FORM LMS Registration Guidance Learner Accounts

GSCP Training have a new training platform called FORM LMS. Information on all our courses can be found on our website: https://www.gloucestershire.gov.uk/gscp/gscp-training-curriculum/

For your staff to book onto our eLearning and specialist tutor-led, multi-agency courses, they will need to individually complete a registration using a bespoke link.

To prevent important registration notifications from the platform going to a user's junk mail, we advise that you and your staff add these 3 email addresses to your email address book / safe-senders list. Your ICT department can help you with this.

gsce@melearning.co.uk

form@melearning.co.uk

gscptraining@gloucestershire.gov.uk

If you have any questions or difficulties registering on the new platform, please email gscptraining@gloucestershire.gov.uk

Please sign up to our newsletter https://www.gloucestershire.gov.uk/gscp

How to register:

- Firstly, each user would need to individually register by clicking the registration link (sign up key) for access to your individual organisation workspace.
  Please ask your organisation manager for your bespoke key as this is organisation specific. Details of how you can find your link are detailed on the webpage https://www.gloucestershire.gov.uk/gscp/gscp-training-curriculum/

- You will need to ensure you select the correct option from the 'Organisation Unit' dropdown list to see the courses available to you after registration. If you fail to do this, you will not be put in the correct workspace and will not be able to access courses.

- You will need to register with your work email address where possible.

- See the below picture for what your sign-up page will look like. If you don't have individual teams in your organisation, please just put your organisation name.

Email address *

First name *

Last name *

Password

⊙

Password length must be at least 8 and includes:
- lowercase letter
- uppercase letter
- special character
- number

Confirm password

⊙

Organisation unit *

Select Organisation unit ⌄

Groups

Type to search

Job Title *

Please fill in your current Job Title

Team Name *

Please add your Team Name

Organisation Name *

Please add your Organisation Name.

Contact Phone Number *

Please supply a contact phone number on which you can be reached

Sign up

- Once you have registered on the platform, you will need to validate your email address by opening the email sent to your registered email address. You will need to do this within 24 hours of registering or your account will become frozen. Please check your junk mail for your validation email.

- Once registered, you will see a welcome message detailing any important information. Please add gsce@melearning.co.uk **and** form@melearning.co.uk to your email contacts safe list to receive notifications about your account and bookings you make.

- You can then click 'Browse Courses' at the top of the screen to see what courses you are able to book on to.


