



eDofE Training Support Guide Frequently Asked Questions

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General Questions

- 1) **What is the new eDofE Training functionality?** The old Training Management System (TMS) database has been rebuilt in eDofE. All adult training data is now recorded in eDofE and Assessor Accreditations and Course Management will now be done through eDofE, rather than the TMS.

The screenshot shows a user profile for Ben Storrar (ID No: 749797). The left sidebar contains a menu with items: DofE Information, Participation Places, Award approvals, Manage participants, Manage adults, Manage infrastructure, **Training** (highlighted in a red box), Manage courses, and News. The main content area shows the 'Training' section with a 'Location' form containing dropdown menus for Region, LO, Centre, Network, and AAP, all set to '(Please select)'. A 'Frequently asked questions' link is visible at the bottom right.

- 2) **What will happen to the TMS?** The TMS has been archived. Contact the eDofE Technical Helpline via eDofE@dofe.org with any questions.
- 3) **How will eDofE role holders view their training?**

The screenshot shows an 'Adult profile: Dave Jones' with fields for Name, ID number, eDofE role (Leader), Centre, Licensed Organisation, Region, Last sign in, and Status. Below the profile are links for 'Account details (show)', 'Contact details (show)', and 'Personal details (show)'. The 'Training (hide)' section is highlighted in a red box and contains a table with the following data:

Date	Course title	Status	Comment
17/06/2012	Expedition Supervisor Training Course	Attended	

Below the table are links for 'History (show)' and 'Sign in History (show)'.

A new 'my training' section will appear on their eDofE profile, showing the DofE courses they have attended. Adults with an eDofE role can view their training. If they have linked their accounts using Single Sign On, they will see the training across all their accounts.

- 4) **Do Expedition Assessors now have an eDofE account?** No, Expedition Assessors don't have an eDofE account at this stage, unless they also have another eDofE role. However, their training will now be recorded in eDofE, for DofE Staff to see and edit. They will now have an eDofE record, rather than an eDofE account.

- 5) **Has all training administration moved online?** No, we're just moving from using the TMS to using eDofE at this stage. Other MTF processes remain the same, e.g. applying for courses using MTF forms.

Using eDofE Training

- 6) **How do I search for an adult?** Use the 'training' screen. Search by location, name, or accreditation details. Alternatively, search for all expired Assessors within your Region.

The screenshot shows the 'Training' section of the eDofE interface. On the left is a navigation menu with options like 'DofE Information', 'Participation Places', 'Award approvals', 'Manage participants', 'Manage adults', 'Manage infrastructure', 'Training', 'Manage courses', and 'News'. The main area has search filters for 'Location' (Region, LO, Centre, Network, AAP), 'Details' (Accreditation number, First name, Surname), and 'Expired period' (From date, To date). There are also 'Frequently asked questions' and 'Communications' tabs.

Search results can be filtered to show Tutors, Directors, Accredited Assessors and those due for reaccreditation, using the tick boxes shown below.

This screenshot shows the search filters with 'First name' set to 'James' and 'Surname' set to 'smith'. Below the filters is a row of checkboxes: 'Show tutors', 'Show directors', 'Show assessors', and 'Due reaccreditation:'. A 'Search' button is to the right. Below this is a table with 10 results. The first row is highlighted with a red box.

ID	Name	eDofE roles	Accreditation affiliations	Accreditation number	Assessor status	Tutor Director
32116	<u>James Smith</u>	Link to eDofE account		Add		No

You can then download your search results to a spreadsheet, to use as needed.

- 7) **What do the different underlined bits mean when I do a search?**

The screenshot shows a table of search results with 10 rows. A red box highlights the 'Name' column, showing that some names are bold and underlined, while others are not.

ID	Name	eDofE roles	Accreditation affiliations	Accreditation number	Assessor status	Tutor Director
32116	<u>James Smith</u>	Link to eDofE account		Add		No
531894	James Smith	Leader		Add		No
568048	<u>James Smith</u>	Link to eDofE account		Add		No
612186	James Smith	Leader		Add		No
1096017	James Smith	Co-ordinator		Add		No
1482074	<u>James Smith</u>	Link to eDofE account	Wokingham Borough Council (Primary)	MD9662A	Expired 08/10/2015	No

- Adults with training recorded will have their name in **Bold underlined** text

- Adults without training recorded will have their name in non-bold underlined text. Click this link to add training.

Archived eDofE accounts without training, accreditation or tutor/director settings are not returned in this section. Other Archived eDofE accounts are returned, as the user may no longer be a DofE Manager but could still be an Accredited Assessor.

8) What does 'Link to eDofE account' do?

When migrating data from the old TMS, it wasn't always possible to match up TMS data with existing eDofE users. It will also still be possible to accidentally create a delegate account for someone with an eDofE role. In both cases, training will need to be linked to their eDofE account.

