Frequently asked Questions/Queries

1. I want to book a course, but I do not have an account on GCCPlus, what do I do?

2. My username/password is not working or not recognised

3. I need to change my access levels on my account

4. I have booked a course but not received joining instructions

5. I need to cancel or change delegate

6. What is the difference between GCCPlus and GCCPlus Training? Which do I need?

I want to book a course, but I do not have an account on GCCPlus, what do I do?

The first thing to do, if you are part of a school/college or Early Years setting is to speak to the administration team. The setting will probably have a procedure in place for booking courses and training. You do not need to register for a new GCCPlus account to book, the person booking should use an email that is unique to you as all joining instructions and training resources will be sent to that email.

Please note that GCCPlus and GCCPlus Training are 2 different sites, GCCPlus is for booking and GCCPlus Training is the platform for delivering the training.

2

My username/password is not working or not recognised

GCCPlus will use your registered **email address** as your username, there is a password reset option on the log on screen. This platform is a catalogue of contracts, events and training available for you to **BOOK**
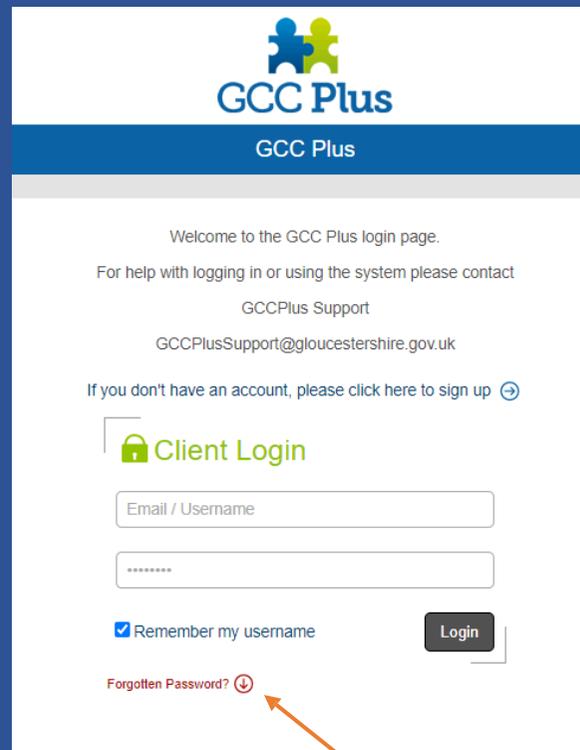
This is not to be confused with **GCCPlus Training**, the training delivery platform – here your username is normally your initial and last name in lower case. Again, there is a facility for forgotten username and password on the log on screen. Please do not create a new account on this platform (unless directed to) as it will not be enrolled into any courses.

GCCPlus Training log on screen

3

I need to change my access levels on my account

This can be actioned by someone within your organisation that has Full access rights. There is a
HOW TO GUIDE available on the GCCPlus HOME page or can be found following this LINK

I have booked a course but not received joining instructions

Joining instructions are usually sent out a couple of days before the training date. They will be sent to the email address used when your place was booked. If you have not received them, it maybe that a generic email was used and you should check with the person that booked your place.

The team at GCCPlus will not have access to each course or events training invitations. In the first instance, you should contact the service area who are organising the event. Details are available on the event description page or from the contacts page on GCCPlus

I need to cancel or change a delegate

From the training TAB in GCCPlus, select the booking from underneath MY ORGANISATION, select the booking by clicking on it.

The booking page will open with the name of the delegate, next to the name you will see a drop-down arrow

Click on the arrow and you have the option to change the delegate or cancel the booking.

☑ Confirmed ⊕

Cancellations can also be made by contacting the service area that are providing the event.

Please note that as soon as a booking has been made confirmation will be sent to the email used, please make sure the correct one is input.

There is also a guide to managing accounts on GCCPlus

What is the difference between GCCPlus and GCCPlus Training?
Which do I need?

GCCPlus is the platform used for browsing and booking courses, training and contracts.
Access to booking on this site is usually controlled by your settings office or financial
manager. You do not need to register for a new account to be booked on to a course.
Please refer any booking request to your organisations office.
The username for this platform is in the form of your email.

GCCPlus Training is the platform used for delivering courses and training. This will
hold resources, pre work and access to the LIVE classroom. Access to this platform is
set up by the team organising the training. You are required to have an unique email
address to be registered on this platform, an email address can not be shared.
Once enrolled on to an event you will receive an invite to attend. If you do not receive
this, contact the service organising the event.
The username is usually a combination of your initials and last name in lowercase.

BOTH SYSTEMS HAVE PASSWORD RESET FACILITIES