



Enlearningment

Engaging Learning Environment

Getting started with training

Welcome to Enlearningment

The home of Engaging Learning Environments dedicated to helping you achieve your qualifications and competencies.

Please read this guide to help understand how to quickly access our training services.

About us

Team Enlearningment specialise in the delivery of training for approximately 150 different subjects relating to Health care and Social care based organisations and their teams, across the United Kingdom.

We are responsible for educating, supporting and mentoring thousands of learners each year, from hundreds of organisations across the country, including those with overseas workers or remote detachments. This is made possible by creating virtual and physical Engaging Learning Environments tailored to the needs and requirements of our learners.

We believe in making education and training borderless, barrierless and accessible, by allowing you to achieve at a pace and in environment which suits you.



Equipment required

Face to Face Training

You need to physically attend Face to Face Training.

You can bring a device to help you complete assessments and feedback.

Smart Phone



Tablet Device



You



Virtual Training

You will need to use a web enabled device to access this training.

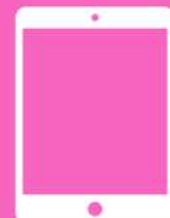
Laptop



Smart Phone



Tablet Device



E-Learning

You will need to use a web enabled device to access this training unless you are using offline working within the app on a mobile device.

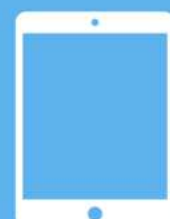
Laptop



Smart Phone



Tablet Device



You can use different web enabled devices to access our training. You will only need **one** compatible device to access our Virtual classrooms or E-Learning suite throughout your learning journey.

If you have any device related issues, please speak to your line manager who should be able to support you with equipment.

Please ensure your device has access to a stable Wi-Fi/Internet connection and can support manufacture updates (approx 5-7 years old).

We use one application for our virtual classrooms.

We recommend you download and install the application to your device for convenience. However, you can still access training through a weblink without needing to install the application.

For E-Learning, you can access our system, Enlearn, via our dedicated website or by using our mobile applications, which are available on iOS and Android devices. When using our mobile apps, you are also able to learn offline.

Virtual training classrooms

We use Microsoft Teams as our chosen platform to deliver Virtual Training.

You can download and install the MS Teams application on a computer/mac device directly from Microsoft's website, or by downloading the applications from your mobile device app store.



E-Learning course access

Scan the QR code to go direct to our site.

You will need an account to access our Enlearn platform. Please speak to your line manager for your account information.

<https://enlearn.enlearningment.co.uk> - Direct Link



How to access virtual classrooms

Joining a virtual classroom is easy if you follow these quick steps.

If you are having any support issues after following this document, please get in-touch with our team and we will be more than happy to assist you.



Step by step guide

(After you have installed the application)

- 1) You will have received a Teams Link by email from either us, or your Line Manager. Firstly, you will need to locate this link. If you have cannot locate the link, please check your spam or ask your Line Manager to send this on to you.
- 2) Once you have located the link, please click on this. You should get a notification, or begin to see the installed application opening. You may then be prompted to login, sign-up or join the meeting. Once you have chosen this step, you may also need to enter your full name.
- 3) Please ensure you have followed the above steps on the other pages of this document and that's it. All you need to do is wait and one of the team will let you in to the meeting. That's it.

Remember – You do not need to install the app, just follow the additional steps prompted. You will not be able to access the training without having the link to access. Please check you have the training link one working day before the training session to help reduce any support enquiries and to allow prompt access to the virtual classroom.



Virtual classroom troubleshooting

View some quick troubleshooting tips

Most reported problems are usually associated with the users device and are not to do with Enlearningment or our systems. We recommend you test your device settings when first installing the application. You can also start a meeting for yourself and others to see if you are audible and your video feed is working correctly.

Please check your settings to ensure you have the correct audio and video devices selected, such as your in-built camera, headphones, or device audio, to ensure you can be seen and heard throughout training.

Your internet connection needs to be stable. We recommend that you connect to a stable Wi-fi connection, such as your home network, or work network, when accessing training. Although you can use mobile data, this is not recommended as your provider may charge you or have caps which can cause people to run out of data or exceed their bill. Equally, mobile data in certain areas can be unreliable and patchy.

Please ensure you have no background noise during training. We politely request that all learners remain muted until they are asked to speak. This helps to reduce background noise and ensures an optimal learning environment and positive experience for all.

Using features, such as mute/unmute, raising your hand, chat boxes and more can be actioned from the menu bar. Device depending, this may be visible at all times, or hide when not being used. Please familiarise yourself with these features and where they are located on your device beforehand. You may need to tap the screen on a mobile device to see the menu bar.



Virtual classroom accessibility

Our Virtual Learning Environments are geared to help you achieve the highest standard of learning from anywhere.

The Enlearningment team will assist you if you have additional learning requirements or needs. Please speak to your line manager to make us aware, or talk to us directly. **We're here to help.**

Closed Captioning

Live Audio Transcription

Online Assessments

Different Screen Contrasts

Additional Time and Support

One-to-One Support

We want you to succeed.

Let us support you to achieve your goals.



Accessing Enlearn is easy



Login or download our applications to get started.

We have designed the Enlearn platform to be easy to navigate and accessible. Should you have any questions or queries, please reach out to our support team by email who are able to assist 24/7/365.

Your login credentials will be sent to your email address or to you via your line manager.

Please check your spam folder if you have not received your credentials and are expecting them.

If you have forgot your password, or have not received it, you can reset this on the website with your email address and a new one will be sent directly to you.

Password resets tend to help troubleshoot most login issues. Please note, continued logins may cause your account to time out or be barred. Please speak to us if you face a bar on your account.



Enlearn troubleshooting

Most of the common support requests are due to people not navigating the system properly, or not completing full interactions within the system.

Here are some key tips to help you have a smooth experience with Enlearn.

I am unable to navigate on my course.

There may be a couple of reasons why this may be the case. The system has anti-cheat software built in which means all interactions must be completed to allow you to advance or complete the course. You must equally wait for the timer bar at the bottom of the page to complete as to ensure enough learning time has been spent on each module area.

I am unable to find my certificate.

Certificates are located on the course page or within your profile area. You are able to view and download these at anytime.

I cannot finish my course. Do I need to start again?

No. You can leave your course and come back to it at anytime. You can even pick the course up between different devices. The mobile app will also allow you to work offline and sync when connected to ensure you don't lose valuable learning time.





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<https://enlearningment.co.uk>