



North

Yorkshire County Council

## Health and Adult Services

Training and Learning Access

**Training Courses and Online Learning  
Private, Voluntary and Independent Sectors  
COVID 19 SUPPORT**

During these exceptional times, it's important that staff working in the care sector continue to have access to quality training and development. In the current operating context, it is not possible to deliver this in the classroom, so NYCC have moved the most service critical training into the format of live interactive webinars or online packages. This booklet provides you with the details of what the training is and how to access it, along with other useful information.

***“We recognise that at this time, providers will be prioritising providing care to people and that this may mean that training will be delayed. However, providers should make every effort to ensure that staff are competent, confident and skilled in providing safe care to the people using their service.***

***We understand the pressures that providers are facing and the difficult choices it may require them to make. We want to support providers in whatever way we can during this crisis period. We are on your side: we are here to work with you, to listen to you, and to support you with the inevitable tough decisions you will face.”***

**Kate Terroni, Lead Inspector CQC**

There is a wealth of information currently available for care providers, these are some of the links we have pulled together to give you some guidance as to where to look for materials to support your workforce at this time.

- <https://www.northyorks.gov.uk/coronavirus-advice-and-information> latest local information and advice.
- <https://local.gov.uk/our-support/workforce-and-hr-support/wellbeing/covid-19-social-care-staff-wellbeing>
- <https://www.skillsforcare.org.uk/Home.aspx> Information around supporting individuals in Social Care and support for Registered Managers
- <https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/The-Care-Certificate-Self-Assessment-Tool.pdf> For Registered managers team leaders to support the Care Certificate so individuals can use to identify gaps in learning.

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- Supporting families and Staff through End Of Life for Managers and Team Leaders.

These courses are webinars delivered by the Adobe platform for which you should receive a link a week before the event. If you have not received the link please contact [trainingandlearning@northyorks.gov.uk](mailto:trainingandlearning@northyorks.gov.uk)

### Online-Learning Index:

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- Food Safety & Nutrition in the Care Sector
- Mental Capacity Act
- Safeguarding Adults under the Care Act

## **Introduction**

The training advertised in this booklet is for those working within North Yorkshire in the Private, Voluntary and Third Sector Organisations.

## **Adobe Connect Webinar Joining Instructions**

You will need to book your place on Learning Zone to secure it prior to the webinar date and time. Instructions for registering on Learning Zone can be found at the end of this booklet.

**Please read this carefully and run the Connection Test as soon as possible.**

### **Before the First Webinar**

Please make sure that on the day you have access to a computer with sound (in a quiet environment), or headphones and a keyboard.

1. **IMPORTANT** – Test your connection

Before the meeting starts please ensure you have visited the link below:

[https://breeze.northyorks.gov.uk/common/help/en/support/meeting\\_test.htm](https://breeze.northyorks.gov.uk/common/help/en/support/meeting_test.htm)

This will test whether you have the software required to run the webinar installed on your computer, as well as your internet connection speed. Please follow the onscreen instructions to download any required software.

If this presents you with any problems please contact the webinar host as soon as possible, unfortunately once the webinar begins we will not be able to offer any further support.

2. Complete any Pre-Webinar reading for this webinar (if applicable), this will have been emailed to you with the joining instructions.

### **On the Day**

1. The webinars will begin promptly at the times stated, so we suggest you login in at least 15 minutes early to familiarise yourself with the webinar environment.
2. To join the webinar – use the appropriate link in the invitation email, which will be sent to you a few days prior to the webinar.
3. Then you will be prompted to input your log in name. Please ensure that you enter your first and last name so that you can be identified in the webinar.

## **COURSE DESCRIPTIONS**

### **Administration of Medication Refresher**

#### **Overview**

This is a refresher webinar for those people who require an update in their knowledge on administration of medication and following a check on competence by the relevant person will be able to carry out those tasks.

#### **Is It Right for Me?**

Suitable for NYCC staff and new recruits to care and support services including reablement and LD services. Available to external partners who require refreshing or introduction to administration of medication. This would need to be backed up with a competence check by the relevant manager.

#### **What Will I Learn?**

- ❖ Difference between medicines and drugs.
- ❖ How to give medicines correctly.
- ❖ Do's and Don'ts.
- ❖ What tasks you can undertake and how to undertake those tasks.
- ❖ What tasks can only be carried out by health professionals.
- ❖ Common problems.
- ❖ What practical action can be taken and when to discuss things with your manager.

