

B3 – Whole Population Multi-user Licence: Glossary

**Project: Solihull Approach Antenatal, Postnatal and 0-19 years online
courses: Area Wide Access**

It can be helpful to familiarise yourselves with the terminology so that you can be consistent and clear with the public and your professional networks. We often hear course, module and units used interchangeably, which can cause some confusion. Accurate descriptions can help learners have realistic expectations and support a smooth registration and 'onboarding' experience. *The most common and often confused terms have been marked with an asterisk.

Public facing terms

*Access code

A one-time code used by learners in your area to unlock your access plan, takes them to your registration page (with your supplementary questions). Can be applied without having created an account yet, or once an account has been set up, when either logged in or not. *Not to be confused with a discount code.*

Audio

(see Voiceover) – Some courses have voiceovers reading the text. Can be switched off in profile settings. Useful for accessibility where preferred or where English is not the learner's first language.

Certificate

Learners can download (and print if required) a certificate at the end of the course to confirm that they have marked every unit and module as complete. The date on the certificate is the date it was downloaded. The name of the certificate is taken from the learner's profile. If there is no name in the profile (i.e. no name was entered at registration) there will be a blank on the certificate.

'You have to say it, say it again, say it again, and again, and again – and just about the time you are sick of saying it, your audience is hearing it for the first time.'

*Course or guide?

Refers to a whole learning experience e.g. 'Understanding your child ' (all 11 modules). A couple of areas use 'guides' to make it sound less educational. We prefer course because it gives an indication of a) the quantity of content b) the idea that ideas build as you work through the material. 'Course' is used throughout the hosting website www.inourplace.co.uk and within the courses themselves. You may choose but try to keep it consistent.

Course library

A [page](#) on the www.inourplace.co.uk website. Shows all the courses that are available to everyone (like a shop or library). Can be sorted by category, and there is a search function.

*Dashboard

The first page a learner or sponsor sees when they log in to their account. Learners see 'Welcome Back' at the top with their name if they have entered it when registering their account. Shows courses to which the learner has access, either via an access code they have used previously and/or via a payment.

Discount code

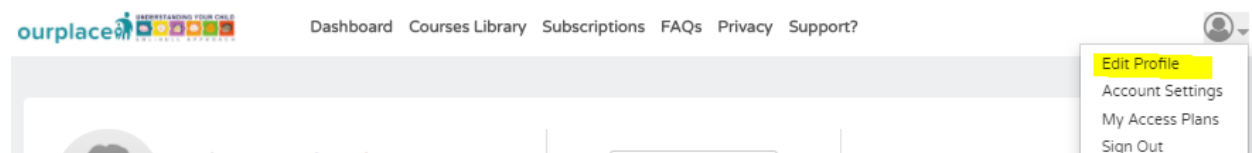
Not to be confused with an access code. Not relevant in Area wide MUL areas. A discount code is applied at checkout after taking steps to 'buy' a course. Used to give an individual learner a discount, e.g. when a service 'bulk buys' access for a specific number of learners.

*Module

A portion of the course with a title and theme. Like chapters in a book. Modules are made up of multiple 'units'. Courses have around 9-11 modules. Each module takes around 15-20 minutes to complete. Modules usually end with a 'Think time' activity; therefore it is recommended that learners take a few days in between modules to put the ideas into practice.

*Profile

Accessible when the learner is logged in.



Contains learner's information (email, name etc.) and preferences (audio on/off, email preferences). The learner's name in the profile will be used on the end of course certificate.

The profile can be amended at any time. Changes in the profile (e.g. to audio on-off) will only be reflected once the course page is refreshed/reloaded.

'You have to say it, say it again, say it again, and again, and again – and just about the time you are sick of saying it, your audience is hearing it for the first time.'

Translations

There are two types of translations available. Google Translate provides instant, internet based auto-translation of the English version of the course into 108 languages. The quality is lower than professional translation. <https://inourplace.co.uk/translations/>

Professional translations have been created from a script that has been translated and proof read by a professional translation company, which has been uploaded as a course in its own right. Professional translations are added as and when the Solihull Approach can afford to do so or a grant becomes available. If you have a population in your area whom you feel would benefit, and would like a quote for providing a professional translation please get in touch.

*Units

Small bitesized pages of information within a module. Each unit must be marked as complete before continuing, Units and modules must be completed in order the first time, as the course is a journey through knowledge that builds on previous ideas. After they have been completed once (and are therefore ticked) they can be revisited in any order, at any time.

Voiceover (see also Audio)

Some courses have professional voiceover artists reading the text. Can be switched off in profile settings. Useful for accessibility where preferred or where English is not the learner's first language.

Sponsor only terms

*Actual learners (see also Registered learners)

Number of learners who have registered (using your access code) **AND** started an actual course (at least one unit). Once a learner has started a course they can be registered against that course, until then they only show up in the number of registered learners.

Cascade Trainers

Trained professionals in your area who have completed the Solihull Approach 2 Day Foundation Training AND the 1 Day Train the Trainer training and can therefore deliver 2 Day Foundation training in your area. Trainers may undertake further training to be able to deliver other Solihull Approach trainings, such as Group Facilitator training. See

Challenge Questions

A question learners are asked when registering against your access code. Learners are presented with a 'Plan Question'. The answer they give must match the pre-loaded answers associated with the access code in order to proceed. Verifies eligibility to use the access code.

'You have to say it, say it again, say it again, and again, and again – and just about the time you are sick of saying it, your audience is hearing it for the first time.'

Collateral

Any marketing materials used to promote the course. Targeted at professionals or the public. For example banners, postcards, flyers, images, webpages.

Groups (see postcode groups)

For MUL sponsors the term 'Groups' within the reports refers to postcode groups.

Postcode groups

Postcode groups are the groups into which you organised your postcodes at set up. They are used to give reports about numbers of learners, and their responses to supplementary questions, within specific geographical areas within your area, such as wards, boroughs, IMD areas. They cannot be changed at a later date without implications for your reports. Postcodes can be added to existing groups, for example it is helpful to update the groups with 'new build' postcodes periodically.

*Registered learners (see also Actual learners)

Learners who have successfully registered using your access code. These learners have access to all courses associated with your access plan hence the number of registered learners is the same for all courses. Only when a learner has started a course do we know what their intention was when registering and can include them as an 'actual learner' for a specific course.

Sponsor account

This is the 'admin' account used to view reports. It is used to sign in to <https://inourplace.heiapply.com/admin>. Only one email address is associated with the sponsor account. The email address is used to set and reset the password for the sponsor account. The email address and the password can be shared with others in your team who need to access reports. The email address cannot be registered as both a sponsor account and a learner account at the same time, i.e. to access the courses.

Supplementary Questions

Questions learners are asked when registering against your access code. The Solihull Approach always ask the learner's gender e.g. 'How would you describe yourself? Male, Female, Non-binary'. You may ask additional questions. Aggregated responses to these questions are reported on in the reports both in > Learner Reports and in > Challenge question reports. Supplementary questions are usually optional for learners.

'You have to say it, say it again, say it again, and again, and again – and just about the time you are sick of saying it, your audience is hearing it for the first time.'