

iLearn Terms of Reference



iLearn+ is HCC's Learning Management System. A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of online learning or training programs.

By accessing iLearn+ you can:

- Access your learning anytime, anywhere (including on mobile devices)
- Search for training events
- Complete eLearning modules
- Track your development
- Link to more learning resources

iLearn+ can be accessed via the internet: <https://hertfordshire.learningpool.com/>

Support

Email ✉: ilearn@hertfordshire.gov.uk or Call ☎: 01438 845105 (*Monday - Friday 9am - 5pm*)

Registration:

To access iLearn+ it requires you to register. Registration will help us identify your area of access.

If you are an Authorised User, who is an individual subscriber, your registration will give you access to the full range of learning modules on the site. Registration details are available on the site here: <https://hertfordshire.learningpool.com/login/signup.php>. No payment will be taken unless you choose to become an Authorised User and agree to these terms of references.

As part of signing up to iLearn+ you agree to use the site only for lawful purposes and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of, iLearn+. Prohibited behaviour includes harassing or causing distress or inconvenience to any person, transmitting obscene or offensive content or disrupting the normal flow of dialogue within iLearn+. You may not impersonate another person e.g. undertaking eLearning module or a quiz on behalf of someone else.

iLearn+ will deliver your learning within a secure Learning Management System (LMS). Access to the LMS can only be obtained with a unique password and log in which is issued on enrolment onto the site. To facilitate your learning, the registration details and learning records will be visible online to relevant staff e.g. HCC Human Resources and other authorised persons involved.

Any information you choose to post in online forums will be visible to other enrolled users, relevant staff and other authorised persons. You are advised not to contribute information of a sensitive or personal nature, unless you expressly consent to its disclosure as noted above.

By providing your personal information of name, place of work and email address you expressly consent to the personal information above being processed as explained above and within your licence agreement of your training records to be managed on the site.

Please note: our courses are designed to be interactive and to gain the most out of the learning to participate in online activities (such as group discussions in online forums).

We reserve the right to amend the content of iLearn+ on a regular basis in order to ensure that it is current and as relevant as possible. Some courses may also have a refresher period attached to the learning so an automatic notification will sent directly to your email address and on your iLearn+ account.

Course access

HCC cannot guarantee that access to the course materials will be uninterrupted. However the relationship between Hertfordshire County Council (HCC) and the Learning Management System provider is such that iLearn+ will use commercially reasonable efforts to make the LMS available 24 hours a day, 7 days a week, except for:

- Planned downtime, of which a reasonable notice will be given via email obtained from your account and of which iLearn+ will inform you as soon as possible.
- Any unavailability caused by circumstances beyond the reasonable control of iLearn+ and HCC including without limitation, acts of God, acts of government, flood, fire, earthquakes, civil unrest, acts of terror, strikes or other labour problems (other than those involving HCC employees), or Internet service provider failures or delays.

Intellectual property

All training materials are the property of HCC and may not be copied, distributed, downloaded, uploaded, forwarded, published, reverse engineered, disassembled or used in any manner prejudicial to HCC interests and legal rights. The downloading of documents (course notes) is permitted only for personal study.

Any other use will infringe the intellectual property rights of HCC's for which HCC reserves the rights to bring legal proceedings.

Course materials

All course content is created in accordance with the current legislation and related practice. Reasonable efforts are made to ensure that the materials are updated regularly, in light of significant changes to legislation and guidance, or the requirements of the approving bodies.

Except as specified by law iLearn+ and HCC make no representations or warranties of any kind, express or implied, about the completeness, currency, fitness, accuracy, reliability, quality, suitability or availability with respect to the information, products, services or related graphics contained in any of the course materials for any purpose or that the course materials are free from defects. Any reliance placed on such information is strictly at your own risk.

Third party links

The course materials contain links to other web sites. Unless expressly stated, these web sites are not under the control of iLearn+ and iLearn+ assumes no responsibility for the content of such web sites and disclaims liability for any and all forms of loss or damage arising out of the use of them.

The inclusion of a link to another web site on an iLearn+, or within iLearn+ course materials, does not imply any endorsement of the web sites themselves or of those in control of them.

Data Protection / Privacy – please refer to our support page

Limitation of Liability

iLearn+ and HCC accept no responsibility or liability for:

- (i) Any loss or damage including without limitation, incorrect, indirect or consequential loss or damage arising out of or in connection with your use or inability to use iLearn+ or any of the course materials;
- (ii) Any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with the use of iLearn+;
- (iii) The accuracy or content of such events and opportunities advertised on iLearn+;
- (iv) The provision of those events or opportunities; or
- (v) Any websites linked to from iLearn+.