Recipients, 3. Delivery, and 4. Review. Step 1 is currently active. Below the progress bar, the heading reads '1 Step 1 - What are you enrolling in?'. A search bar contains the text 'iLearn Content Administrator Workshop' and a 'Search' button. Below the search bar, it states 'Search for 'iLearn Content Administrator Workshop' returns 10 results.' A table of results is displayed with columns for 'Type' and 'Name'. The first row is highlighted and has a circled '1' next to it; its 'Name' is '[DC-LM] iLearn Content Administrator Workshop [4045] Catalogue Item - Learning Event Tag: L&OD-LM, DATSIP, DCCSDS'. The second row is also highlighted and has a circled '2' next to it; its 'Name' is '[DC-LM] iLearn Content Administrator Workshop (25 Aug 2016 09:00) [4045] BRISBANE CBD - Level 1 Training Room, 111 George Street, DCCSDS, NPSR, 111 George Street, Brisbane, Queensland, 4000 Learning Event Session'. A red arrow points from the 'Learning Event Session' text in the second row to the 'Catalogue Item - Learning Event' text in the first row. The third row is not highlighted and has no circled number next to it; its 'Name' is '[DC-LM] iLearn Content Administrator Workshop (15 Sep 2016 09:00) [4045] BRISBANE CBD - Level 1 Training Room, 111 George Street, DCCSDS, NPSR, 111 George Street, Brisbane, Queensland, 4000 Learning Event Session'.

2. Enrolling Users into a Program

CA, EF enrolls a User into a Program that contains a Learning Event:

- User is on **Event Waiting List**


Assign Learning

1 2 3 4
Content Recipients Delivery Review

1 Step 1 - What are you enrolling in?

test - programs Search

Search for 'test - programs' returns 1 result.

Type	Name
	TEST - Programs [test-programs] Catalogue Item - Program; Tag: DCCSDS

3. Removing User from session to waitlist

CA, EF moves the User from the session to the waitlist:

- User is on the **Session Waiting List** for this session; but will also be on
- **Event Waiting List** for all future sessions

Screen Capture – CA, EF View under Manage Sessions: CA, EF removes User to waitlist:

Manage Session: TEST - Programs

For Learning Event TEST - Programs

Actions

Congratulations, you have filled this session!
To add any further users you will need to increase the max attendance or remove current attendees.

Time Wednesday February 24 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)


Location No Location Specified

There are no custom attributes with a value assigned.

Uploaded Files No Attachments

0
Places available

Attendees

Name	Status	Actions
 Karin Brummer [kbrummer]	Attending	Remove User To Waitlist

1 - 1 of 1 items

Waitlisted users

Session Waiting List (0) Event Waiting List (0)

Search for users, org units, orgs and groups Search

Screen Capture – CA, EF View under Manage Sessions: User is on Session Waiting List for this session:

Manage Session: TEST - Programs

For Learning Event TEST - Programs

This session still has available places.

Time Wednesday February 24 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified


There are no custom attributes with a value assigned.

Uploaded Files No Attachments

1
Places available

Waitlisted users

Session Waiting List (1) Event Waiting List (0)

 **Karin Brummer [kbrummer]**
User

Screen Capture – CA, EF View under Manage Sessions: User is on Event Waiting List for future sessions:

Manage Session: TEST - Programs

For Learning Event TEST - Programs

This session still has available places.

Time Tuesday March 01 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified


There are no custom attributes with a value assigned.

Uploaded Files No Attachments

∞
Places available

Waitlisted users

Session Waiting List (0) **Event Waiting List (1)**

 **Karin Brummer [kbrummer]**
User

4. Cancelling a session

When a session is cancelled by the CA or EF and that session has Users attending the session:

- Users are moved to **Event Waiting List**

5. Session attendance marked as 'Did not Attend'

When the CA, EF marks the User's attendance as 'Did not Attend' on the session:

- Users are moved to **Event Waiting List**

Waitlisted through Learning Event Settings

The following Learning Event Settings when checked or unchecked will result in Users being placed on a waiting list. Only Users with Content Administrator access have permission to change/edit these settings on the Learning Event:

6. Allow Users to register interest – Add interested Users to the event waitlist

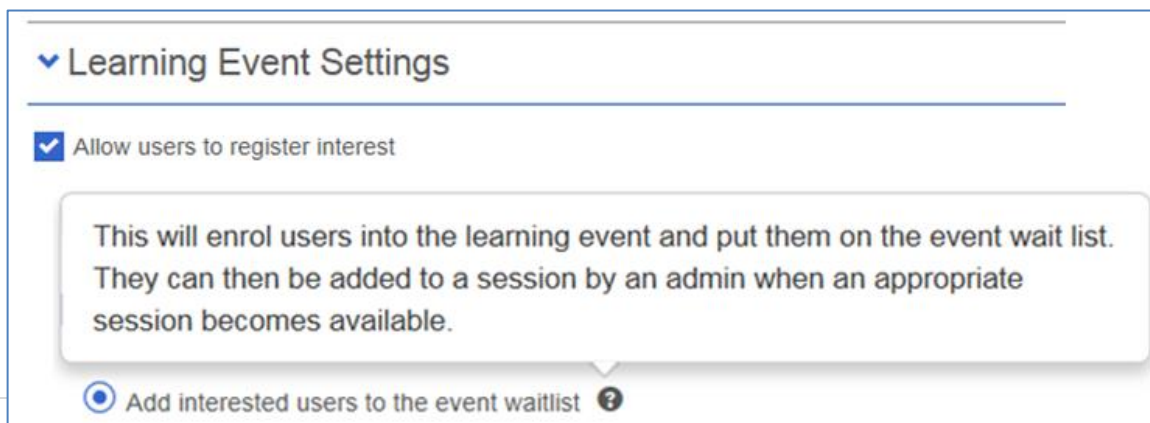
CA selects the Learning Event Setting option to 'Allow Users to register interest' and then selects to 'Add interested Users to the event waitlist':

- User will be enrolled in the Learning Event; and
- Placed on the Event waiting list
- CA, EF can move Users from the list to a session. See [Manage a Session and Waiting Lists](#).

You can search on these enrolments through the Enrolments menu for the Catalogue/ Learning Event and see the names when they enrolled and any comments they have added. When you create a new session there is an option in the session to send the waitlisted Users an email notifying them of the new session. The learner is on the waitlist and when notified of a new session they can click on 'My Learning' and click the 'Attend Session' button or alternatively you as a content administrator can move them from the Event Waitlist to the session.

The Register Interest functionality is best used if you have a Learning Event that does not have sessions currently scheduled. If it is a Learning Event that does not have sessions scheduled very often then the Register interest function will assist you in gaining the numbers to schedule a session.

If you are going to use the register interest option it is preferable to use the Add Interested Users to the event waitlist option so you could notify the learners when there is a new session and you can move them to the session from the event waitlist.



▼ Learning Event Settings

Allow users to register interest

This will enrol users into the learning event and put them on the event wait list. They can then be added to a session by an admin when an appropriate session becomes available.

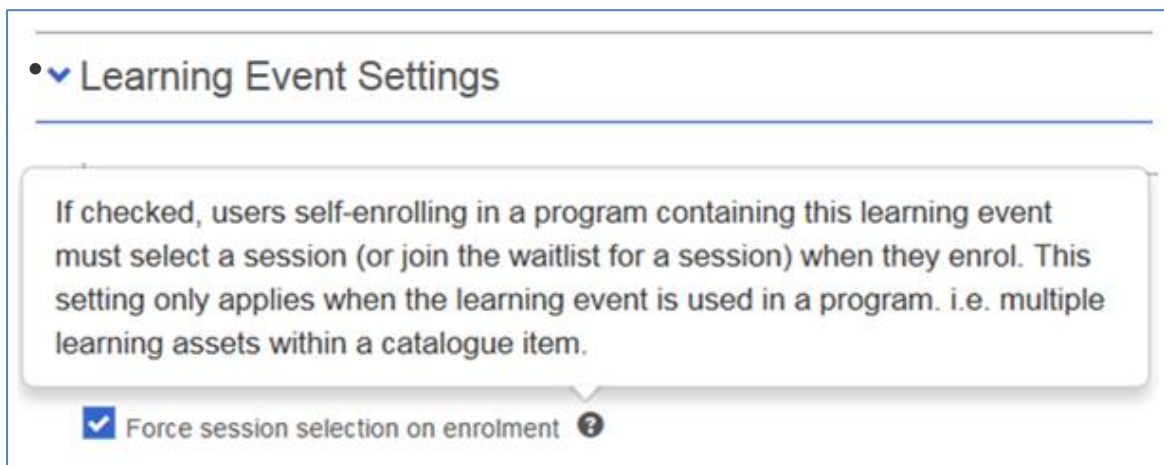
Add interested users to the event waitlist ?

