

# Surrey Children's Services Academy

# Safeguarding Training Hub

## User Guide

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*created for*



# First-Time User: create your account

The Safeguarding training Hub can be accessed through any internet enabled device.

Open your web browser and type:

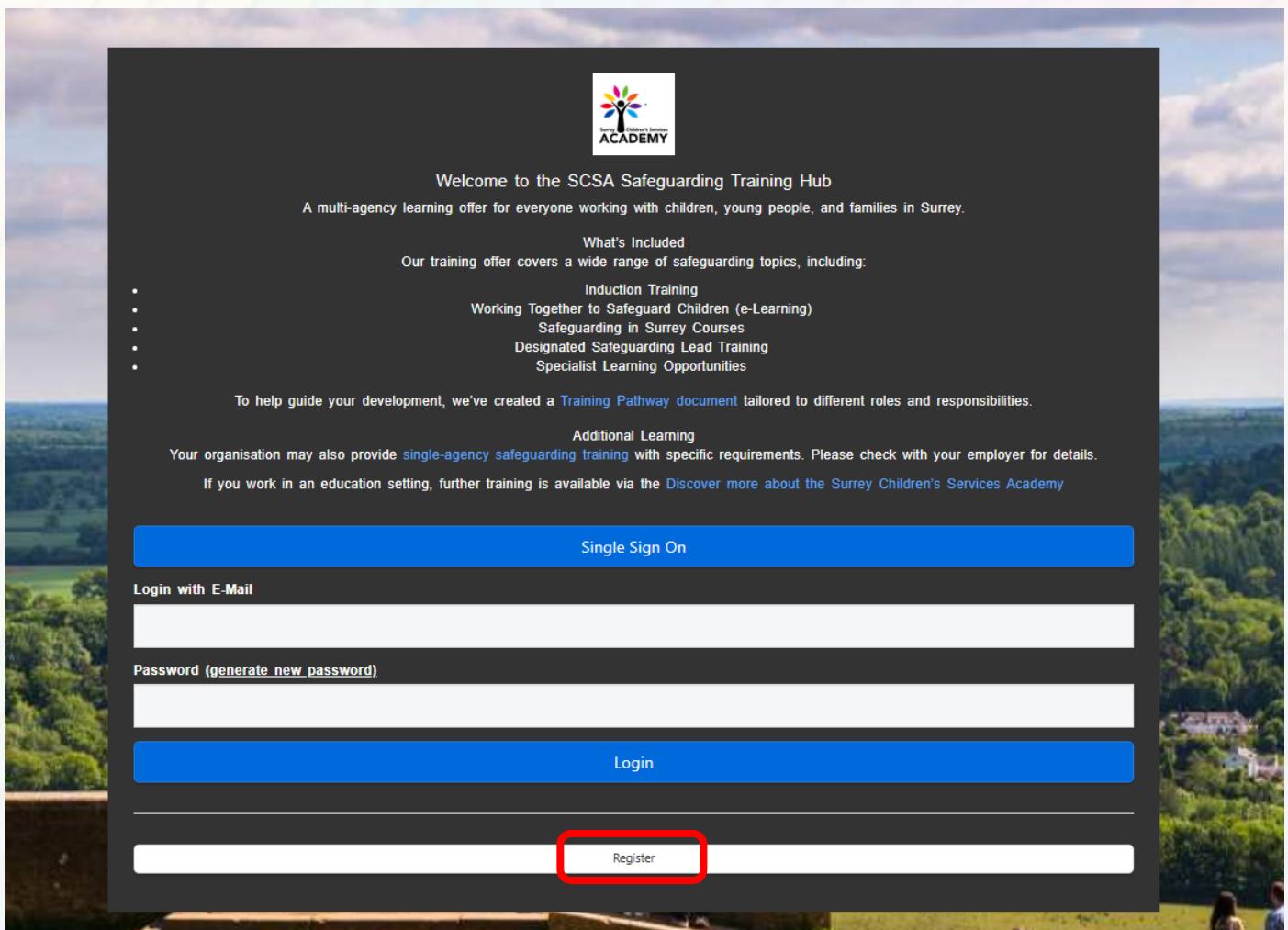
<https://learning.openelms.com/surrey/login/surreychildrensacademy>

into the address bar and press **Enter**.

Alternatively, you can scan the QR code:



You will see the login screen. As a first-time user you will need to create an account. To do this, select **Register**.



Welcome to the SCSA Safeguarding Training Hub

A multi-agency learning offer for everyone working with children, young people, and families in Surrey.

What's Included

Our training offer covers a wide range of safeguarding topics, including:

- Induction Training
- Working Together to Safeguard Children (e-Learning)
- Safeguarding in Surrey Courses
- Designated Safeguarding Lead Training
- Specialist Learning Opportunities

To help guide your development, we've created a [Training Pathway](#) document tailored to different roles and responsibilities.

Additional Learning

Your organisation may also provide [single-agency safeguarding training](#) with specific requirements. Please check with your employer for details.

If you work in an education setting, further training is available via the [Discover more about the Surrey Children's Services Academy](#)

Single Sign On

Login with E-Mail

Password (generate new password)

Login

Register

This is the registration page. Please enter the following details:

- **Username** Use your contact E-mail address as your username.
- **Password** Your password should be 8 characters or more in length and contain at least 1 uppercase letter, 1 lowercase letter and 1 number.
- **First Name**
- **Last Name**
- **Organisation Name** please enter the name of your organisation.
- **Contact E-mail** each account must have a unique email address.
- **Company** This is pre-filled 'Surrey Children's Academy'
- **Department**

When you have completed the fields as required, choose **Register** to continue.



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**Username \***

**Password \***

**First Name \***

**Last Name \***

**Organisation Name**

**Contact E-mail \***

**Company \***

**Department \***

Register

You will now be taken to the Safeguarding Training Hub home page.

