

Using One Source Learning and Development

This Guide is for all Learn users (employees and contingent workers)

This document provides guidance on how to use the functions within the Learning and Development area of One Source.

Author	Version	Edit Date
Karen Houghton	2.0	26/05/26

IMPORTANT INFORMATION ABOUT CONFIRMATION EMAIL

Room = where event is being held e.g. MS Teams or named classroom

Location = your office base as recorded on One Source

Logging in

Step Number

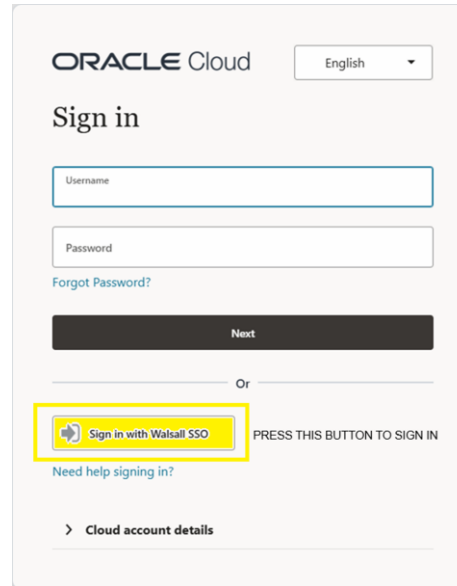
Step Description

Step Image

Hints and Tips

1

Sign into OneSource.



2

Click on 'Learning and Development' under 'me'



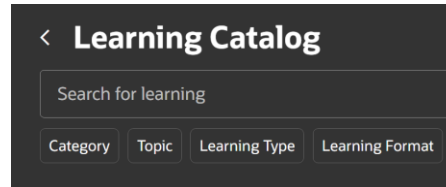
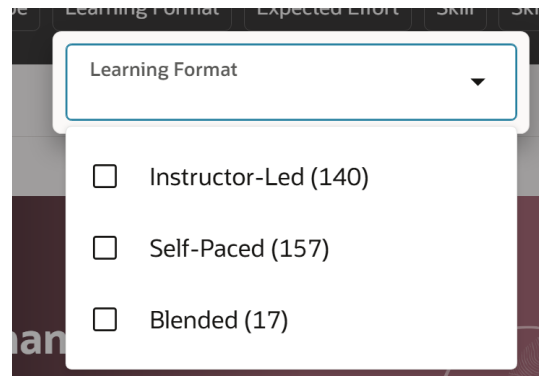
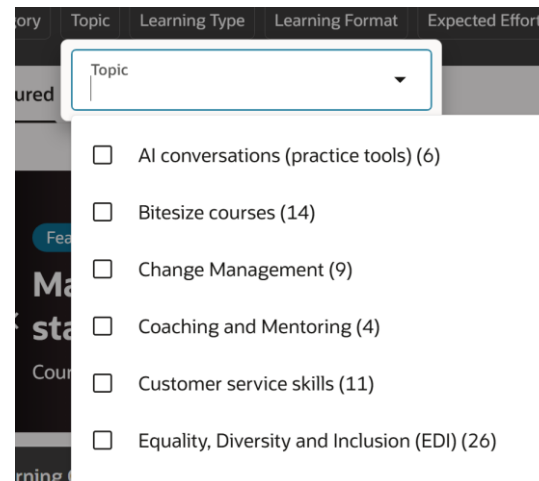
This defaults to the 'Learning catalog' page where all our courses are hosted.

Finding a course to book on or complete

1

There are now several filters to use to find a course

Click onto your chosen filter, then click in the pop-up box to bring up options



These are the key ones only

Instructor-led = face to face/virtual
Self-paced = eLearning

Some older courses are blended learning, which also includes instructor-led, so you may also want to choose this also.

Topics allows you to see courses within a specific subject area.

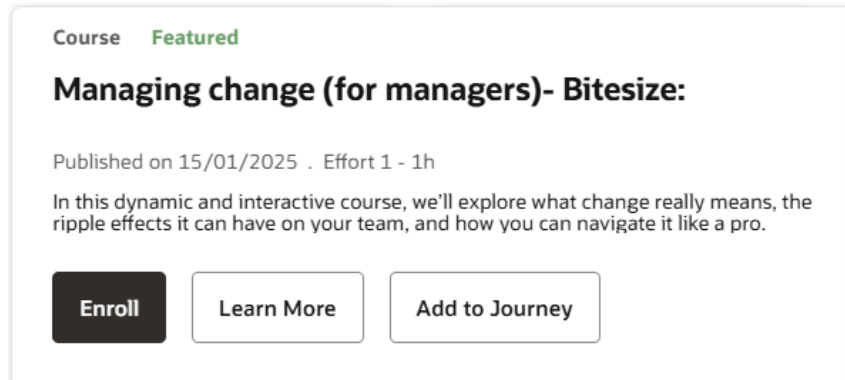
- 2 Or you can simply search for a course by using a keyword with the %wildcard e.g. %bitesize% then click on the magnifying glass

A dark grey search bar with the placeholder text "Search for learning" and a magnifying glass icon on the right.

