Pod Frequently Asked Questions

Q	Are BOLD and Pod the same site?
A	Pod is the new updated version of BOLD so the site and some functions may be similar.
Q	Can I access the Pod site externally?
A	Yes, the site can be accessed via the internet and the intranet. The external link is **http://barnsley.learningpool.com**
Q	How do I access the course when I have located it?
A	The course title may appear to be greyed out. Click the title to open the course details.
Q	How do I enrol on the course?
A	When you have selected the course scroll to the bottom of the screen where you will find the 'Enrol Me' button.
Q	Do I require 'Approval' to apply for a course?
A	Yes. Where there is a charge attached to a course then you must get your managers approval. This is system generated as part of the application process. Where there is no cost attached to a course then you must still ensure that you are eligible to attend prior to making your application but there is no system generated approval required as part of the application process.
Q	My manager has been allocated to me so do I need to complete the 'Choose Manger' option?
A	No, only choose your manager if you do not have one already allocated.
Q	If my manager is on leave/absent who approves my application?
A	Your manager will be allocated to you automatically but you can edit the details and select an alternative manager to approve your application after agreeing with them.
Q	Can my manager cancel the place that I have booked?

A	No, if you have made the booking then only you can make the cancellation.
Q	If my manager books me a place can they cancel the place?
A	Yes, if your manager has made the booking then they can cancel the place.
Q	Can I cancel my application/place either before or after it has been approved by my manager?
A	Yes, you can cancel the application/place regardless of your manager's approval.
Q	How do I check the status of my application or where I have 'Declared an interest' in a course?
A	Log into Pod, search for the course and the session that you have applied for or 'Declared interest in'. You will see a 'Status column' and the status of your 'Application/Declared interest'.
Q	What is the difference between 'Declaring an interest' and opting to go on the 'Waiting list'?
A	If the course has no suitable dates for you then you can 'Declare an interest'. If the course has dates that you would like to attend but the session/s are full then you can select to go on the 'Waiting list'.
Q	*Applicable to Managers only* What is the difference between a Reservation and an Allocation?
A	A Reservation is for when you have identified that one of your employees needs to attend a specific course but you have not yet decided which employee. When the employee is identified you can then exchange the Reservation to an Allocation. At this stage you also have the option of retaining the Reservation for another unidentified employee within your team.
Q	*Applicable to Learners only* What is an Alert?
A	When you log into Pod you will see an 'Alerts' block on your homepage. This will detail your activity, such as Applications, Cancellations and Declaring an interest etc
Q	*Applicable to Managers only* What is a task?
A	When you log into Pod you will see a 'Task' block on your homepage. This will indicate and detail where you need to action any Applications and employee activity.
Q	How do I log out of Pod?

A	Select the 'profile' icon at the top right hand side of the screen to open the menu. Log out is the last option.