



Croydon Safeguarding Children Board External - Croydon Learning User Guide



Croydon Council employees, simply click the section for Croydon Council staff

The guide below is for external users (non-Croydon Council employees)

How to create an account in Croydon Learning – in 2 easy steps

1. Go to <https://croydon.learningpool.com>
 2. Click on 'Click here to create an account' , then 'Create new account' (see pictures below)
- A work email address should be used and the name of the organisation you work for should be provided. Your registration will need to be approved.



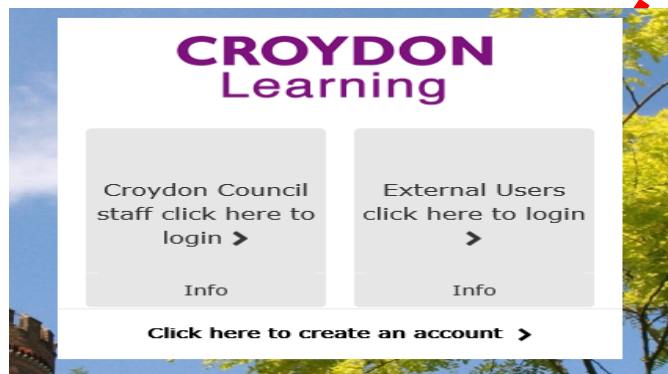
- Complete the details as required (including the section below) and click request account.

▼ Directorate / Department / Sub-department
Manager's name (External Users only)
Manager's name (External Users only)

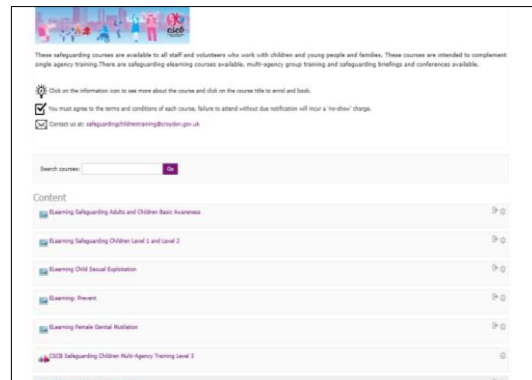
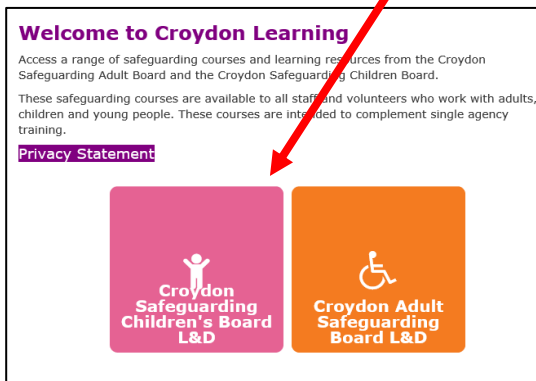
- An email will be sent to the administrator who will confirm acceptance of your account request – please allow some time for this to happen.

SELECTING AND BOOKING A COURSE

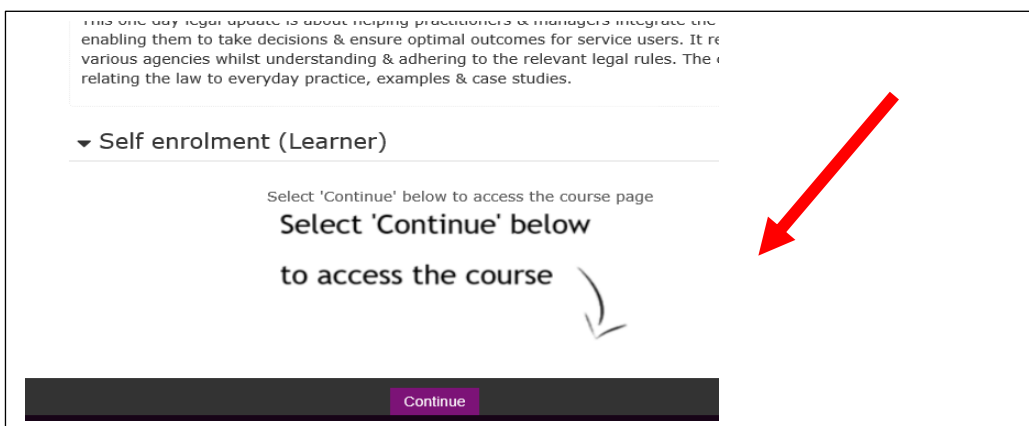
- Once your account has been accepted, go back to Croydon Learning as before, click on the right-hand box for external users and enter the user name and password that you created for your account.



- When logged in go to the Croydon Safeguarding Children Board L&D page



- If you see something that interests you, click on the course title - you will be asked to select continue at the foot of the page, this will take you to the course page where you can see more information.



- To book a place, just click 'sign up' to the right of the workshop date.

13 June 2019	9:30 AM - 4:15 PM Europe/London	Goshen Room Heathfield Training Centre	1 / 12	Booking open	    
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- You will then just need to click 'sign-up' again on the next page and the system will send you an automatic confirmation by email.
- There will be an **iCalendar appointment attached** to the e-mail which you can select and accept for it to go into your Outlook calendar if required.

There are required items in red

Requests for session organiser

Cost Centre (LBC staff only)

Receive confirmation by*



- If a course date is full**, you can add yourself to the waitlist by using the 'join waitlist' function. If a place becomes available, the system will automatically send a booking email to the next person on the list. **Note, this adds you to the waiting list for that event date only.**

Date	Time and Time Zone	Room	Seats available	Status	Options
8 January 2019	9:30 AM - 4:00 PM Europe/London	Holder Room Heathfield Training Centre	0	Booking full	Join waitlist

To cancel your place –

- To cancel a booking log back in to Croydon Learning, go to the course page and select 'cancel'
- If the cancel option is not showing it may be because you are cancelling at short notice (e.g. within 3days of the event start) – in which case email: safeguardingchildrentraining@croydon.gov.uk

To complete the course evaluation and collect attendance certificate

- After each training event - log back in to Croydon Learning, go to the course page and scroll to the section named Evaluation.
- Once the short evaluation survey is completed, return to the course page and scroll to the section marked Certificate. You can only collect the certificate once the evaluation survey is completed.

For any queries about registering or your account please email croydon.learning@croydon.gov.uk in the first instance.