

For support on something not listed within this guide, please contact
kscmptraining@kent.gov.uk

KSCMP FAQ/How to Guide



Kent Safeguarding Children
multi-agency partnership

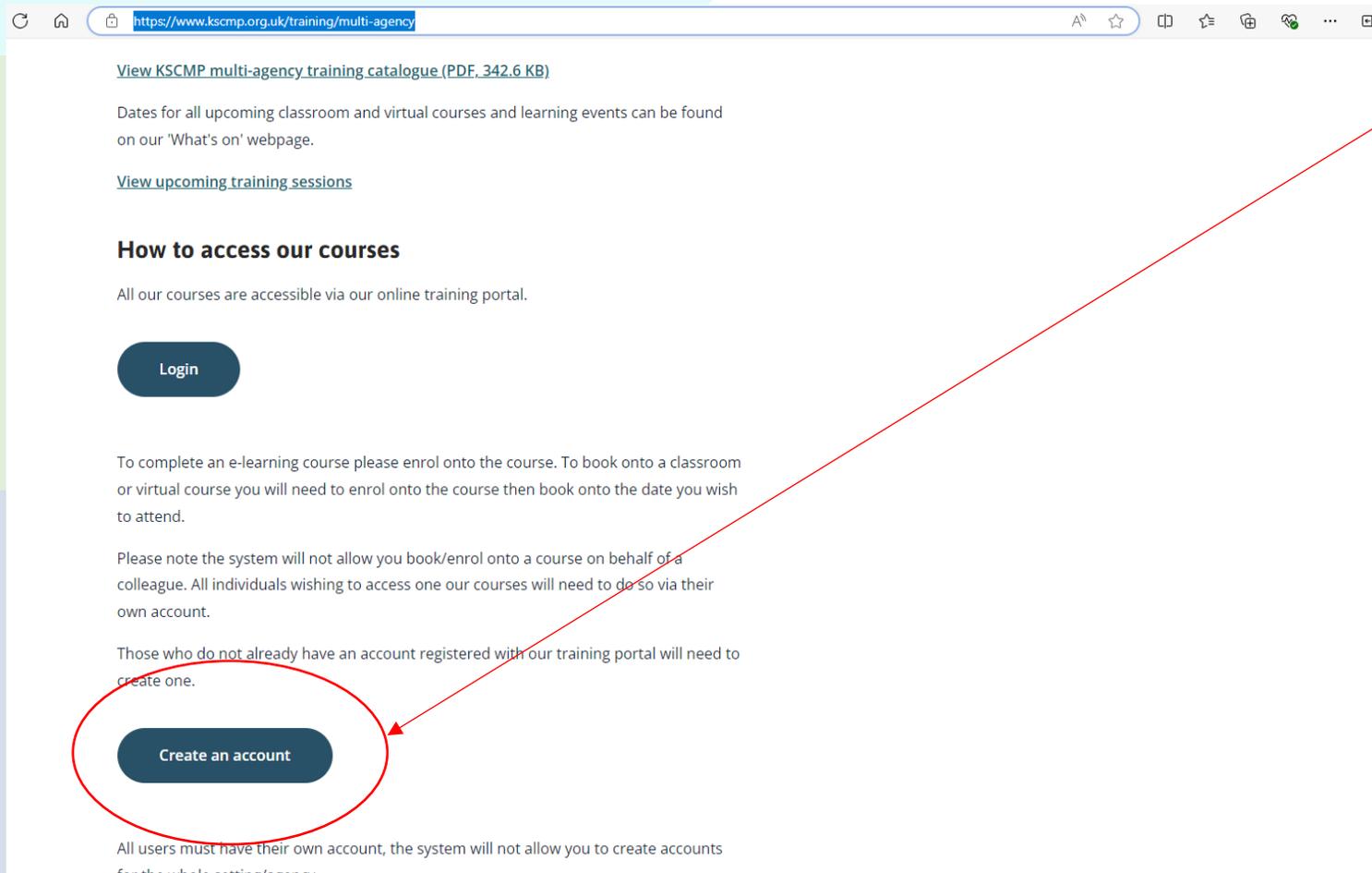
Contents

Contents	Page
How to create an account	3
How to search for an courses	4
How to book an E-learning course	5&6
How to book a face-to-face course	7&8
How to retrieve your certificates	9
FAQs	10&11



How to Create a Me Learning Account

To create an account for our training platform please visit <https://www.kscmp.org.uk/training/multi-agency> and click 'create an account'.



[View KSCMP multi-agency training catalogue \(PDF, 342.6 KB\)](#)

Dates for all upcoming classroom and virtual courses and learning events can be found on our 'What's on' webpage.