My courses   My completions   Browse courses

Browse courses

Search course 🔍   Showing 7 of 7 courses   20   per page

Course

1. Child Protection Inter-Agency (CPIA Level 3) Half Day Course - FACE TO FACE

2. Child Protection Inter-Agency Level 3 (CPIA Level 3) - VIRTUAL CLASSROOM

3. Module 3 - Safety Planning with Families - Child Protection Conferences and Core Groups - FACE TO FACE SESSION

4. Safeguarding Children at risk of Child Exploitation- Skills to Practice - FACE TO FACE SESSION

5. Child Exploitation - Raising Awareness - VIRTUAL SESSION

6. Child Neglect Training - FACE TO FACE SESSION

7. Child Neglect Training - VIRTUAL SESSION

- You will need to select the 'view' button next to each course to find the course information. If the course is suitable, please then click '**Enrol'** at the top of the screen.
- Once you have enrolled, you can then see available dates to select a specific session. please click **'Book'** to reserve your place. Please allow time for the course dates to load. This may take up to a minute.
- Once you have selected a session, you will be sent an automated email to say that you have booked on. If you have not received this, please check your junk folder and add gsce@melearning.co.uk to your safe sender list. Your ICT department can help you with this.
- If you need to cancel a booking, you can do this via your account up to 7 days prior to your session starting. After this date you will need to contact the GSCP training team. Please note after the 7-day cut off, non-attendance will count towards one of your purchased places.
- Certificates will be uploaded automatically on completion of the course to your FORM LMS account. This can be found in the 'my completions' section. You will need to click the award icon (rosette) to firstly download the certificate and then save to your computer. You will need a PDF viewer to be able to view the certificate.
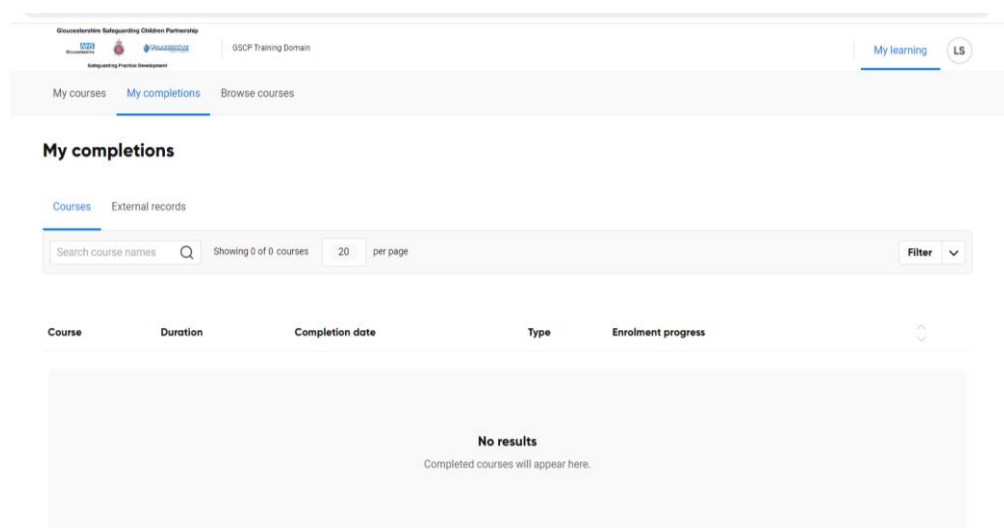
FAQ's:

I get a validation error when trying to register? Please do not put spaces at the end of any of the mandatory fields or between your phone number. Please do not use +44

My email address is recognised but I can't sign in or get a password re-set? When you registered an account, you may not have validated your email within the 24-hour time limit. You should have received an email to confirm your details and activate the account. This may have gone to your junk folder. You will need to email gscptraining@gloucestershire.gov.uk so that we can ask technical support to activate your account manually.

When I log in, there are no courses listed in the 'browse course' section? You may not be assigned to an organisation unit on the site. When you register your account, you must select the organisation from the drop down list. Please email gscptraining@gloucestershire.gov.uk with your organisation so that we can link your profile.

Notifications from FORM LMS are going to my junk folder? Please add this address form@melearning.co.uk to your safe sender's address book in your email account to ensure you receive emails about your account and courses which you enrol. Your ICT Department can help you with this.

I can see a course with spaces available but cannot book on it: Either the course is full, or the cut-off date for registration has passed (7 days before the course date). Please email with the Subject Heading: "Spaces available but cannot book a place" and we will investigate this for you.

I am unable to attend my course: users on FORM LMS can now cancel their booking up to 7 days prior to the session directly from their account. Your organisation's nominated FORM LMS account 'manager' can also do this on your behalf. You will be marked as non-attendance if you fail to do this at least 7 days prior to your course start date and your organisation may be charged. You will only be able to re-book once the session register has been marked. You will receive an email notification once you are able to re-book.

To complete courses on FORM LMS, you need to ensure the following criteria are met:

1. Please make sure to disable any Ad-blockers/VPN's which are blocking the data for running the course content. To test if you have an ad blocker, please click this link: https://learning-content.melearning.uk/extracted/810207be-d16b-406f-b716-fb61cf62bc4e/html5/data/js/paths.js . If the page loads, it will display junk code, otherwise, it will say it is '**Blocked**' and you or your company's ICT will need to update you content filters, accordingly.

2. Where possible, please access your courses on a PC or Laptop devices. If you are using a Phone or Tablet, you may need to install different internet browsers to enable content.

3. Please access the portal via Microsoft Edge, Google Chrome or Firefox. If you are using Safari browser, you will be unable to view YouTube videos imbedded in the modules.

4. Please ensure the internet connection is good quality and your signal strength if using Wi-Fi is sufficient, it will affect accessing the FORM LMS

5. If you experience problems, please press CTRL + R keys to refresh the page before proceeding for next module/course.

6. If the above doesn't resolve your issue, please click **CTRL + SHIFT + N** to open an incognito page to take the course.