

How To Use Your Online Account: Learner

In this guide, we will look at how to make use of the features in your online learner account, including:

- How to login including how to change your password/username
- Where to find allocated courses
- How to complete a course
- How to request a course
- How to buy additional online credits
- Where to find your free online training resources



How To Log In

To login to your account, go to our website using the link in your sign up email, select your sector, and locate the "log in" button in the top right hand corner.

When you click this, you will be asked to enter your username and password that you would have received by email.

Can I Reset My Password?

To reset your password go to the log in page located in the top right corner of our site, www.thetraininghub.com.

Once here you will be able to reset your password using your phone number or email when you click the "forgot password" option.

If you do not know any of these details please contact the administrator who set your account up and they will be able to provide you with your account details.

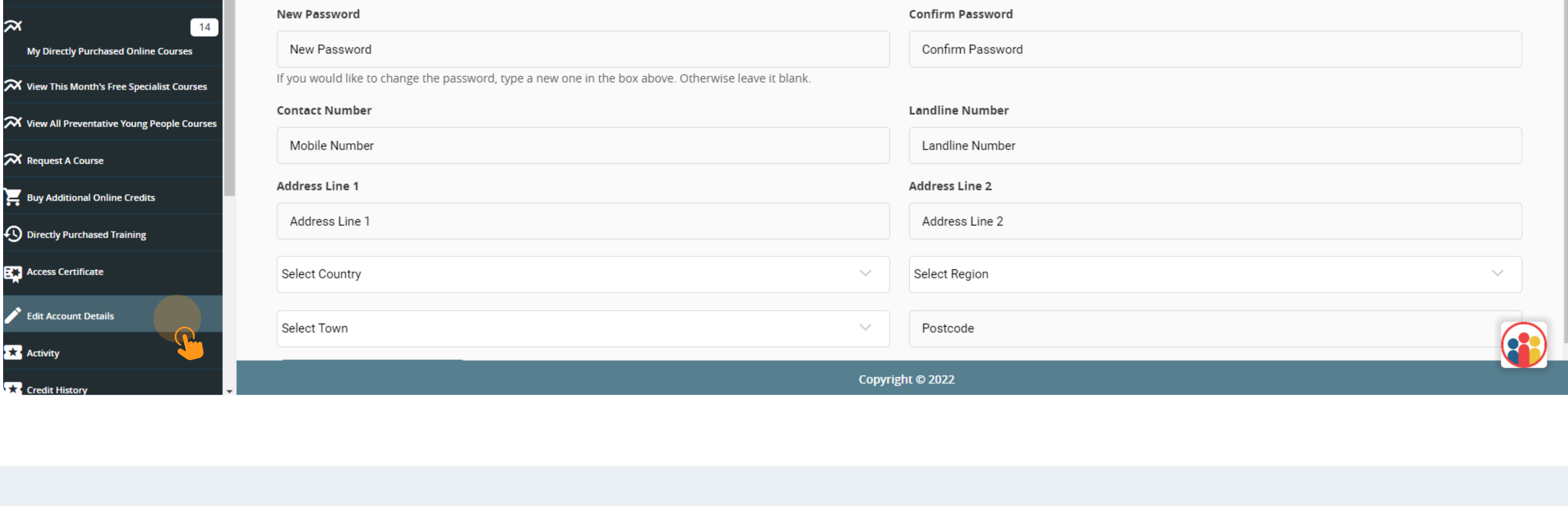
Can I Change My Username?

The username you set up with cannot be changed. If you wish to have a different username a brand new account will need to be created, this will be done by your account administrator.

How To Update Your Account Details

When logged into your account you can update your password, mobile number, location, and secondary email. All other details must be updated by your administrator from their account.

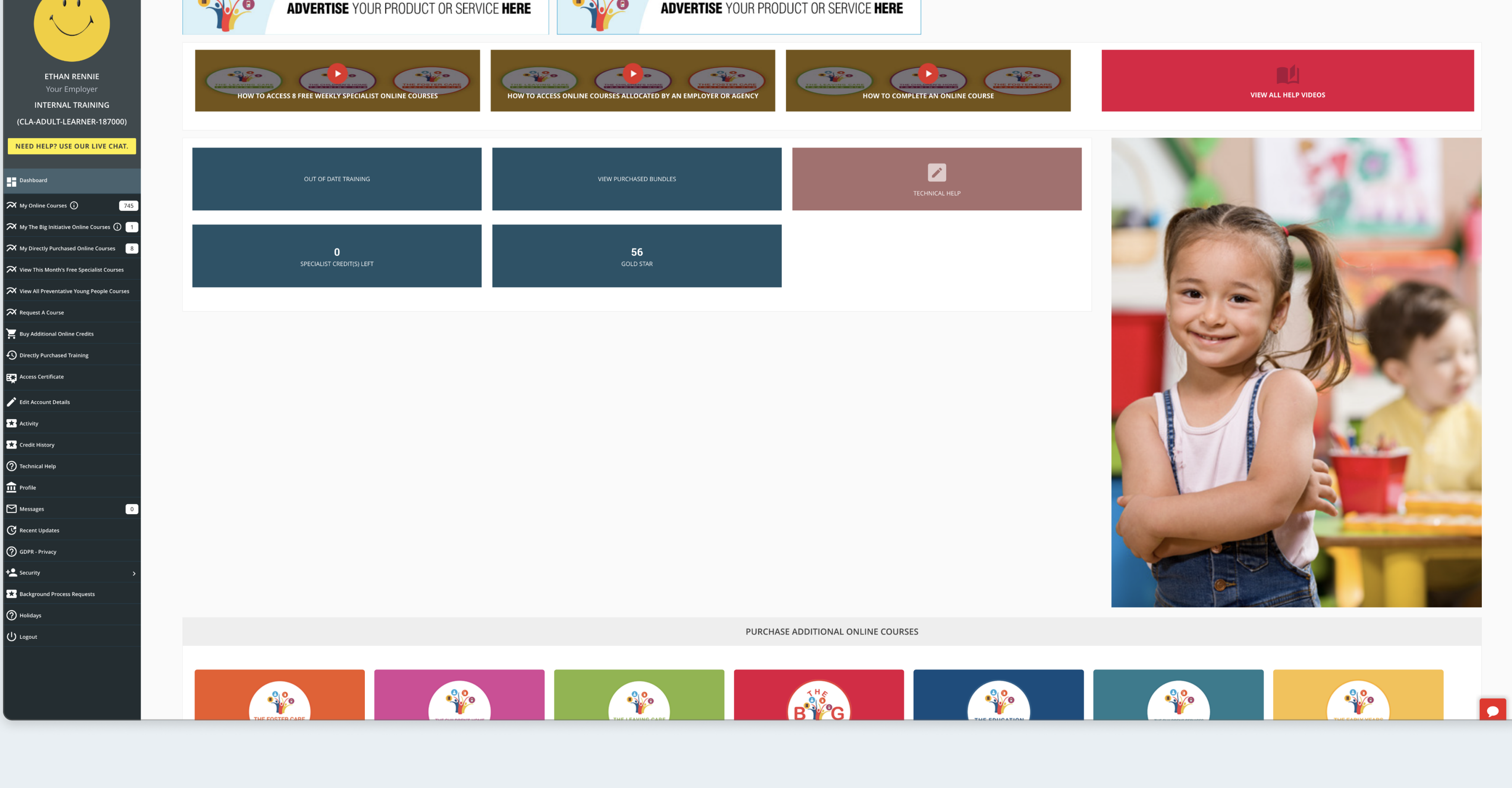
To see your account details locate the tab titled "Edit Account Details" underneath the smiley face on the left hand panel.



