NCS Online Training: Summer 2019

FAQ Sheet- Users

How to use this document

This document is for seasonal staff and users of our online training. We use an online system called **Nimble.**

If you are having any issues with the online training, please read through this document in full first, before contacting your Staffing Associate. Most problems can be solved using this guidance.

If your problem is not resolved here, you can contact your staffing associate for more help. Details of how to do this are in the [What to do if you still have an issue?](#) section.

Please DO NOT use the contact your administrator function on the online training site, as this might cause a delay in your problem being responded to. Contact your Staffing Associate directly if necessary.

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FAQ

Why are we doing online training?

We have taken feedback from delegates and trainers from previous years onboard and have created a blended learning approach to our training model. As part of this year's training provision, all staff working seasonally on the programme will have to complete online modules based on their role. These modules will have to be completed before you can attend face to face (f2f) training.

Our online training is theory based, and accessible at any time, so you can come back to the training as often as you need to. Because you will have a good base level knowledge coming to f2f training, we can make f2f content more engaging and practical.

Not received an email with your login details?

We upload users twice weekly to the online system, so depending on when your role is confirmed it may be 2-3 working days to get your enrollment email.

Please check your junk/spam folders and lookout for the subject line '**online learning enrolment**'. Click here to see an example of this email.

If you did not receive a login email from Nimble, please contact your Staffing Associate.

We might have an incorrect email address on the system for you, or your details might be due to be uploaded.

I've received two enrolment emails

This sometimes happens when people are working both with The Challenge and another NCS provider. We are sorry for any confusion. The courses on your homepage should be correct, but to be sure, you

should check you are enrolled in a minimum of 7 courses, if you are enrolled in only 5 courses, please contact your Staffing Associate who can help

Problems logging in

Did you receive your email from Nimble and staffing, but you are having problems logging in? Please ensure you are logging in via https://training.ncstrust.co.uk/.

In the first instance, please use the forgotten password link on the site, even if you think the password you are using is correct. The link is located on the bottom of your login screen - click here to see an example. Nimble will then send an automatic email directly to you, with a password reset link. This often solves most issues.

Please check your junk/spam folders and lookout for the subject line **'ncstrust.co.uk - Password request'**. Here is what the email might look like.

If, after using the forgotten password link, you are still having issues, contact your staffing associate. More details on how to contact your staffing associate are below in the What to do if you still have an issue? section.

Which courses do I need to do?

You will be allocated online training pathways based on whether or not you are a returning or new member of staff, and which role you are doing.

You must complete the National Citizen Service Trust modules first - these will appear as NCS modules 2019 - and then complete The Challenge courses, in the order they appear in your home page. Here is an example of what your home page will look like.

If you cannot see all your courses, please click the pink drop down box, after which your courses should appear. Click here to see an example.

Starting a course and course completion issues

To start a course, click on the course title in your course homepage.

Course completion is based on progression and assessment.
You must progress through (look at) 100% of the course AND pass the assessment with at least 80% to successfully complete the course and to come to your face to face training event.

You can keep track of your progression in two ways.

The first is through your student home page. Each course will have a progression and assessment percentage. Click here to see an example.

Additionally, there are empty squares against each menu item on every course homepage. As you go through a course, the squares on the main menu will fill up - when a section is complete they will become white.

Click here to see an example of the home page when no sections have been completed | click here to see an when the first section has been completed.

You CANNOT just complete the quiz without looking at the rest of the online training. Even if you pass the quiz with 100%, if you have not reviewed all the course material, you will be

down as not having completed the course. Please go through the course in the order that it is presented to you in order to successfully complete the training.

I'm receiving reminder emails to complete courses but I've completed everything.

The system only sends reminder emails out when not all of the courses people are enrolled on have been completed.

If you receive this email, please check your homepage for completion percentages. If it isn't 100%, you'll need to go back into the course. Tests should be at 80%. If you are sure you have completed the courses, please send a screenshot of the homepage showing all the courses you are enrolled for, including completion rates, and send it to your Staffing Associate.

Quiz questions

You must pass the quiz with at least a 80% in order to complete the training. You can go back and attempt the quiz as many times as you want, and would encourage you to go back to the learning materials before attempting to retake the quiz.

You MUST ensure you click confirm after entering in each answer in the quiz, otherwise it will not record an answer and your score will be marked down.

You CANNOT just complete the quiz without looking at the rest of the online training. Even if you pass the quiz with 100%, if you have not reviewed all the course material, you will be down as not having completed the course. Please go through the course in the order that it is presented to you in order to successfully complete the training.

Survey questions

At the end of your final course you will be asked to fill out a survey. This feedback is essential so that we can ensure that we provide high quality training that meets your needs and is fit for purpose.

If you have any comments about the online training, the survey is the place to put them.

What to do if you still have an issue?

If this document has not resolved your issue, please contact your Staffing Associate. If you are unsure as to who that is, please contact centralstaffing@the-challenge.org

When are issues resolved / how long will it take to get an issue resolved?

Enquiries will be logged as they come in and are looked at once a day. We estimate that it will take around 2 working days to resolve any issues, however for any complex issues it may take longer. We do not foresee there being any complex issues that need fixing, however should any arise we will endeavor to keep you updated.

We have emergency procedures in place should you need to complete the training asap, for example if you are due onto a wave last minute. If this applies to you, please flag this to your Staffing Associate and they will take this forward.