# Logging In

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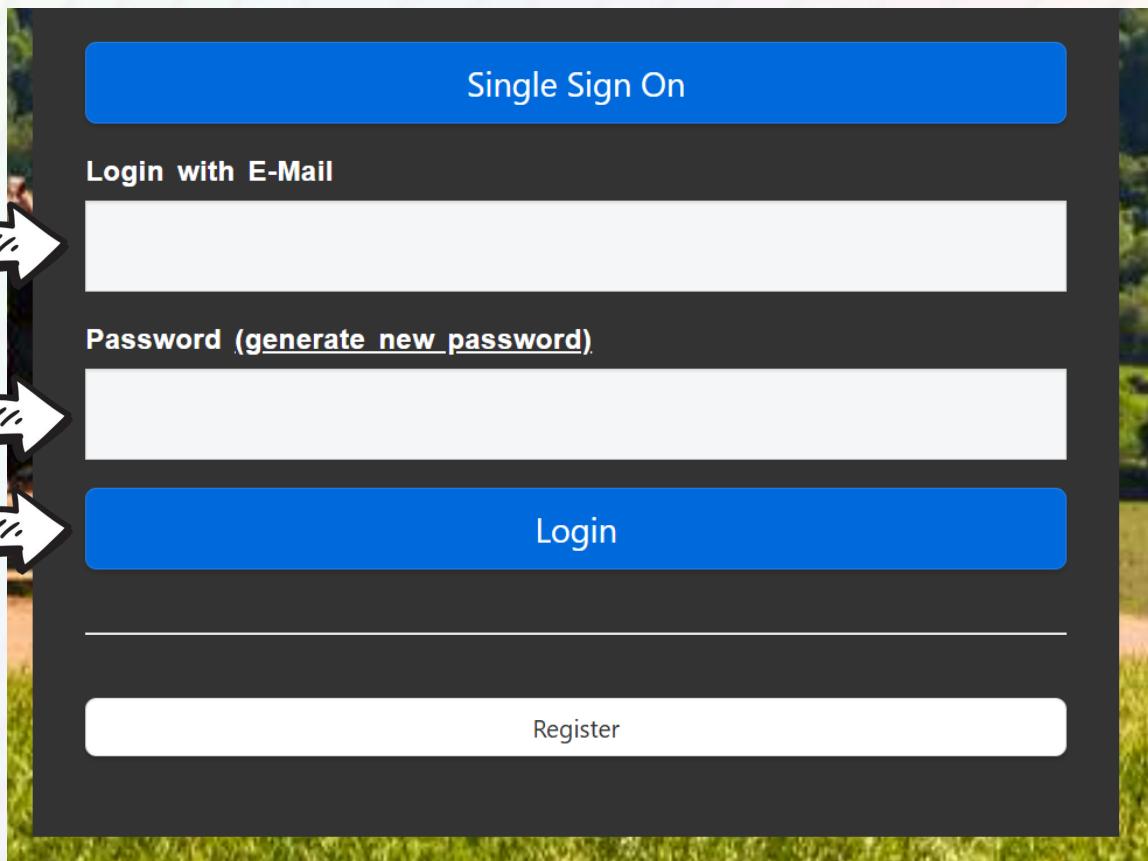
into the address bar and press **Enter**.

Alternatively, you can scan the QR code:



You will see the login screen.

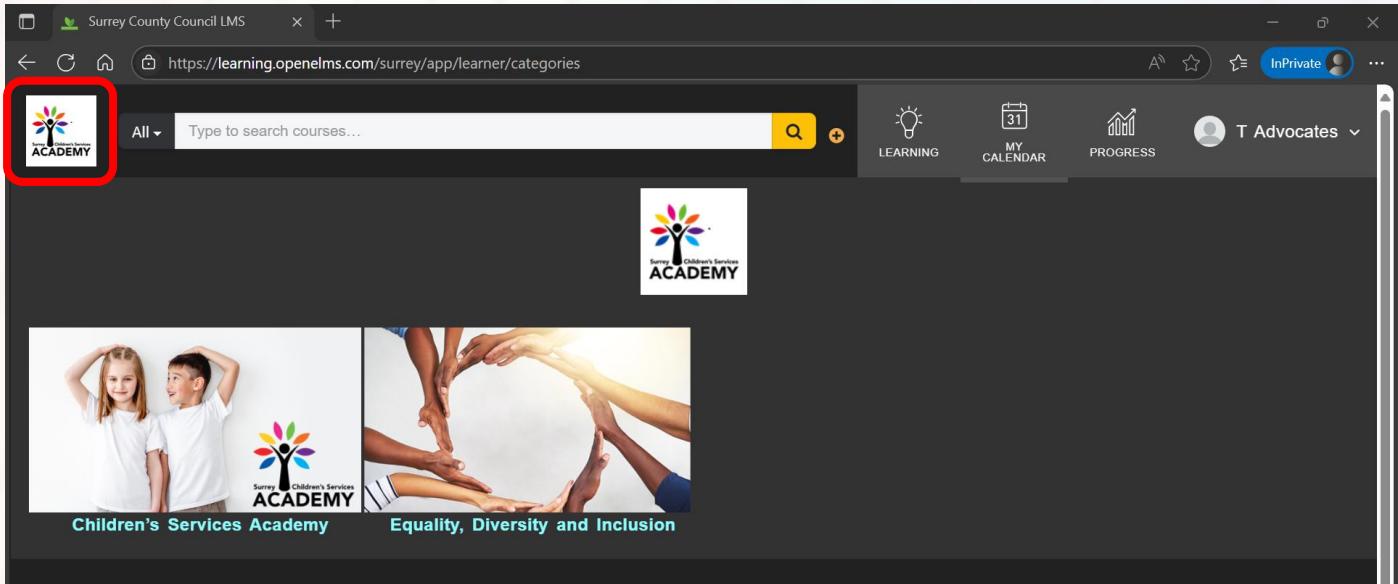
1. Enter the email address you registered with
2. Enter your password
3. Click or Tap **Login**



You will now be taken to the Safeguarding Training Hub home page.