Your Dashboard

When you enter your details you will be brought to your dashboard, which is like your home page.

From this page, you will be able to see loads of different features you can access within your account; but the main one you will use to navigate around your account is the side menu located on the left hand side, underneath the smiley face.

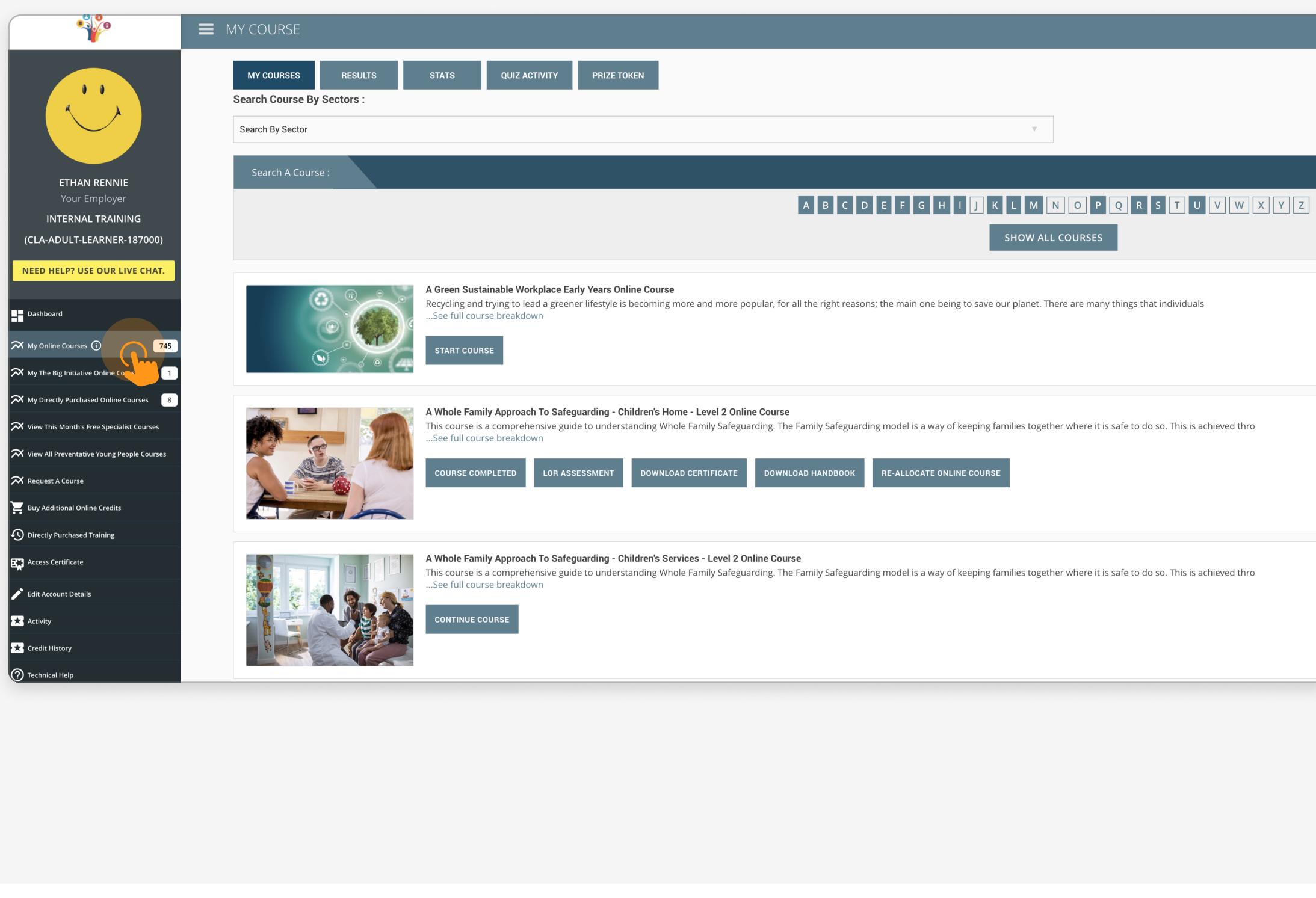


Where To Find Allocated Courses

To find your allocated courses click on the "my online courses" tab located in the side menu navigation, this will load up a new page.

