

Your Guide to the Children & Families Learning Zone

Here you will be able to access a wide range of safeguarding training:

ONLINE COURSES:

Open and complete these courses on your own using a mobile device, tablet or laptop.

WORKSHOPS:

Classroom-room based courses held in a venue with other people.

VIRTUAL WORKSHOPS:

Courses delivered via a video conferencing tool such as TEAMS or ZOOM where you join a course on your mobile device, tablet or laptop and attend 'virtually' with other people.

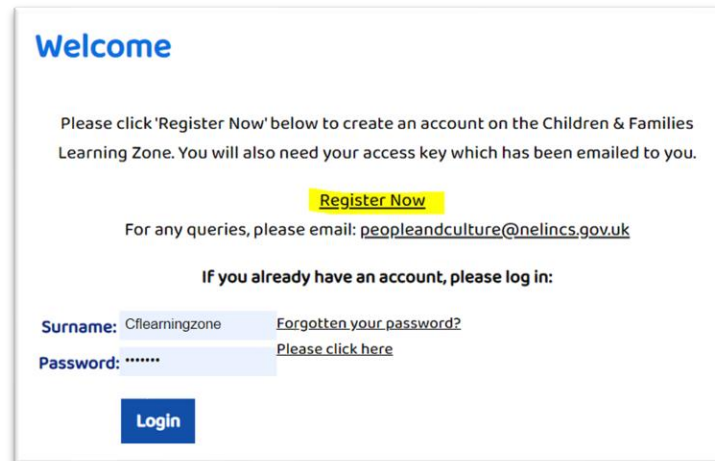


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How to register on the Children & Families Learning Zone

1. You only need to do this once.
2. Go to the [Children & Families Learning Zone](#) and click on **Register Now**.



Welcome

Please click 'Register Now' below to create an account on the Children & Families Learning Zone. You will also need your access key which has been emailed to you.

Register Now

For any queries, please email: peopleandculture@nelincs.gov.uk

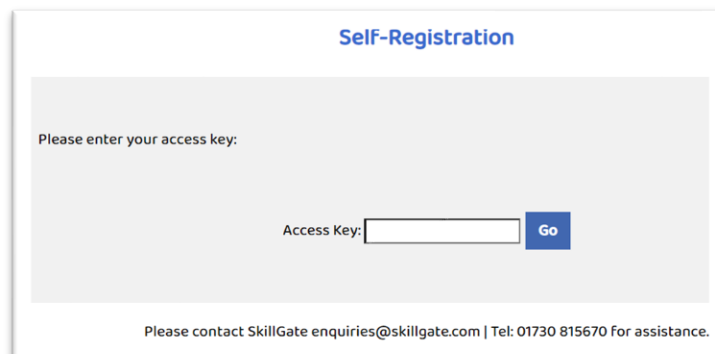
If you already have an account, please log in:

Surname: [Forgotten your password?](#)

Password: [Please click here](#)

Login

3. Enter the Access Key which is **CFLZ22** then click **Go**.



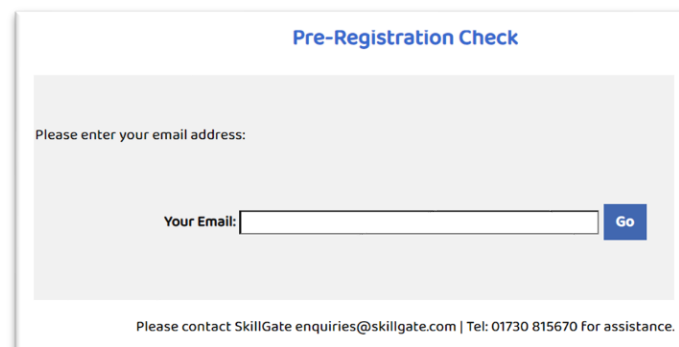
Self-Registration

Please enter your access key:

Access Key: **Go**

Please contact SkillGate enquiries@skillgate.com | Tel: 01730 815670 For assistance.