Use a keyword rather a full course title to strengthen the search

Booking (enrolling) onto a course

- 1 Click on chosen course to see more details on 'what you'll learn' to determine the course is for you.

A course card for "Managing change (for managers)- Bitesize". It is labeled "Course" and "Featured". It shows the publication date "15/01/2025" and effort "1 - 1h". A description states: "In this dynamic and interactive course, we'll explore what change really means, the ripple effects it can have on your team, and how you can navigate it like a pro." At the bottom are three buttons: "Enroll", "Learn More", and "Add to Journey".

Course **Featured**

Managing change (for managers)- Bitesize:

Published on 15/01/2025 . Effort 1 - 1h

In this dynamic and interactive course, we'll explore what change really means, the ripple effects it can have on your team, and how you can navigate it like a pro.

[Enroll](#) [Learn More](#) [Add to Journey](#)

Scroll down the page to see any 'available offerings' and click on 'enroll'

A section titled "Available offerings" showing a specific course offering. It includes the date and time "26/03/2026 12:00 PM - 1:00 PM GMT", the course title "Creating Psychological Safety in Your Team - Bitesize - 26th March 2026: 12:00 pm - 13:00 pm via Microsoft Teams", the language "British English", the platform "Microsoft Teams, UNITED KINGDOM", and the availability "20 Seats Remaining". An "Enroll" button is on the right.

Available offerings

26/03/2026 12:00 PM - 1:00 PM GMT
Creating Psychological Safety in Your Team - Bitesize - 26th March 2026: 12:00 pm - 13:00 pm via Microsoft Teams
British English

Microsoft Teams, UNITED KINGDOM
Microsoft Teams

20 Seats Remaining

[Enroll](#)

You can see the number of seats still available for the offering and may also see 'join waiting list' if no seats are available at this time.

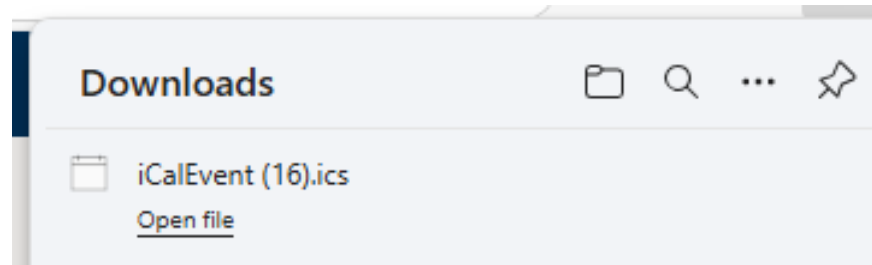
- 3 Complete enrolment form (if appears) and then 'submit'

All our classroom courses should have an enrolment form so that you can make a request for any special requirements. Justification for booking onto the course must be completed.

- 4 Click on 'download invite' to add to calendar

This will create an item in your downloads

- 5 Click on 'downloads' and follow instructions

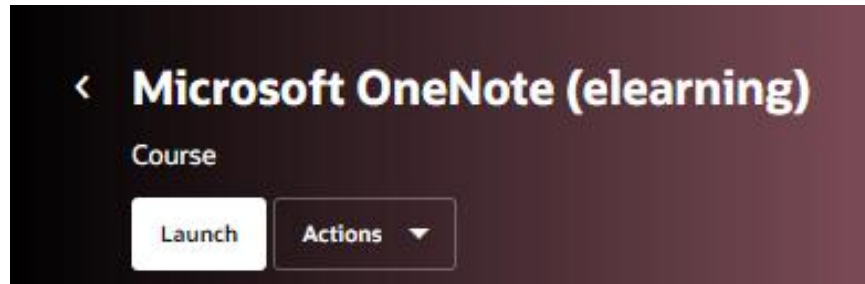


Both you and your manager will receive a booking confirmation email once you have enrolled.

Note: if you have joined a waiting list, although you may receive a confirmation email if you are allocated a space later, we recommend that you check your status in 'My learning' on a regular basis.

4

For eLearning courses,
click on launch to start the
module.

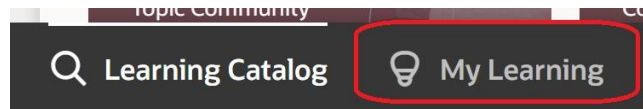


Withdrawing from a course

We ask that you make a commitment to attending courses that you have booked on but acknowledge some circumstances mean that you must withdraw.

