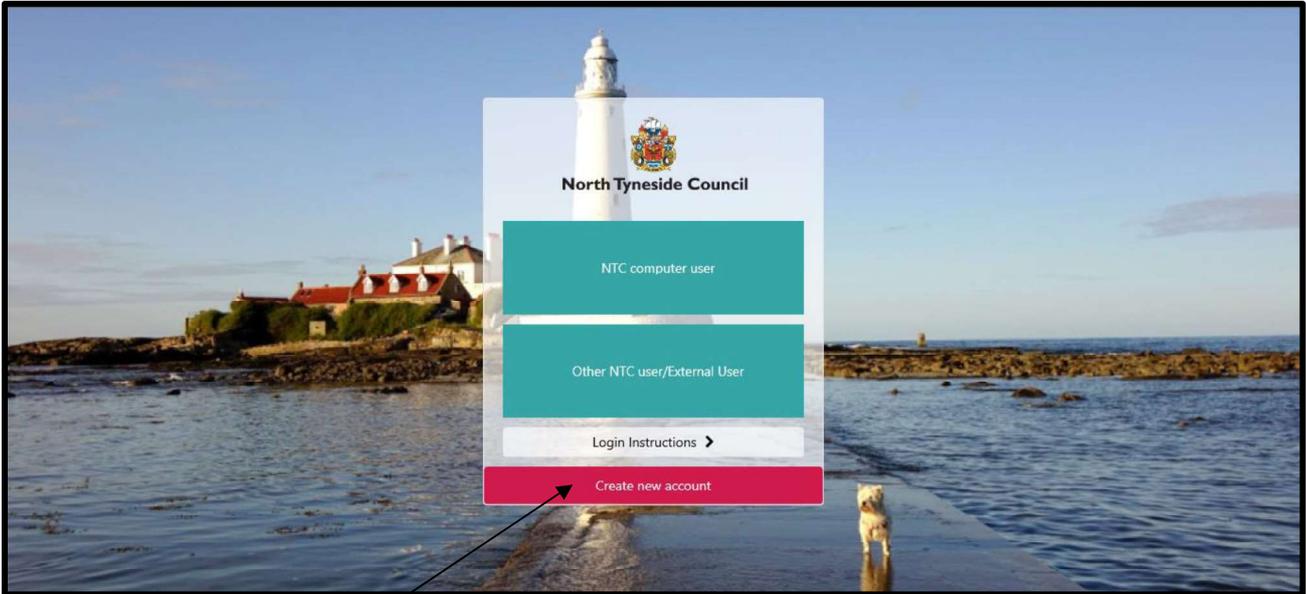


How to Create a Learning Account & Complete the Safeguarding Course

IMPORTANT: If you already have a North Tyneside Learning Pool Account (such as if you are a NT employee or if you have previously completed the course) you already have access; please do not create another user account and proceed straight to Page 4

Follow this link: <https://northtyneside.learningpool.com> (or type into your browser)

1) You will be taken to:



2) Select "Create New Account"



3) Create a user name and password of your choice

4) Complete “More Details”

The screenshot shows a registration form titled "More details" overlaid on a background image of a lighthouse. The form contains the following fields and error messages:

- Email address**: Invalid email address
- First name**: Missing given name
- Surname**: Missing surname
- City/town**: North Tyneside
- Country**: Select a country (dropdown menu)
- Organisation**: Missing organisation

A red button labeled "Choose organisation" is located below the Organisation field.

5) Then click “choose organisation”

The screenshot shows a dialog box titled "Choose organisation" with a search bar and a list of categories:

- Carers
- Education
- Emergency Service
- Health
- NTC (Not Employee)
- NTC Partners
- Probation
- Voluntary
- Private
- Emergency Services
- Members
- Transport (Private)

An arrow points to the "+" icon next to "NTC (Not Employee)".

6) Click + next to “NTC (Not Employee)”

The screenshot shows the "Choose organisation (Selected: Volunteer)" dialog box. The "Volunteer" option is selected under the "NTC (Not Employee)" category. The list of options is expanded to show:

- Agency
- Internal Audit (Shared Service)
- Student
- Volunteers

At the bottom right of the dialog box, there are "OK" and "Cancel" buttons. An arrow points to the "OK" button.

