

TRANSITIONING TO ONEADVANCED TRAINING CENTRE

Frequently Asked Questions

OneAdvanced Customer Training & Education
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What is Changing?

- Learning Zone registrations will close on 17th August 2026.
- Learning Zone will close on 28th August 2026.
- Existing users will be migrated across to the OneAdvanced Training Centre, they will receive an email notification of this.

Benefits of the OneAdvanced Training Centre

- Provides access to both GP Electronic Patient Record (Vision) and GP Document Workflow (Docman 10) learning resources through a single account.
- Includes an inbuilt Reporting function for all Reporting Managers, allowing access at any time.
- Flexibility to choose a tailored learning experience based on the user's individual persona.
- All courses will be Continuous Professional Development (CPD) accredited. Users will be able to access and download certificates at any time after completion.
- The Vision eLearning has been enhanced and refreshed to improve the learner experience.

Communications

1. Have communications already been issued directly to GP Practices?

Yes

An email has been sent to any Super Users (Practice Managers) with an active profile in the Learning Zone.

2. Are there any user guides or practice communications that we can share locally?

An email will be sent to all practices when we share the registration link. This will detail all the steps required by the practice. Once logged into the OneAdvanced Training Centre there is a short video to help with navigation.

3. Is there a planned communication schedule that we can align our messaging with?

The current plan is detailed below:

Job to do	Audience	Date	Owner
Teams message: Learning Zone discontinuation	NSS / PSDS Project team	Wed 5 Aug	PSDS
Email to Super Users in the Learning Zone	Super Users (Learning Zone)	Mon 10 Aug	OneAdvanced
Warning notice on Learning Zone homepage	Learning Zone users	Mon 10 Aug	OneAdvanced
Closure notice for Learning Zone	Learning Zone users	Fri 28 th Aug	OneAdvanced

Timescales for access to the Training Centre

1. When will GP Practices receive access to the new OneAdvanced Training Centre?

Any existing users will be transferred across after the 17th August. They will receive an email explaining how to access the OneAdvanced Training Centre and how to set up their password.

2. Will there be any period where Learning Zone is unavailable before the new OneAdvanced Training Centre is available?

No.

Please be aware that users will be migrated across from the Learning Zone to the OneAdvanced Training Centre between the 17th August and the 28th August.

Once users have been migrated, they will receive an email notification. Their Learning Zone account will then be deactivated.

3. What is the planned timeline for onboarding GP Practices?

We will communicate the planned timeline in the coming weeks.

Registration Links for the Training Centre

1. How does the registration link process work for Practices?

Each practice will receive a link which is specific to that practice, this can be used by all new users in the practice to register. **(Please do not share this link outside of your practice.)**

A step-by-step process will be included in the email you receive.

2. How does the registration process work for a Health Board?

Each Health Board will receive a link which is specific to that HB, this can be used by all new users at Health Board level to register. **(Please do not share this link outside of your Health Board level users.)**

A step by step process will be included in the email you receive.

As a Health Board you can have as many reporting managers as you require, please email [**elearning@oneadvanced.com**](mailto:elearning@oneadvanced.com) with the user's names and email addresses.

3. What happens if I work at multiple practices?

You can only register at once practice; we recommend that you choose the practice you spend the majority of your time in.

4. What happens if I manage multiple practices?

You can only register at once practice; we recommend that you choose the practice you spend the majority of your time in.

If you require reporting across multiple practices, please email [**elearning@oneadvanced.com**](mailto:elearning@oneadvanced.com) with the name of the Practices you manage.

5. As a practice manager, what should I do with the registration link when I receive it?

Share it with any new users that are not already registered in the Learning Zone.

Save the link locally so you have it to share with any future new starters. If you do lose your registration link, please email elearning@oneadvanced.com.

6. What options should users select when registering for an account in the Training Centre?

Users should enter their name and email address. They should then choose the learning persona that best applies to them for both GP Document Workflow (Docman 10) and GP Electronic Patient Record (Vision)

An Information Pack will be made available which details the modules that are included in each persona, to allow users to make the correct choice.