[View upcoming training sessions](#)

How to access our courses

All our courses are accessible via our online training portal.

[Login](#)

To complete an e-learning course please enrol onto the course. To book onto a classroom or virtual course you will need to enrol onto the course then book onto the date you wish to attend.

Please note the system will not allow you book/enrol onto a course on behalf of a colleague. All individuals wishing to access one our courses will need to do so via their own account.

Those who **do not** already have an account registered with our training portal will need to create one.

[Create an account](#)

All users must have their own account, the system will not allow you to create accounts for the whole setting/agency.

If when doing this you receive a message stating you already have an account and have issues logging into it, this may be due to it not being fully activated. Please check for an activation email and if you require assistance contact KSCMP training.

How to Search for Courses

The screenshot shows the 'Browse courses' page. At the top, there are logos for Kent Safeguarding Children multi-agency partnership and Medway Safeguarding Children Partnership, along with the acronym KSCMP. The navigation bar includes 'My courses', 'My completions', and 'Browse courses' (which is circled in red). To the right, there are 'My learning' and 'TK SH' buttons. Below the navigation bar, the 'Browse courses' section has a search bar (circled in red) with the text 'Search course' and a magnifying glass icon. To the right of the search bar, it says 'Showing 20 of 71 courses' and '20 per page'. There is also a 'Filter' dropdown and icons for list and grid views. Below this is a table of courses with columns for Course, Duration, Type, and Enrolment status. Each row has a 'View' button.

Course	Duration	Type	Enrolment status	
Abuse Related to Beliefs in Witchcraft	01:05	Digital	Not Enrolled	View
ADHD awareness	00:20	Digital	Not Enrolled	View
Adult self-neglect	00:34	Digital	Not Enrolled	View
Autism Awareness	00:45	Digital	Not Enrolled	View
Bullying and Cyberbullying	01:00	Digital	Not Enrolled	View
Child Sexual Exploitation - Level 1	02:45	Digital	Not Enrolled	View
Child sexual exploitation (level 2)	01:30	Digital	Not Enrolled	View
Conflict Management	00:30	Digital	Not Enrolled	View
Criminal Exploitation and County Lines	00:30	Digital	Not Enrolled	View

To find the course you wish to complete can either browse the list under the **'Browse Courses'** tab or use the search bar within the tab.

When using the search bar it is best to search for part of the course title, i.e for Safeguarding Children Level 1- search 'level 1' or 'children'.

If the course you wish to complete does not appear it may be due to your organisation group. It is either unavailable to you or, if it is a face-to-face course, fully booked.

How to Book a E-learning Course

Browse courses

Search course Showing 20 of 99 courses per page Filter ⌵ ☰ ☐

Course	Duration	Type	Enrolment status	
Abuse Related to Beliefs in Witchcraft	01:05	Digital	Not Enrolled	View
ADHD awareness	00:20	Digital	Not Enrolled	View
Adult self-neglect	00:34	Digital	Not Enrolled	View
Autism Awareness	00:45	Digital	Not Enrolled	View

'View' the course you wish to complete



[Browse courses](#)

ADHD awareness

[Edit](#)

Do you want to better understand Attention deficit hyperactivity disorder and learn how to support people who have ADHD? This course provides an in-depth look at ADHD, dispelling myths and providing helpful strategies for supporting people with this condition. You'll gain knowledge to enhance your understanding, find tools to offer meaningful support and learn how to empower those with ADHD to thrive.

'Enrol' in the course

ADHD awareness [Preview](#)

Digital learning 00:20

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ADHD awareness

Edit

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ADHD awareness

7

Preview

Launch

Digital learning 00:20

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'Launch' the course.

Once completed you will be required to complete a feedback form. Your certificate won't be available until this is completed.



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How to Book a Face-Face Course

[Browse courses](#)

KSCMP Youth Mental Health First Aid (Two Day Face to Face Course)

Edit

This two-day course trains you as a Youth Mental Health First Aider, giving you:

- an in-depth understanding of young people's mental health and factors that affect wellbeing
- practical skills to spot the triggers and signs of mental health issues
- confidence to reassure and support a young person in distress
- enhanced interpersonal skills such as a non-judgemental listening
- knowledge to help a young person recover their health by guiding them to further support - whether that's through self help sites, their place of

[Read more](#)

KSCMP Youth Mental Health First Aid (Two Day Face to Face Course)