## **Basic First Aid and Manual Handling COVID19**

### **Overview**

This is an interim Course for New Staff starting/supporting our Care staff in Residential and Domiciliary Care. This Webinar will ensure staff have sufficient knowledge to operate safely in the work environment.

### **What Will It Cover?**

This course will cover:

- ❖ How to support qualified staff in providing Basic First Aid.
- ❖ Raise awareness of the symptoms, prevention and control of Coronavirus.
- ❖ How to open and maintain an airway during Coronavirus restrictions.
- ❖ Know when and how to call for help and contact emergency services.
- ❖ How to deal effectively with Choking.
- ❖ How to deal effectively with Shock.
- ❖ How to deal effectively with Bleeding.
- ❖ A heightened awareness of how to look after your back during Moving and Handling situations.
- ❖ A heightened awareness of hazardous postures and handling techniques.
- ❖ A basic understanding of how to look after your back and the implications of poor practice.

### **What Will I Learn?**

- ❖ Cardio Pulmonary Resuscitation.
- ❖ Recovery Position.
- ❖ Choking.
- ❖ Bleeding.
- ❖ Shock.
- ❖ Coronavirus Hygiene and Safety.
- ❖ How to recognise hazardous moving and handling issues.
- ❖ Basic principles of safer moving.
- ❖ The basic understanding of pressure and stress on the spine.

## **End of Life Care**

### **Overview**

This webinar will support staff to approach advanced care planning and how to support someone who is at the end of life and the procedures that follow a death during current regulations.

Advance care planning (for people who are well) How to support someone at the end of life. How to prepare someone for end of life. Procedures following death.

### **Is It Right for Me?**

Staff working in Residential, Extra Care and Reablement workers. This is available for our wider sector partners.

### **What Will I Learn?**

At the end of the course delegates will:

- ❖ Be aware of how to approach the conversation around Advanced Care Planning
- ❖ To be aware of how to support someone at the end of life
- ❖ Understand how to have a conversation to prepare someone for end of life
- ❖ Be aware of procedures that need to be followed after the death of an individual

## **Safeguarding Adults Level 2 Safeguarding Concerns Manager**

### **Overview**

This Webinar is designed to provide knowledge of the Safeguarding Concerns Manager role, in dealing with a Concern relating to a suspicion of Abuse of an Adult at Risk.

It guides participants in understanding the legislative framework (Care Act 2014) and the practicalities of dealing and responding to a Concern, and how to make a Safeguarding Adults referral to NYCC.

### **Is It Right For Me?**

This webinar is appropriate for all managers of social care provider services i.e. Home Care Managers, Assistant Home Care Managers, Registered Managers, Duty Managers, nominated Level 3 workers, Team Managers, Team Leaders. Managers and team leaders in private and voluntary sector organisations who act as Safeguarding Concerns Manager within their organisation.

Delegates should have recently completed

Online course "Safeguarding Adults under the Care Act", or the classroom course "Safeguarding Adults Raising a Concern:

Online course "Mental Capacity Act" or classroom course "Supporting Individuals (age 16+) to make decisions within the Mental Capacity Act"

### **What Will I Learn?**

The Webinar is designed to meet the Safeguarding Adults Board level 2 Safeguarding Concerns Manager competencies:

- ❖ Understand the role and responsibilities of the Safeguarding Concerns Manager.
- ❖ Understand the role and responsibilities in Referring a concern.
- ❖ Understand the importance of recording and documenting all appropriate information arising from the Concern.
- ❖ Know how to support staff or people who report concerns of abuse.
- ❖ Understand the principles of information sharing in accordance with the Multi-Agency policy and procedures.
- ❖ Understand the principles of preserving evidence and the safety of the adult at risk.
- ❖ Understand the principles and be able to support staff on how best to deal with disclosures and how to record their concerns.
- ❖ Understand the procedure for referring a Concern.
- ❖ Understand steps that can be taken, and support that can be offered, to minimise adult abuse occurring.



## **Safeguarding Adults (Alerter) Raising a Concern Champions**

### **Overview**

This course is designed to equip you to deliver the NYCC Safeguarding Adults Raising a concern training package to groups of staff/volunteers concerned with the safety of vulnerable adults.