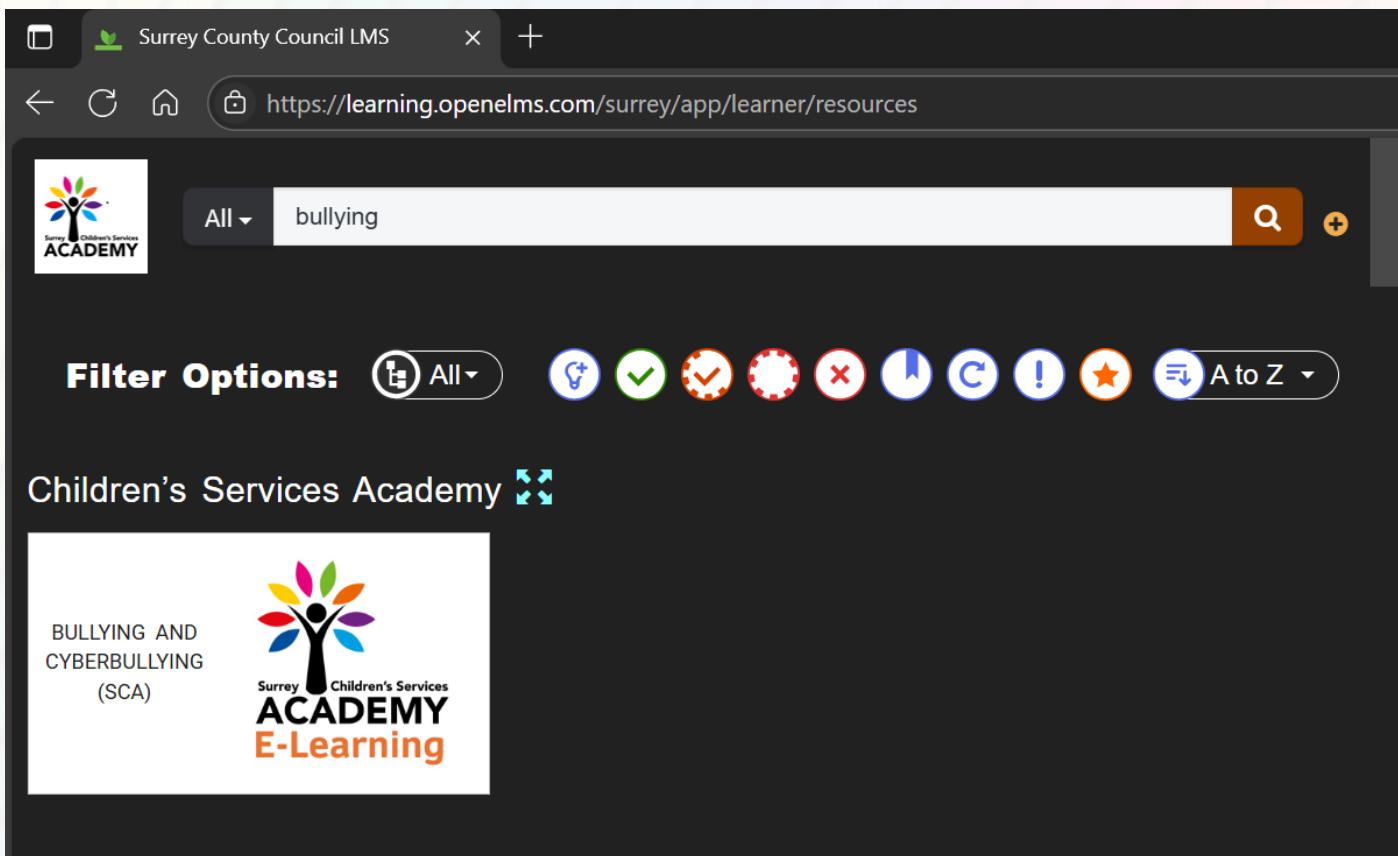
# Safeguarding Training Hub Home Page

This is the Training Hub home page. You can return to this page from other pages by clicking on the **Academy logo** in the top left-hand corner.



From the home page, you can browse courses (by category) by clicking on any of the **image tiles**.

You can also search for courses by entering key words into the **search** field. In the example below, I search for “bullying”.



Click on the **Academy logo** in the top left-hand corner to return to the home page.

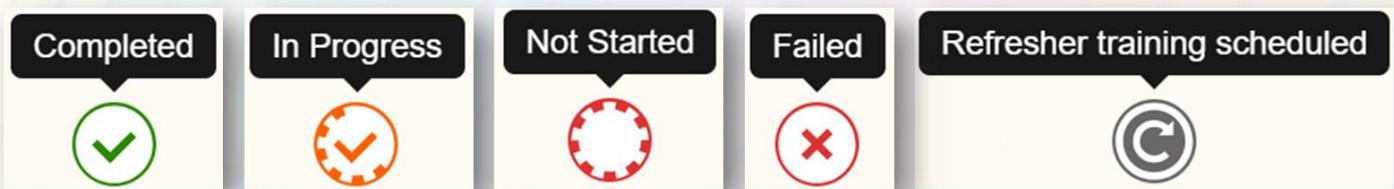
# Learning Resources View

Click on the **LEARNING** (lightbulb) icon to see the learning resources view. The learning resources view shows all the opportunities available to you.

1. These are the Filter options.
2. All of the learning opportunities are grouped alphabetically into categories.

The screenshot shows the Surrey County Council LMS Learning Resources View. At the top, there is a search bar with the text 'Makaton' and a 'LEARNING' icon highlighted with a red box and a red arrow pointing to it. Below the search bar, there are 'Filter Options' and a 'Category' dropdown set to 'All'. The main content area is divided into sections: 'Children's Services Academy' (with sub-sections like 'DOMESTIC ABUSE (DA) TRAINING (SCSA)', 'FETAL ALCOHOL SPECTRUM DISORDER: FASD UNCOVERED...', 'GANGS AND YOUTH VIOLENCE (SCA)', 'MAKATON LEVEL 2', and 'TEST PAYMENT'), and 'Equality, Diversity and Inclusion' (with sub-sections like 'UNDERSTANDING AUTISM' and 'e-Learning').

The key filter icons are: **Completed**, **In Progress**, **Not Started**, **Failed** and **Refresher training scheduled**.



# My Calendar View

Click on the **MY CALENDAR** icon to see the calendar view.

Here, all scheduled learning opportunities are displayed and will show as Enrolled or Not Enrolled.