4. Enter your email address – ideally this should be your work/organisation email address – and click **Go**.



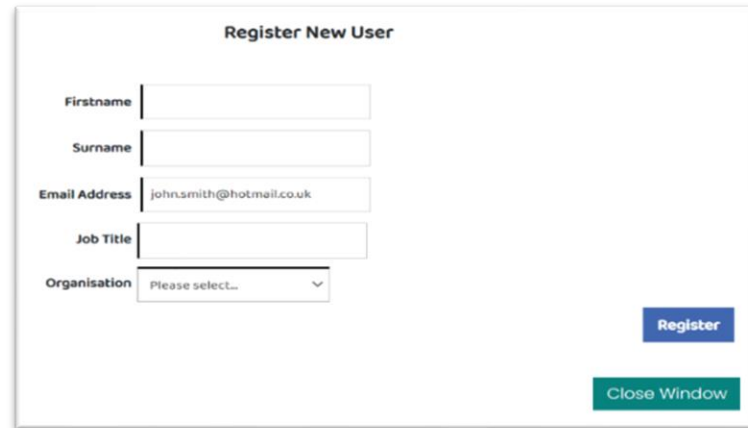
Pre-Registration Check

Please enter your email address:

Your Email: **Go**

Please contact SkillGate enquiries@skillgate.com | Tel: 01730 815670 For assistance.

5. Complete the Register New User screen then click **Register**.



Register New User

Firstname

Surname

Email Address john.smith@hotmail.co.uk

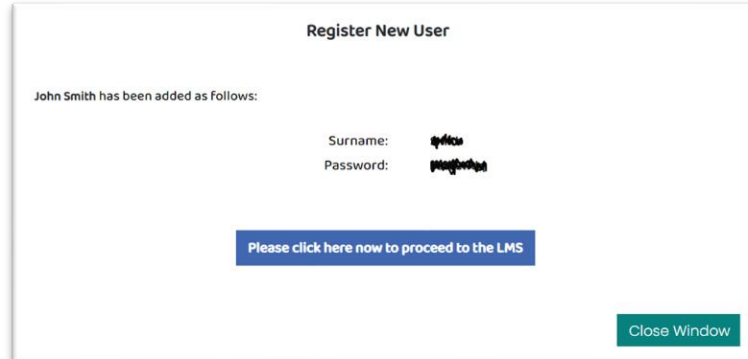
Job Title

Organisation Please select...

Register

Close Window

6. Your login details will then be displayed on the screen. Make a note of your username (surname) and password as you will need these to log in to the Learning Zone in the future. However, on this occasion, you can click on **Please click here now to proceed to the LMS** to take you to the Learning Zone.



Register New User

John Smith has been added as follows:

Surname: **jsmith**

Password: **password**

Please click here now to proceed to the LMS

Close Window

How to log in to the Children & Families Learning Zone

1. You will need to do this every time you log in.
2. Go to the [Children & Families Learning Zone](#). Enter your surname and password then click **Login**.



Surname: [Forgotten your password?](#)
Password: [Please click here](#)
Login

3. If you are unable to log in because you have forgotten your password, click on **Forgotten your password?**



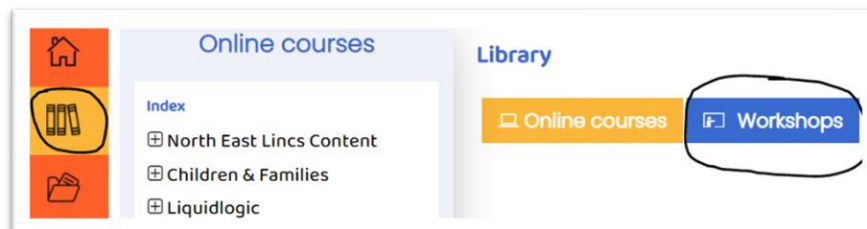
Forgotten your password?
Type your email address (e.g. yourname@yourcompany.co.uk) in the field below and if you are a registered member we will automatically email it to you.

