



Wiltshire Safeguarding
Children Board

Frequently Asked Questions (FAQS)

Self Registration for WSCB Multi-Agency Courses

Our face to face courses and online training can now be found on Virtual College. Please read the information below to help you understand the new self registration system.

- How do I apply for training?

Go to <https://wiltshirescb.safeguardingchildren.co.uk/> which will take you to our self registration page. Here you will be able to either log in if you already have an account or register if you don't. Once you have clicked the register button to set up an account, follow the instructions on the screen. Once you are in your account, please follow the instructions below to apply for training:

- Click the requested learning tab
- Click "Course Request"
- You will then see a list of all our online and face to face courses. It will tell you by the side of each course whether it is an online course or a face to face course
- Either type in the course title in the "Quick Search" box (you may not need to type it all in) or scroll down the list until you come to the course you want
- Tick the box next to the course
- Click "Request Course"
- First you will see the course information, please read through this
- If you are happy to still attend, please click "Request Course"
- If you'd like to, please fill in the reason you would like to attend this course
- Select a date from the drop down box
- Click "Submit Request"
- The course will appear on your "Requested Learning" tab and you can click "View" if you would like to see the course information
- The course will stay on this tab until the WSCB Training Team either approve or reject your application, depending on whether or not you meet the pre-requisites for the course. It will state in the course description if there are pre-requisite courses
- If your application is accepted, the course will appear on your "Active Learning" tab

- Why do I have to use a certain format for my login name?

All logins should use the format "Firstname.Surname" so that it recognises if you already have an account set up to avoid multiple accounts.

- **I already have an account on Virtual College; do I need to set up a new one?**

No, there is a "LOGIN" button for those who already have an account set up. Please use this instead of registering with a new account.

- **I have forgotten my password for my Virtual College account; how do I request a reminder?**

Go to <https://wiltshirescb.safeguardingchildren.co.uk/> and click on the "Login" button. This will take you through to the login screen where you will need to click "Forgotten your login details?"

Once you have clicked the forgotten password link, enter your user name and then tick the box marked 'I'm not a robot'. If you don't know your username, please email wscbtraining@wiltshire.gov.uk and they will send it through to you. If prompted, complete the visual quiz which may appear, before finally selecting "Reset Password". A message will then be issued to the email address recorded on your learner record, containing a link to reset your password. (Please ensure that you check your junk/spam folder as these emails occasionally filter into here).

- **Are there any charges for the courses?**

Our online courses are currently free to access but there is a non completion charge for the *Safeguarding Children from Abuse by Sexual Exploitation* course. If you don't complete this course within 6 weeks of applying, you will be charged £30.

There are charges for some face to face courses for non-contributing agencies. These will be listed in the course descriptions and in our training brochure. The new charges will apply to anyone who booked on the 25th July 2016 and after.

A charge will be implemented if you fail to attend or if you cancel your attendance less than 5 working days before the course date. The charge for failing to attend or cancelling after the 5 working days before the course date is: £75 for a one day course and £125 for a two day course, as of 25th July 2016.

- **How long will I have to wait to find out if I've got a place on a face to face course?**

Priority will be given to staff from agencies and organisations that contribute to the WSCB and we aim to ensure all courses have appropriate multi-agency representation.

We will then contact you at least 4 weeks before the course date to confirm your place on the course. This process is to ensure that the right people are on the right courses and that any prerequisites have been fulfilled.

If you are not allocated a place it is likely to be for one of the following reasons:

- you have already completed the course and do not need to repeat it
- you need to complete an update course
- the course is not appropriate for your role
- the agency allocation is full for the course
- you have not completed the pre-requisite course

Please note: If you attend a course without confirmation of a place you may not be accepted on the day.

- **How do I complete the pre-course questionnaire?**
 - Go to <https://wiltshirescb.safeguardingchildren.co.uk/>
 - Log into your account
 - You should see the course on your “Active Learning” tab under the “Active Learning” heading
 - “Questionnaire” should be written in a box next to the course type
 - Click the blue and yellow arrow under “Action” next to it
 - Click start
 - Answer the questions and follow the on screen instructions to complete the pre-course evaluation

- **How do I cancel my place on a face to face course?**
 - Go to <https://wiltshirescb.safeguardingchildren.co.uk/>
 - Log into your account
 - You should see the course on your “Active Learning” tab under the “Active Events” heading
 - Click the blue and yellow arrow under “Action” next to it
 - Click “Cancel Attendance”
 - Click “Ok”
 - Type in the reason for your cancellation
 - Click “Submit”
 - The course will now no longer be on your account

- **How long do I have to wait to access the online training courses?**

You should receive an email giving you access to your course within 5 minutes of applying, **except for** the *Safeguarding Children from Abuse by Sexual Exploitation* course as this needs to be authorised by the WSCB Training Team first.

- **How long do I have to complete the online course?**

Once you have applied for the course, you will have up to 6 weeks to complete it. You will be sent an email after 3 weeks to remind you to complete the course within the 6 week time frame.

- **How long do the online courses take to complete?**

The courses can take up to 2 hours to complete but you can save your place and stop the course if you need to and do it in ‘bite size’ chunks; it doesn’t have to be completed in one go.

- **Who do I contact if I am having problems registering, logging in or applying for a course or if I am having technical difficulties with the course?**

If you have any of the above enquiries, please contact Virtual college on learnersupport@virtual-college.co.uk or 01943 885095.

- **I’d like to change my password/update my details, how do I do this?**

Once you are logged into your Virtual College account, you will see “Edit Profile” on the right hand side. Click this link and it will take you through to your profile details. You will need to overwrite or add the details you’d like to change and then click “Save”.