

Usability Round Two - Findings

Start Page

- The page is simple, clear, and reminds people of the familiar GOV.UK pages
- Most people seemed to understand what we meant by 'direct care', and expected others to know too
- Less clear was the 'revalidation' term
 - Some users believed this referred to all training that needs to be 'refreshed', such as annual training

Eligibility Criteria

- The eligibility criteria was mostly clear to users, although there were some questions around how much could be claimed and whether there are spending caps
- One user identified that CPD is mentioned here but not on the start page
- One user didn't immediately see the course list at the bottom, although they did eventually

Find out more about eligibility

- One user was a bit confused on this page, potentially due to confusion about exactly what the service is.
- Several users believed that this service would allow them to book training. This led to concerns that there wouldn't be enough safeguards in place to prevent fraud.
- The belief that training could be booked via this system also leads people to wonder if the training listed here has been officially approved / accredited in some way.

Manage claims

- This round of research did not focus heavily on this page
- Where users did comment on this, they were keen to see on this page how much the claim was for
- They also remarked on the *incomplete* status, and were keen to know what was required to complete each claim
- There was possible ambiguity around the term 'incomplete' - are BSA waiting for the user to complete something, or is the claim currently sitting with the BSA and awaiting further processing?

Selecting training

- Ultimately everyone was able to successfully navigate through this page, with a few minor queries
- Some users wanted to simply select the course/training without viewing the details, which they thought was an unnecessary step
- A couple of users said they would search by course name, rather than code – one user noted this was due to their dyslexia which made it more difficult to remember letters and numbers
- One user said they prefer the word 'course' to 'training'

Selecting learners

- When selecting learners, some people expected to be able to add learners to the claim without viewing details first
- Users were concerned with avoiding duplication – they felt that using name and DOB should be enough to avoid selecting the wrong person
- Users searched by name rather than learner ID
- When users mentioned using ID numbers, it was unclear whether they were aware that the system ID would differ from their staff payroll or HR numbers
- Users had questions about adding and removing learners, especially how this might be managed in a larger organisation with multiple administrators
- One user had a slight issue with the role data, as it didn't match how roles are described in their organisation

Learner profiles

- Overall, this page was well received
- One user wasn't sure what was meant by 'Add learner to claim', as they thought that the learner had already been added
- Some thought this was an unnecessary step, although a couple of users did think that seeing the list at the bottom might help larger providers avoid making duplicate claims.

Claim confirmation

- A number of users were unclear what 'supporting evidence' meant
- One person wondered if the evidence required might relate to the individual and their work status, i.e. proof of UK residence or proof of employment at the provider
- However, users did find the email was clear and easy to understand
- Someone mentioned that they'd like to see timescales, i.e. roughly how long will it take for the claim to be processed and the money reimbursed. This may be a sign that the user hadn't realised that the claim was not yet finished

Evidence

- Users experienced some confusion here about which evidence is required. Did they need to upload all 3 types, or simply provide what they had to hand?
- One person expected to be able to select multiple of these options at once, presumably understanding that multiple pieces of evidence are required
- People seemed to intuitively grasp that an invoice was required for payment, and a certificate for completion. There was a little uncertainty from one participant around what would constitute evidence of enrolment

Evidence Requirements

- Some uncertainty was felt here, which fell into a few different categories:
 - Was this the end of the claim-making process, or was there more to do?
 - What happens next?
 - Has progress been saved automatically, or is there another step the user must take to save?

Overall

- Overall, people thought this was a simple, easy-to-use service that resembled some other government systems
- People thought the service name was clear, but lengthy
- Some changes throughout would make the service more straightforward