The Policy Hub
BSC Health & Safety e-Learning Platform

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Introduction

The Policy Hub is a document repository for your health & safety platform. It allows you to provide documentation to your staff and enables them to read and sign agreement/understanding. The Policy Hub reporting allows administrators to track who has read the documents, who has signed them and when.

For each individual user, the documents can appear in one of three states:

- To be read
  - The user has not accessed the document
- To be signed
  - The user has read the document but not signed it
- Completed
  - The user has read and signed the document

Figure 1 - Documents have three states

Adding Documents

To add a document to the Policy Hub you first need to access it. The Policy Hub does not appear on the *Dashboard: Course completion overview* as it is not considered a course. You will need to be enrolled on the Policy Hub to access it.

Upon viewing the Policy Hub, you will see that a **Files** option has appeared in your Administration Block. The Files menu allows you to manage Policy Hub documents.

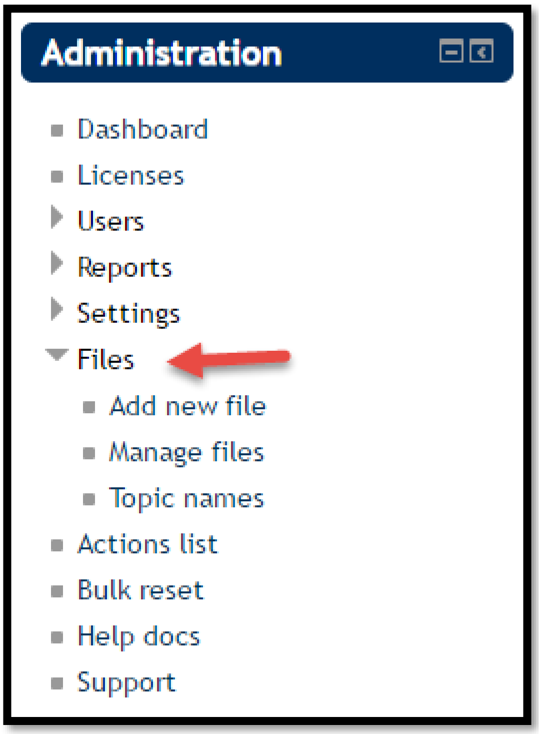

Figure 2 - The 'Files' menu

To add a document firstly we need to click on **Administration** > **Files** > **Add new file**. This will take us to the file options.