7) Select “Volunteer”, then click “OK”

8) "Volunteer" will be shown as selected. Now complete "Other fields" (as step 8) below)

The screenshot shows a registration form with the following elements:

- Country:** A dropdown menu with "United Kingdom" selected.
- Organisation:** A field with "Volunteer" selected, a red "X" icon, and a "Choose organisation" button.
- Other fields:** A section containing three text input fields:
 - Managers Name:** "Please enter"
 - Invoice Address:** "Please enter"
 - Organisation Name:** "Please enter"
- Buttons:** "Request account" and "Cancel" buttons at the bottom.

Annotations with arrows point to the "Volunteer" selection, the "Other fields" section, and the "Request account" button.

9) "Other fields": Manager's Name: **Helen Jordan**
Invoice Address: **Attendance & Placement Service Chaperone**
Organisation Name: **North Tyneside Council**

10) Click "Request Account"

You will receive an email to confirm your learning account.

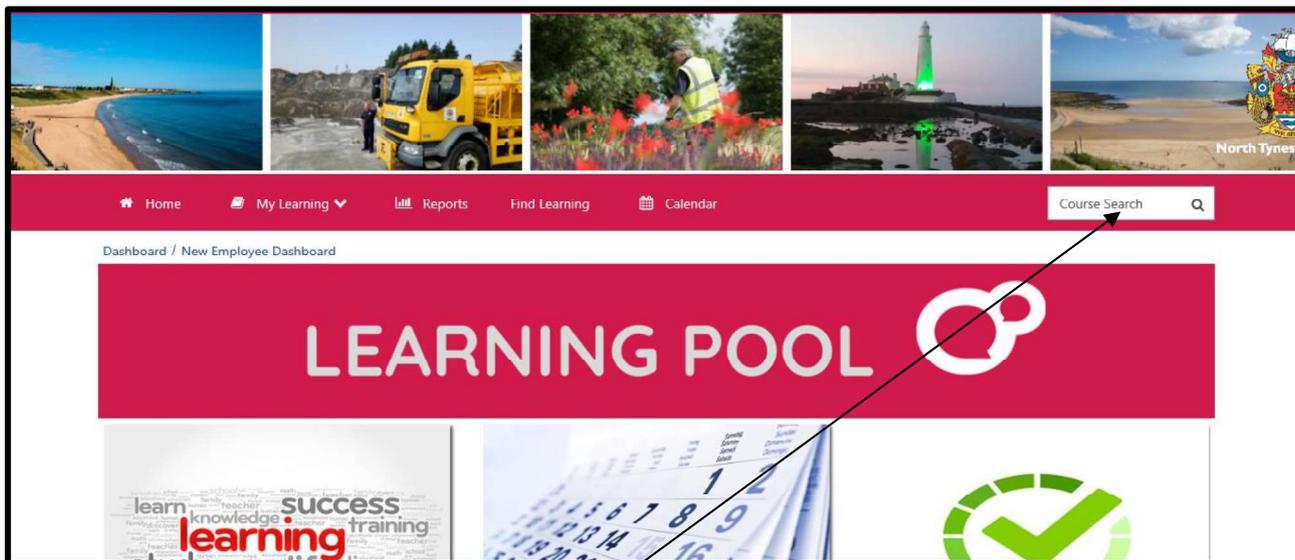
You may now log into the Learning Pool and complete the course.

Access the Learning Pool (<https://northtyneside.learningpool.com>)

