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# **April 2025 – March 2026**

# **Training Courses and Online Learning for North Yorkshire Council approved lists of adult social care services providers.**

# The following training is specifically for organisations on the North Yorkshire Council approved lists of adult social care services providers.

# Subscription Code:

**If you do not know your organisation code, please contact Learning and Development on:**

**01609 798010**

**OR**

**learninganddevelopment@northyorks.gov.uk**

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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 by using a search engine and searching 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 which is*** ENTER CODE HERE

***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. Learning and Development 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 courses can I access on the Learning Zone?

**The following courses are available in limited numbers to organisations on the North Yorkshire Council approved lists of adult social care services providers.**

**In the event you would like to access any courses not on this list please visit** [**https://nyestraining.co.uk/**](https://nyestraining.co.uk/) **or contact** [**learninganddevelopment@northyorks.gov.uk**](mailto:learninganddevelopment@northyorks.gov.uk) **for more information.**

**Training event index**

* Deprivation of Liberty Safeguards (DoLS) – Registered Managers/Deputies/ Team Leader
* Intermediate Mental Capacity Act 2005
* Moving and Handling Leads Training
* Safeguarding Adults Raising a Concern
* Safeguarding Adults Raising a Concern Champions (Train the Trainer)
* Safeguarding Adults Level 2 Safeguarding Concerns Manager
* Supporting Individuals (age 16+) to make decisions within the Mental Capacity Act

**Online-Learning Index:**

* Autism and Communication
* Autism and Mental Health
* Deprivation of Liberty Safeguards (DoLS)
* 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

# Where to go for help

If you require assistance with the Learning Zone or have any questions, you can contact the Learning and Development team either via 01609 798010 or [learninganddevelopment@northyorks.gov.uk](mailto:learninganddevelopment@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 Learning and Development team.