1. Scroll through the calendar using the Previous, Today and Next buttons.
2. Change the page view to Year, Month, Week or Day

1

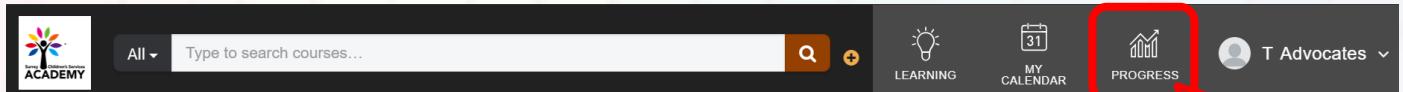
2

10:00 Adolescent Safeguarding: Compassion Focused Therapy and Relationship Based Practice Trainings [Not Enrolled]

10:00 Reablement Trusted Assessor - Advanced Training [Enrolled]

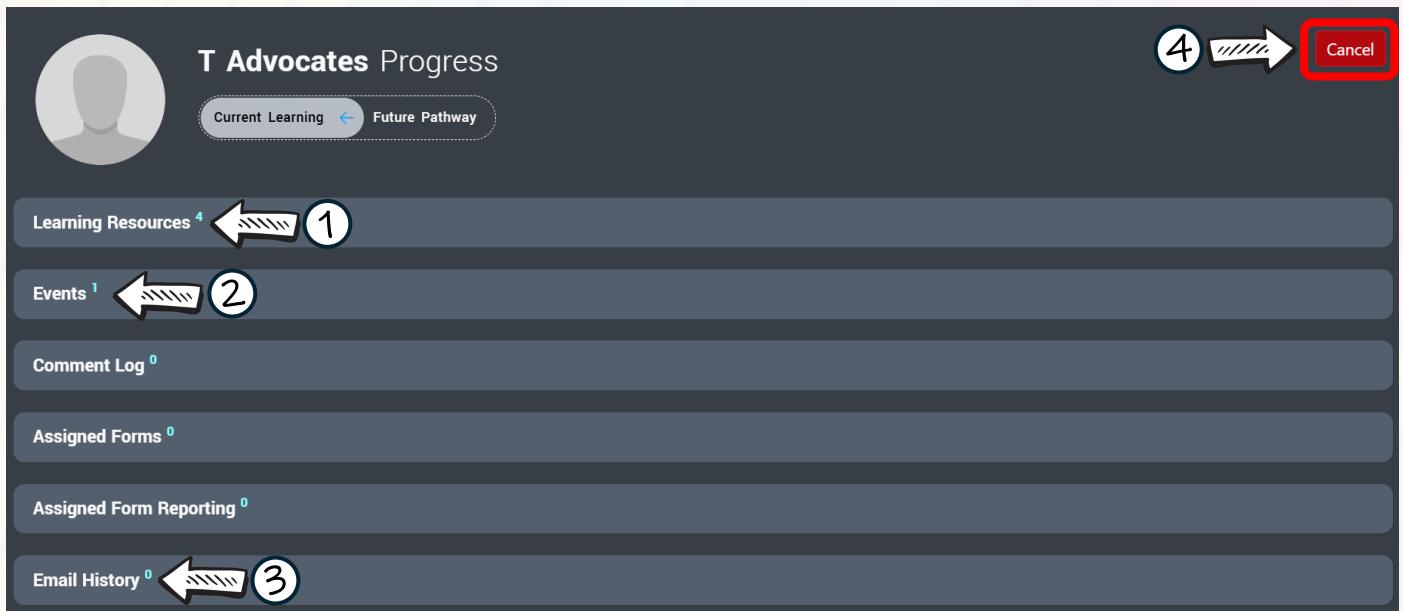
10:00 Adolescent Safeguarding: Compassion Focused Therapy and Relationship Based Practice Trainings [Not Enrolled]

# Progress Pane



Click on the **PROGRESS** (chart) icon to open your personalised progress pane.

- 1. Learning Resources.** Click here to see all the e-learning courses you have started or completed.
- 2. Events.** Click here to see your attended and upcoming classroom courses. (In-person and facilitated online courses.)
- 3. Email History.** Click here to view any emails that have been sent regarding classroom courses. These emails will also have been sent to your email address.
- 4. Cancel.** Click here to close your personalised progress pane.



# Profile and Settings

Click on your name to open (or close) the profile and settings menu.

The screenshot shows the profile and settings menu. At the top, there are three navigation tabs: 'LEARNING' (with a lightbulb icon), 'MY CALENDAR' (with a calendar icon), and 'PROGRESS' (with a bar chart icon). To the right of these tabs is a user profile icon with the name 'T Advocates' and a dropdown arrow. This entire area is highlighted with a red box and a red arrow pointing to it from the top right. Below this, the menu items are listed:

- Profile** (with a person icon)
- Change Password** (with a asterisk icon)
- Default Screen:** (with a dropdown menu)
- Background Image:** (with a 'Choose File' button and 'No file chosen' text)
- Accessibility Mode:** (with a checked checkbox)
- Date Format:** (with a dropdown menu)
- Color scheme:** (with a 'Dark' dropdown menu)
- Log Out** (with a right-pointing arrow icon)

At the bottom right of the menu, it says 'Version: Zeus'.

Annotations on the left side of the menu:

- 'View and update your profile details.' with a right-pointing arrow pointing to the 'Profile' item.
- 'Change your password.' with a right-pointing arrow pointing to the 'Change Password' item.
- 'Log out.' with a right-pointing arrow pointing to the 'Log Out' button.