From this page you will be able to see all courses allocated to you. You will be able to see completed courses, where you will be able to download certificates, handbooks and learning outcome reviews. You will also be able to find pending and part-completed courses sitting within your account.

If you need to filter the courses you have the option to do this using the sectors and also the A-Z sort feature.



How To Complete A Course

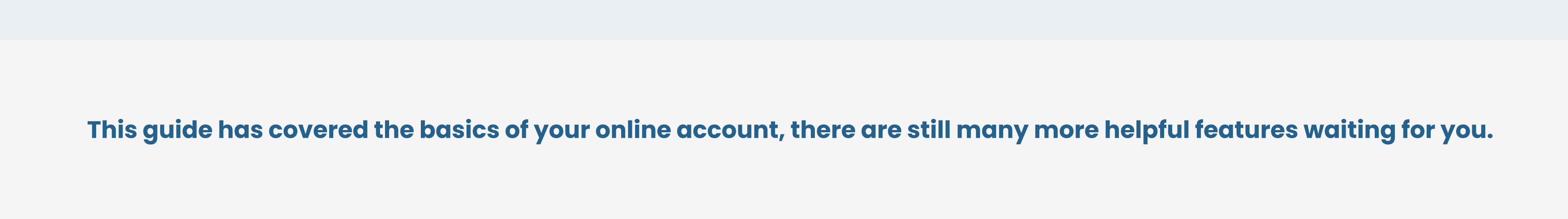
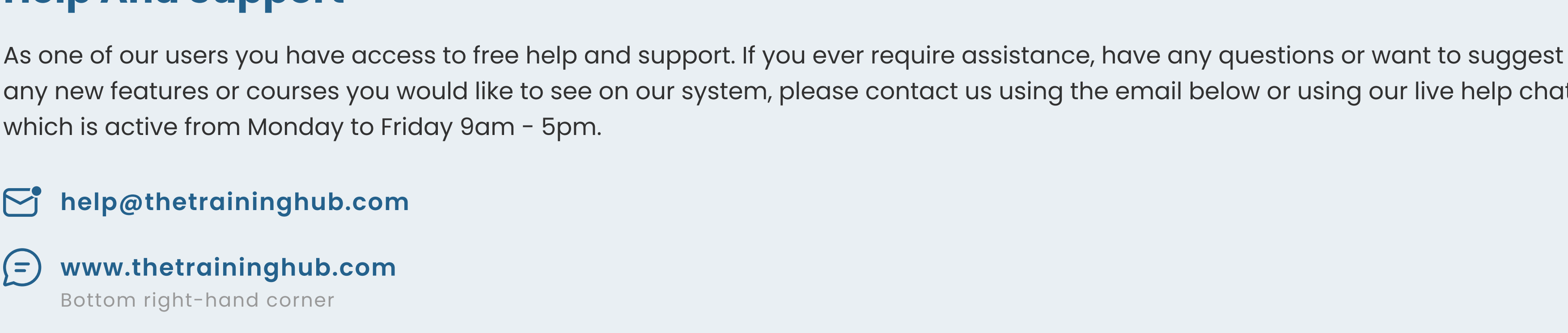
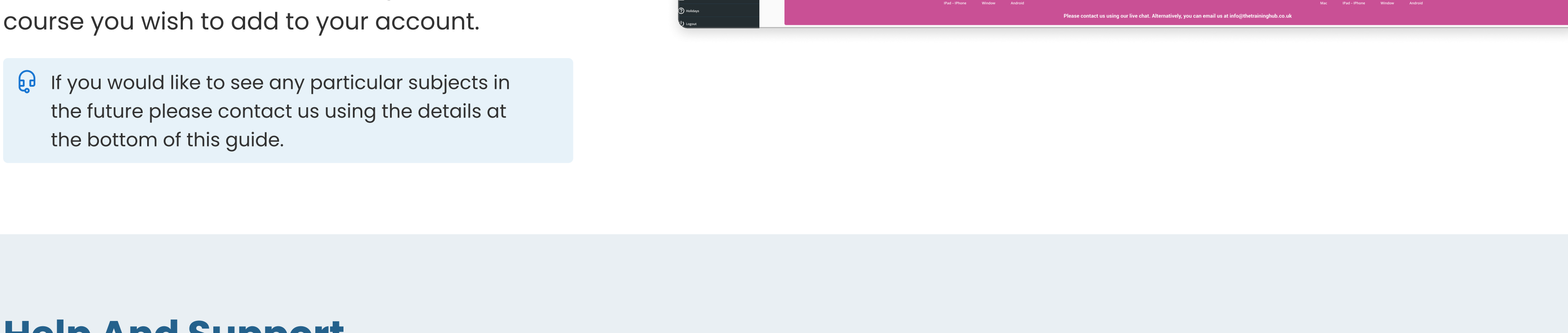
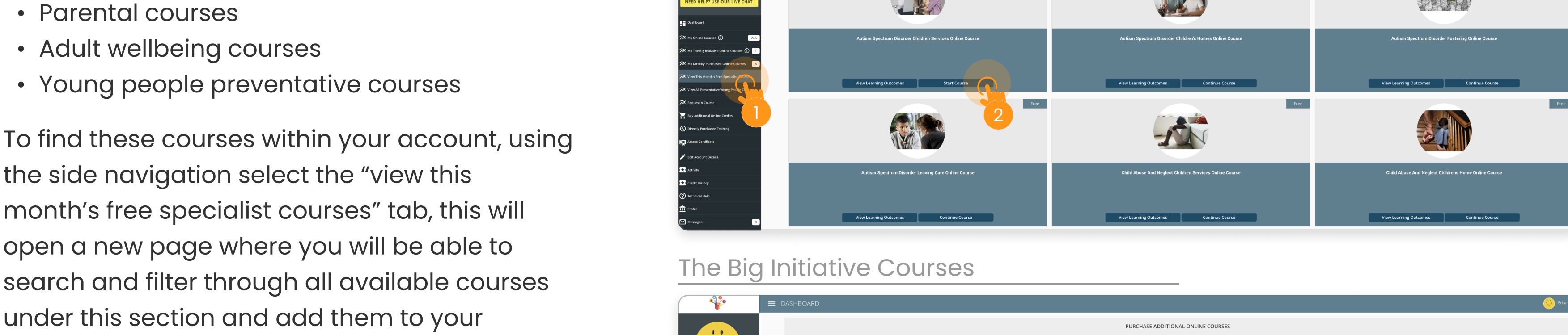