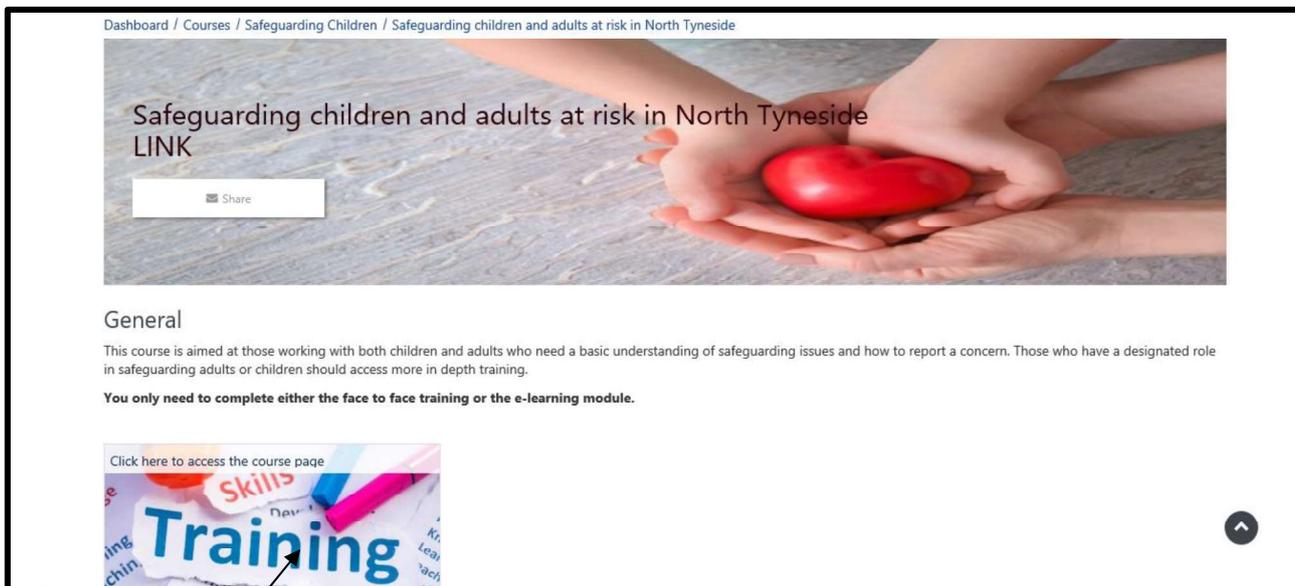
If you are an external user and not a North Tyneside Council Employee select:
"Other NTC user".

If you are a NT Council employee then select "NTC Computer User"
Then log in using your user name and password.

(If you have difficulty logging in or have forgotten your password you should email
workforce.development@northtyneside.gov.uk)

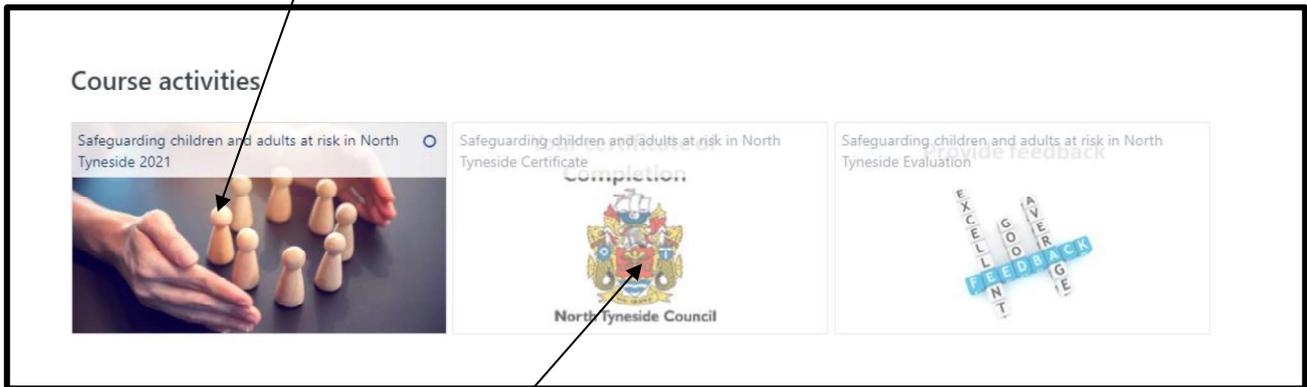


- Locate the course by searching "Risk"
- Select "Safeguarding Children and Adults at Risk in North Tyneside" from the results displayed.



Click here to access the course page

- Click here and complete the course



- Obtain your Certificate (you may need to have pop-ups enabled to access this).

If you experience any difficulties creating your learning account or accessing the course please contact the Learning Pool Tel: (0191) 6435063
workforce.development@northtyneside.gov.uk