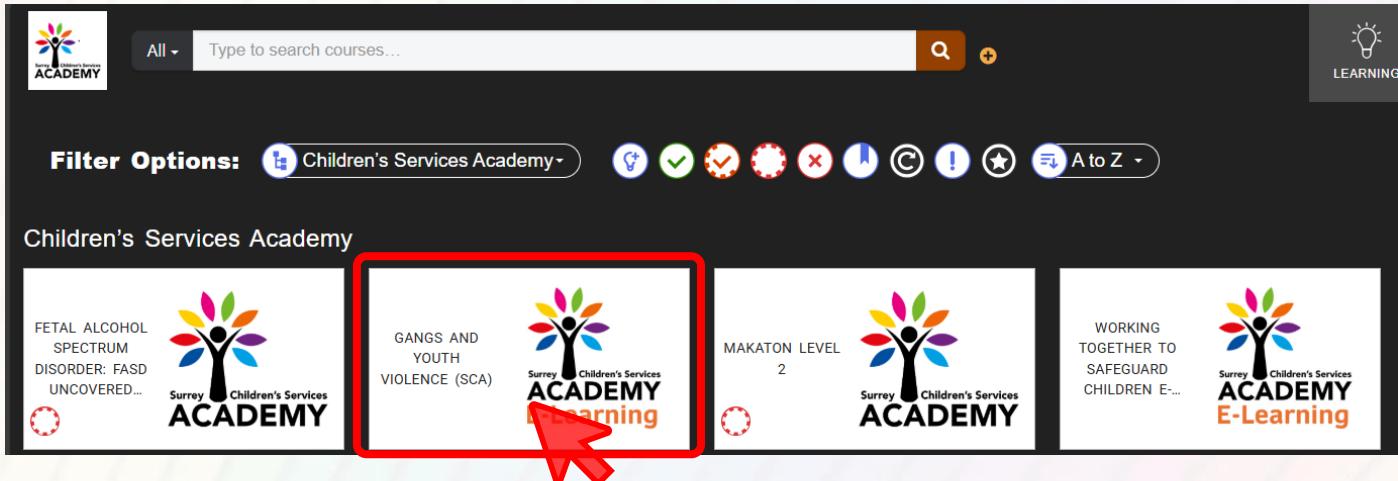
# Enrol (Book) Courses

## E-Learning Courses

When you have found a course that you are interested in taking (usually from the Safeguarding Training Hub **Home Page** or from the **Learning resources view**), you can find out more about the course and enrol.

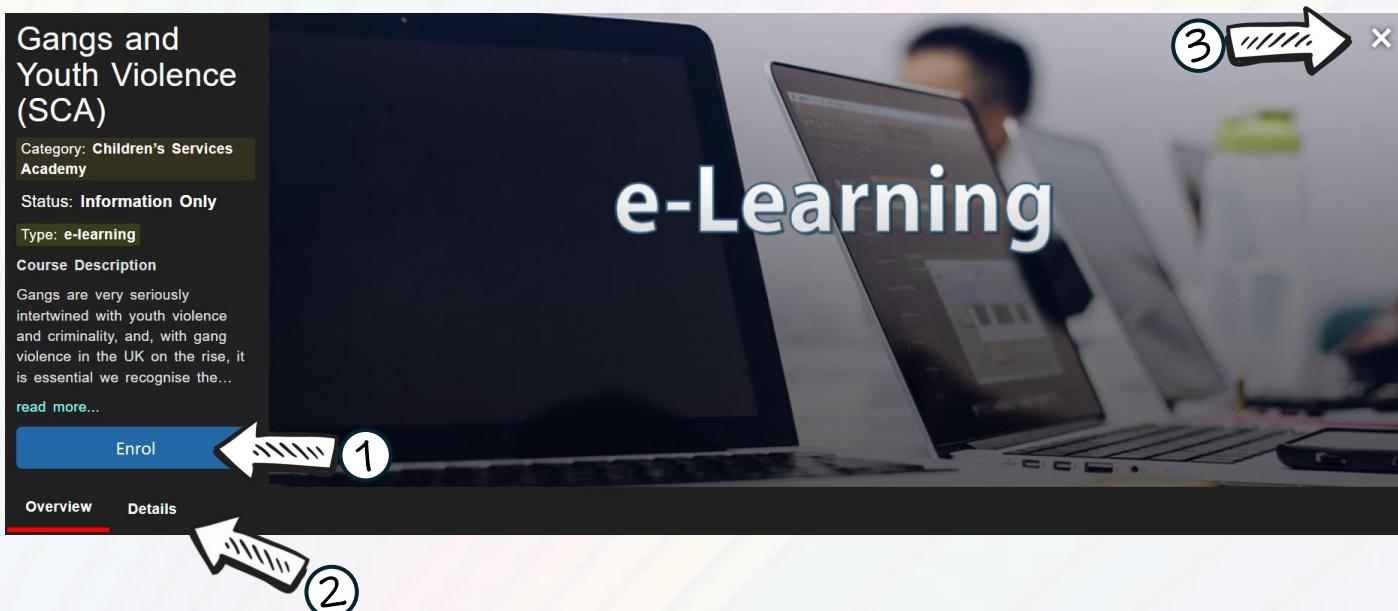
Note: The process is slightly different for E-Learning and Classroom or Facilitated Learning courses.

Click or tap your chosen course's **tile**.

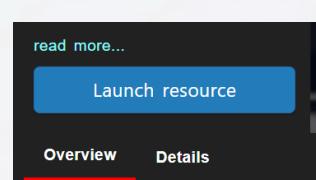


The course **Overview** is displayed.

1. **Enrol** on the E-Learning course. (Choose **Enrol** again at the bottom of the information window that appears to confirm.)
2. **Details**. View more information about the course.
3. **Close** the course information window.



When you have enrolled, you can choose **Launch resource**, to begin the E-Learning immediately. You will also find the E-Learning listed in your **Progress pane** under **Learning Resources**.



