

Frequently Asked Questions

How do I get started?

Go to the website www.inourplace.co.uk, apply the access code QUADRANT, and register for an account.

You will be asked for your e-mail address and a password of your choice. You can then return to the site, sign in and resume from where you last left the course.

Does my access code expire?

Your coupon may have an expiry date. However you only need to use the code the first time you enter the course, after that your log-in details will NOT expire and you can access the course for years to come, as your child grows. So get going now and continue at your leisure!

What will I need to complete the online course?

All you need to get started is your access code, an up-to-date internet browser on a computer, laptop, tablet or smartphone (the local libraries or your school may be able to provide access to this), and an e-mail address. Go to the website www.inourplace.co.uk and apply the code when prompted.

How does it work?

Your details will not be passed to any third party. Your responses to the monitoring questions will be strictly anonymised.

You may receive very occasional e-mails with updates about the courses. You will receive congratulatory e-mails as you progress through the course.

What kind of courses are they?

They are enjoyable and popular on-line learning courses for parents and carers, called: 'Understanding your pregnancy, labour, birth and your baby'; 'Understanding your baby'; and 'Understanding your child'.

The courses have been written by the Solihull Approach, a well recognised NHS provider of information and courses for parents.

Will I have to pay anything?

No. The courses normally cost between £19 and £39 each. By using the access code North Tyneside residents can take part in one or all of the courses completely FREE of charge.

Who are these courses for?

For ALL parents-to-be, parents, grandparents or carers of any child from the antenatal period to age 18 years. You don't need to be struggling. This course is relevant to parents of all children, including those with special needs, autism, ADHD etc.

How much time do the courses take?

They have between 9 and 11 sessions which take about 20 minutes each. We recommend you do about one session a week. There are activities for you to try between your on-line sessions which can enhance your learning.

What is the evidence supporting these online course?

Research shows that this online course helps reduce conflict in families and increase closeness. Families tell us these course help with managing children's strong feelings, family communication, understanding each other and behaviour. We are actively involved in evaluating all our groups. 'Understanding your child' and 'Understanding your pregnancy...' are accredited by the DfE.

More questions, or technical queries?

Contact the Solihull Approach on 0121 296 4448 Mon-Fri 9am-5pm

or e-mail solihull.approach-parenting@heartofengland.nhs.uk