You will be asked which eDofE account you are linking the training record to. This action is irreversible so take care to select the right one! If both accounts being linked have training or other training records then these records will be merged. If both accounts have tutor/director settings or accreditation information we cannot merge this information so you will be asked which account has the data you wish to keep. This feature can also be used to link two training records where neither has an eDofE role attached.

9) I've received an 'unable to display result' when searching for adults in my Region?

When more than 1000 records are generated in a search, eDofE will insist you download those records to a spreadsheet. We've added a 'Region All' search, which displays all records in your Region and will normally display a large amount of results.

- 10) What are 'unattached training records'?** Currently there are approximately 7000 records of people who have attended DofE training, but are not an accredited Expedition Assessor or do not have an eDofE role. Use the spreadsheet to find people who fall into

this category. Alternatively, search for them by name in the 'Details' box at the top of the screen.

Unattached training records

Download all users from the training database who do not have a role in eDofE or an Accredited Assessor affiliation.

11) How do I add a new account?

You can either 'create delegate' or add an individual to an existing course. See question 17 below. For those with an eDofE role, create an eDofE account as you would do normally and then add them to a training course (avoiding the need to use the 'Link to eDofE account feature').

Assessor Accreditation

12) I tried to accredit/reaccredit a Network Assessor and couldn't. Why is this?

Network Assessors require additional safeguarding sign off, which you may not have the permission to do. Selected Head Office Staff can complete this element of the accreditation process.

13) I can't delete an Assessor's affiliation, what am I doing wrong?

Use the 'date left' feature to move the organisation to the Assessor's 'previous affiliations' list.

You will still be able to see which organisations they assessed for previously, you just can't delete them entirely.

Affiliations (hide)

* Region paperwork submitted:

Has Expedition Assessor Logbook

Supported Assessment received: On:

Notes:

Licensed Organisations

Edit	Organisation name	Primary	Date joined	Date left
	Wokingham Borough Council	Yes		
	<input type="text"/>	<input type="radio"/>	<input type="text" value="dd/mm/yyyy"/>	

AAPs

Edit	Organisation name	Primary	Date joined	Date left
	<input type="text"/>	<input type="radio"/>	<input type="text" value="dd/mm/yyyy"/>	

Assessor Networks

Edit	Organisation name	Primary	Date joined	Date left
	<input type="text"/>	<input type="radio"/>	<input type="text" value="dd/mm/yyyy"/>	

Previous affiliations

Organisation name	Type	Date joined	Date left
Worcestershire County Council	LO		09/06/2015

14) I can't select a 'primary LO' for an Expedition Assessor. Make sure you select the 'edit' icon to change the primary LO. If the user is a Network Assessor, their Assessor Network must be the primary.

Edit	Organisation name	Primary	Date joined	Date left
	Severn & Wye Assessor Network			
	<input type="text"/>	<input type="radio"/>	<input type="text" value="dd/mm/yyyy"/>	

15) Why are there two 'supported assessment' tick boxes? The 'affiliations' version is to show the EAAS/5 form has been received. The technical competence version is to show the historical 'grandfather rights' transfer from our previous Wild Country Assessor Scheme.

16) What's happening with photos from the TMS?

We have migrated all the TMS photos that we could locate. These photos will replace the individual's eDofE profile picture. Some TMS photos were not saved in the correct place or had subsequently been renamed and so won't have been migrated. Further information will be circulated to Offices to help fix this. Expedition Assessors with an eDofE role will see that their assessor accreditation photo has replaced their eDofE profile picture. These photos can be replaced by using the normal process in eDofE.

Current profile picture ✕



Personalise your eDofE account by choosing a profile picture, it helps people know they are looking at the right person's account.
You can choose part of the picture to use as the thumbnail picture when messaging.

Manage Courses

17) How do you create a course delegate? Use the 'add delegate' button in a course page.

Edit all	Delegate	Approved	Paid	Invoiced	Attended	Did not complete	Comment	Application date	Certificate date	Select
	Stephanie Corbett	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Anthony Gregor Macgregor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Dawn Mckie	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Laura Tinklin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Hollie Williams	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>

Results: 5

Alternatively, if you are creating a course delegate for another type of course for which there isn't a course details page (e.g. First Aid), then use the 'Create delegate' button on the main Training search page and then search for them and click on their name in the results grid.

Create delegate

Create a new delegate on the training database. You can then add them to training. This does not give the delegate a role in eDofE.

18) When you create a delegate where do they go? They get added to whichever course you added them to and an eDofE ID number is created for them. This lets DofE staff see that the delegate has done some training. But at this stage, only DofE staff can see that record. If they have an eDofE role, you can just add the course to their existing account, rather than creating a new delegate account. If you create a new delegate and then find the person already has a training or eDofE record you can use the 'Link to eDofE account' link on the Training search screen.