7. Force session selection on enrolment - unchecked

CA chooses to leave the Learning Event Setting option 'Force session selection on enrolment' unchecked. If this setting **is left unchecked**, the User can enrol without selecting a Learning Event Session and this will cause the following:

- The User will be enrolled and be on the Event Waiting List.
- The User can then choose to attend a session under My Learning; or
- The CA or EF can move the User to a session

Please note that this option only applies when **the Catalogue Item is a Program**



8. Enable session waitlist

CA selects the Learning Event Setting 'Enable session waitlist':

When this setting is enabled, the User can choose to join the waitlist for a session that is currently full. This setting, when checked, only opens up an option to be placed on a waiting list for a session that is full. Leaving this option unchecked will not cancel the wait listing functionality in general.

When a User is placed on the waiting list, it does not guarantee them a place on the session once one becomes available. A place on the session may become available if the Learning Event Settings allow for a User to withdraw themselves from a session they are attending. The waitlisted User does not receive an automated notification from the system when a place becomes available. A CA, EF must monitor session availability and immediately move a waitlisted User to the session, to avoid another User from enrolling and taking this place. To further help manage this CA, EF can close registration once the session is filled.

▼ Learning Event Settings

If checked, users can join a waitlist for a session if it is full when they enrol. Otherwise, they cannot join the waitlist.

Enable session waitlist ?

When this setting is checked and the User selects 'Join Waitlist' upon Enrolment:

Search for Sessions

When and where	Register By	Places Available
No venue set View Session Information Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	25/02/2016 9:00 AM	Filled Join Waitlist

- The User will be on the **Session Waiting List** for this session (Screen Capture 1 below), but will also be on the
- **Event Waiting List** for all future sessions (Screen Capture 2 below)

Screen Capture 1 – CA, EF View under Manage Sessions: User selected to join waitlist for the session upon enrolment and will be listed on Session Waiting List:

Manage Session: TEST - Workplace Policies Actions ▼

For Learning Event [TEST - Workplace Policies](#)

Congratulations, you have filled this session!
To add any further users you will need to increase the max attendance or remove current attendees.

Time Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified

0 Places available

Waitlisted users

Session Waiting List (1) Event Waiting List (0)

Type	Name	Actions
User	Lola *Citizen [citizen]	+

Note that the plus icon in the above screen capture is greyed out – this is because the session is full and you will not be able to add the User to the session until a place becomes available by either increasing the maximum attendance number under Edit Sessions or the cancellation of User currently attending occurs or is moved to the Session Waiting List.

Screen Capture 2 – CA, EF View under Manage Sessions: User selected to join waitlist for the session upon enrolment and will be listed under Event Waiting list for all future sessions:

Manage Session: TEST - Workplace Policies Actions ▾

For Learning Event TEST - Workplace Policies

This session still has available places.

Time Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified

1 Places available

Waitlisted users

Session Waiting List (0) **Event Waiting List (1)**

Type	Name	Actions
User	Lola *Citizen [citizen]	+

User's view under My Learning – No places available and User selects to join the waitlist:

- Places Available - Filled
- You're on the waitlist
- Leave Waitlist

Screen Capture – User's View under My Learning: User selected to 'Join Waitlist and has option to Leave Waitlist':

Search for Sessions

When and where	Register By	Places Available	
No venue set View Session Information Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	15/03/2016 9:00 AM	1	Attend Session
No venue set View Session Information Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	25/02/2016 9:00 AM	Filled	You're on the waitlist Leave Waitlist

- When a place on the session becomes available, the User is not notified, but if the User goes to 'My Learning' and finds availability, they will first have to select to (1) Leave Waitlist before they can select (2) Attend Session to join the session.