By the end of the course you will understand how to deliver the safeguarding adults raising a concern course materials and how to test out and evaluate the learning you have delivered. You will also how to keep records of who you have trained including how to provide information on the numbers of people you have delivered the training to.

### **Is It Right for Me?**

This course is designed for organisations that have 50 or more staff that require Level 1 Raising a Concern training, and/or organisations who support a large number of volunteers for whom attending classroom sessions is difficult. Such organisations will nominate a Champion to deliver this training in their own organisations. Therefore, the course is designed to enable Raising a Concern Champions to deliver the package within a unit, day care facility or organisation. No training qualification required.

### **What Will I Learn?**

- ❖ At the end of the course delegates will:
- ❖ Explain the different forms of abuse that can occur
- ❖ Identify which adults may be vulnerable.
- ❖ Recognise the signs and symptoms of different forms of abuse.
- ❖ Explain how raising awareness helps to prevent abuse.
- ❖ Recognise where abuse may occur and who abusers could be.
- ❖ Demonstrate when and how to report and record abuse.
- ❖ Recognise the Safeguarding Adults' policy and procedure as a resource for clarifying roles, responsibilities, process and protocol.
- ❖ Understand how to access and use the training materials as provided.
- ❖ Provide Training & Learning with the figures for any training that you deliver.
- ❖ Know how to gain further support / guidance to enable you to fulfil your role as a Champion.

## **Skills for Care Covid webinar**

### **Overview**

This course will provide a basic introduction to cover part of the Care Certificate skills required and will support new workers recruited through the COVID 19 campaign. This will form part of a wider induction including some online learning and some workbooks to follow at a later time.

This course will cover communication, 6 principles of Care, person-centred values, defensible recording, introduction to role and tasks that you may be expected to undertake.

### **Is It Right for Me?**

All new frontline workers in adult social care provider services working for NYCC, wider sector partners including those working in learning disabilities, older people and mental health provision including frontline workers, Reablement workers, STR workers, housing support workers, day services and employment officers.

### **What Will I Learn?**

- ❖ At the end of the course delegates will:
- ❖ To be aware of how values can impact on person-centred support
- ❖ To be aware of how we communicate and barriers to communication
- ❖ To be aware of the principles of Care and person-centred social care values
- ❖ To be aware of the importance of defensible recording to be aware of the different roles within provider services.

## **Strength based Support Planning for Provider services webinar**

### **Overview**

This webinar covers the principles and practical application of strength based support planning. Its aim is to embed strength based approaches across Provider services.

### **Is It Right for Me?**

Suitable for those working in provider services to enable them to identify ways in which we can develop approaches in looking at the individual's strengths to be able to promote choice and control.

Managers, deputies, team leaders, staff working in provider services supporting with person centred planning.

### **What Will I Learn?**

Have an understanding of strength based approaches and give examples of how to use this in their day to day role

- ❖ Have an understanding of Outcome Focussed Support Planning and give examples of how to use this in their day to day role
- ❖ Understand the need to work collaboratively with people in developing person-centred outcomes based support plans
- ❖ Understand the need to accept and work positively with risk
- ❖ Understand the safeguarding process and their role in it
- ❖ Have an understanding of Reablement delivery and how to build upon this in provider services.
- ❖ Understand the importance of maximising independence, signposting to other support, maximising practical solutions and managing risk, including recognising when someone is making an unwise decision
- ❖ Understand the value of reviewing the personal outcomes plan, alongside managing expectations

## **Supporting Families and Staff around End of life webinar**

### **Overview**

This webinar is designed to enable managers to provide support for staff and families around end of life care for the individual.

### **Is It Right for Me?**

For registered managers, deputies and team leaders in provider services.

### **What Will I Learn?**

- ❖ To be aware of the resources available and to signpost families to these
- ❖ To support families by the use of technology
- ❖ To be able to provide practical advice and support to staff following death of individuals.

## **Autism Awareness**

### **Overview**

This is an easy to use online learning package intended to provide an introduction to Autism and Asperger Syndrome. The package contains information and some interactive activities as well as a final assessment in the form of a quiz.

### **Is It Right for Me?**

This free online learning course is available to NYCC and all external partners working within North Yorkshire as well as service users and carers. It provides a basic awareness of the condition and how it affects people in their everyday lives.