New Starters and Urgent Training

1. What arrangements are in place for new members of staff joining practices during the transition period?

We would recommend they wait until the OneAdvanced Training Centre link is sent to the practice. The new member of staff can then register for an account in the Training Centre.

2. How should practices manage urgent training requirements?

The new platform is already up and running and all existing users will be transferred across.

Any urgent requests during the transition period should be sent to **eLearning@oneadvanced.com** by the Practice Manager.

Learning Content

1. Will all current Vision training content be available in the new platform?

Yes, the current content will be available, however it has been refreshed and will be aligned to people's personas in the practice.

2. When will GP Document Workflow (Docman 10) learning paths become available to practices?

We will communicate the planned timeline in the coming weeks.

3. Are any existing courses being retired, replaced or substantially changed as part of the transition?

There are no changes to the content itself, but they have been packaged for specific roles / personas. The modules will also be CPD accredited and a CPD certificate can be downloaded by the learner on completion.

Existing eLearning

1. What is the final date by which learners should complete existing modules to ensure their completion records are migrated?

Users who have nearly completed all of the Vision eLearning should ensure that all modules are completed no later than 24th August. Training history can be migrated if all modules have been completed.

Users who have only completed parts of the eLearning are recommended to wait until their new account in the OneAdvanced Training Centre is available, as a partly completed Training History cannot be migrated. These new accounts will be made available on a rolling basis between Monday 24th August and Friday 28th August.

2. Should users be advised to complete any in-progress learning before Learning Zone closes?

It is recommended that learners who have not yet started their eLearning modules consider waiting until the migration is complete. Similarly, those who have started but are at 0% completion may find it beneficial to wait for the migration to finish, ensuring a seamless transition and avoiding potential duplication of effort.

3. When will learners continue to have full access to Learning Zone until?

Learners will have access to the Learning Zone until their account has been migrated over to the OneAdvanced Training Centre. Their Learning Zone account will then be deactivated, and an email sent to notify that their account has been migrated.

Migration and Reporting

1. Will historic learning records and certificates be retained and accessible within the new platform?

The Training History of completed modules will be migrated to the OneAdvanced Training Centre. However, any certificates awarded in the Learning Zone will not be available in the Training Centre.

OneAdvanced will hold a record of historic learning data from the Learning Zone.

2. Will Practice Managers receive access to reports on learner completion progress?

Yes, existing Practice Managers will be granted the necessary reporting permissions within the new OneAdvanced Training Centre when their account is migrated. This ensures they can continue to manage and monitor training activities effectively without requiring additional setup or configuration.

Any new Practice Managers should inform us of the change by emailing [**eLearning@oneadvanced.com**](mailto:eLearning@oneadvanced.com)

3. Will NHS Health Boards continue to receive training completion reports similar to those currently supplied through Learning Zone?

Reports will no longer be emailed. Reporting users can access the Reporting option in the OneAdvanced Training Centre, to monitor completion reports for the whole Health Board or for an individual practice. This is available at any time, allowing on demand reporting access.

Using the Training Centre

1. Is there any training on how to use the Training Centre?

Yes.

On the Welcome page there is a short video to watch which will show how to navigate the Training Centre and access eLearning.

2. I have logged into the Training Centre for the first time and no training is showing.

Don't worry, this is normal. When a new account is created, this starts an automated process to assign the correct learning to the account.

This process will be completed by **9:00** the following morning. You will be sent an email to let you know when your training is available.

3. Can I complete my eLearning in any order?

There is one Introduction Module that must be completed prior to you being able to access the rest of your modules. Once this short module is completed all other modules are unlocked and can be completed in any order.

4. After I have completed my eLearning can I revisit it.

Yes.

There is a button on the Training Centre homepage called View your Training History. This will allow you to access any completed modules and you will be able to freely navigate through the modules as many times as you wish.

5. I am a Practice Manager. Can I assign different learning to my users?

Amendments to learning can only be made by the OneAdvanced Training and Knowledge team. If any changes to learning are required, please contact us by emailing [**elearning@oneadvanced.com**](mailto:elearning@oneadvanced.com)

Version History

Date	Version	Changes
12/08/2026	1.0	New FAQ document
13/08/2026	1.1	FAQ's updated
14/08/2026	1.2	New FAQ's added



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