Social Care TV
User Guide

www.social-care.tv
Welcome to Social Care TV. These instructions will walk you step-by-step through setting up and managing your account.

If you require any further assistance, please call us on 01953 853070 or email info@social-care.tv.

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Getting started

First, let us define a few terms.

User account

Every person who accesses the Social Care TV website will require a user account. Every user account will have their own username and password. It is not possible to share usernames and passwords or to have a generic username and password for everyone in the organisation.

Each user account will be one of four types: Manager, Administrator, Trainee or Director.

Manager

When you sign up for your organisation’s first account, this account will be a Manager Account. A manager can purchase credits, assign courses and add administrators and trainees to their account.

A manager can also take courses themselves. If you are an individual using the site you will need a Manager Account to be able to manage your own training.

Administrator

If your organisation requires more than one person to purchase credits, assign courses and add trainees, the manager can create additional Administrator Accounts. An administrator has the same admin privileges as the manager, except for managing other administrators.

An administrator can also take courses themselves.

Trainee

A trainee is a user that has been created by their manager in order to be able to take training courses. A manager may create as many Trainee Accounts as they require and each trainee may be assigned multiple courses.
Director

A Director Account will be provided to larger clients who have multiple managers within their organisation. Directors may purchase credits and transfer credits between Managers’ Accounts, but cannot manage trainees themselves.

You cannot sign up for a Director Account online; these will be provided on request to eligible users who have multiple Managers’ Accounts and require the ability to transfer credits between them.

Credits

In order to enrol trainees on courses you must first purchase credits. One credit allows one trainee to take one course once. You may purchase any number of credits at once, but the more you buy in one transaction the cheaper each credit becomes. Any unused credits will remain on your account for you to use in the future.

Courses

There are a wide range of courses available for you to take online. Each course is made up of a number of modules, consisting of a video clip or PDF download, followed by a multiple-choice question assessing your knowledge. On completion of the course you will receive a certificate showing your score.
Creating your first Manager Account

Creating a new account is easy, simply click the “Sign up” button at the top of our website, and complete the details requested.

Your email address does not have to be unique, so if you need more than one Manager Account you can use the same email address for both. Please input a valid email address as this is where receipts and certificates will be sent.

After you have input these details you will be asked to create a user account to access the website. A user account is made up of a username (which must be unique) and a password.
Your username can be anything you want, but it can only contain letters and numbers. Your password must be a minimum of 9 characters long for security.

A confirmation email will be sent to your email address. If you don’t receive this email please check your spam folder. It may also be useful to add accounts@social-care.tv to your safe senders list.
Purchasing credits

Before you can take any courses, you will need to purchase one or more credits. Remember, the more credits you buy the cheaper they become.

For the Care Certificate Induction, which is a collection of 20 different modules, you will need to purchase Care Certificate Induction credits. For any other course you will need to purchase individual course credits.

To purchase credits, click on the “Buy credits” button in the secondary navigation bar and then click the “Buy more” button for the type of credits you wish to purchase.

Type the number of credits that you wish to purchase into the box. You’ll be shown the price per credit and the total price (for full pricing details, see the Pricing page at the top of the site, or the Care Certificate Induction page for Care Certificate Induction credits).
In order to process your transaction, we need you to accept the terms and conditions, and retype your name to confirm this. To make your payment, please enter your billing details and click “Continue”.

The next screen will show a summary of your billing details and the amount due. Click “Confirm and pay” and then enter your card details in the “Payment Details” section.

**Note:** The payment fields may take a little time to load, but it is important at this stage that you do not press the back or refresh buttons.
As soon as your payment has completed, your credits will automatically be added to your account, and a receipt will be emailed to you. You can also get a copy of your receipt by visiting the Credits and billing page.
Trainee management screen

When you log into your Manager Account you will be presented with the Trainee management screen. On this screen there are three tabs allowing you to see a summary of your trainees’ activity, grouped by “Active Trainees”, “Archived Trainees” or “By Course”.

From the “Active Trainees” and “Archived Trainees” tabs you can select a trainee and see all the courses that trainee is enrolled on.

From the “By Course” tab you can see a list of all courses. