

# Frequently Asked Questions

## **Registering for an account / logging in**

### **I have signed up but have not received a verification email**

Sometimes our emails are seen as “spam” or junk email. Check your junk mail inbox to see if the email is in there. If it is then contact your IT department / system administrator to ensure that emails from [KSCB.admin@kirklees.gov.uk](mailto:KSCB.admin@kirklees.gov.uk) are designated as “safe”.

KSCB can activate your account manually if you send an email to [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk) to request this.

### **I have forgotten my password**

Click on the forgotten password link below the login box. You should receive an email reminder. If you do not receive an email then you need to make sure that our emails are not being sent to your junk mail folder. If your email address has changed email us at [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk) and we can update your account for you and then provide login details

### **How do I change my password / username / contact details etc**

Once you have logged into the course management system click on the “My Account” button, then click on Edit Account on the left of the screen.

### **I have tried to register for an account but am told that an account already exists**

The training course management system prevents people from registering more than one account with us in order that you can have one complete training history on one account. If you do not recall making an account, or have forgotten your details you can try to use the forgotten password link or you can email [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk)

### **Can I make accounts for all my staff?**

You can make accounts for a number of people but they must all have distinct email addresses, usernames and passwords. It is helpful to give staff members their login details in case they want to check their training history for themselves.

You cannot make one account for your organisation for all your staff to use as this will then show all training completed under one login. This gives an individual a false training history.

### **I am trying to login but the computer keeps bringing up the login details of my colleague**

If you are using a public access computer or a machine that is used by a number of different staff members we advise not to check the “Remember me next time” box. Uncheck the box, delete the login details of your colleague and then enter your own login details, do not check the “Remember me” box and this should resolve the problem.

## E-Learning

### **I have completed the E-learning but can't see this in my training history and therefore cannot print my certificate**

Unfortunately there are some occasions when the E-learning programme does not register a completion with the course management system. This is rare, but does happen. In order to resolve this please re-do the knowledge check of the E-learning course. You do not need to re-do the whole E-learning course. This should now register your course completion and you will be able to access your certificate through "My Training History". You must get 100% on the knowledge check in order to get a certificate.

### **I have clicked to access the E-learning but nothing is happening**

We recommend that you use the Internet Explorer browser. People have encountered problems using Mozilla, Firefox or Safari. Your Internet Explorer version needs to be 8 or above in order to work. You can check what version of Internet Explorer you are using by clicking "Help" on your toolbar and then "About Internet Explorer". Microsoft no longer endorses versions below Internet Explorer 8 for security reasons and earlier versions do not support our E-learning programme.

**We also advise that you turn off your pop up blocker.** This can be done by clicking "Tools" on your toolbar and then "Pop-up blocker" and then clicking to toggle the blocker off.

If you launch the e-learning course and are having problems, please see below for some troubleshooting tips before calling the KSCB office:

If your screen flashes, the problem is with your computer browser Flash Player:

- Turn off your pop-up blocker (as always as this solves 99.9999% of any problem to do with our e-learning)
- Ensure you have downloaded an up-to-date Flash Player, the latest version is which can be downloaded safely and for free here <http://get.adobe.com/flashplayer/>
- Or at [filehippo.com](http://filehippo.com)
- If the internet browser Google chrome does not work – it sometimes struggles with Flash Player so please try using another **browser such as Internet explorer or Firefox**
- Use a laptop or computer (**but not Apple Mac as Safari browser is not compatible**) instead of ipod, ipad, tablet, mobile phone, etc
- If it still does not resolve the issue then try the following, for single computers, setting change per computer: **Tools-> compatibility view settings, Add [kirkleessafeguardingchildren.co.uk](http://kirkleessafeguardingchildren.co.uk) to the list**

If there are large number of computers that need this setting updating, ie schools and other large organisations, then please forward the following instructions to the IT team to update the server:

Server instructions:

- Create / append the following policy setting in AD ensuring it applies to the appropriate objects.
- User Configuration-> Policies-> Administrative Templates-> Windows Components ->Internet Explorer -> Compatibility View
- Use Policy List of Internet Explorer 7 sites = Enabled (Add [kirkleessafeguardingchildren.co.uk](http://kirkleessafeguardingchildren.co.uk) to the list)
- This could be done per computer by starting in **computer config**, rather than user config.
- If you are still having problems please can you forward to us a screen shot and we will try to resolve the issues.

### **Child Sexual Exploitation E-Learning Help**

If you are completing the CSE training – please make sure you keep clicking through the screens until you can go no further and then close the browser to register your certificate on the KSCB account.

If you generate a certificate in the middle of the course, it will state that you have got a scoring eg 10 out of 20 questions correct – please but don't worry about printing this certificate as we are not able to correct the "20" scoring with the website company - this is due to how it was set up originally and more funding is required to make the changes. So, please ignore this certificate and scoring and continue to click through the rest of the pages which has useful information for you until you are told to close your browser.

If you have completed the test already – then log back in and apply again for the CSE training and keep clicking through all the screens of the training (without reading and re-doing the test) and close browser when told to do so and it will then register on your account.

When you have completed to the end of the course to obtain your certificate - log back into your KSCB account and under the tab "my training history" you can print the CSE certificate with a full pass mark.

### **Applying for the online training**

If you apply for the online training courses and it takes you back to the welcome page and is a continuous loop – you will need to clear the computers temporary browsing files as the memory capacity is full.

Please google "how to clear browser history and cache" help and follow the instructions to delete your temporary files in your browsing history. Once you have actioned this then it will allow you access to complete your course.

## **Classroom course applications**

### **I have applied for a place but have not received confirmation**

We will generally communicate with you by email. Sometimes our emails are seen as “spam” or junk email. Check your junk mail inbox to see if the email is in there. If it is then contact your IT department / system administrator to ensure that emails from [KSCB.admin@kirklees.gov.uk](mailto:KSCB.admin@kirklees.gov.uk) are designated as “safe”.

When you submit an application make a note of the date and time of the course in your diary. Applications are reviewed regularly and places are confirmed by email. We generally work 3 months in advance so if you have applied for a course that is further in the future please wait until closer to the time. If you have not received an email and you want to check your application please log in to the course management system and click “My Applications” if the course does not appear in this list then it may have been confirmed please check “My Confirmed Courses” for a list of courses you have a confirmed place on.

### **I have tried to book on a course but have been advised to book on another first**

Some of our courses assume prior knowledge and do not repeat information given in foundation level courses. We advise that certain courses are done in a specific order to maximise learning. If you feel that you have sufficient prior knowledge and experience that you do not need to attend the course advised then please email [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk) with a contact telephone number and a learning and development officer will call you to discuss. We do ask that everyone completes “Working Together to Safeguard Children” before undertaking any other classroom based courses.

### **I have been told there are course documents to download but I cannot access them**

All documents required to complete the course will be provided on the day. Documents uploaded to the system are additional reading and support which you may find useful. If you would like a copy of these and are struggling to access these please mention this to the tutor on the day who will arrange for a copy to be sent to you.

Some courses do not having any additional documents to download.

### **Why are courses that are fully booked still on the system?**

We will leave courses that are fully booked on the system in case any places become available and also so that you can apply for a course and be put on the waiting list.

### **What is the waiting list and how does it work?**

If you book onto a course that is full and has no further available dates you will be added to a waiting list and informed of this. Learning and Development Officers monitor this closely and when sufficient numbers are on a waiting list for a particular course we will endeavour to put on an additional date. You will be notified of this to see if the date is suitable and you wish to attend.

### **I am on a waiting list, will another course be scheduled?**

Wherever possible we will endeavour to meet the need highlighted by waiting lists. This will depend on whether there are sufficient funds available to put on an additional date, sufficient numbers on the waiting list and availability of the trainer.

### **I can't attend a course, can a colleague come instead?**

To cancel your place log onto the course management system, go to "My Applications" or "My Confirmed Courses", and click on the icon next to the course to cancel your place. Advise your colleague to apply for a place themselves through their own learning account. Please do not send a colleague on the day of the course, they may not have completed any pre-requisite training or may not have a training account with us through which we can contact them.

### **What KSCB multi-agency training do I have to complete?**

A target audience's guide is available on our website <http://www.kirkleessafeguardingchildren.com/managed/File/Training/Target%20Audiences.pdf> this should give you a good idea of what training is recommended by KSCB. You will also need to discuss with your manager what training they think is most relevant for you. We do ask that everyone completes "Working Together to Safeguard Children" before undertaking any other classroom based courses.

### **I am a Designated Senior Person at a school, what KSCB multi-agency training do I have to complete?**

It is advised that DSP's attend "Working Together to Safeguard Children" and "Making Positive Contributions to Child Protection Conferences and Core Groups". Any additional training is at the discretion of the DSP.

### **I would like training on a specific aspect of safeguarding children but I can't see a relevant course, what do I do?**

Please contact a KSCB Learning and Development Officer by email on [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk) It may be that an existing course covers the aspect you wish to be trained in but this is not clear from the course description, we may be developing a new course on the topic, we may be able to direct you to another provider, or we may be able to design and provide some bespoke training for you.

### **I can't find a course I want to book on**

Above the list of available courses you will see a line of blank boxes with a "spyglass" icon. You can click into the blank boxes to search for a course. You can search by course name, course date and level. If you still can't find the course you are looking for it may be that the title of the course has changed or that we are no longer running the course. Contact us by email at [KSCB.Admin@kirklees.gov.uk](mailto:KSCB.Admin@kirklees.gov.uk) if you require more help. Details of all our courses are also on the KSCB website at: <http://www.kirkleessafeguardingchildren.co.uk/course-brochure.html>

Please note that the KSCB do not provide training on CAF (Common Assessment Framework) and this can be accessed by emailing [CAFHelpdesk@kirklees.gov.uk](mailto:CAFHelpdesk@kirklees.gov.uk)

## General

### **How secure are my details?**

Our course management system is a secure system. The KSCB team have administrative access to your records in order to maintain the system. We do not share your details with anyone else. If you tick to be put on our mailing list then you will receive updates from us only. You may opt out of this at any time.

### **How do I opt out of the KSCB mailing list?**

Log into the course management system and click the "My Account" icon, then click on the Edit Account link on the left hand side of the page. Scroll down through your contact details and at the bottom of the page uncheck the box if you no longer wish to be on our mailing list.

### **Why do you need my manager's contact details?**

You need your manager's permission to attend all KSCB courses. We do not contact them to check permission has been given but if you fail to attend a course without notifying us in advance then your employer will be charged. Our invoice is sent to your manager for payment to be authorised.

Also if your conduct on a course is unacceptable (for example discriminatory behaviour), or there are aspects of your practice that trainers find concerning, your manager may be contacted to discuss such issues. Please note that if this is the case you will be told by the trainer at the time.

### **Is there a cost to KSCB courses?**

Generally KSCB courses are free to learners. The KSCB is funded from a number of partner agencies and a portion of this money is used to schedule our courses. We do charge private companies for accessing our courses details of which can be found here <http://www.kirkleessafeguardingchildren.com/managed/File/Training/Charging%20Policy%20for%20KSCB%20Training%20-%20from%201%20March%202011.pdf>

### **Why have I been charged for not attending a course?**

KSCB training is very popular. We try to ensure that our waiting lists are low and one way that we do this is to ensure that our courses are fully attended. If you book a place but do not attend this takes a place from another learner. We charge a penalty for non-attendance to discourage this and use any money re-couped to put on additional courses.