Submit Request

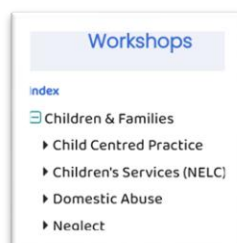
4. Enter the email address which you used to register on to the Learning Zone, then click **Submit Request**.
5. You will then see confirmation that an email will be sent to you, if the email address you entered is registered in the system.
6. The email you receive will come from skillgatetutor@skillgate.com and will state that you have requested a new password for Academy-NEL.com. Click on the long link and follow the on-screen instructions. You will see a message confirming your password has been changed and you can now return to the [Children & Families Learning Zone](#) to recommence the log in process.
7. If you do not receive this email, you should contact your site administrator via peopleandculture@nelincs.gov.uk.
8. Click on **Close Window** or close the tab by clicking on the X at the top of the screen.

How to book on a workshop in the Children & Families Learning Zone

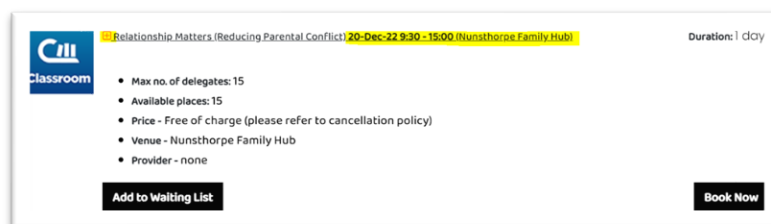
1. Click on the **Course Library icon** on the left-hand side of the screen.



2. Click on **Workshops** then click on a category of courses, eg. Domestic Abuse.



3. Courses in the category you have chosen will then be displayed in the centre section of the screen. Available dates will be displayed together with the start and end time and venue for the course. Click on the + sign next to the course title to see the full course description and other relevant information.



4. If there are still available places for this course, you will see 'Book Now' (if this is not showing, it means the course is fully booked).
5. To book on the course, click on **Book now**.

Please provide information on why you would like to attend Relationship Matters (Reducing Parental Conflict) on 20-Dec-22

Please click "Submit" now to proceed with registration:

6. Enter a brief statement on why you wish to attend this course.
7. Click on **Submit**.

Relationship Matters (Reducing Parental Conflict)


Authorisation from Admin is:
Provided
on 17-Nov-22

Thank you for your booking.

8. You will then see the Authorisation screen confirming the details of your booking.
9. You can close this screen by clicking on the red **X** in the top right-hand corner.
10. You will see that the list of classroom courses screen no longer shows the Book Now button for this course. This is because you have already booked your place.
11. You will also receive a confirmation email, if your email address is held in the Learning Zone – the email will include two attachments - a brief course outline and a calendar invitation to add to your calendar. This confirmation email will come from skillgatetutor@skillgate.com. Please keep this confirmation email handy. If you are booked to attend a Webinar, this email will contain the Teams link to join the training. An example has been provided below, for your information.

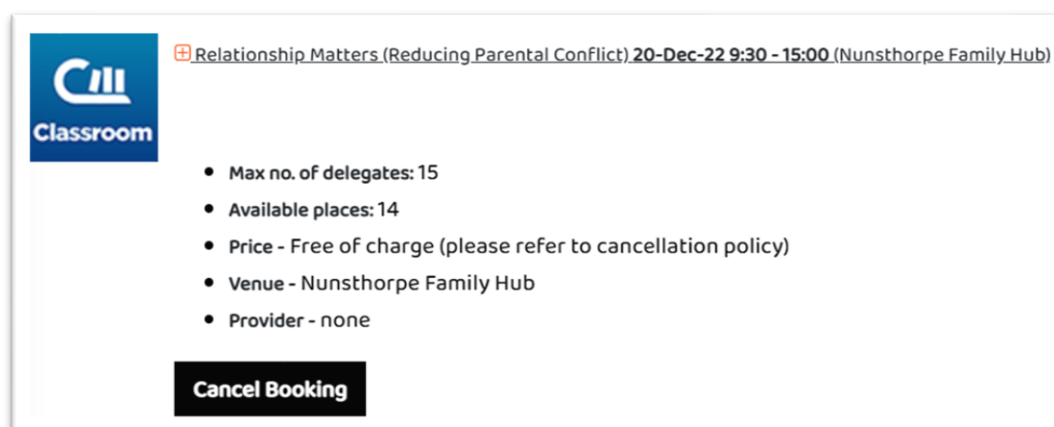
Message Body:

Your authorisation request has been 'accepted' for attending the Early Help Assessments (Virtual) course on 09-May-24 at 13:30. If you are using Microsoft Outlook, Google Mail or GroupWise you can add the course date/time into your calendar by opening the attachment.