Event

View sessions ^

27 Nov 2024 - 28 Nov 2024, 09:30 - 16:30

Patrick Geary Room , The Friars Training KSCMP No spaces

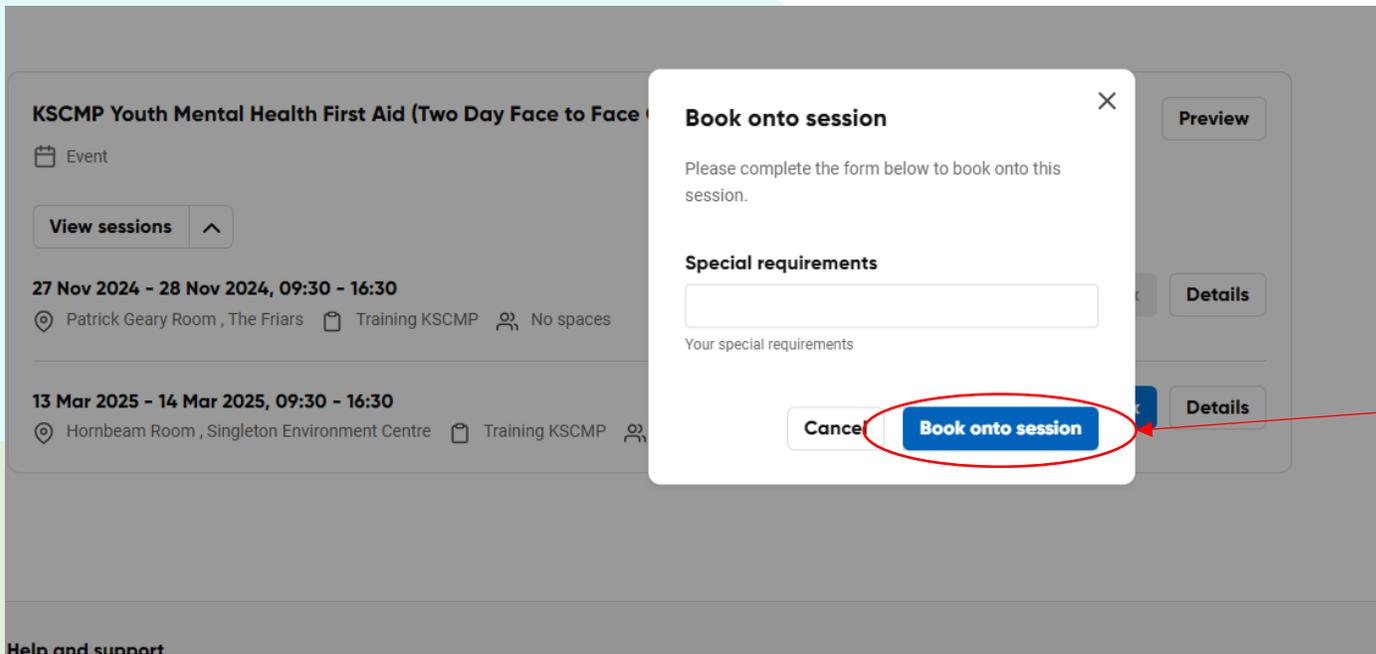
13 Mar 2025 - 14 Mar 2025, 09:30 - 16:30