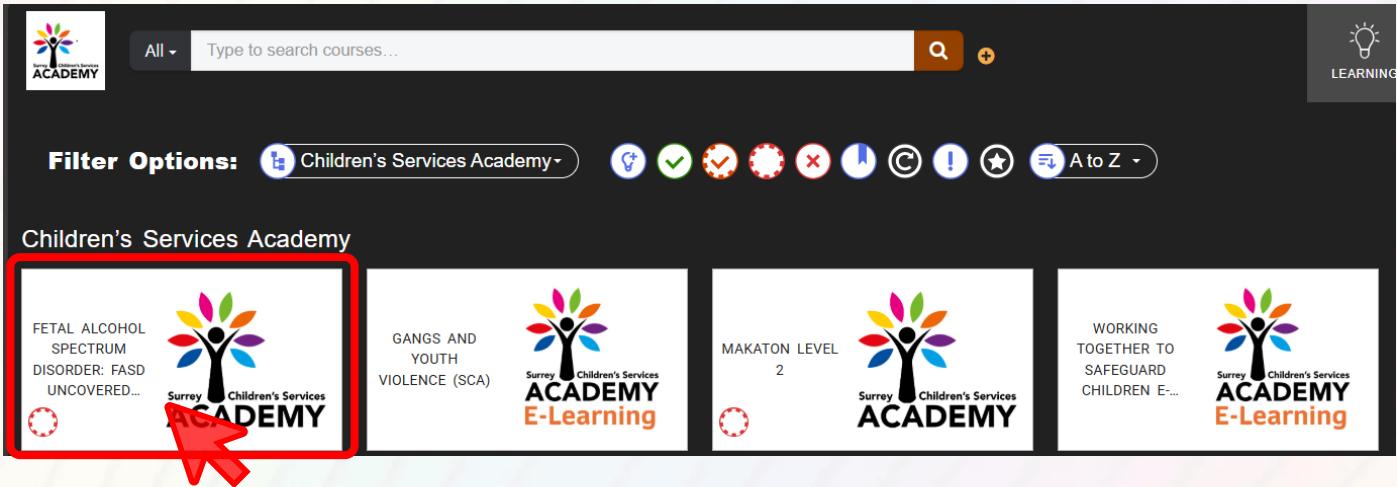
# Enrol (Book) Courses

## Classroom and Facilitated Courses (part 1 of 2)

When you have found a course that you are interested in taking (usually from the Safeguarding Training Hub **Home Page** or from the **Learning resources view**), you can find out more about the course and enrol.

Note: The process is slightly different for E-Learning and Classroom or Facilitated Learning courses.

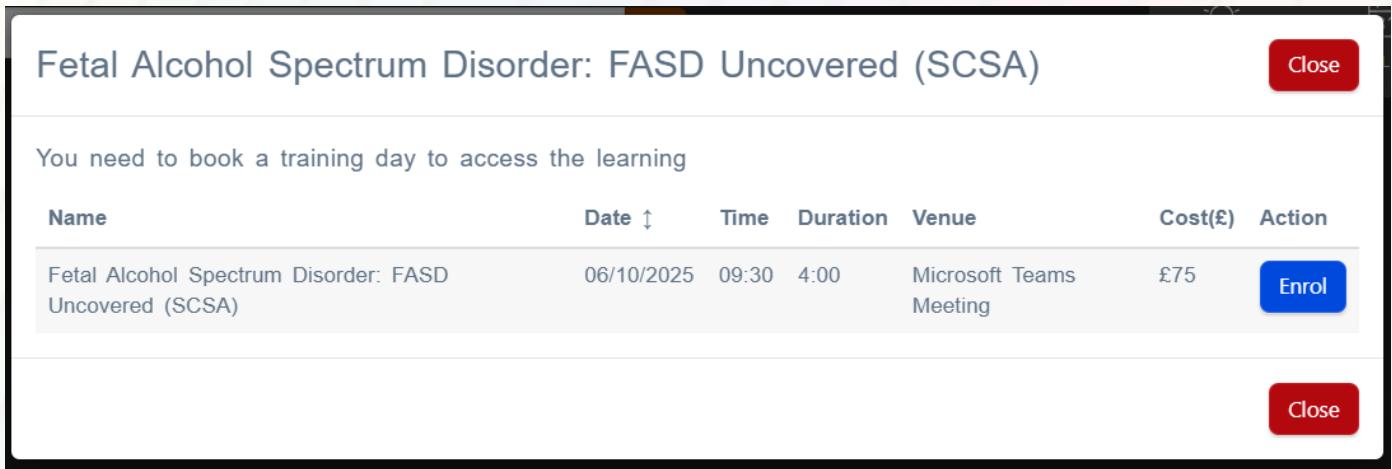
Click or tap your chosen course's **tile**.



The screenshot shows a search bar at the top with 'Type to search courses...' and a magnifying glass icon. Below the search bar are 'Filter Options' including a dropdown for 'Children's Services Academy', several circular icons with symbols, and a 'A to Z' dropdown. The main area displays four course tiles:

- FETAL ALCOHOL SPECTRUM DISORDER: FASD UNCOVERED...** (highlighted with a red box and a red arrow pointing to it)
- GANGS AND YOUTH VIOLENCE (SCA)
- MAKATON LEVEL 2
- WORKING TOGETHER TO SAFEGUARD CHILDREN E...

The course title, date, venue and cost details are displayed. Choose **Enrol** to find out more. You will not be enrolled or charged at this stage.



The screenshot shows a course details page for 'Fetal Alcohol Spectrum Disorder: FASD Uncovered (SCSA)'. The page includes a 'Close' button in the top right corner. Below the title, a message says 'You need to book a training day to access the learning'. A table displays course details:

Name	Date ↑	Time	Duration	Venue	Cost(£)	Action
Fetal Alcohol Spectrum Disorder: FASD Uncovered (SCSA)	06/10/2025	09:30	4:00	Microsoft Teams Meeting	£75	<b>Enrol</b>

A red box highlights the 'Enrol' button in the table. A red 'Close' button is also visible at the bottom right of the page.

# Enrol (Book) Courses

## Classroom and Facilitated Courses (part 2 of 2)

The course details are displayed.

If you wish to book:

1. Let the organiser know of any special requirements by entering information in the **text box**.
2. Choose **Enrol**, then choose **OK** on the Confirm dialogue to continue.

Note: For chargeable courses, you will proceed to the GOV UK card payments service to complete payment by credit card, debit card or Google Pay.