Course Title:	Early Help Assessments (Virtual)
Link:	Join Webinar
Date and Time:	09-May-24 at 01:30 PM
Trainer/Point of Contact:	
Instructions:	Please click on the link when you are ready to join the webinar.

How to cancel a workshop booking in the Children & Families Learning Zone

1. Click on the **Course Library** icon on the left-hand side of the screen.
2. Click on **Workshops**.
3. Find the course you wish to cancel in the list on the left-hand side of the screen – click on the course title.



CIL Classroom

Relationship Matters (Reducing Parental Conflict) 20-Dec-22 9:30 - 15:00 (Nunsthorpe Family Hub)

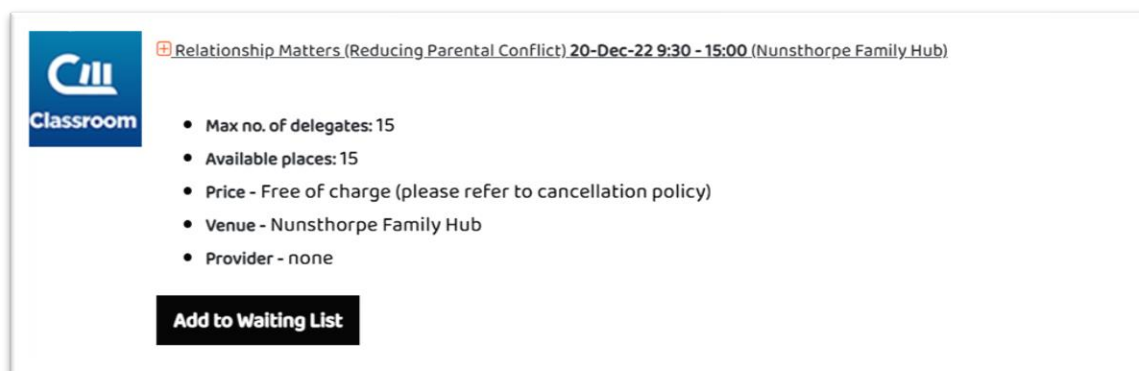
- Max no. of delegates: 15
- Available places: 14
- Price - Free of charge (please refer to cancellation policy)
- Venue - Nunsthorpe Family Hub
- Provider - none

Cancel Booking

4. Dates will then be displayed - click on **Cancel Booking** for the relevant course.
5. You will be asked if you are sure you want to cancel – click **OK** and the cancellation will be processed.
6. You will also receive an email confirming your cancellation – the email will include an attachment designed to allow you to remove the course booking from your calendar.
7. Please note that cancellations can be made this way up to 7 days before the date of the course; after this period, please contact People and Culture on peopleandculture@nelincs.gov.uk or 01472 325973 to cancel your booking.

How to add your name to the waiting list of a workshop in the Children & Families Learning Zone

1. Click on the **Course Library** icon on the left-hand side of the screen.
2. Click on **Workshops**.
3. Find the course you want to join the waiting list for in the category list on the left-hand side of the screen – click on the course title.



The screenshot shows a course card with the following details:

- Course Title: Relationship Matters (Reducing Parental Conflict) 20-Dec-22 9:30 - 15:00 (Nunsthorpe Family Hub)
- Max no. of delegates: 15
- Available places: 15
- Price - Free of charge (please refer to cancellation policy)
- Venue - Nunsthorpe Family Hub
- Provider - none

At the bottom of the card is a black button with white text that says "Add to Waiting List".

