

## 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*

Welcome to  
 North East  
 Lincolnshire  
 Council's  
 Children and  
 Families  
 Learning Zone



Page 1	Contents
Page 2	How to register
Page 5	How to log in
Page 6	How to book on a workshop
Page 8	How to cancel a workshop booking
Page 9	How to add your name to the waiting list of a workshop
Page 10	How to access an online course
Page 13	How to access your record of training
Page 14	How to access and print a certificate of completion

### 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](#).

## 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](mailto:peopleandculture@nelincs.gov.uk)

**If you already have an account, please log in:**

**Surname:**  [Forgotten your password?](#)

**Password:**  [Please click here](#)

**Login**

3. Click on **Register Now**.

## Self-Registration

Please enter your access key:

Access Key:  **Go**

Please contact SkillGate [enquiries@skillgate.com](mailto:enquiries@skillgate.com) | Tel: 01730 815670 for assistance.

4. Enter your Access Key which is CFLZ22 then click **Go**.

**Pre-Registration Check**

Please enter your email address:

Your Email:

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

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

**Register New User**

Firstname

Surname

Email Address

Job Title

Organisation

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

### Register New User

John Smith has been added as follows:

Surname: **smith**

Password: **123456789**

[Please click here now to proceed to the LMS](#)

[Close Window](#)

7. 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.

### 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](#).

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

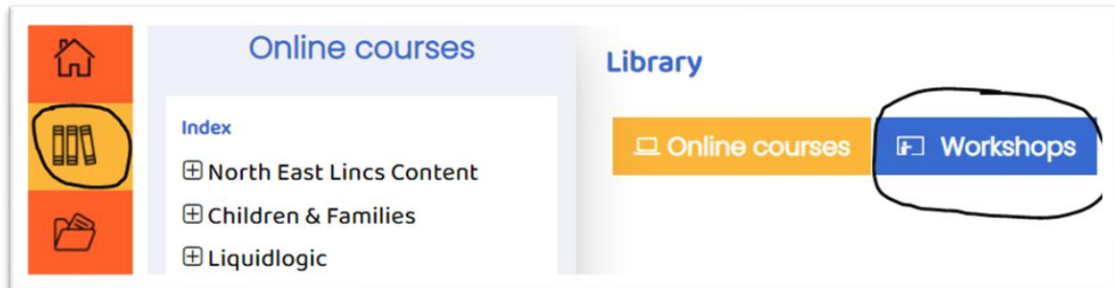
3. Enter your surname and password then click **Login**.
4. If you are unable to log in because you have forgotten your password, click on **Forgotten your password?**

**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.

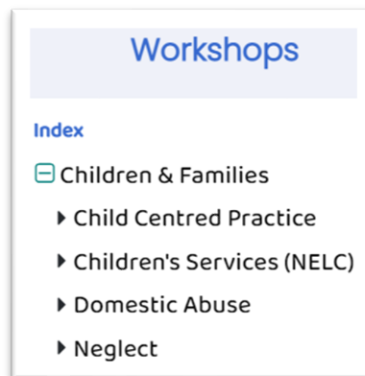
5. Enter the email address which you used to register on to the Learning Zone then click **Submit Request**.
6. You will then see confirmation that an email will be sent to you, if the email address you entered is registered in the system. If you do not receive this email you should contact your site administrator on [peopleandculture@nelincs.gov.uk](mailto:peopleandculture@nelincs.gov.uk) or SkillGate Customer Services on 01730 815670.
7. Click on **Close Window** or close the tab by clicking on the X at the top of the screen.
8. The email you receive will come from skillgatetutor@skillgate.com and will state that you have requested a new password for learn-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.

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

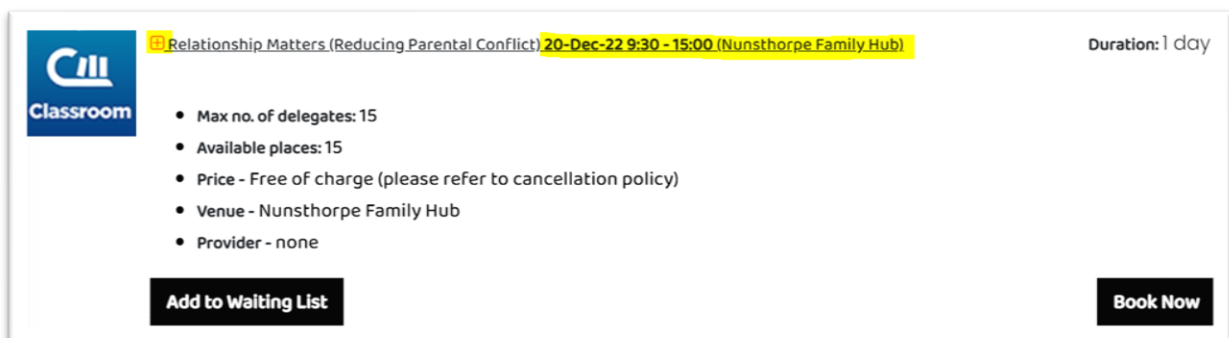
1. Click on the **Course Library icon** on the left-hand side of the screen.



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:

**Submit**

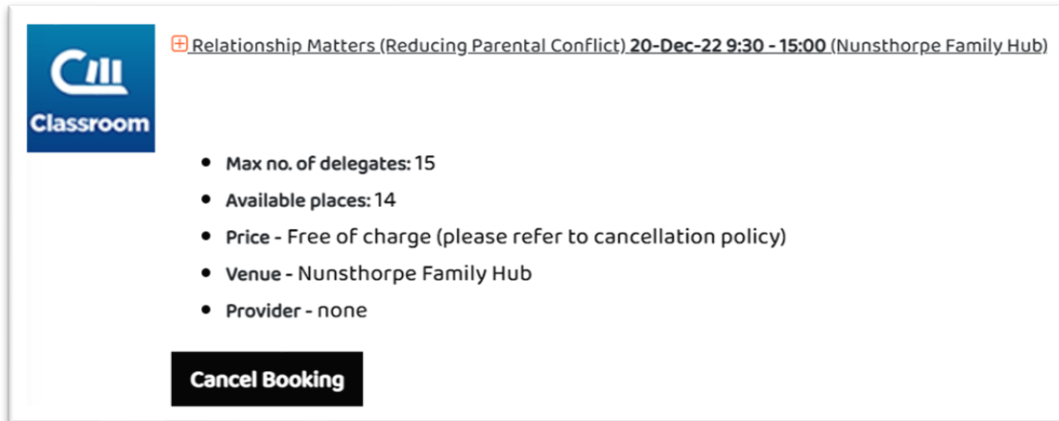
6. Enter a brief statement on why you wish to attend this course.
7. Click on **Submit**.



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.

### 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.

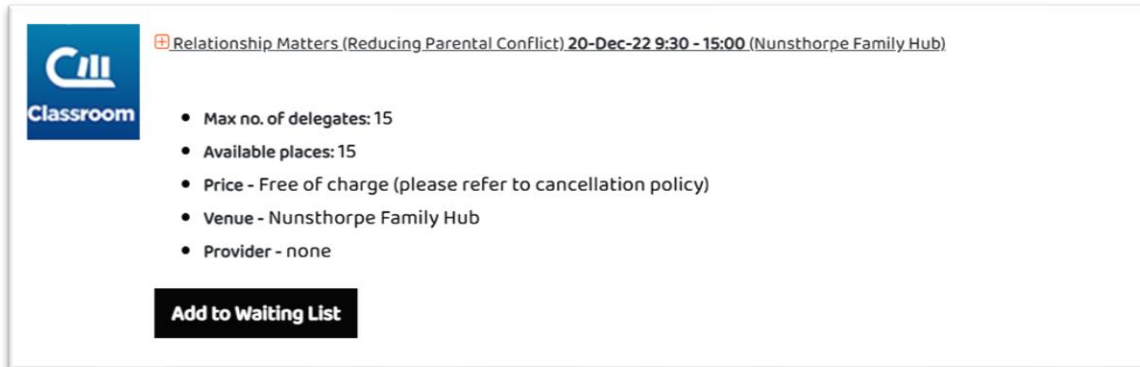


4. Dates will then be displayed - click on **Cancel Booking** for the relevant course.
5. You will be asked if you are sure you want to cancel – click **OK** and the cancellation will be processed.
6. You will also receive an email confirming your cancellation – the email will include an attachment designed 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](mailto: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)

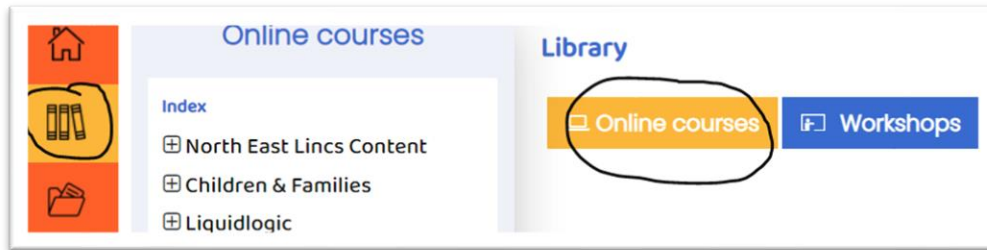
Would you like to join the waiting list AND receive information about future dates as they become available?

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

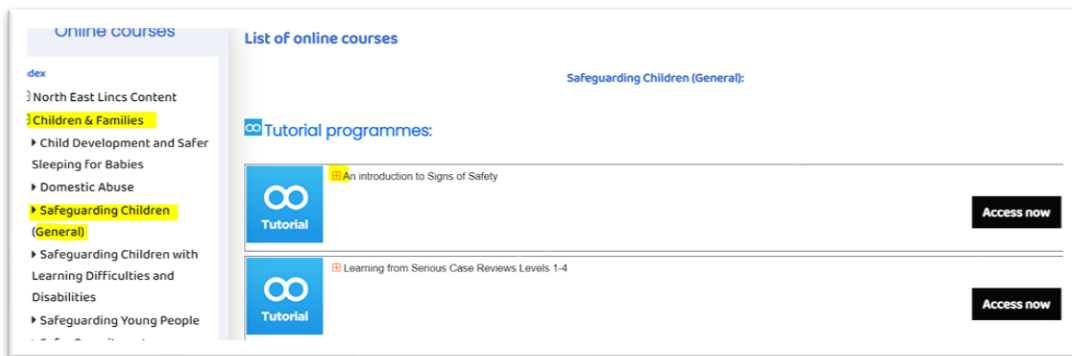
5. You will then be asked if you would like to join the waiting list and receive information about future dates as they become available – click on **Yes Please**.
6. You will then see a confirmation message that you are now on the waiting list for this course and will be advised of all future dates 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 (General).



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.

**An introduction to Signs of Safety**

Signs of Safety is an integrated framework for working with children and families, to identify strengths and areas of concern. This introductory video-based training will provide all organisations with a basic awareness of the Signs of Safety framework and is a stand-alone course, as well as a pre-requisite to booking onto the Signs of Safety 2-day multi-agency Face-to-Face training.

**INSTRUCTIONS**

- Click [here](#) to open the 'Safer North East Lincolnshire' web page – this will open in a new window
- 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 (An introduction to signs of safety)
- 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.

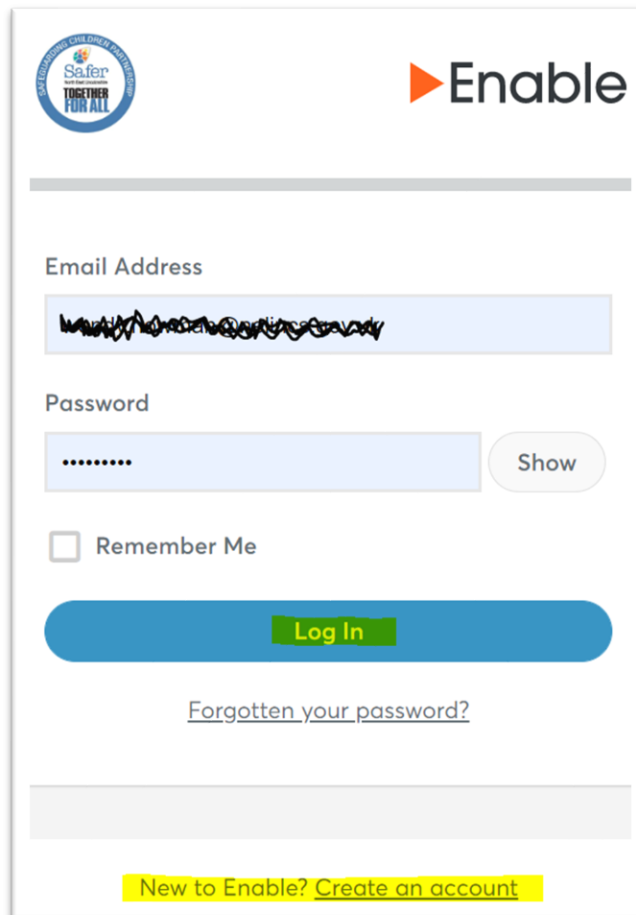
When you are ready to go to the next section, click on the link below.

**Proceed**

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 North East Lincolnshire web page. The following instructions below relate to this web page, not to the Children & Families Learning Zone.

**Register or login to Online Learning** 

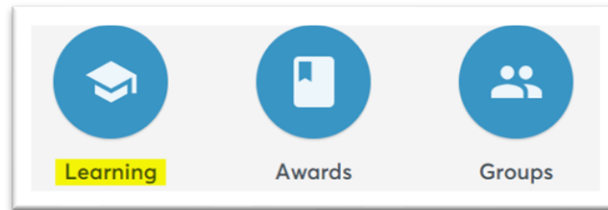
8. On the Safer North East Lincolnshire web page, scroll down then click on **Register or Login to Online Learning** - this will open the 'Enable' web page.



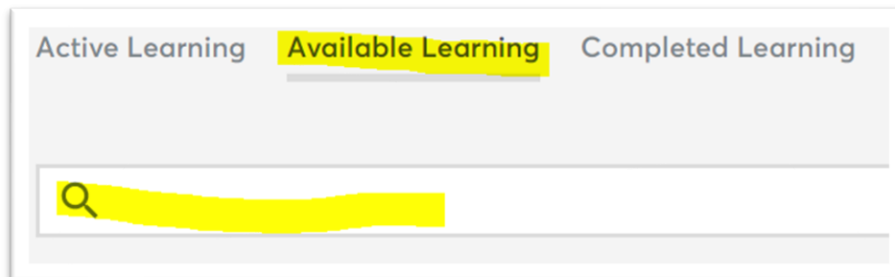
The screenshot shows the 'Enable' login page. At the top left is the Safer North East Lincolnshire Council logo with the text 'Safer Together For All'. At the top right is the 'Enable' logo. Below the logos is a horizontal line. The main form area contains the following elements:

- 'Email Address' label above a text input field containing a redacted email address.
- 'Password' label above a password input field with a 'Show' button to its right.
- 'Remember Me' checkbox.
- A large blue 'Log In' button.
- A link for 'Forgotten your password?'.
- A link at the bottom: 'New to Enable? Create an account'.

9. If you have already registered on Enable, enter your email address and password, then click **Log In**.
10. If you haven't already registered on Enable, click on **Create an Account** - answer the questions then click **Register**.

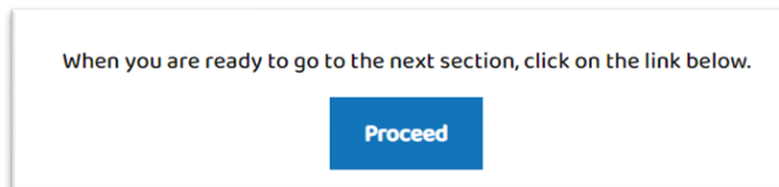


11. Once logged in, go to **Learning**, then to **Available Learning**, and use the search bar to search for the course title.

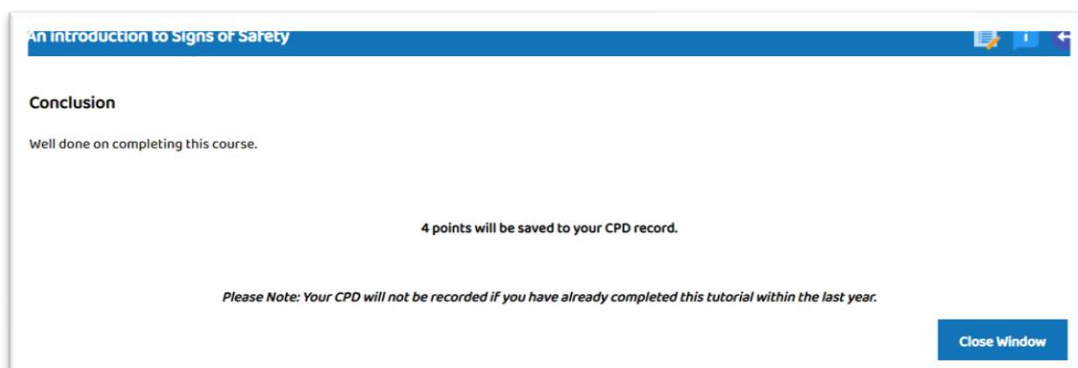


12. When you have found the course, click on **Start** to begin.

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.



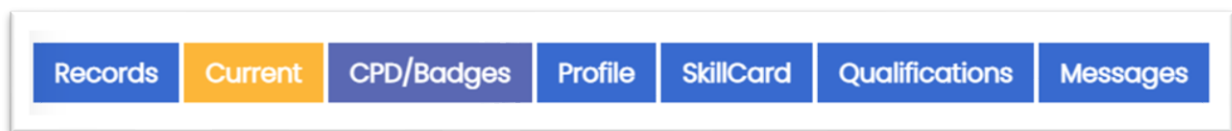
15. Click on **Close Window** or the red X in the top right-hand corner to close the course window.

### 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** – this displays 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 and print a certificate of completion on the Children & Families Learning Zone**

1. Click on the My Record icon on the left-hand side of the screen.
2. Click on Qualifications.
3. For those courses where a certificate is available, click on the word Certificate at the end of the appropriate course title.
4. The certificate will be displayed.
5. To save a copy of the certificate on your computer, select Save as PDF under the Printer field on the left-hand side of the screen, then click Save. The File Explorer window will appear for you to select where you wish to file the certificate. Select the appropriate location and click Save.
6. 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.