The image contains two screenshots of a 'Search for Sessions' interface. The top screenshot shows a table with columns 'When and where', 'Register By', and 'Places Available'. The first row is for a session on Tuesday, March 15, 2016, with 1 place available and an 'Attend Session' button. The second row is for a session on Thursday, February 25, 2016, with 1 place available, a '1' in a circle, and a 'Leave Waitlist' button. The bottom screenshot shows the same table. The first row is for the Tuesday session with 1 place available and an 'Attend Session' button. The second row is for the Thursday session with 1 place available, a '2' in a circle, and an 'Attend Session' button.

Further notes on Waitlisted Users:

When a User selects 'Leave Waitlist' under My Learning, the User will:

- be removed from the Session Waiting List for this session only, and
- be kept on the Event Waiting List attached to the Learning Event
- This action does not cancel the User's enrolment, but provides the User with the following options:
 - 'Join Waitlist' if the session is still filled, or
 - 'Attend Session' if there is availability.

(Only when a User is Attending a session and provided the User is permitted to withdraw from the session, can they cancel their own enrolment).

CA and EF can cancel the User's enrolment under the Enrolments menu to remove the User from the Waiting lists.

A last Note on session waitlists:

If this setting 'Enable session wait list' is unchecked a User will not be able to enrol under the following circumstances:

- When there are no future sessions available
- When registration is not yet open (or closed)
- When the session is full

9. Allow Users to withdraw from a session and keep them on the event waitlist

CA selects option to 'Allow Users to withdraw themselves from a session they are attending'; and 'When User withdraws keep them on the event waitlist for future sessions'. When these

options are selected, the User will be able to withdraw from the session they are attending, but be kept of the Event waiting list for future sessions.

This option is best used for Programs and mandatory/compliance training.

Learning Event Settings

Allow users to withdraw themselves from a session they are attending

This allows the user to withdraw from the currently attending session but still be available on the event waitlist so they can be considered for other sessions

When user withdraws keep them on the event waitlist for future sessions

Let's take a look at what happens when the User selects to withdraw from the session they are attending:

1. Under **'My Learning'** the User selects **'Leave Session'**
2. Confirms that they want to leave the session by clicking **'Yes'**
3. The User stays enrolled and can choose to Attend any available session

Screen Capture – User's view under My Learning:

When and where	Register By	Places Available	
No venue set View Session Information Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	15/03/2016 9:00 AM	1	Attend Session
BRISBANE CBD - All Ords Room, 102 George Street - Brisbane View Session Information Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	25/02/2016 9:00 AM	4	1 You're Attending Leave Session

Learning Event: TEST - Workplace Policies - iLearn [X]

Are you sure you want to be removed from this session?

2 [Yes](#) [No](#)

When and where	Register By	Places Available	
No venue set View Session Information Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	15/03/2016 9:00 AM	1	3 Attend Session
BRISBANE CBD - All Ords Room, 102 George Street - Brisbane View Session Information Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	25/02/2016 9:00 AM	5	Attend Session

Taking a look at the CA, EF perspective

4. The User enrolment status remains **'Not Attempted'** under Enrolments

5. The User will be shown as **withdrawn** on this session
6. The User will not be on the waiting lists for this session
7. The User will be placed on the **Event Waiting Lists** for future sessions

Screen Capture – CA, EF view under Enrolments menu:

Manage Learning

Manage Sessions
Enrolments

Search for User by name, email or username

[Restore your previous search](#)

<input type="checkbox"/>	Name and Username	Catalogue Item	Created	Completed	Status	Attempt
<input type="checkbox"/>	Lola *Citizen lcitizen	TEST - Workplace Policies	Yesterday	4	Not Attempted	...

Screen Capture – CA, EF view under Manage Sessions menu for this session:

Manage Session: TEST - Workplace Policies Actions

For Learning Event [TEST - Workplace Policies](#)

This session still has available places.