4. Dates will then be displayed - click on **Add to Waiting List** for the relevant course.



The screenshot shows a confirmation dialog box with the following text:

Relationship Matters (Reducing Parental Conflict)

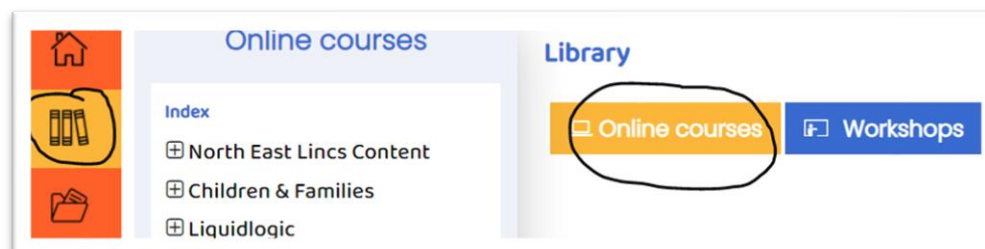
Would you like to join the waiting list AND receive information about future dates as they become available?

At the bottom right of the dialog is a blue button with white text that says "Yes Please".

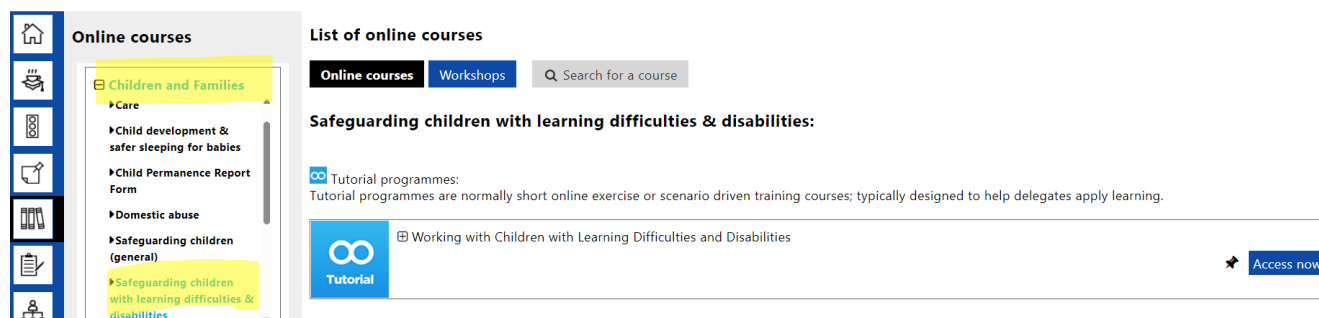
5. You will then be asked if you would like to join the waiting list and receive information about future dates as they become available – click on **Yes Please**.
6. You will then see a confirmation message that you are now on the waiting list for this course and will be advised of all future dates as they become available.
7. Click on Close Window.
8. You will see that the list of classroom courses screen no longer shows the Add to Waiting List button for this course. This is because you are already on the waiting list – you will see this confirmed beneath the Book Now button.

How to access an online course in the Children & Families Learning Zone

1. Click on the **Course Library icon** on the left-hand side of the screen.



2. Click on **Online courses**.
3. Click on a category in the list on the left-hand side of the screen, eg. Children & Families, then on a sub-category, eg. Safeguarding Children with Learning Difficulties and Disabilities.



4. A list of online courses in this category will then be displayed. Click on the + sign next to the course title to see the full course description.
5. To access a course, click on the relevant **Access now** button.
6. The course will then open at the introductory page. This repeats the course description and displays instructions for accessing the course.
7. Start by clicking on the **here** link on the screen to go to the Safer-NEL web page. The following instructions below relate to this web page, not to the Children & Families Learning Zone (please see example below).

Working with Children with Learning Difficulties and Disabilities

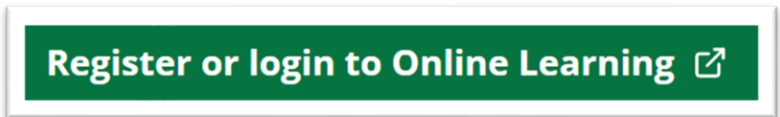


For those working with children with learning difficulties or disabilities there are many considerations that need to take place in regards to their safeguarding and care. This course gives an overview of information and guidance needed for those who work or care for children and young people in this situation.