### **What Will I Learn?**

- ❖ On completion of the course learners should have an understanding of:
- ❖ What is Autism - an understanding of the terms used to define the condition.
- ❖ The triad of impairments - what are these and how these affect people with autism.
- ❖ Sensory issues - reactions to sensory stimuli.

## **COVID-19 and Personal Protective Equipment**

### **Overview**

This course presents the latest Government advice on Personal Protective Equipment (PPE) as part of the response to the current COVID-19 epidemic. The course will provide information on COVID-19, the standard infection control precautions that should be followed, and the appropriate use of PPE.

It will equip learners with knowledge around when to use PPE, the right PPE for the circumstances in which they work and the correct way to put on, take off and dispose of PPE.

Please note that the course is accurate as of the 10th of April, 2020 and is subject to change depending on changes to the guidance by the Government.

### **Is it Right for me?**

This course is suitable for people working in Health, Social Care and Children and Young Peoples settings.

People who manage community settings that remain open during the epidemic would also benefit from it.

### **What Will It Cover?**

At the end of this package you will have:

- ❖ Developed an understanding of COVID-19.
- ❖ Developed an understanding of how to minimise risk by wearing appropriate personal protective equipment (PPE).
- ❖ Developed an understanding of how to safely don (put on) and doff (take off) the personal protective equipment (PPE).
- ❖ Developed an understanding of how to dispose of PPE safely.
- ❖ Developed an understanding of how to access further information and guidance.

### **What Will I Learn?**

- ❖ You will gain a good understanding of the latest guidance documents around PPE and how they influence your work and practice.
- ❖ You will gain knowledge around what PPE is, the different types of PPE that are available and when to use them.
- ❖ You will be equipped with the knowledge to conduct a risk assessment to decide whether PPE is needed.
- ❖ You will understand how to put on and take off PPE in an appropriate way in order to minimise infection risk.
- ❖ You will learn how to dispose of PPE appropriately.
- ❖ You will learn where to find more information about this and how to remain informed of new developments.

## **Dementia online learning Stage 1: What dementia is and what it isn't, living with dementia and what causes dementia**

### **Overview**

This STAGE 1 DEMENTIA online learning package incorporates the following Social Care Institute of Excellence (SCIE) modules: What dementia is and what it isn't, living with dementia and what causes dementia it includes a summative quiz to confirm learning and understanding.

### **Is It Right For Me?**

This training is mandatory for all Health and Adult Services Adult Social Care Operations employees. This will be available to our wider sector partners.

### **What Will I Learn?**

On completion of Stage 1 dementia on-line learning you will be able to:

- ❖ Challenge some of the myths and negative attitudes about dementia
- ❖ Describe what dementia is
- ❖ List common signs and symptoms of dementia
- ❖ Describe some of the complex difficulties people face and some causes of these difficulties
- ❖ Understand key aspects of the personal experiences of people with dementia
- ❖ Understand the importance of recognising the individuality of people with dementia and their unique strengths, preferences and needs
- ❖ Understand how a person's life history impacts on how they interact with the world around them today
- ❖ Understand the impact on dementia on family and friendship networks
- ❖ Understand the key aspects of the personal experiences of carers of people with dementia
- ❖ Describe some causes of dementia
- ❖ List some of the more common diseases and disorders that causes dementia
- ❖ Describe some similarities and differences between different types of dementia
- ❖ Describe the key functions of, and results of damage to, the three most affected lobes of the brain
- ❖ Identify some factors which can increase and decrease the risk of dementia

## **Dementia online learning Stage 2: Diagnosis and who can help plus common difficulties and how to help**

### **Overview**

This stage 2 Dementia online learning package incorporates the following Social Care Institute of Excellence (SCIE) modules: Diagnosis and who can help and Common difficulties and how to help. It includes a summative quiz to confirm learning and understanding.

Learners are recommended to undertake STAGE 1 dementia online learning before undertaking STAGE 2.

### **Is It Right for Me?**

This training is mandatory for all Health and Adult Services Adult Social Care Operations employees. This course is available to our partners in the wider sector.