Time Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location at BRISBANE CBD - All Ords Room, 102 George Street , 102 George Street, Brisbane QLD 4000

5 Places available

Attendees

Name	Status	Actions
Lola *Citizen [lcitizen]	5 Withdrawn	

1 - 1 of 1 items

Waitlisted users 6

Session Waiting List (0) **Event Waiting List (0)**

Search for users, org units, orgs and groups Search

Screen Capture – CA, EF view under Manage Sessions menu for future session:

Manage Session: TEST - Workplace Policies

For Learning Event TEST - Workplace Policies

This session still has available places.

Time Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified

1
Places available

Attendees

Name	Status	Actions
No items to display		

Waitlisted users

Session Waiting List (0) **Event Waiting List (1)**

Search for users, org units, orgs and groups Search

Type	Name	Actions
User	Lola *Citizen [Citizen] User	7 +

10. Allow Users to withdraw from a session and present them with options

CA selects to 'Allow Users to withdraw themselves from a session they are attending'; and 'When User withdraws present them with the options'. When these options are selected, the User will be able to withdraw from the session they are attending and then either choose to:

- be added to the event waitlist and be notified when new sessions are made available; or
- not be added to the event waitlist for future sessions.

▼ Learning Event Settings

Allow users to withdraw themselves from a session they are attending

This allows the user to decide if they are added to the event waitlist or not

When user withdraws present them with the above options ?

Screen Capture – User’s View under My Learning: User selects to Leave Session they are attending:

Search for Sessions			
When and where	Register By	Places Available	
No venue set View Session Information Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	15/03/2016 9:00 AM	1	Attend Session
BRISBANE CBD - All Ords Room, 102 George Street - Brisbane View Session Information Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)	25/02/2016 9:00 AM	Filled	You're Attending Leave Session

Screen Capture – User’s View under My Learning: User selects to Leave Session and is presented with an option:

Learning Event: TEST - Workplace Policies - iLearn [X]

Would you like to be added to the event waitlist and emailed when new sessions are made available?

[Yes please add me to the event waitlist](#) [No thanks](#)

- If User selects please add me to the event waitlist – for further detail refer to '[9. Allow Users to withdraw from a session and keep them on the event waitlist](#)'.
- If User selects 'No thanks' – (don't add me to the event waitlist):
 - there will be no record of the User on the session, and
 - the User will not be on any waitlists, and

- the User's enrolment will be cancelled

Screen Capture – CA, EF view under Manage Sessions: User selected to Leave Session and chooses not to be added to the event waiting list:

Manage Session: TEST - Workplace Policies

Actions ▾

For Learning Event TEST - Workplace Policies

This session still has available places.

Time Tuesday March 15 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10)

Location No Location Specified

1
Places available

Attendees

Name	Status	Actions
<div style="display: flex; justify-content: flex-end; align-items: center;"> ⏪ ◀ 0 ▶ ⏩ No items to display </div>		

Waitlisted users

Session Waiting List (0)
Event Waiting List (0)

Search for users, org units, orgs and groups ? Search

Screen Capture – CA, EF view under Enrolments: User selected to Leave Session and chooses not to be added to the event waiting list:

Manage Learning

- Manage Catalogue
- Manage Sessions
- Enrolments

Enrolment

Edit Enrolment

In Learning Event TEST - Workplace Policies For Lola *Citizen

✓ Tasks
📄 Notes to Learner
📎 Attachments

Status ● Cancelled

Created Wednesday, 24 February 2016

Start date Wednesday, 24 February 2016

Due date None

First visit None

Completed date None

Expiry Date None

▼ **Extended Information**
Additional information about this Enrolment.

▼ **Recent activities**

- ☰ state changed by Lola *Citizen on Thursday, February 25, 11:45 AM
- State transition 'Cancel' invoked. State changed from 'NotAttempted' to 'Cancelled'. Reason: User has withdrawn from session.
- ☰ created by Lola *Citizen on Wednesday, February 24, 4:05 PM

Note:

If you are going to allow learners to withdraw themselves from a session they are attending, choose either one of the following options:

- When User withdraws don't add them to the event waitlist for future sessions, or
- When User withdraws present them with the above options

If however your Learning Event is a Program choose either the following options:

- Do not allow Users to withdraw themselves from a session they are attending, or
- When User withdraws keep them on the event waitlist for future sessions





Manage a Session and Waiting Lists

Once an Event and its Sessions have been created and the Event has been placed into a Catalogue Item, it is available for Users to enrol or register their interest, depending on the Learning Event settings.