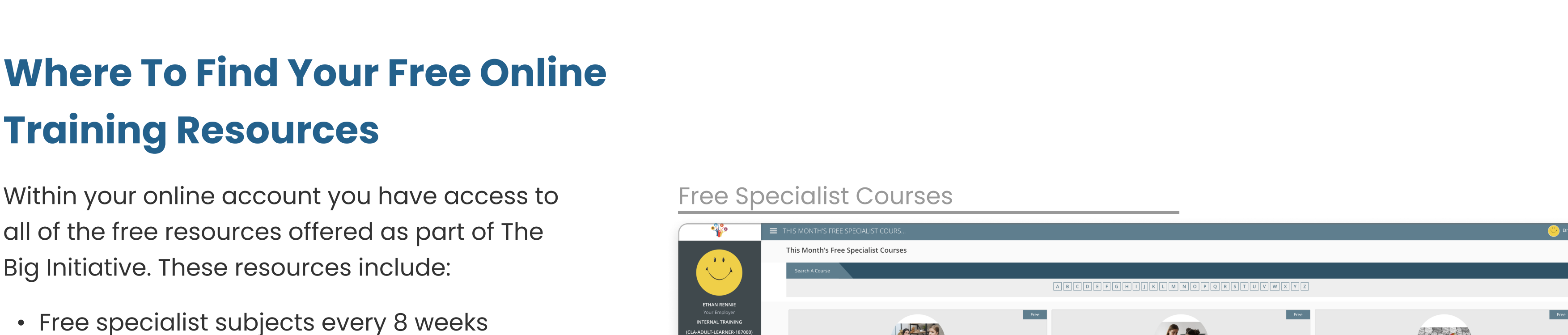
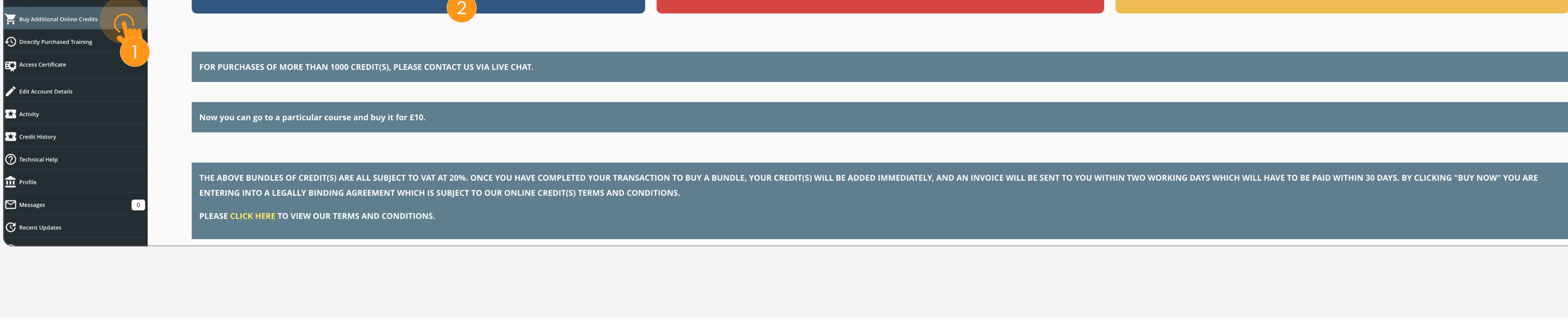
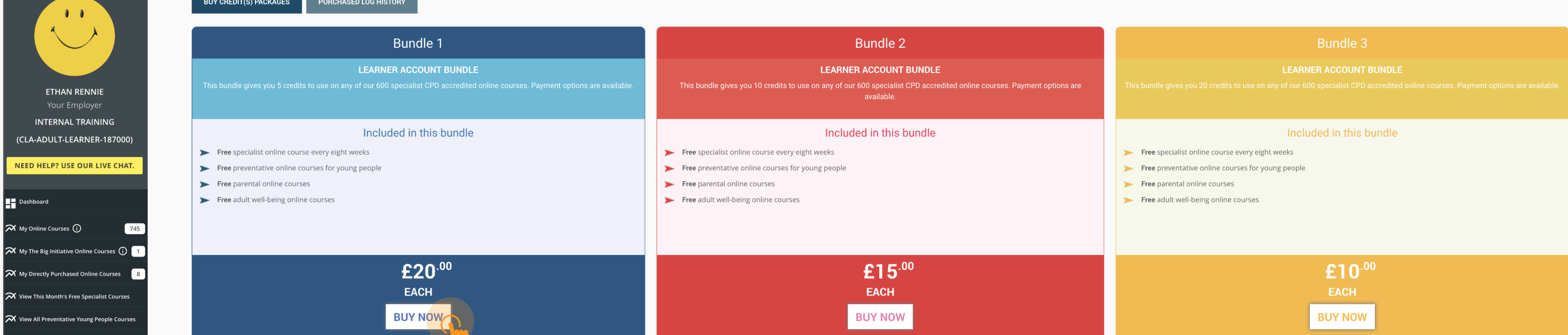
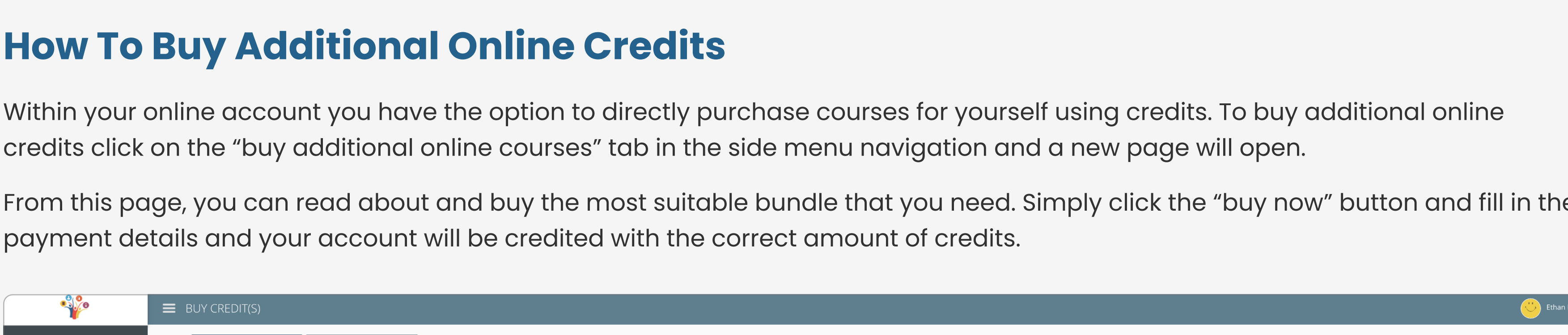
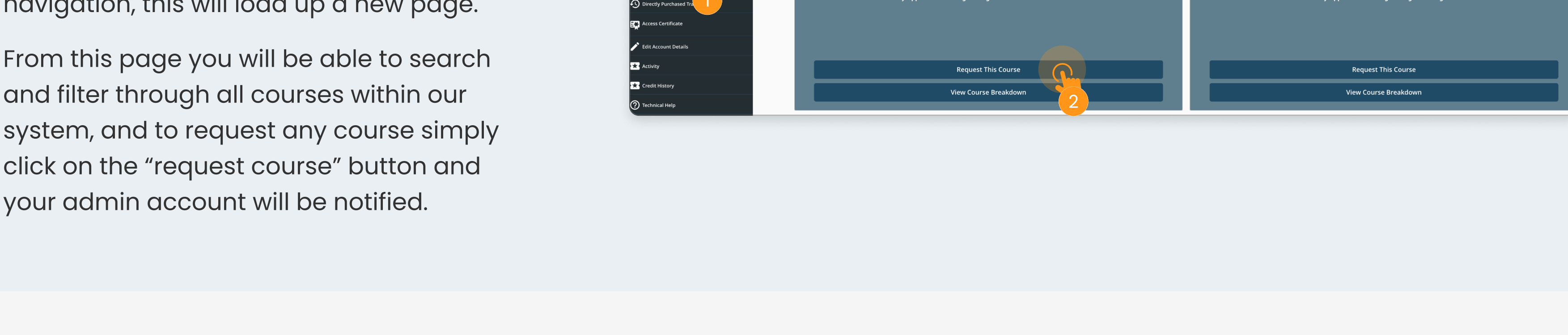
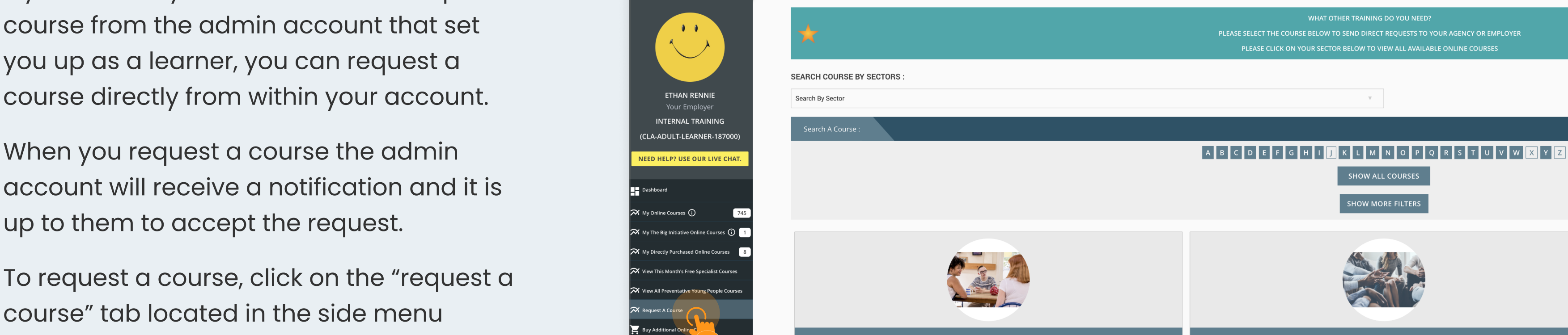
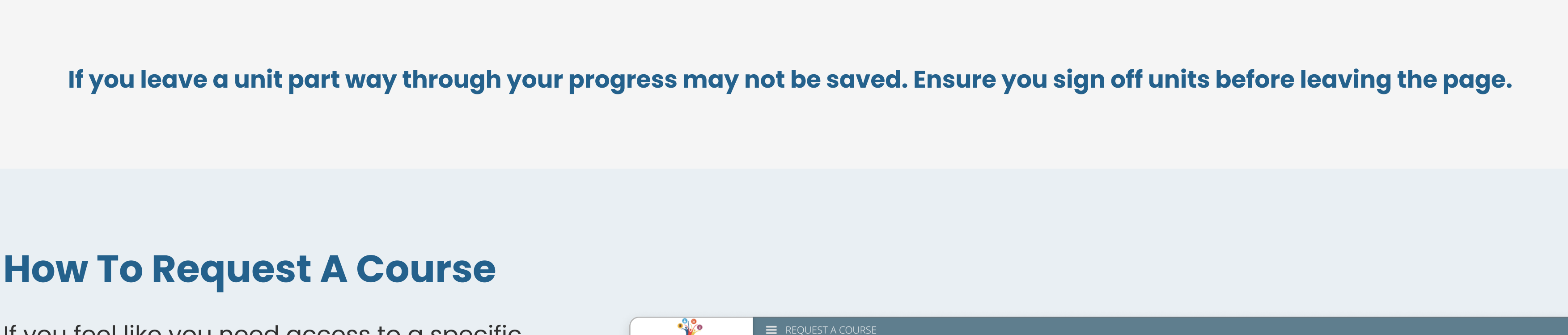
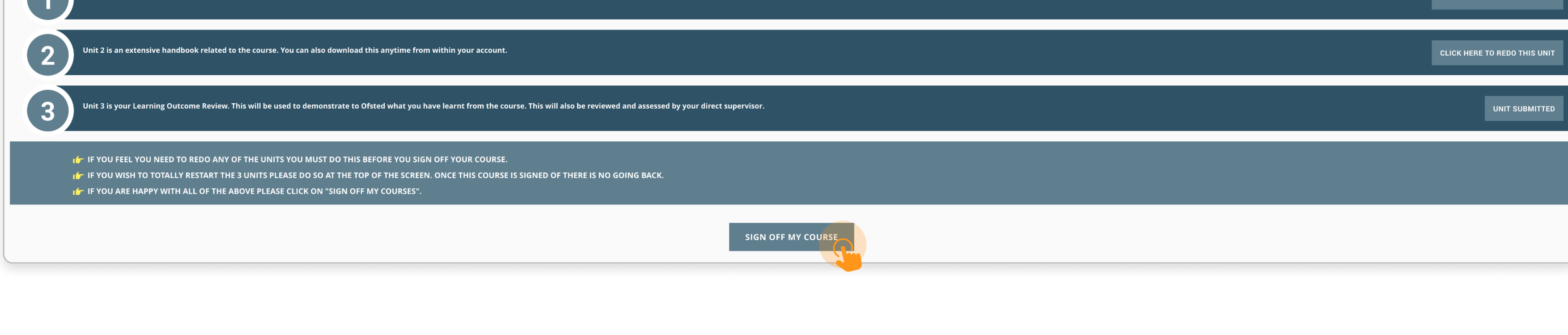