### **What Will I Learn?**

On completion of this stage you will be able to:

- ❖ Identify reasons why an early diagnosis is important.
- ❖ Describe the emotional impact of receiving a diagnosis of dementia.
- ❖ Describe the process involved in diagnosing dementia.
- ❖ List some key dangers of labelling people.
- ❖ Describe the multidisciplinary nature of a robust network of help and support for people of dementia and their families.
- ❖ Describe a range of medical and non-medical treatments in dementia and how to access more information on them.
- ❖ Have a better understanding of the unique nature of every individual's experience of dementia.
- ❖ Describe ways in which some of the most common symptoms of dementia can affect people's everyday lives.
- ❖ Appreciate how it can often feel to be faced with the symptoms of dementia.
- ❖ Draw on a range of strategies to compensate for the difficulties caused by some common symptoms of dementia.
- ❖ Recognises and minimise the causes of avoidable difficulties.



## **Dementia online learning Stage 3: The emotional impact of dementia and Positive communication with a person living with dementia**

### **Overview**

This stage 3 Dementia online learning package incorporates the following Social Care Institute of Excellence (SCIE) modules The emotional impact of dementia and Positive communication with a person who is living with dementia. It includes a summative quiz to confirm learning and understanding.

Learners are recommended to undertake STAGE 1 and STAGE 2 dementia online learning before undertaking STAGE 3.

### **Is It Right for Me?**

This training is mandatory for all Health and Adult Services Adult Social Care staff and is available for our wider sector partners in Social Care.

### **What Will I Learn?**

At the end of the course delegates will:

- ❖ Be able to describe some of the feelings commonly experienced by people with dementia and their relatives.
- ❖ Recognise responses that can be helpful.
- ❖ Recognise that understanding the perspective of a person with dementia is vital to avoid causing emotional distress.
- ❖ Have a deeper understanding of why our communication must be sensitive to the feelings and needs of people with dementia.
- ❖ Recognise factors that can impact on successful communication.
- ❖ Have learnt some new communication techniques that you can use to help people with dementia to express themselves and understand what we are saying.
- ❖ Have a better understanding of how to respond when a person with dementia is expressing a different reality.
- ❖ Understand how to avoid causing distressing situations by recognising and responding to clues about the needs of the person with dementia.

## **Deprivation of Liberty Safeguards (DoLS)**

### **Overview**

This Deprivation of Liberty Safeguards e-learning course aims to help Managers, Professionals and Care Staff across Health and Social Care to understand the key information about Deprivation of Liberty Safeguards and describes the role of people supporting vulnerable adult to help to ensure they are operating within the Law and consider:

The background to DOLS and what they do

The difference between 'deprivation' and 'restriction' of liberty

How these might apply to a particular patient or resident

The process of referral, assessment and review if a DOLS is needed.

There is a final assessment to check your knowledge with an 80% pass mark.

### **Is It Right for Me?**

This online learning is available to NYCC and all external partners working within North Yorkshire. This online learning is suitable for all Managers, Professionals and Care Staff across Health and Social Care.

Further DoLS classroom training for Registered Managers and deputies is available, dates for this are advertised on the Learning Zone. This eLearning will help the learner embed the statutory requirements under the Act and is also a refresher following classroom training.

This course has close links to Mental Capacity Act and Safeguarding Adults Alerter which are also available as a classroom and online learning option.

### **What Will I Learn?**

By the end of the module the learner will be able to:

- ❖ Understand the background to Deprivation of Liberty Safeguards.
- ❖ Understand the differences between a Restriction v Deprivation of Liberty.
- ❖ Understand the process of assessment, authorisation and review.
- ❖ Understand the roles and responsibilities within the DoLS processes.

## **Equality and Diversity Essentials**

### **Overview**

This online package looks at what are equality, diversity and inclusion and why are they so important. It also covers the Equality Act 2010.

The package can be completed either with or without an audio function and to test your understanding there is a quiz at the end. If you are unsuccessful passing the quiz the first time you can try again!

Twenty-four hours after you have passed the quiz your Learning Record will be updated and a certificate will be available to print. The whole package takes approximately 90-120 minutes to complete.

Please note that Flash Player 10 or newer is required for this online learning package.

You can open Flash Player 11 from Application Explorer if accessing the package from an NYCC PC. If you are not using an NYCC PC, it is possible to download the latest version of Flash Player from <http://get.adobe.com/flashplayer/>

### **What Will It Cover?**

This online package will cover:

- ❖ Equality, Diversity and Inclusion.
- ❖ What the Law Says.
- ❖ Breaking down the barriers.
- ❖ How to challenge unacceptable behaviour.