The **Manage Session** screen allows facilitators to examine a Session's details and allocate Users to that Session (from the waiting lists).

The screen displays Users attending the Session. Beneath this are the **Session and Event waiting lists**. Users can be moved directly from the waitlists to the attendee list (and vice versa). When a User has been moved from a waitlist and into a Session they will receive an Outlook calendar invite advising of the Session details (i.e. learning event name, date and time, venue and instructions).

To manage a Session select **Manage Learning > Manage Sessions**. Find the Session under the **Published** tab and click its **manage** icon.

Start date and time ▾	Location	Learning Event Name	Attendees	Actions
25/02/2016 9:00 AM	102 George Street, Brisba...	TEST - Workplace Policies	Attended(0), Attending(1), Did Not Attend(0)	   

You will be taken to the **Manage Session** screen. The top of the screen shows:

1. The names of the Session and a link to its Learning Event
2. The details of the Session (i.e. time, location, instructions, uploaded files)
3. The number of places available

You can also find links to print attendees, edit or mark this Session in the **Actions** menu.

Manage Session: TEST - Workplace Policies

For Learning Event [TEST - Workplace Policies](#) **1**

This session still has available places.

Time Thursday February 25 2016 from 9:00 AM to 5:00 PM (Brisbane UTC+10) **2**

Location at BRISBANE CBD - All Ords Room, 102 George Street , [102 George Street, Brisbane QLD 4000](#)

There are no custom attributes with a value assigned.

Instructions instructions

Uploaded Files No Attachments

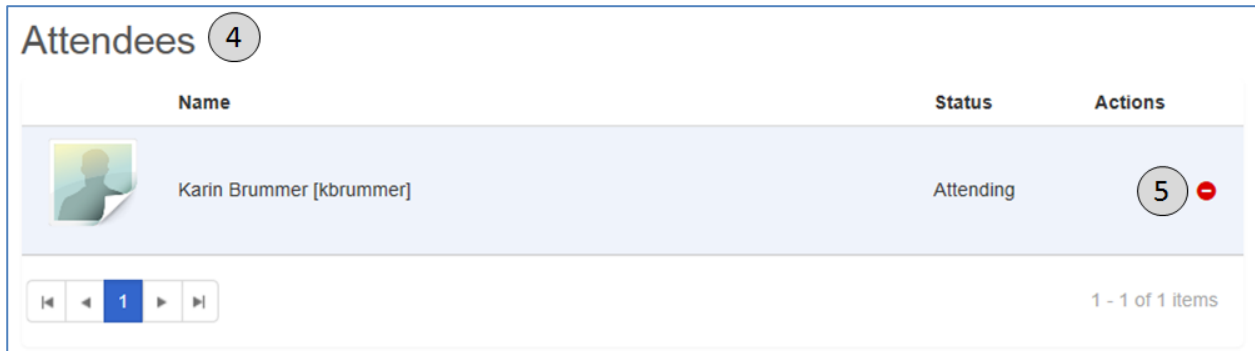
1 3
Places available



Actions ▾

Attendees

4. In this section there is a list of Users attending the Session.
5. You can remove an attendee by clicking the **minus** icon. They are then moved to the **Session waitlist** for this Session.

In the other Sessions that are in the same Learning Event, this attendee will be seen in the **Event Waitlist**. Thus, they can be moved into a different Session and hence removed from all waiting lists.



Name	Status	Actions
 Karin Brummer [kbrummer]	Attending	5 

1 - 1 of 1 items

Waitlisted Users

There are two tabs under **Waitlisted Users**:

- the Sessions waitlist and
- the Event waitlist.

Click a tab name to display that list.

Both lists can be sorted by entering search terms and clicking **Search for Users**.




6. The **Session** waiting list refers to the Session you are currently managing.
7. The **Event** waiting list refers to the Learning Event attached to the Session you are managing.
8. On either list click the **plus** icon to move a User. They will disappear from the waitlist and appear in the Attendee list for this Session.
9. The groups attached to the User will also appear on the waiting lists.