Training - James Smith ✕

Name: *James Smith*

ID number: *1490048*

eDofE roles:

Date	Course title	Status	Comment
01/12/2012	Introduction to the DofE	Attended	

19) I searched for a course by LO and nothing came up.

All training has been migrated at Regional level, so try searching again by 'Region' in the drop down box. Future courses can be added against the LO.

Manage courses

Search courses

Region:

LO:

Start date:

End date:

Course code:

Course title:

20) An adult claims to have done a course that doesn't appear on their record, what should they do? eDofE role holders should check that the training information we hold about them is accurate. If a course is missing from an individual's record, they should contact the LO or DofE office that delivered the course to enquire further. DofE Offices should only add a course to someone's record if they have full paper or electronic copies of the course documents.

Encourage the use of Single Sign On – the course may be on the database, but not linked to the individual's eDofE role. Using the 'Link to eDofE account' feature will ensure they can see the training.

21) When I add a course and tick 'advertise on the DofE website', what happens next? An email is automatically sent to Dave Wood (Website and Publications Manager), who will advertise the course using the Opportunities Finder.

22) A lot of courses are managed by more than one person in the office – how can I tell if a change has been made? Use the history section at the bottom of each course.

History (hide)		
Change Details	Date Changed	Changed By
Intended number of delegates changed from to 0. Cheque payee name changed from to . Address for cheque changed from to . Joining instructions changed from to . Email changed from to anilkumar.g@genisys-group.com. Contact number changed from to . Website address changed from to . None payment type added to course.	13/02/2017 10:37:44	Genisys Support (12)

23) How do I add a non-MTF course (e.g. a DofE Managers induction course)?

Add them to the 'add courses' page using the 'edit local courses' option. Local courses can only be added to the location selected at the top of the 'add/edit course' page

Your courses			
Edit	Your course title	Your course description	Delete
	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>

24) How do I add a course venue to our Region? Use the 'edit venues' button. Venues can only be added to the location selected at the top of the 'add/edit course' page

Your venues			
Edit	Venue name	Venue address	Delete
	null		<input type="button" value="X"/>
	null		<input type="button" value="X"/>
	1st Llangollen Scout HQ	West Street Llangollen LL20 8RG	<input type="button" value="X"/>

25) What's the difference between 'approved', 'Paid', 'invoiced' in the manage courses screen? MTF courses have pre-requisites (e.g. e-learning, Manager sign off) that are processed by DofE offices before attendance is approved. 'Paid' marks that someone has completed payment and 'invoiced' that the course fee has been sought that way. This information wasn't recorded on the TMS, so courses migrated from the TMS have the boxes automatically ticked. These will be blank for new courses, for course administrators to use.

Edit all	Delegate	Approved	Paid	Invoiced	Attended	Did not complete	Comment	Application date	Certificate date	Select
	Stephanie Corbett	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Anthony Gregor Macgregor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>
	Dawn Mckie	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				02/02/2017	<input type="checkbox"/>

26) What does the comment box do? This allows the Course Director or Administrator to note any special requirements the delegate has (e.g. visibility problems) or to record information about that delegate (e.g. LO approval sought). **Note that all comments will be viewable by delegates on their profile.**

Course Directors and Tutors

27) How do I see which courses a trainer can deliver?

Use the Course Director/Tutor screen to see which courses have been ticked. If you can't add someone to a course as a trainer, it may be because they've not been approved.

Course	Orientation date	Tutor	Remove	Director	Remove
AV		<input type="checkbox"/>		<input type="checkbox"/>	
AV Orientation		<input type="checkbox"/>		<input type="checkbox"/>	
CertPL		<input type="checkbox"/>		<input type="checkbox"/>	
CertPL Orientation		<input type="checkbox"/>		<input type="checkbox"/>	
CertTLGM		<input type="checkbox"/>		<input type="checkbox"/>	
DES		<input type="checkbox"/>		<input type="checkbox"/>	
DES Orientation		<input type="checkbox"/>		<input type="checkbox"/>	

28) Do people get an email of confirmation when they are added as a Course Director/Tutor? Yes.

29) I can't add someone as a Course Director for the DofE Expedition Skills (DES) course. This permission is reserved for Head Office staff.

30) Can I tell how active a Course Director/Tutor has been?

Yes, the 'courses run' section lists the MTF courses they have delivered.

Courses run (hide)				
Course code	Title	MTF	Date	Role
IttDofE6790	Introduction to the DofE	Yes	30/08/2016	Director

31) We have used one Course Director; do we also need to add a Course Tutor?

Courses need a Course Director and Tutor. For courses with small numbers of delegates, adding the Course Director as Course Tutor will allow the course to be saved.