

Common questions and queries regarding elfh content transfer to the NHS Learning Zone

1. **When will this happen?** We understand the transfer will happen during October but do not have an exact date. Therefore, we are recommending that you download all data required on or by 30th September and advise your staff to complete all modules in progress and download their certificates no later than this date. We also suggest that you ask staff not to complete any eLearning during October and instead wait until November.
2. **Can I still download my data after the transfer?** No, we understand that all historical data will be lost. Therefore, we are recommending that you download all data required on or by 30th September 2025
3. **Do I need to download my data prior to the transfer?** Yes, any data you or your staff require must be downloaded by 30th September
4. **How do I download my data in preparation for the transfer?** Your data can be downloaded from the Tableau reporting dashboard. The Tableau system will still be in place after the move, but we understand any historical data from elfh will be lost. To apply for access to Tableau please contact [NHSE TEL elfh Support](#)
5. **Is it possible to download a compliance report for my hospital? If yes, how?** Please contact [NHSE TEL elfh Support](#) for advice and guidance on using the Tableau reporting dashboard
6. **Is there a way to know who in my hospital has completed the modules in elfh?** Please contact [NHSE TEL elfh Support](#) for advice and guidance on using the Tableau reporting dashboard.
7. **We access the BTT modules using AICC via our own learning management system, will we be affected.** No, NHSE have advised that “AICC users will not be affected by the move to the NHS Learning Hub. AICC uses a different server and so these users will not see any differences.”
8. **How will elfh be notifying users?** elfh have advised that they will publish notifications on user’s elfh landing pages
9. **Will elfh be notifying hospital education coordinators?** Any organisations with content on the old site will be informed and they will publish notifications on user’s elfh landing pages
10. **Will individual/organisational training records be transferred to Learning Zone?** No, we understand that all historical data will be lost. Therefore, we are recommending that you download all data required on or by 30th September 2025

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11. **Will users have to repeat their training in Learning Zone?** No, if they have certificates of successful completion, this should be sufficient evidence.
12. **Is there an alternative platform that users can use in the interim to complete their training?** ESR, and the platforms in the other UK nations are not affected by this. The timeline for eIntegrity to transfer has not been confirmed but they will advise their users accordingly.
13. **What is the expected downtime?** This is unclear at present and therefore we suggest that staff are advised not to complete any eLearning during October and instead wait until November.
14. **Will the BTT modules look the same as elfh when the content is transferred to the Learning Zone?** Some updates and replacements may be intentionally scheduled for upload to the new platform to avoid duplication of work, but otherwise the modules will look and function the same.