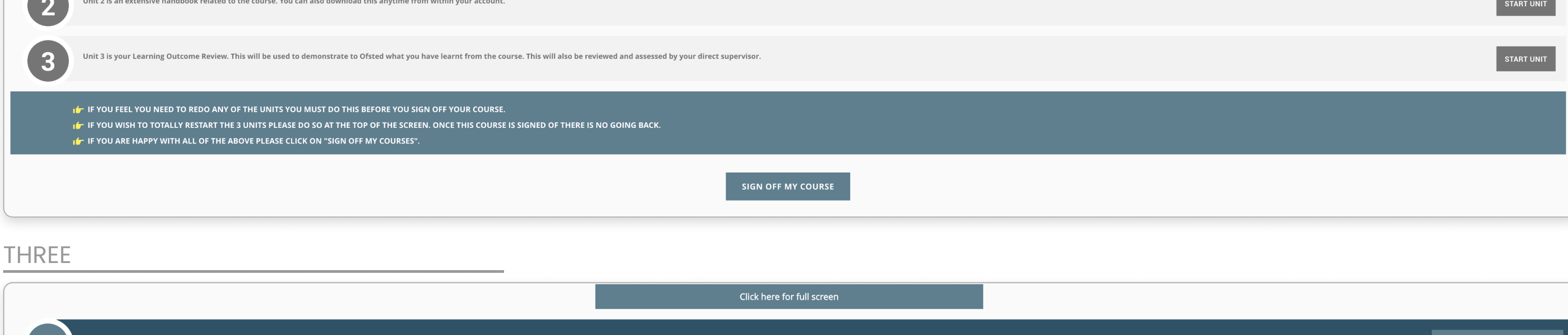
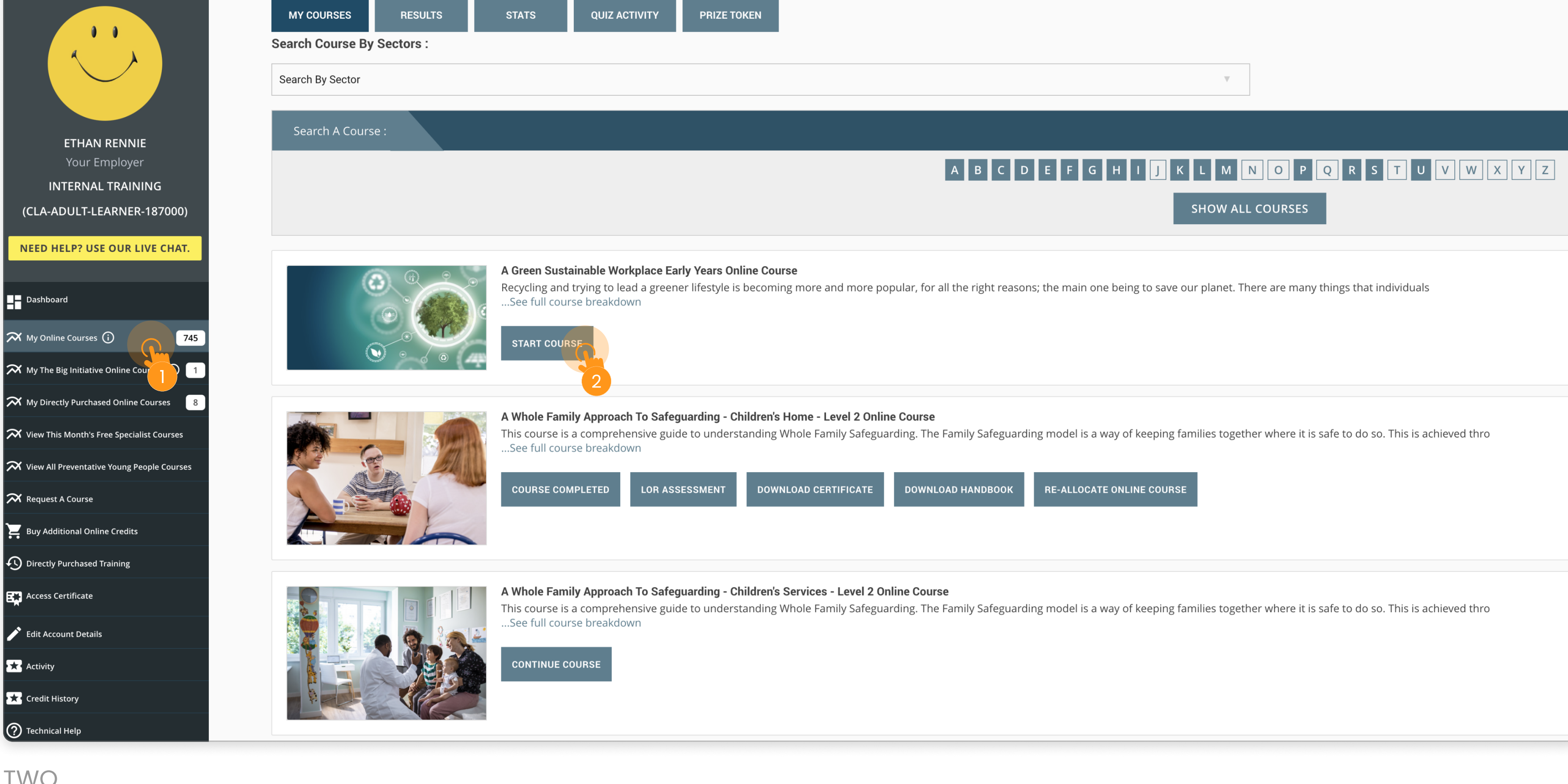
Our courses come with a set of units, each unit must be marked as complete before being able to move on to the next. Once all units are marked off as complete you will be able to sign off the course and receive your certificate.