Waitlisted users

6 7

Session Waiting List (0) Event Waiting List (1)

Search for users, org units, orgs and groups Search

Type	Name	Actions
	Lola *Citizen [icitizen] User	8 +
	[DCCSDS] 01.01 Corporate and Executive Services Communities, Child Safety and Disability Services - Organisation Unit (1 users on waiting list from this Organisation Unit)	9 +
	20150121 TEST DCCSDS Role - Group (1 users on waiting list from this Group)	+

1 - 3 of 3 items

Note that you do not have to save this screen for your waitlist changes to take effect.

If you hover the cursor over a User in either waitlist a popup box shows their full name, Username, User profile picture and any other details that have been entered for the User.

Removing a User from the waitlist

A User can only be removed from the waitlist in one of the following ways:

- CA, EF cancels the User's enrolment under the Enrolments menu
- User withdraws from a session they are attending where the Learning Event settings allows for withdrawal and when the User withdraws don't add them to the Event waiting list.

Enrolment Status vs Session Status

When Users are enrolled into a Learning Event, they will have an Enrolment Status at the Catalogue level as well as a Session Status at the Learning Event level:

Catalogue Level	Learning Event Level	
Enrolment Status	Learning Event Session Attendance Status	Status Description
Pending	Pending Approval	Enrolment is pending manager approval.
Declined	-	Pending enrolment is declined by the User's manager or course administrator.
Not Attempted	Attending	User is Enrolled and Attending on session.
Not Attempted	Waitlisted	User is Enrolled and Waitlisted.
Not Attempted	Did Not Attend	User is Enrolled and marked off as 'Did not attend' on session. User is automatically moved to Event Waiting List for future sessions.
Cancelled	Withdrawn	User's session status was shown as "attending" and either withdraws from the session, or the CA, EF cancelled Users enrolment.
Completed	Attended	User's attendance marked off on the session as 'Attended'.

Waitlist Reports

There are 3 helpful reports to assist with managing waitlists:

1. Waitlist Report

This report shows User's name, work unit, learning event, waitlist type (i.e. session waitlist and event waitlist), start date time (i.e. session start date), date added to waitlist (i.e. the event waitlist), venue, location. This report will show Users that registered interest via a waitlist enrolment and their comments.

2. Learning Event Session Attendances Report

This report gives you the User's name, work unit, Learning Event Session Attendance Status (i.e. Attending, Waitlisted, Withdrawn, Pending, Attended, Did Not Attend), venue, location, session dates, catalogue item name, Learning Event Name, Enrolment Status (i.e. Not Attempted, Completed, Pending Approval, Cancelled etc.)

3. Learning Event Session Summary Report

This report gives a summary of Attendees #, Waitlisted #, max places, minimum places per Learning Event Name, session dates, venue, location, facilitator, providers, Session Status (i.e. Published, Completed, Archived, Cancelled, Setup).

Glossary

Event Waitlist

The event waiting list refers to the Learning Event attached to the session you are managing.

Roles

A Role in iLearn is a collection of permissions that refer to a set of actions or responsibilities a User can perform. The Role you are logged in with has a set of permissions assigned to it which restricts or allows access to the menu items in iLearn. If you do not have certain permissions, related menu items will be hidden. Roles range from Basic User, Event Facilitator and Content Administrator.

- **Basic User** – you can search for and enrol into Catalogue Items (courses) under the Browse Learning menu, view and print your learning transcript and certificates of completions under the My Learning menu and access your online Achievement Capability Plan (ACP). You can run reports that have been permissioned to you, but you cannot create reports.
- **Content Administrator (CA)** – this role allows you to perform all the functions a Basic User can perform as well as allows you to create and manage learning assets, create surveys, manage sessions, assign learning, manage enrolments, mark attendance and create reports.
- **Event Facilitator (EF)** – this role allows you to perform all the functions a Basic User can perform as well as allows you to manage sessions, assign learning, manage enrolments, mark attendance and run reports that have been permissioned to you.

Session Waitlist

The session waiting list refers to the session you are managing.

Waitlisted

A learner is waitlisted when they are not formally accepted on the session but placed on the waitlist i.e. the event waiting list and/or the session waiting list. Users can remove themselves from the waitlist by choosing another available session. Alternatively they can be moved by the CA or EF to a session.