Click [here](#) to open the 'Safer North East Lincolnshire' web page – this will open in a new window - then follow the instructions below

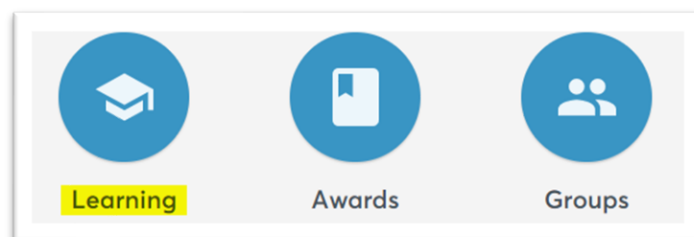
- Scroll down then click on 'Register or Login to e-Learning' - this will open the 'Enable' web page
- If you have already registered on Enable, enter your email address and password, then click Log In
- If you haven't already registered on Enable, click on 'Create an Account' - answer the questions then click Register
- Once logged in, go to Learning, then to Available Learning, and use the search bar to search for the course title (Working with Children with Learning Difficulties and Disabilities)
- When you have found the course, click on Start to begin
- When you have completed the course, return to the Children & Families Learning Zone/Learn-NEL window and click on Proceed
- This will take you to the Conclusion screen – click on Close Window or the red X in the top right-hand corner to close the course window.

8. On the Safer-NEL web page, scroll down to the 'Safeguarding Online Learning' section, then click on **Register or Login to Online Learning** - this will open the 'Enable' web page.

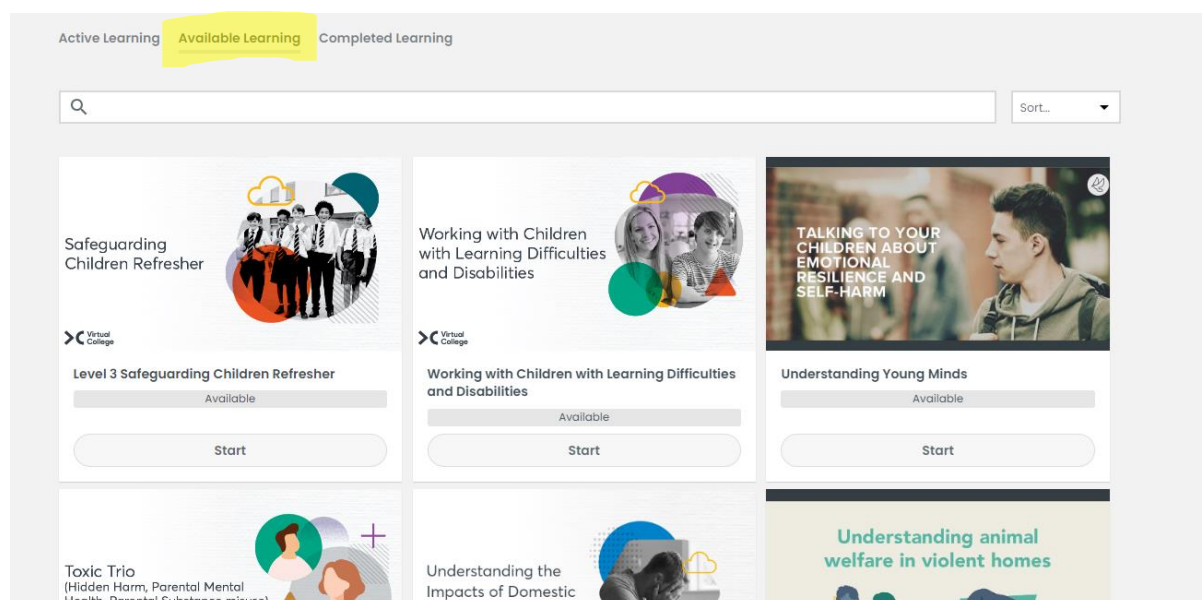


9. If you have already registered on Enable, enter your email address and password, then click **Log In**.

10. If you have not already registered on Enable, click on **Create an Account** - answer the questions then click **Register**.