To start a course, go to your allocated courses (located in the "my online courses" section of your account), and find the course you want to complete. If the course is not already completed it will have a button stating "start course" or "continue course" - click on this button.

Now you will be able to see each unit of your course. Work your way through each unit, following the instructions and guidance throughout. Remember to mark each unit as complete once you have fully completed them.

Once all units are completed you will be able to click on the "sign off" button located towards the bottom of the page and you will receive your certificate of completion.

When signed off, you will not be able to re-do any units without your admin re-setting it, or re-purchasing the course yourself.



If you leave a unit part way through your progress may not be saved. Ensure you sign off units before leaving the page.

How To Request A Course

If you feel like you need access to a specific course from the admin account that set you up as a learner, you can request a course directly from within your account.

When you request a course the admin account will receive a notification and it is up to them to accept the request.

To request a course, click on the "request a course" tab located in the side menu navigation, this will load up a new page.

From this page you will be able to search and filter through all courses within our system, and to request any course simply click on the "request course" button and your admin account will be notified.

How To Buy Additional Online Credits

Within your online account you have the option to directly purchase courses for yourself using credits. To buy additional online credits click on the "buy additional online courses" tab in the side menu navigation and a new page will open.

From this page, you can read about and buy the most suitable bundle that you need. Simply click the "buy now" button and fill in the payment details and your account will be credited with the correct amount of credits.

Where To Find Your Free Online Training Resources

Within your online account you have access to all of the free resources offered as part of the Big Initiative. These resources include:

- Free specialist subjects every 8 weeks
- Parental courses
- Adult wellbeing courses
- Young people preventative courses

