Croydon Children and Families Partnership E-Learning FAQs

1. **Who can access Croydon's e-learning?**
   The Croydon e-learning is free for anyone who lives or works in Croydon.

2. **I have not used e-learning before, how easy is it to use?**
   Using e-learning is easy. In a survey of Croydon e-learning users most (87%) had no or very little previous experience of e-learning but 98.4% found the Me Learning easy to use and 94.2% said they would use e-learning again.

3. **How do I access the e-learning?**
   If you go to **https://croydon.melearning.university/course_centre** *you will be able to register yourself. We will then have to validate your registration: as we are only able to register those that live or work in Croydon please ensure that, in the address field, you include either a business address in Croydon or the postcode of your home address in Croydon (there is no need to provide your full home address)?*

4. **When I register my address is not recognised, I get the message** Please enter valid work address
   The system will not recognise an address that incudes commas.

5. **I have forgotten my username / password**
   On the log-in screen click

   > ▶ Forgotten your user name and/or password?
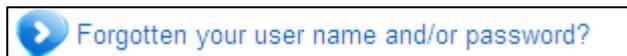
   You will be emailed your log-on details.

6. **Is there a charge for accessing the e-learning courses?**
   No, the e-learning is free for anyone who lives or works in Croydon. If you do not live or work in Croydon you may find that your own borough has some e-learning. Our courses are provided by MeLearning and are available on their website to other users but there will be a charge: **http://www.melearning.co.uk/**

7. **How long does it take for my registration to be validated?**
   We are able to deal with most registrations on the same working day but occasionally it takes 2-3 days.

8. **Why was my registration rejected?**
   We can only register people who live or work in Croydon. A registration would be rejected if we cannot be sure the address provided is in Croydon. We will

usually email you to tell you why we have rejected your registration. Sometimes people accidently register twice; we would only validate one registration and reject the other.

9. **I don't live or work in Croydon can I do your courses?**
We can only register people who live or work in Croydon. However, all are courses our supplied by MeLearning and you can access any of the courses, at a small cost, from their website: http://www.melearning.co.uk/.

10. **I registered some time ago and have not received registration details?**
We deal with most registrations on the same working day but occasionally it takes 2-3 days. If you have not received an email with your log-on details check your spam folder. Some emails are 'not delivered': this could be because your mailbox was full or because the email address is incorrect. If we do not have the correct email address we cannot contact you. Contact us at integrated.working@croydon.gov.uk and we will check whether you have been registered and give you log-on details.

11. *Where can I access the e-learning?*
E Learning can be accessed from any computed using the web link and your own log on details.

12. *I cannot launch the courses*
The courses launch in a pop-up: if pop-ups are blocked on your machine the course cannot start. There will be a message at the top of the screen that gives you the option to unblock pop-ups for this site. Unblocking pop-ups will enable you to access the course.

13. *I can't view all of the videos on the course*
The Courses need certain software to run you can check your PC by clicking on the link: http://www.melearning.co.uk/checker.aspx where there are also links to download the software needed.

14. **I have completed a course but cannot open my certificate**
The certificate is in a pop-up: if pop-ups are blocked on your machine they will not launch. There will be a message at the top of the screen that gives you the option to unblock pop-ups for this site. Unblocking pop-ups will enable you to access the certificate.

15. **I need to do a course but am not enrolled on it. How do I get enrolled?**
You can enrol yourself on any course for which you are not currently enrolled by: going to the 'course library' under the Courses tab at the top of the screen:
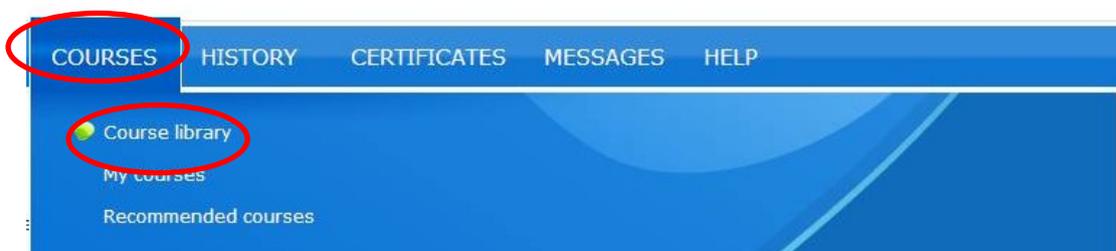
Click on 'details' by the course you want to access

⊕ Care Act - Assessment and Eligibility	60 minutes	Online	Unlimited	Not enrolled	--	Details ▸
⊕ Care Act - Independent Advocacy	60 minutes	Online	Unlimited	Not enrolled	--	Details ▸
⊕ Care Act - Charging and Financial Assessment	60 minutes	Online	Unlimited	Not enrolled	--	Details ▸

On the right of the screen are 'Enrolment Details' – click on enrol to enrol yourself

Enrolment details

Current status	Options
Not enrolled	Enrol ▸

16. **Where can I get help if I have a problem?**
    Email us at integrated.working@croydon.gov.uk

17. **How can I provide feedback on my e-learning?**
    At the end of each course you will be asked to provide a short evaluation of the course. If you have any general feedback on the system please email us at: integrated.working@croydon.gov.uk

18. **Are the e-learning courses up-to-date?**
    MeLearning and Croydon regularly review the modules to ensure they are up-to-date. If you think there is something that needs to be amended please let us know at integrated.working@croydon.gov.uk.

19. **Why should I do e-learning, does it really work?**
    We have received very positive feedback from users of our e-learning.

I will be able to apply the knowledge gained from these courses

Disagree 1%
Strongly Disagree 1%
Agree 48%
Strongly Agree 50%

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

1144 respondents