### **What Will I Learn?**

At the end of this package you will:

- ❖ Understand Equality, Diversity and Inclusion.
- ❖ Understand what the Law Says.
- ❖ Understand how to break down the barriers.
- ❖ Understand how to challenge unacceptable.

## **Food Safety & Nutrition in the Care Sector**

### **Overview**

This online learning is designed to give delegates an awareness of Food Hygiene and relevant legislation along with a basic understanding of what a healthy diet is and ideas how to adapt someone's diet to promote healthy eating.

There is a final assessment quiz, at which the learner has to achieve 70%- 7+/10 to enable them to print off their certificate.

This learning should take approximately 1 hour to complete.

### **Is It Right for Me?**

This learning is for all staff working in social care settings ie. Residential Care, Mental Health, Adult Respite, Day Services and Domiciliary services (including START), CYPS Integrated Services and Youth Services. Multi Agency partners in social care settings and Foster Carers.

### **What Will I Learn?**

By the end of the course participants will be able to:

- ❖ Understand the importance of food safety, including hygiene, in the preparation and handling of food. Have awareness of food poisoning bacteria.
- ❖ Understand the importance of Temperature Control and how to store food correctly.
- ❖ Understand the need for high standards of personal hygiene and cleanliness.
- ❖ Understand the reasons for effective pest control and actions to be taken.
- ❖ Awareness of controls and monitoring procedures.
- ❖ Understand the basic principles of healthy eating and the importance of good nutrition and hydration in maintaining well-being.
- ❖ Identify why older people and those with dementia are at risk from under-nutrition and be aware of the signs and symptoms of poor nutrition and hydration.
- ❖ Discuss how to adapt someone's diet to meet their nutritional requirements if they have a poor dietary intake and be aware of ways in which to promote adequate nutrition and hydration.

## **Mental Capacity Act**

### **Overview**

This online learning will inform staff about the Mental Capacity Act

### **Is It Right for Me?**

This online package provides key information about the Mental Capacity Act for any staff who care for people who are unable to make some of, or all of, their own decisions.

### **What Will I Learn?**

- ❖ Understand what mental capacity means.
- ❖ The five principles of the Mental Capacity Act.
- ❖ Using the Best Interest checklist.
- ❖ What an independent mental capacity advocate does.
- ❖ Know the difference between an advance decision and advance statement.

## **Safeguarding Adults under the Care Act**

### **Overview**

This online package aims to help protect vulnerable adults from abuse, through increased awareness, recognition and knowledge of how to respond to suspicions of adult abuse.

This package also provides an overview of the Care Act.

This package includes a final assessment quiz, at which the learner has to achieve a minimum pass mark of 80%

### **Is It Right for Me?**

This free online learning is available to NYCC and all external partners working within North Yorkshire.

For staff and volunteers who have limited and infrequent contact with vulnerable adults this provides the learning required.

The North Yorkshire Safeguarding Adults Board recommends that staff who have close and regular contact with vulnerable adults to also undertake the half day classroom Safeguarding Alerter Training, which is advertised on the Learning Zone, this online learning is a refresher following classroom training to meet CQC and the Safeguarding Board requirements.

### **What Will I Learn?**

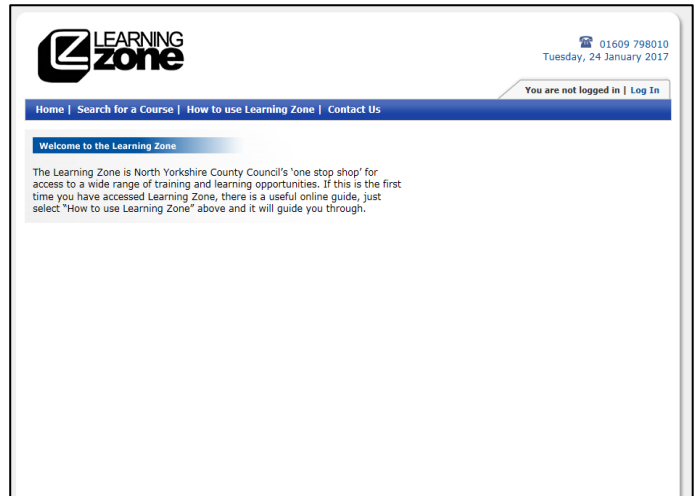
At the end of this package you will:

- ❖ Understand what abuse is.
- ❖ Understand how to recognise abuse.
- ❖ Understand what to do if you suspect an adult is being abused.
- ❖ Understand how to develop skills in listening to an adult at risk.
- ❖ Understand how to reduce the likelihood of abuse.
- ❖ Understand how to make a safeguarding referral or report a concern.