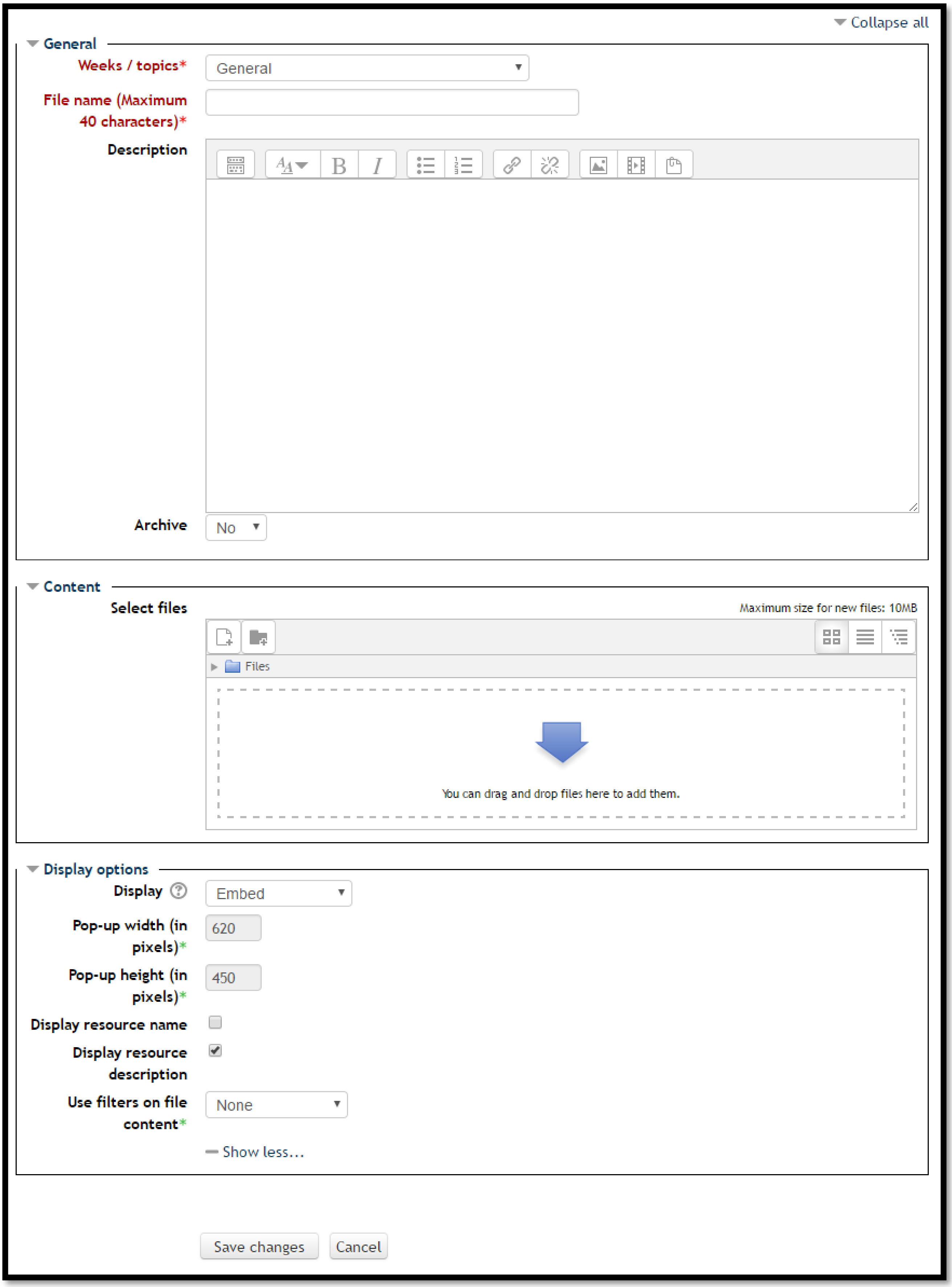

Figure 3 - The file options screen (with all sections expanded)

We first need to select the **Weeks/topics** that the file will appear in when added to the Policy Hub. You would usually select "General" unless you have organised your Policy Hub around specific topics.

You now need to enter a **File name**. This is the name that will appear on the document icon when users view the Policy Hub. Make this name as clear and succinct as possible.

The **Description** allows you to provide more information about the document. This is optional and does not have to be visible to your users.

The **Content** section allows you to add the file. Either drag and drop the file onto the blue arrow or click on the **Add file** icon to upload your file.

The **Display options** let you control how your file is presented. There are five options:

1. Automatic: The user's browser will select the best option for the file type
2. Embed: The file is displayed within the page in the browser window surrounded by the platform navigation tools
3. Force download: The file is downloaded to the user's workstation
4. Open: The file is displayed in the browser window alone
5. In pop-up: The file is displayed in a new browser window without any navigation tools

If you choose the *In pop-up* option you can choose the size of the pop-up window (click **Show more** to see these options).

If you wish for users to see any **Description** text you have added ensure you tick the **Display resource description** box.

When you are happy with your settings click on the **Save changes** button to add the file.

The new document will now be visible in the policy hub.

Notifying users by email

If you have the *New file added* email notification active on your platform, users will be advised via email that the file has been added. More information about email notifications and how to manage them can be found on our help portal article here: https://support.britsafe.org/hc/en-gb/articles/360000190353