1

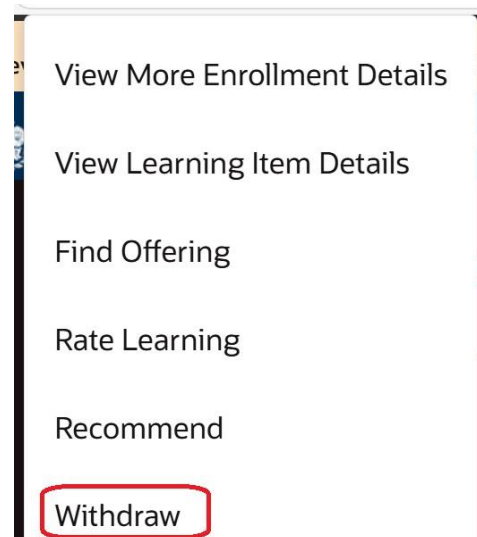
Click into the 'My Learning
screen' Search for the
appropriate course in 'My
Learning' and click on it.



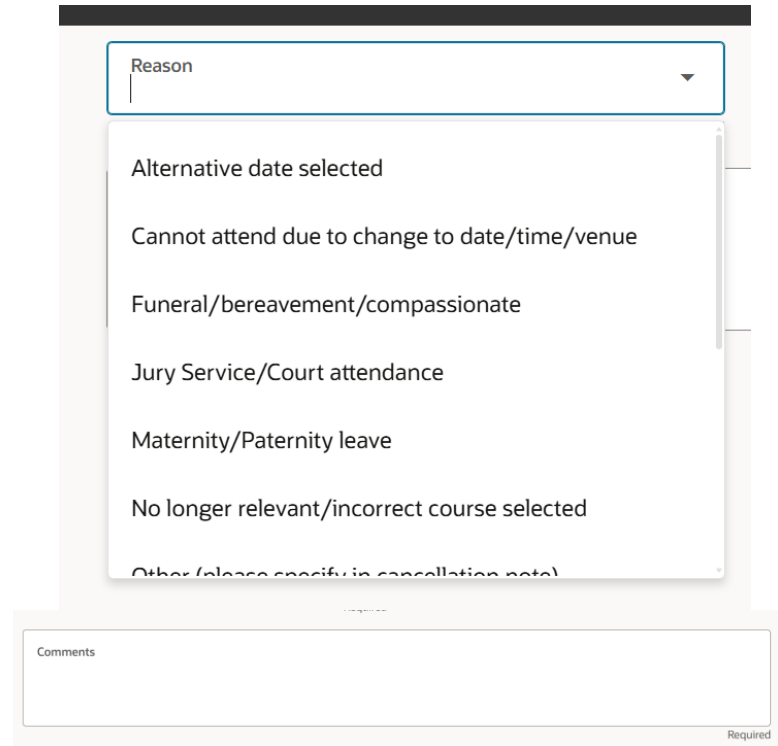
You must 'withdraw' from any
courses that you do not attend
so that you can book onto
alternative dates.

2

Click on 'actions' and then
'withdraw'



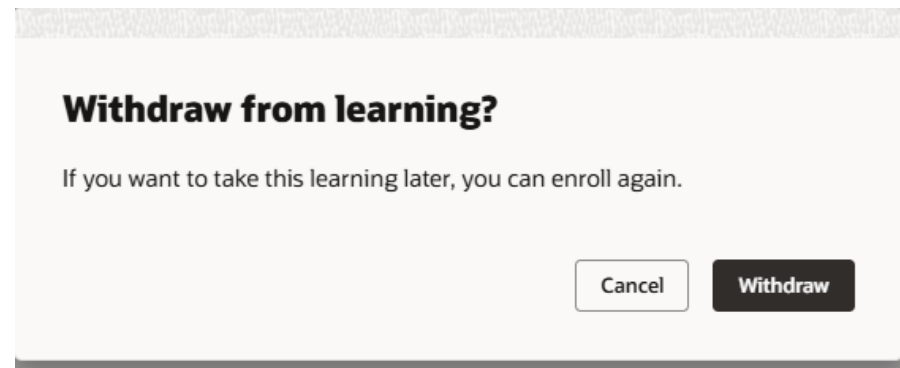
- 3 Complete the form by choosing reason from drop down options



The screenshot shows a web form with a dropdown menu labeled 'Reason' and a text area labeled 'Comments'. The dropdown menu is open, displaying the following options: 'Alternative date selected', 'Cannot attend due to change to date/time/venue', 'Funeral/bereavement/compassionate', 'Jury Service/Court attendance', 'Maternity/Paternity leave', 'No longer relevant/incorrect course selected', and 'Other (please specify in cancellation note)'. The 'Comments' text area is empty and has a 'Required' label at the bottom right.

Add a comment to expand on the reason then 'submit'

- 3 Click on 'withdraw' to confirm.