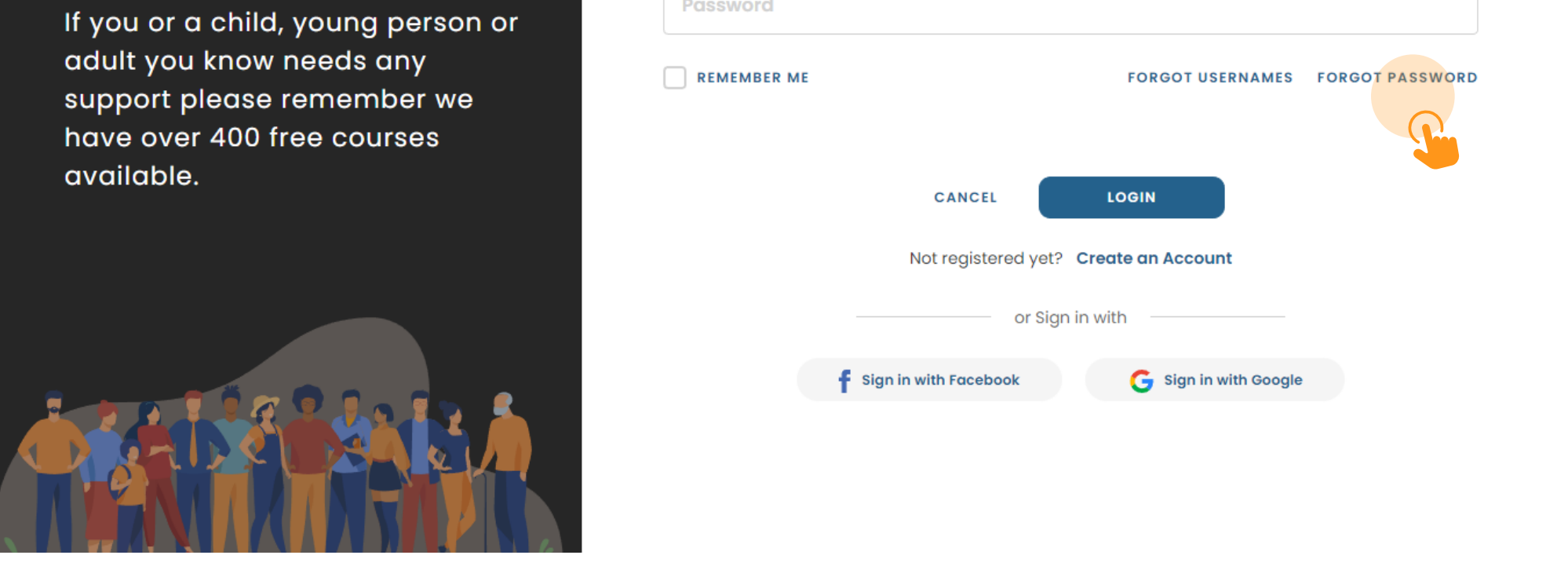
To find these courses within your account, using the side navigation select the "view this month's free specialist courses" tab, this will open a new page where you will be able to search and filter through all available courses under this section and add them to your account.

In order to find "The Big Initiative" courses from your dashboard, scroll down to the sector logos, located under the grey tab "purchase additional online courses". From here, select "The Big Initiative" logo and then select the relevant sub-category.

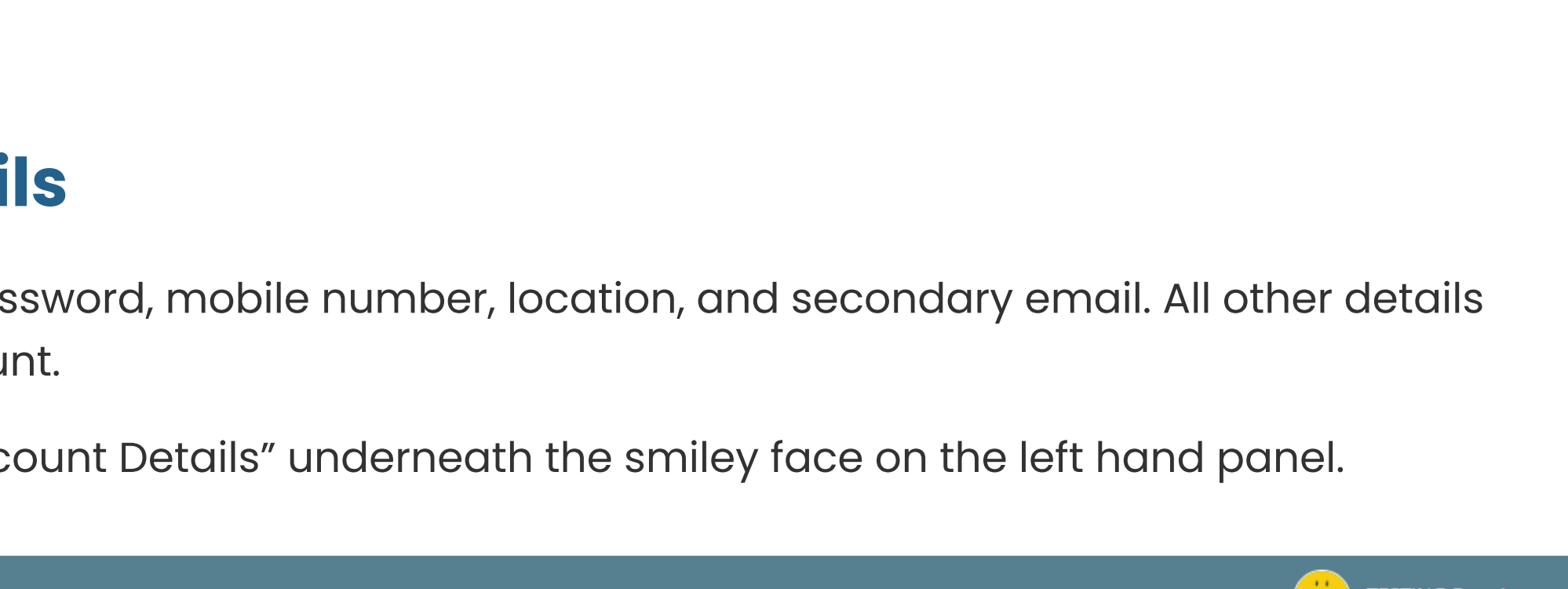
This will open a new page through by using the filter options you can filter through and find the course you wish to add to your account.

If you would like to see any particular subjects in the future please contact us using the details at the bottom of this guide.

Free Specialist Courses



The Big Initiative Courses



Help And Support

As one of our users you have access to free help and support. If you ever require assistance, have any questions or want to suggest any new features or courses you would like to see on our system, please contact us using the email below or using our live help chat which is active from Monday to Friday 9am - 5pm.

help@thetraininghub.com

www.thetraininghub.com
Bottom right-hand corner

This guide has covered the basics of your online account, there are still many more helpful features waiting for you.