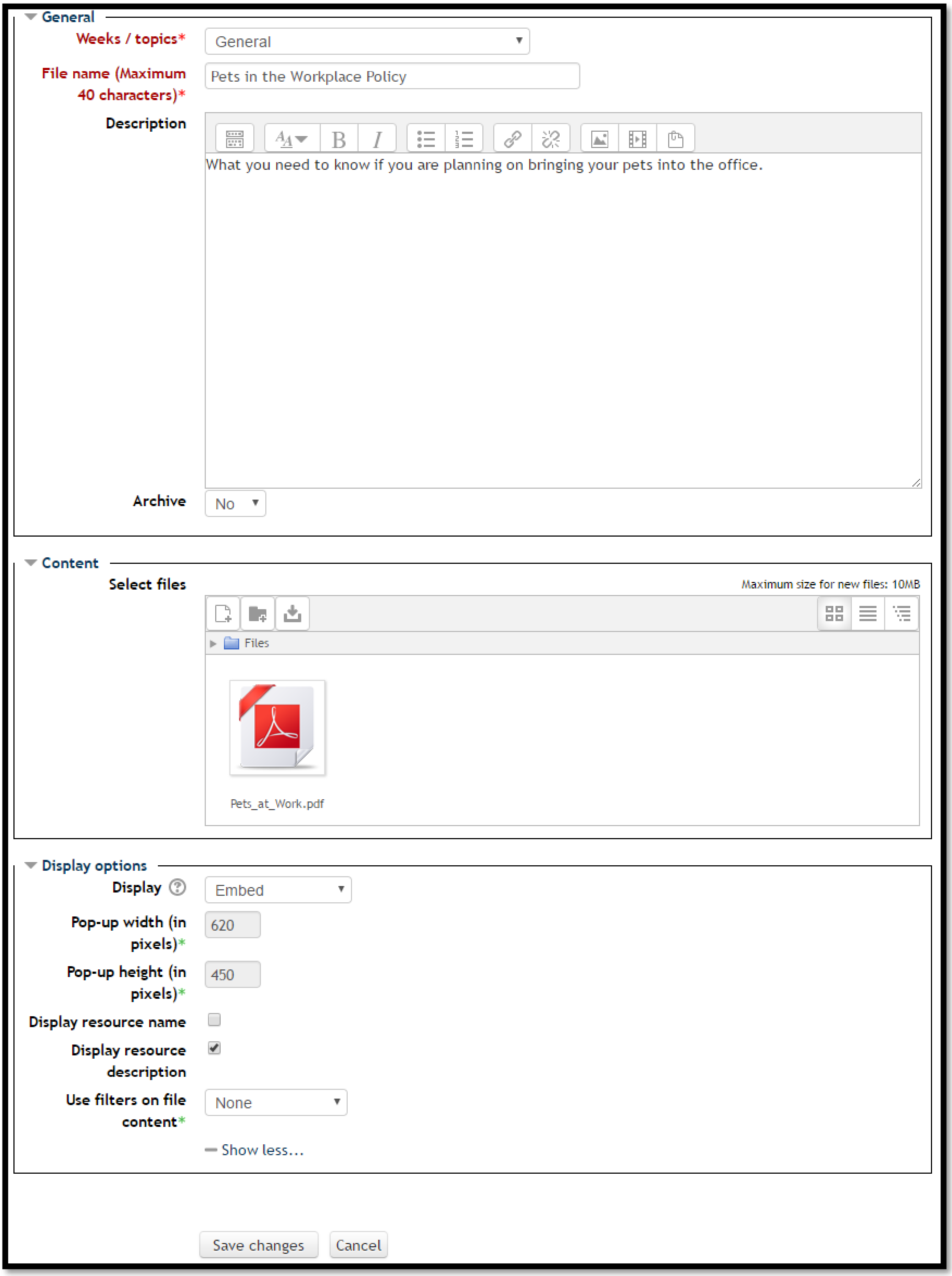

Figure 4 - A completed file options screen

Editing a Document

You can edit an existing document by selecting **Administration** > **Files** > **Manage files**. This will take you to the file list.

File name	Weeks / topics		
Pets in the Workplace Policy	General	Edit	Delete
Health & Safety Policy	Topic 1	Edit	Delete
Health & Safety Contacts	Topic 1	Edit	Delete
Health & Safety Update	Topic 1	Edit	Delete
Fire Risk Assessment	Topic 1	Edit	Delete
Even newer H&S Policy	Topic 1	Edit	Delete

Figure 5 - The file list

Find the document you wish to edit and click on the adjacent **Edit** link.

You will now be able to change any settings for the chosen file. In addition, you can use the **Select files** dialogue to change the file itself. Updating the file will have no impact on your user records. Files that have been read or signed will remain as such.

Archiving a Document

Archiving allows you to remove a document from the Policy Hub without deleting any reporting data regarding that document. The document will no longer be visible to users but you can still determine who read and signed the document while it was available. The document can be restored at any time.

To archive a document:

Select **Administration** > **Files** > **Manage files**. This will take you to the file list (see Figure 5 above). Find the document you wish to archive and click on the adjacent **Edit** link.

On the file options screen, find the **Archive** option and select "Yes" in the drop-down list. Scroll to the end of the screen and click the **Save changes** button.

The file will now be archived. If you need to restore the file in the future you can change the **Archive** setting to "No" to restore it.

Reporting

You can report on user interaction with documents through the *Policy status* report. You can access the report via **Administration** > **Reports** > **Policy status**.

The report will display a list of users, the file name and the policy status. The status will contain one of the following:

- Not viewed – The user has not read the document
- Viewed – The user has read the document but has not signed it
- Completed – The user has both read and signed the document

If a user has read or signed a document the report will include the date of this action.