Online training FAQs

Q. Is the online training free?

When specified, yes.

Q. Who can complete the online training?

Those that can benefit from the course and its learning.

Q. Where do I sign up/register?

You can register and complete our elearning courses for professionals by clicking here: https://learning.councilfordisabledchildren.org.uk/user/register. Please ensure that you enter your email address correctly or you will not receive the welcome email.

Q. The e-learning platform isn't loading properly on my PC/device?

Please use our Technical Checker Tool to ensure you have the minimum technical requirements for the e-learning platform.

Q. I have registered for the online learning platform but I haven't received the welcome email.

Please check your spam/junk folder before getting in touch. If you have still not received it after checking, please contact CDClearning@ncb.org.uk.

Q. I've already registered but I've forgotten how to log in to the platform?

Please click on this link to log in with your username/email address and password.

Q. I've forgotten my login details – what should I do?

On the login page, please select the 'request new password' option.

Q. I've requested a new password but I haven't received the password reset email.

Please check your spam/junk folder before getting in touch. If you have still not received it after checking, please contact CDClearning@ncb.org.uk.

Q. I've put my login details in incorrectly and now my account has been locked.

As a security feature, your account will be locked after 5 failed attempts to login and it will stay locked for 6 hours. You can get around this by resetting your password.

Q. Does the training save my progress every time I log in?

Yes, you will see your progress recorded on the menu page of each course. If the content has been edited by us since you last logged in, you may be taken back to the beginning of the module. However, you can easily navigate back to where you were using the blue progress bars or arrows at the bottom of the platform.

Q. The courses are not recording my progress.

Firstly, please ensure that you have completed all parts of the courses, including all the quiz questions. If you are still having issues, please email CDClearning@ncb.org.uk.

Q. How do I get CC subtitles on the videos?

If you click on the YouTube logo in the bottom right hand corner, it will take you to YouTube and you can turn on CC subtitles from the toolbar at the bottom.

Q. How do I make the videos full screen?

If you click on the YouTube logo in the bottom right hand corner, it will take you to YouTube and you can view it as a full screen video.

Q. How long do I have to complete the training?

You can complete the training in your own time. We will notify you before making any significant changes to the courses or platform.

Q. I've completed the training module but I can't download the certificate.

Please ensure that you have completed all lessons within the courses, which includes all quiz questions and the final survey – you can review and complete the quiz questions at the end of each lesson. You will not be able to download the course certificate until every question has been answered.

Once completed, certificates can be downloaded at any time by clicking on the large tick above the course menu or from the 'My Trainings' section of the e-learning platform where they will be saved.

Q. There is an error message saying the data has been reset when I log in.

That means we have updated the content since you last logged in. Just click on OK and you will be able to continue. Depending on how your settings have been configured, that may mean you're taken back to the beginning of the course. However, you can easily navigate back to where you were using the blue progress bars or arrows at the bottom of the platform. Your progress will be saved as you will see from the course menu.

Q. I'm still having trouble with the e-learning platform - who can I contact?

Please email CDClearning@ncb.org.uk with a description and screenshot of the issue (where possible).