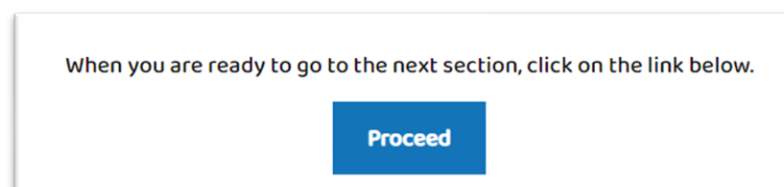


11. Once logged in, go to **Learning**, then to **Available Learning**, and either use the search bar to search for the course title or scroll down through the courses (as below)

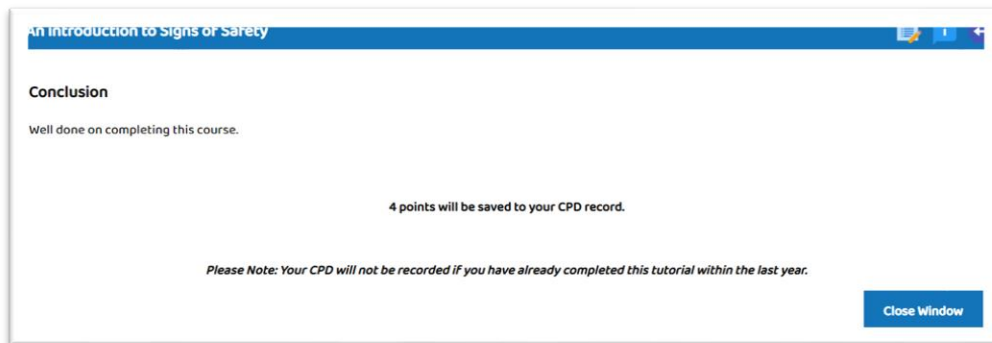


12. When you have found the course, click on **Start** to begin.

13. When you have completed the course, return to the Children & Families Learning Zone window and click on **Proceed**.



14. This will take you to the Conclusion screen. You will see information on how many CPD (continuous professional development) points will be added to your record.



15. Click on close window or the red x at the top to close the course window.

How to access your record of training on the Children & Families Learning Zone

1. Click on the My Record icon on the left-hand side of the screen.
2. This is where you will find evidence of course completions if you need to demonstrate this to your employer.
3. You will see a series of blue buttons underneath your name. These are:
 - a. Records – this allows you to display a record of your training within a specified date period. When displayed, you can download this as a PDF document.
 - b. Current – this displays your current course registrations.
 - c. CPD/Badges – these display how many CPD (continuous professional development) points you have earned by completing courses and your achievement of bronze, silver and gold badges.
 - d. Profile – this shows the personal information the system holds about you. Here you can add information on any accessibility or dietary preferences you may have.
 - e. SkillCard – click on the red SkillCard icon to see a full record of your personal achievements on the Learning Zone.
 - f. Qualifications – this shows details of courses you have successfully completed. From here, you will be able to access certificates of completion for any courses you have completed via the Learning Zone (see next section).

- g. Messages – this displays information on any system messages that have been sent to you.

How to access, share and print a certificate of completion on the Children & Families Learning Zone

16. Click on the My Record icon on the left-hand side of the screen.
17. Click on qualifications.
18. For those courses where a certificate is available, click on the word Certificate at the end of the appropriate course title.
19. The certificate will be displayed.
20. To save a copy of the certificate on your computer, select Microsoft Print to PDF under the Printer field on the left-hand side of the screen, then click Print. The File Explorer window will appear for you to select where you wish to file the certificate. Select the appropriate location and click Save.
21. To print a copy, if you have a printer connected to your device, select the appropriate printer under the Printer field on the left-hand side of the screen, then click Print.
22. To share a copy of your certificate with a person of your choice, click on the SkillCard button.
23. Scroll down slightly until you see the below and click on the Share button:



SkillCard offers a permanent record of your personal achievements.

Where possible, SkillGate will auto-populate these records as you complete activity on the SkillGate learning system.

24. Scroll down until you see the 'Share Your SkillCard' section and enter the email address of the person who you would like to see your current record and certificates. You can remove their access at any time.

'Share' Your SkillCard

Type the email address of anybody you would like to have access to your training SkillCard.

They will be sent an email with a link to your current record. You may remove their access at any time.

Enter email address:

Submit