Hornbeam Room , Singleton Environment Centre Training KSCMP 19 / 25 spaces

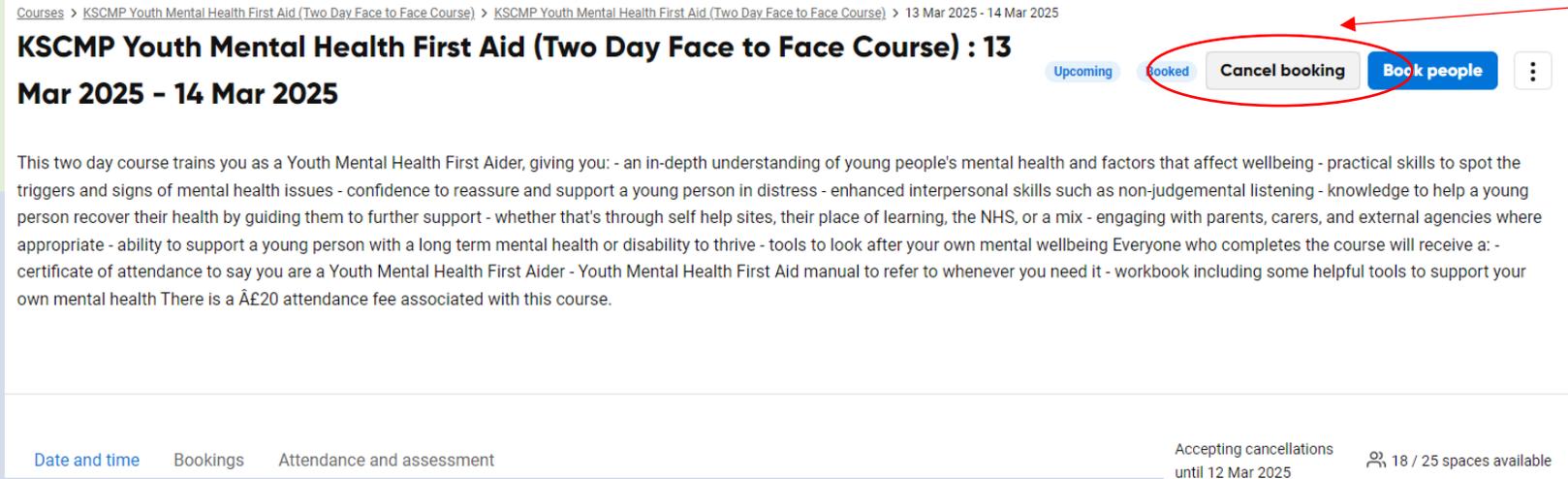
Book Details

Book Details

Click 'Book'



Select the session you wish to attend, note any special requirements such as wheelchair access etc and 'book onto session'



If you are no longer able to attend a session, **please let us know at your earliest convenience**. To do this you can log on to your account and simply 'cancel booking' or email kscmptraining@kent.gov.uk

Failure to notify you are not attending will result in a non-cancellation fee of £50

How to Retrieve Your Certificates

Hidden Harm: Parental Substance Misuse, Parental Mental Ill Health and Domestic Abuse	24 Oct 2022 Time: 15:40	01 Nov 2022 Time: 15:49	Completed	8/8	 
KSCMP Online Safety Virtual Training	04 Oct 2023 Time: 14:21	13 May 2024 Time: 12:33	Completed	1/1	 

The rosette icon is where you will find your certificates for completed courses.

Ensure you have accessed your account via Google Chrome or Microsoft Edge on a computer/laptop as you may experience issues downloading otherwise.

Certificates download as PDF files.

If you experience issues downloading your certificate, contact kscmptraining@kent.gov.uk for support.



FAQs

Q- When I try to create an account it says 'this email is already in use' but when I try to log in and reset my forgotten password it says 'there is no existing user with this email'

A- Your account has not yet been activated on our system following an invite previously sent to you. KSCMP training will need to send you a new invite so you can complete your activation, unless you are able to locate this within your emails.

Q- How much do your courses cost and how can I pay?

A- Most KSCMP courses are free. All elearning courses are free to access. A small number of delivered courses have a small fee attached, but this is clearly outlined in the course information. Payment is currently made through an invoice being raised, you will be required to provide the relevant information for the invoice. A non-attendance fee payment is required if you fail to turn up to a delivered training event (virtual or in person) without prior notification to KSCMP. The payable fee is £50.Q- Can you send me my colleague/staff members certificate?

A- No, we are unable to send certificates without the learner's permission. Please ensure the learner who the certificate request relates to contacts kscmptraining@kent.gov.uk themselves to obtain it.

Q- I saw a course advertised on your website but now I have logged in I cannot find it

A- This is because the course is fully booked. Our website does not have the function to update in real time when courses become fully booked. You can join wait lists, so you are notified when a space becomes available.



FAQs continued...

Q- The course I'm trying to complete keeps getting stuck/isn't registering progress/is freezing.

A- Generally the course getting stuck is owing to your browser settings. Unfortunately, we cannot advise on these as they vary between devices. However, our suggestion would be to try a different browser (we are advised Google Chrome and Firefox works best). We have also had the below advice from the helpdesk: If the learner is using an Apple device to complete their training, this suggests they may be using the Safari browser. This browser is not fully compatible with our courses. If switching browser does not resolve the issue, there may be something locally preventing communication to the site - this could be anything from VPN, content blocker or firewall settings. We recommend if learners are experiencing this issue, that they take the course in a incognito browser as this helps to assist in preventing any issues arising.

Q- Why can't my staff complete training on a topic we have previously had access to?

A- From 2nd September 2024 the following free courses were discontinued due to funding previously given by a partner agency ceasing- Diabetes awareness, Epilepsy awareness, Fire Safety awareness, Hate Crime, Information and Cyber Security, Loneliness and Isolation, Loss and Bereavement, Medication awareness and safe handling of medicines, Mental Capacity Act, New and expectant mothers, Personal Safety- lone worker and Teenage Pregnancy.