

Training Courses and Online Learning

# Private, Voluntary and Independent Sectors

# April 2023 – March 2024

The following training is specifically for small and medium-sized businesses and non-profit organisations working within the Adult Social Care Sector in North Yorkshire.

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# What is the Learning Zone?

The Learning Zone is a ‘one stop shop’ where you can access a variety of training and learning courses. The training advertised in this booklet is for those working within North Yorkshire in the Private, Voluntary and Third Sector Organisations.

It is designed to provide you with access to a wealth of training and learning courses and materials. The Learning Zone exists to promote lifelong learning and to support your learning and development.

On the Learning Zone, you can:

* Search for a course
* Book a place on a training event and complete online learning courses
* View and update your learning record
* Cancel a place on a training event
* View and update your profile
* Access a number of learning resources such as bite size videos, articles and podcasts

# How to access the Learning Zone

You can access the Learning Zone by visiting this link: <https://learningzone.northyorks.gov.uk/lzcs/home/>

or use a search engine and search for 'NYC Learning Zone'. It should be the first search result that comes up.

**How to register if you are a new user for the Learning Zone**

Before you can start any learning, you will need to register for your Learning Zone account. Activation is quick and simple, just follow these steps:

1. Click the ‘Log in’ button at the top right of the page.
2. Next, click the ‘Create One’ link at the bottom right of the window.
3. A new screen will appear with the question ‘Do you already have an Employee/ External Reference number?’ You will be presented with a Yes or No answer choice.
4. Select no, then you will be presented with a new screen where you will need to fill in the details specified.
5. Finally, you will need to create a password which must contain 7 to 15 characters and contain at least one number as well as mixed case alpha numeric characters.
6. Click on Register and you’re good to go!

The Learning Zone will send 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.

Keep your username and password in a safe place - you will need it every time you log in to the Learning Zone!

*When you log in to the Learning Zone, you will need to activate your training in order to access the courses available. Please click ‘Activate Training Here’ on the top right of the page.* ***You will need to enter your unique organisation subscription code.***

***Please note this code is unique to the setting and must not be shared with any other providers.***

# How to use the Learning Zone

Using the bar across the top, you can navigate through the different areas of the Learning Zone.

**How to search and book on a course**

To find a course, please click ‘Search for a Course’ and type the course title in the search box and click ‘Find Courses’.

You will notice that there are symbols on the right-hand side against the courses. These tell you what type of learning event the course is. It will either be classroom based, e-learning or a webinar. Hover over the icon to find out which one it is.

Once you have clicked on the course you require, the following page will provide you with more information about the course.

If it’s a **classroom** or **webinar** course, it will show you all the upcoming dates if you scroll down. When you have chosen which session you would like to attend, click ‘Register’. You will then need scroll down to complete the reason for request and then click ‘Register’ again. This will then assign you to the course. You will receive an automated email confirming your place on the course.

If it’s an **eLearning** course, it will provide you with the link to click to undertake the package. All our eLearning courses can ‘bookmark’ which means you don’t need to complete it in one sitting and you can return to the package again when convenient for you.

**How to view your Learning Record**

To view your Learning Record, click on the ‘My Learning Record’ tab at the top of the page.

This will show you all the courses that you have completed, the dates you completed them and allow you to download and print certificates for completed courses. Please be aware that completed eLearning courses can take up to 24 hours to appear on your record and any classroom based learning will be visible once the register has been updated on the system.

This page also shows you any future courses and training that you are booked on to.

**Cancellation and Non-Attendance Charge**

If you need to cancel your place on a course, please go to ‘My Learning Record’. In upcoming courses, find the course you wish to cancel and click ‘cancel’ on the right-hand side.

Training and Learning have a cancellation charge of £50 per person, \*per course to all external partners accessing training. This will apply to those delegates that do not turn up on the day and those persons cancelling their place on a course with less than 1 weeks’ notice. If a substitute attends this charge will not apply.

*\*For courses of more than one day duration, a charge will be made for each day not attended*

**Your Profile**

We advise you update us with any additional requirements prior to attending a classroom course, for instance access to premises, access to a hearing loop, dyslexia, dietary requirements etc. to enable us to make the experience as comfortable and enjoyable as possible for you. This can be done by selecting the ‘My Profile’ tab at the top.

You can enter relevant information on this page and click save changes to update it. Please note that any information you provide will be kept strictly confidential and is intended for training, learning and development use only.

You can also change your Learning Zone password from the ‘My Profile’ page.

# What else will you see?

After you have logged on, you will go through to the Learning Zone homepage.

**Courses and resources**

As well as the toolbar with options at the top of the screen, you will also notice on the homepage there are other logos, these provide you access to a range of different resources including bite size videos, podcasts and eBooks.

**Ashridge (Leadership Live)**

Ashridge provides learning materials aimed at keeping you up to date with the latest management thinking, including learning guides, pocketbooks, software guides, video clips, audio clips, book reviews and research and publications.

Once you have clicked on the Ashridge link, you can create an account in order to access the learning materials free of charge.

**Nexus**

Nexus offers a suite of learning to support staff including ICT courses, health and safety, social care and health, workplace legislation and skills. Nexus allows you to learn anytime, anywhere and at your own pace to fulfil your identified learning requirements, Continuous Professional Development (CPD) or personal development needs. The resources available will also complement other mandatory training and learning and help employees further improve their confidence and skills.

Once you have clicked on the Learning Nexus link, you can create an account with Nexus in order to access the free courses available.

**Skill Boosters**

[Skill Boosters offer a series of short films that address meaningful workplace challenges in equality, diversity and inclusion, leadership and teamwork.](https://learningzone.northyorks.gov.uk/LZCS/search/search?keywords=boosters)

You do not need to create an additional account to access the films, just click on the icon on the homepage to view all the short films that are available.

# Where to go for help

If you require assistance with the Learning Zone or have any questions, you can contact the Training and Learning team either via 01609 798010 or trainingandlearning@northyorks.gov.uk.

You will also notice across the top of the Learning Zone, there is a ‘Contact Us’ tab. This will allow you the option of completing an Online Enquiry Form which will be sent through to the Training and Learning team.

**Training Event Index:**

* Deprivation of Liberty Safeguards (DoLS) – Registered Managers/Deputies/ Team Leader
* Intermediate Mental Capacity Act 2005
* Mental Capacity Act: Complex Decision Making Part 1 for Experienced Practitioners and Managers
* Mental Capacity Act Complex Decision Making Part 2: Best interests’ decisions and best interests’ meetings
* Moving and Handling Training Basic Introduction
* Moving and Handling Leads Training
* Moving and Handling Reablement
* Safeguarding Adults Raising a Concern
* Safeguarding Adults Level 2 Safeguarding Concerns Manager
* Safeguarding Champions Raising a Concern
* Supporting Individuals (age 16+) to make decisions within the Mental Capacity Act

**Online-Learning Index:**

* Autism Awareness
* Autism and Communication
* Autism and Mental Health
* Back care refresher – for those whose role includes the moving and handling of children and adults
* Deprivation of Liberty Safeguards (DoLS)
* Dementia Awareness
* Fire Awareness for Residential Care
* Food Safety & Nutrition in the Care Sector
* LGBT Awareness - Meeting the needs of older lesbian, gay, bisexual and transgender people using Health & Adult Services
* Mental Capacity Act
* Safeguarding Adults under the Care Act
* Safe Handling of Medication Domiciliary Care
* Safe Handling of Medication Residential Care
* Sepsis Awareness