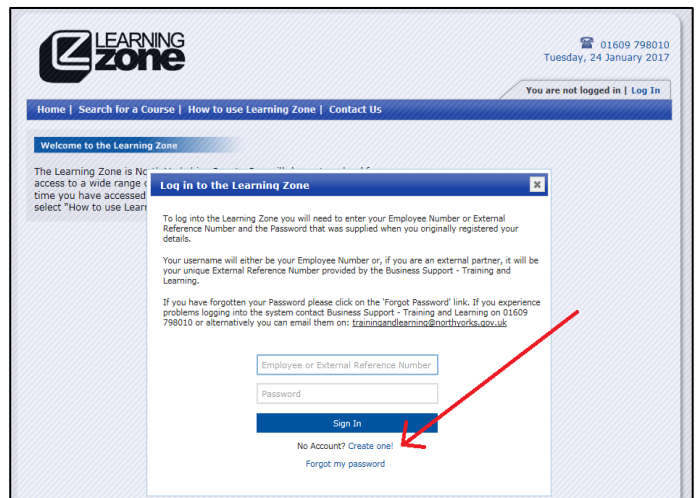
## Learning Zone Registration Instructions

Before you can start the learning you need to register with the **NYCC Learning Zone**. Follow the instructions below.

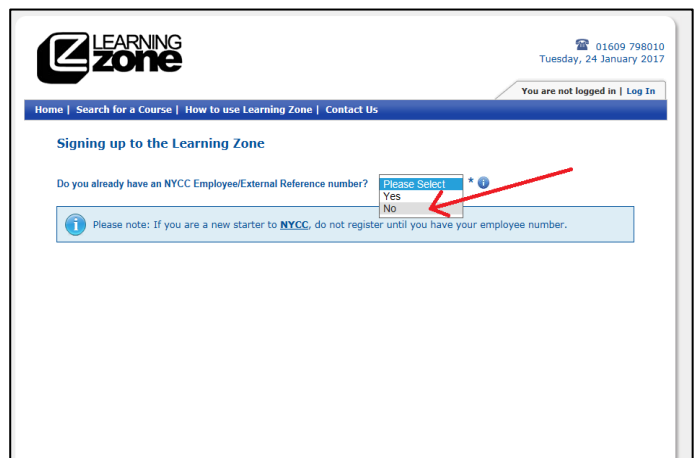
1. Go to the learning zone web address:  
<https://www6.northyorks.gov.uk/LZCS/home>



2. Click on the **Log In** tab in the top right hand corner, and a login box appears. Since you don't have an account, click "Create One!" near the bottom.



3. As you are not a NYCC employee, select **No** from the drop down box.



4. You will see that a form now appears below.

5. Notice that you only have to fill in the fields with \*(asterisks).

Continue as follows.

a. **First Name and Last Name**

b. **Email Address**

This is important because your User name for the Learning Zone will be sent to you by email. If you do not have an email address, ask us for help.

c. **Verify Email Address**

Enter your email address again to make sure it is accurate!

d. **Sector**

From the drop down box, select **“The Relevant Sector”**

e. **Job Title**

Enter **Your Job Title**

f. **Organisation that you work for**

Enter the **Organisation** that you come under

g. **Work Address**

Enter the postcode of the above Local Authority then click **Find My Address**. Look down the list of addresses that appear, then click when you find the address, as in this example:

*When you click, it will automatically fill in the address. You can correct anything that's come up wrongly by clicking in each box and changing what's typed there.*



- h. **Is the billing address the same as your work address? Tick the Yes box**
- i. **Do you have a disability? Select Yes or No from the drop down box as appropriate**
- j. **Terms and Conditions** Read the Terms and Conditions and tick the 'I agree to the Terms and Conditions' box.

Updated version of "Conditions Relating to Your Use of the Learning Zone" as per 05/10/2007 ...