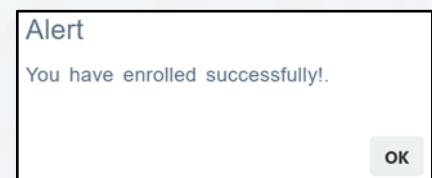
The screenshot shows a course booking interface. At the top, the course title is 'Fetal Alcohol Spectrum Disorder: FASD Uncovered (SCSA)'. Below the title are two buttons: 'Enrol' (blue) and 'Close' (red). The main content area contains the following information:

- Description:** To join the session please use the link below
- Time:** Sep 15, 2025 09:30 AM Greenwich Mean Time
- Join Zoom Meeting**
- Link:** <https://us06web.zoom.us/j/85130938005?pwd=teCxve7IVbPmYdBORNxw9bwsrR2DE5.1>
- Meeting ID:** 851 3093 8005
- Passcode:** 174546
- Course Description:** An interactive session covering FASD – one of the most misdiagnosed neurodevelopmental disorders and the most prevalent globally. This course will provide an overview of FASD and how to support individuals awaiting or with a diagnosis.
- Who is this course for?** Everyone who works with children and families in Surrey.
- Venue Details:** Microsoft Teams Meeting
- Venue Details:** Microsoft Teams Meeting
- Cost:** £75
- Date:** 06/10/2025 09:30 - 06/10/2025 13:30
- Duration:** 240 Minutes
- Enrolled:** 7 / 28
- Venue Details:**
  - Name: Microsoft Teams Meeting
- Any special requirements? Please enter details here..** (A text input field with a placeholder and a red arrow pointing to it, labeled '1').

At the bottom, there are two buttons: 'Enrol' (blue) and 'Close' (red). A red arrow points to the 'Enrol' button, labeled '2'.

If you do not wish to book, choose **Close**.

When you have enrolled, details of the course will be sent to your registered email address. You will also be able to find the course details in your **Progress pane** listed under **Events**.

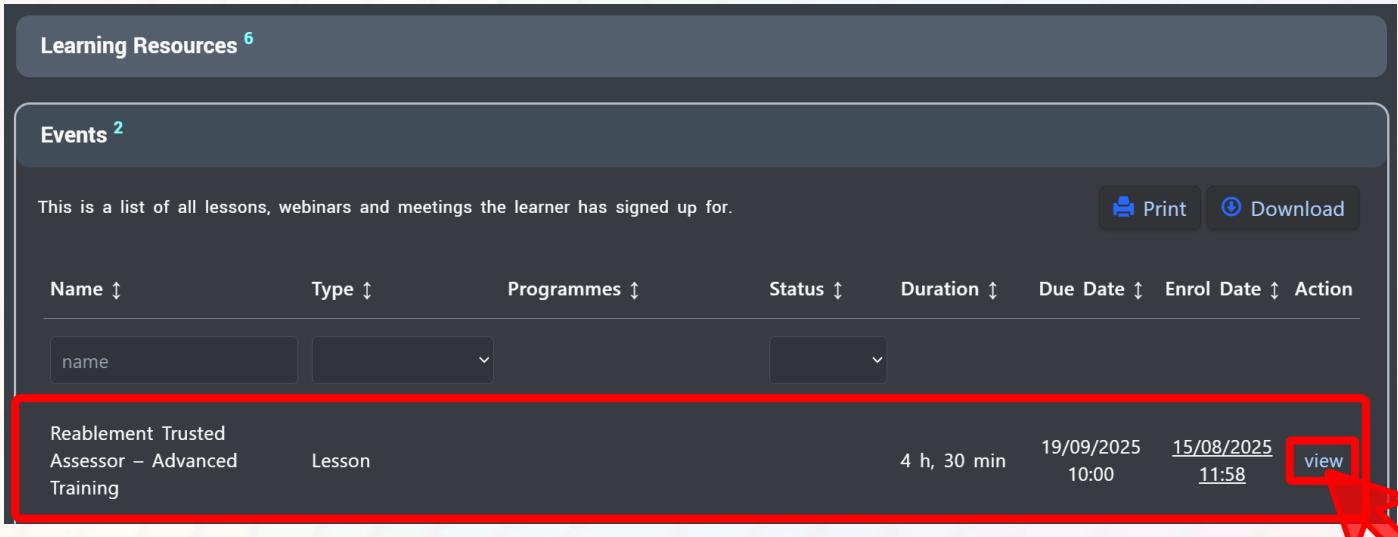


# Cancel Courses

E-Learning courses cannot be cancelled and will remain listed as either **not attempted** or **in progress** in your **Progress pane Learning Resources**.

To cancel classroom or facilitated courses, first find the course listed in your Progress Pain Events.

Then, choose **view** to bring up the course Overview.



Learning Resources <sup>6</sup>

Events <sup>2</sup>

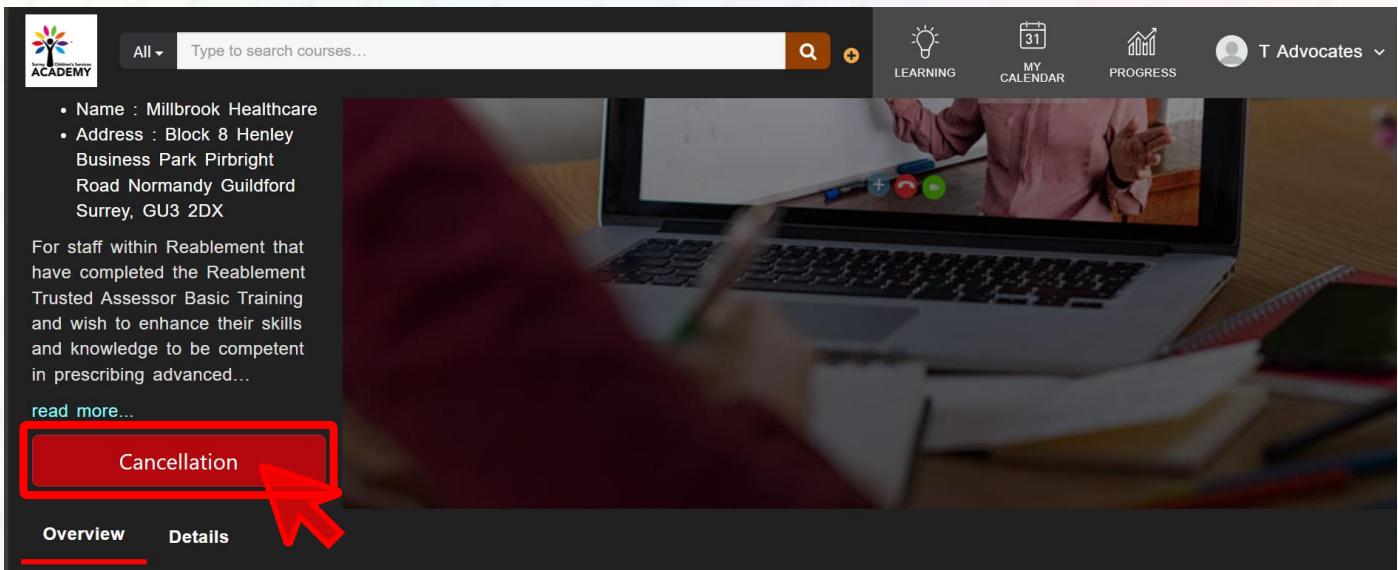
This is a list of all lessons, webinars and meetings the learner has signed up for.

