



New Personal Track Safety (PTS) eLearning Frequently Asked Questions

**Sponsor & Training Managers
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General FAQs

1. What is the current PTS eLearning?

Currently, delegates due to attend a face-to-face PTS course must complete the online pre-learning (eLearning and assessment) before attending. The eLearning course contains 6+ hours of content and is designed using Adobe Flash software.

2. What has changed in the new PTS eLearning?

Whilst the technical content and competence remains the same, a number of enhancements have been made to improve the learning experience, including:

- Reducing the eLearning from a 6+ hour eLearning course to a 2.5+ hour eLearning course that is broken down into bite-sized modules.
- Designing all modules to be fully mobile responsive, so they can be accessed on a laptop, desktop, tablet or mobile.
- Offering three different delivery formats to choose from to suit your individual learning style. You can choose to read the module content in a PDF document, work through a short eLearning module if you are a more visual learner or listen to an audio recording of the eLearning content should you prefer auditory learning.
- Introducing additional, optional content like podcasts to support your learning.
- Removing dependency on Adobe Flash Software – Microsoft will stop supporting Flash on 31 December 2020, so the new eLearning has been developed using alternative software. This should provide a slicker learning experience.

3. Why are you changing the PTS eLearning? What are the benefits?

The eLearning is being changed to save delegates time. We have reduced the duration without removing any technical content. The eLearning is built to be more engaging and accessible to delegates in front line roles, and its easy-to-digest, bite-sized modules are designed to improve knowledge retention and understanding of technical information. This, in turn, will help to improve safety and performance on the network.

These changes are part of an ongoing, proactive project to revamp delivery of PTS training in its entirety. Improvements to the classroom aspect of the training are currently in development and due to go live in spring 2021.

4. When does the new PTS eLearning go live and do I need to take action?

The new eLearning will launch on 17 December 2020. Delegates currently enrolled on the old PTS eLearning are advised to complete this by midnight on 16 December to avoid losing any progress and download/print the completion certificate. On 17 December, the old PTS eLearning course and 'PTS interim' PDF solution will be removed from delegate accounts and delegates will be required to complete the new PTS eLearning before attending their classroom training.

If a learner is due to complete PTS eLearning in the coming weeks, if possible, we advise waiting until 17 December to enrol so that learners can experience the benefits of the new eLearning.

Training Managers who have already enrolled onto the old PTS or interim PTS eLearning will automatically be enrolled onto the new PTS eLearning course on 17 December.



5. What happens to unused seats that I've already purchased if I haven't enrolled learners onto PTS yet?

You will be able to allocate unused seats on the new course. From the 17 December 2020 when you enrol users onto PTS, you will be enrolling them onto the new PTS course.

6. Do I have to pay for seats and enrol delegates again on the new PTS course?

No, you do not need to pay for seats again. All user enrolments will be transferred across to the new course when the New PTS course is launched.

7. How does the completion of the new eLearning course impact the classroom PTS course?

When delegates complete the new PTS eLearning course and pass the assessment, they will receive a completion certificate with their name and the date of completion automatically generated. They must download/print this off and bring this with them to the classroom course as evidence of completion.

The verification assessment that takes place at the start of the classroom course has not changed. It is vital to measure the delegate's retention of knowledge from the eLearning that they would've already completed. This process currently used on the classroom course hasn't changed. The only change is that the delegates will need to bring their completion certificate with them for you to check at the beginning of the day to confirm that they have reviewed and passed the eLearning. Training Managers who currently have access to the course will also still be able to check the completions on the eLearning platform for old and new PTS courses.

8. I am a Training Manager / Training Provider for the PTS classroom course. How do I check if delegates attending have completed and passed the pre-learning assessment?

Your elevated rights to the course will be transferred across to the new PTS course by the 17 December. This means you will be able to access the course completion / activity completion reports the same way as before.

Old completions will be hidden from delegates' view but will be available to Sponsor Managers and Training Managers. You will still be able to access the old courses. Please note that the course names will be slightly amended.

Delegates are required to download / print the automatically generated certificate from the eLearning when attending the classroom course. Therefore, you no longer need to check the course completion / activity completion reports. For a further verification step, the option is available for you.

9. I was part-way through the old PTS eLearning, what do I need to do as I am booked on to a classroom course now?

Unfortunately, we cannot transfer anyone's part-completed eLearning to the new eLearning course.

You will need to complete the new course before your classroom training. The good news is that the time estimated to complete the new course is 2.5 hours, compared to the 6+ hours to complete the old course.

If you are a non-Network Rail delegate (external learner), and you are not enrolled on the course, please contact the helpdesk at <https://help.titus.learning.com/>.



10. I completed the old PTS / PTS Interim course. Do I need to do the new PTS course before attending the classroom course?

No. If you have completed the old version of the PTS eLearning, you do not need to complete the new course. Training managers who had access to the previous PTS / PTS interim will have access to the old reports to check completions.

11. What do I need to do if I'm already enrolled / have a used seat on the current or interim PTS courses?

You or the delegate is advised to complete the course by midnight on 16th December. If they do not complete it by this date, they will need to complete the new PTS course. The delegate will be enrolled on the new course on the 17th December.

12. How do delegates complete the eLearning?

You can direct your delegates to the relevant knowledge base article: [How do I complete my courses/programs? - Jira Service Management \(atlassian.net\)](#). Upon completion of the new PTS eLearning, delegates will receive a completion certificate that can be downloaded / printed.

13. How do I begin the course and complete it?

Once the unused seats are allocated, they can be referred to the relevant knowledge base article: [How do I access my courses? - Jira Service Management \(atlassian.net\)](#). The course will appear on the delegate's homepage and dashboard.

14. Are there any competence changes to the PTS course?

No, the competences awarded are still linked to the classroom course. No changes made to the existing competence as a result of updating the online pre-learning.

15. Will Sentinel records automatically update upon completing the new PTS eLearning?

No, there is no automatic link from the eLearning platform to the Sentinel Database. Once the eLearning is completed, the delegate should be booked to attend the PTS classroom session with an approved training provider.

16. How will delegates get the PTS competence?

They need to complete the PTS eLearning and pass the knowledge assessment element first. Once this component is completed, the Sponsor or Training Administrator will need to be informed to book on to the practical training day / classroom session.

17. Who do I contact if I have questions that Network Rail Training's communications don't answer?

If your question is regarding the eLearning website or Oracle you must follow the current support model in place. Non-Network Rail delegates (external learners) should visit <https://help.tituslearning.com/>.