1. Licence for website access  
North Yorkshire County Council grants you a limited and defined level of access to make use of this website, but not to download or modify it, or any portion of it, except with express written consent of North Yorkshire County Council or partner supplier. This access does not include any resale or commercial use of this internet site or its contents; any collection and use of any product listings, descriptions, or prices; any derivative use of this internet site or its contents; any downloading or copying of account information for the benefit of another merchant; or any use of data mining, or similar data gathering and extraction tools. This internet site or any portion of this site may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without North Yorkshire County Council's express written consent. You may not frame or use framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of North Yorkshire County Council and its learning affiliates without express written consent. You may not use any meta tags or any other "hidden text" utilising North Yorkshire County Council's or its learning affiliates' names or trademarks without the express written consent of North Yorkshire County Council. Any unauthorised use terminates the permission to access granted by North Yorkshire County Council. You are granted a limited, revocable, and non-exclusive right to create a hyperlink to the Welcome page of learning zone as long as the link does not portray North Yorkshire County Council, its learning affiliates, or the learning zone products or services in a false, misleading, derogatory, or otherwise offensive matter. You may not use any North Yorkshire County Council logo or other proprietary graphic or trademark as part of the link without our express written consent.

2. Logos and images

I agree to the Terms and Conditions

Enter a new password  \*

Confirm your new password  \*

 Please enter the image text into the text box above

\* Required

Register

Cookies | Legal Information ^ Top of page ^

- k. **Enter a new password and Confirm your new password**  
Decide on a password. It can be anything you want. The password **MUST** be between 7 and 15 characters long and contain at least 1 number, as well as a combination of capital and lower case letters (a-z, A-Z). Then in the second box, re-enter your chosen password to make sure you entered it accurately.

- l. **Enter the characters in the image into text box**  
Into the box indicated below, type the coloured letters and numbers that appear slightly jumbled on the left. This checks that you are a real human being. Make sure you enter characters as upper case or lower case as they appear in the image.

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Register

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- m. Click on **Register**.
- n. If there is an error like this one:  
*That means that there is too much text in that box, you may need to look at ways to shorten the number of characters in the address.*  
*You will need to type in the coloured letters and numbers again (they will be different). Then click Register again.*

Your Work Address

Postcode  Find My Address

Address Line 1  \*

The field Address Line 1 must be a string with a maximum length of 50.

Address Line 2

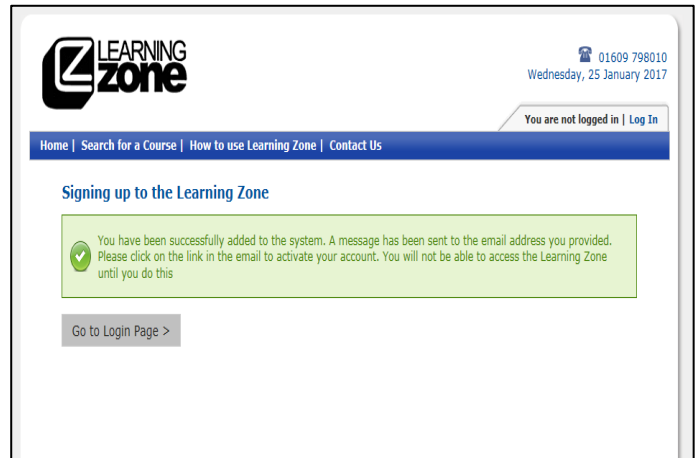
Town/City  \*

County  \*

Post Code  \*

**o. There may be other errors that come up highlighted in red. You will need to correct each one before your registration goes through.**

**p. When your registration is finished, you will see this screen:**



6. You've done it!! The Learning Zone will send you your username and a reminder of your password to your email address. In our experience you should receive the email within a few minutes. You will need to click on the link in the email to activate your Learning Zone account.
7. Keep your username and password in a safe place - you will need it every time you log in to the Learning Zone.
8. You will now be able to book onto the assigned courses, and download certificates. When you book on a course you will be asked to enter a code, if you do not have your organisation code please contact Training and Learning on 01609 798010, or email [trainingandlearning@northyorks.gov.uk](mailto:trainingandlearning@northyorks.gov.uk).
9. If you experience any technical problems when using the Learning Zone, please telephone the support line on 01609 798010, or email [trainingandlearning@northyorks.gov.uk](mailto:trainingandlearning@northyorks.gov.uk).