**Name** **Type** **Programmes** **Status** **Duration** **Due Date** **Enrol Date** **Action**

name

Reablement Trusted Assessor – Advanced Training Lesson 4 h, 30 min 19/09/2025 10:00 15/08/2025 11:58 view

Now, at the bottom left of the course Overview, choose Cancellation and follow the instructions on screen.



Academy

All  🔍 +

LEARNING 31 MY CALENDAR PROGRESS T Advocates

- Name : Millbrook Healthcare
- Address : Block 8 Henley Business Park Pirbright Road Normandy Guildford Surrey, GU3 2DX

For staff within Reablement that have completed the Reablement Trusted Assessor Basic Training and wish to enhance their skills and knowledge to be competent in prescribing advanced...

[read more...](#)

Cancellation

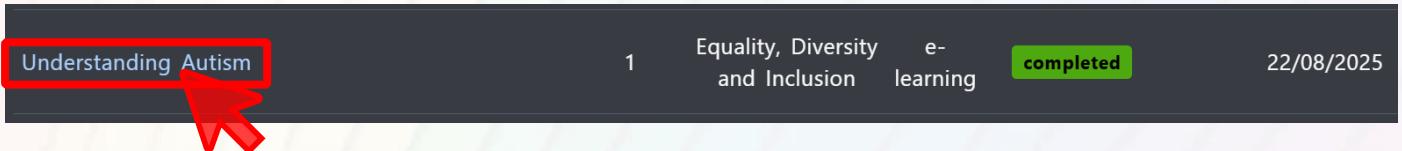
Overview Details

# Print Certificates

If you have successfully completed an E-Learning or classroom based / facilitated course, you will be able to print or download a course certificate.

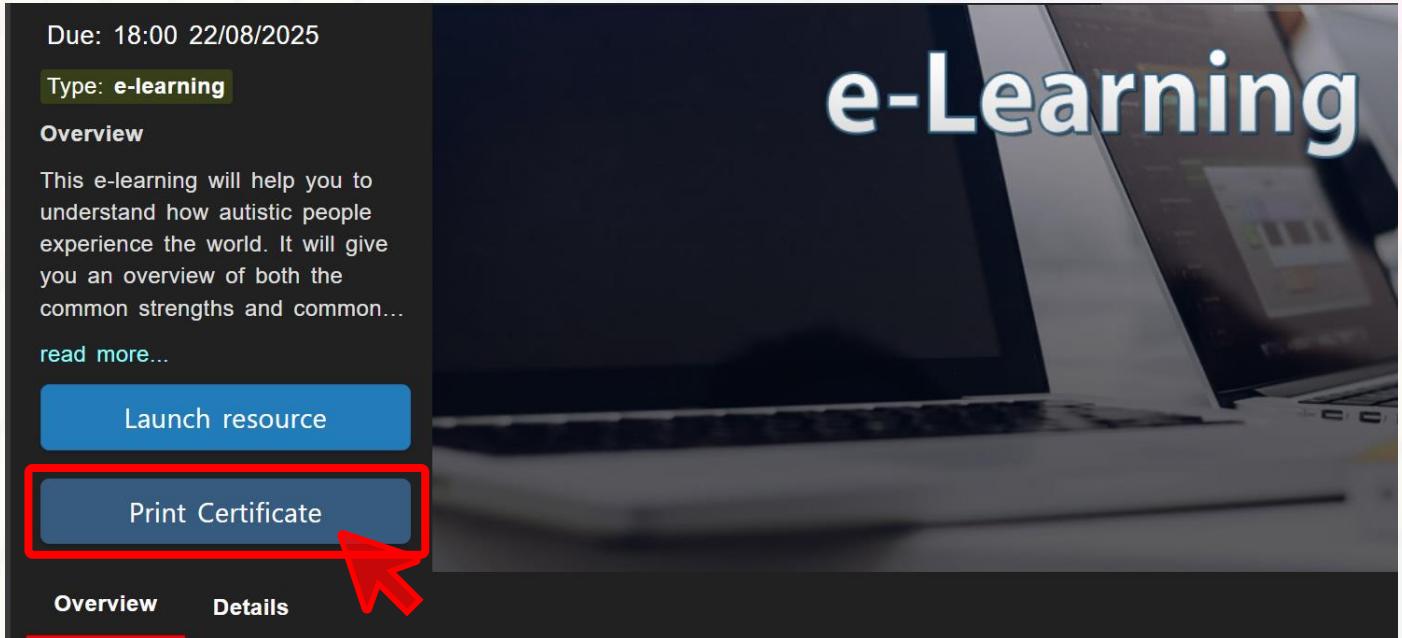
Navigate to the course in your **Progress pane**. Remember, E-Learning courses will be in the **Learning Resources** section and Classroom and facilitated courses will be listed under **Events**.

Click or tap on the course title.



A screenshot of a digital interface showing a course titled "Understanding Autism" in the "Learning Resources" section. The course is marked as "completed" and was taken on "22/08/2025". A red arrow points to the course title.

Choose **Print Certificate**.



A screenshot of a course details page for "Understanding Autism". The page includes course details like "Due: 18:00 22/08/2025" and "Type: e-learning". A large image of a laptop with the text "e-Learning" is on the right. The "Print Certificate" button is highlighted with a red box and a red arrow. A red arrow also points to the "Print Certificate" button. Below the button are tabs for "Overview" and "Details".

## Further Help

Please contact Surrey Children's Services Academy by email at:

[surreychildrens.academy@surreycc.gov.uk](mailto:surreychildrens.academy@surreycc.gov.uk)



*created for*