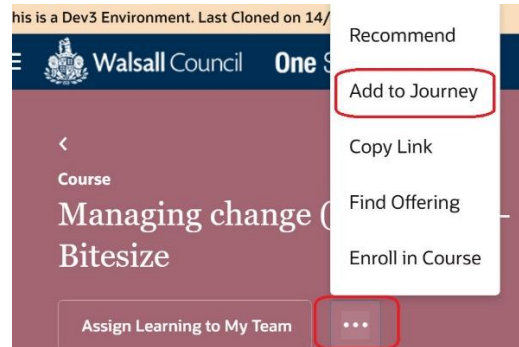
The screenshot shows a confirmation dialog titled 'Withdraw from learning?'. The text inside the dialog reads: 'If you want to take this learning later, you can enroll again.' At the bottom right, there are two buttons: 'Cancel' and 'Withdraw'.

Add a course to a Learning Journey

A learning journey is a guided experience designed to help you achieve a specific goal or develop a new skill, e.g. for career advancement. This is particularly useful if you don't want to enrol now but want to complete the course later.

- 1 Search for and click on the appropriate course.

Click on the three dots for more options and click on 'add to journey'



You can add as many courses to a journey as you wish. Just repeat these steps and add to an existing journey.

- 2 Add to an existing journey or create a new journey by completing the form then click on 'add'.

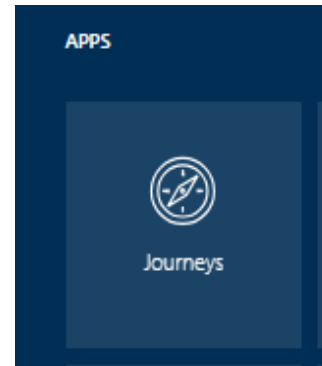
A screenshot of the 'Add to Journey' form. The form title is 'Introduction to Dementia (eLearning)'. Below the title is a section 'Add to Journey' with two radio buttons: 'Existing' and 'New' (selected). Below this are four text input fields: 'Journey Name' (with a 'Required' label), 'Description', 'Task Name' (pre-filled with 'Introduction to Dementia (eLearning)'), and 'Task Description'.

- 3 Click on home button to return to landing page



4

Click on 'journeys' to view any you have created, and courses added.

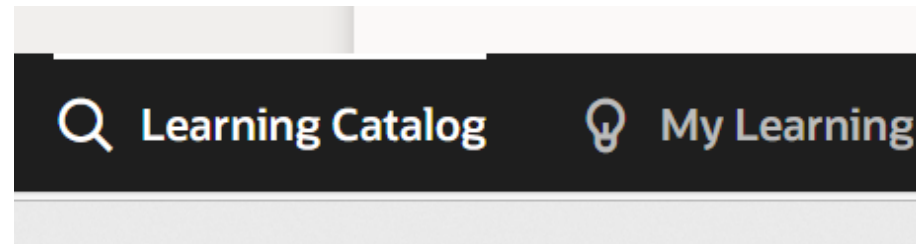


Retaking a course

Once you have completed a self-paced or instructor-led course, you can now retake it and have a further completion date added to you records

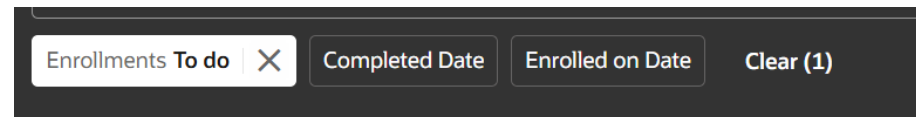
1

Click on Me – Learning and Development – scroll down and click on My Learning



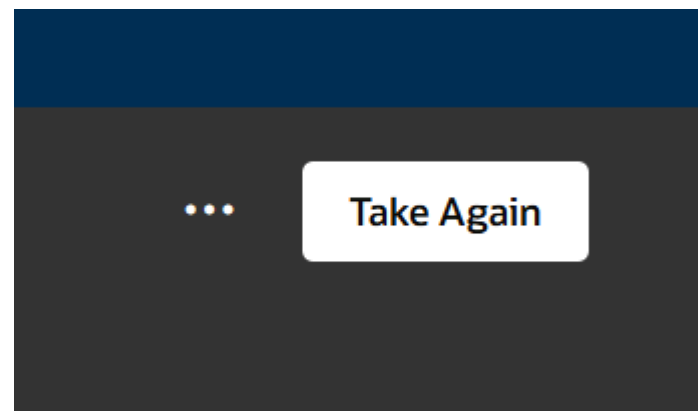
2

Clear any filters



3

Search for and click on chosen 'completed' course. Click on take again



If there are any offerings you will be able to enrol and do the course again.

Other Quick Reference Guides are available on the [One Source page on the intranet \(Inside Walsall\)](#) including how to view your learning records and add external learning.

Access our FAQs [Frequently asked questions](#)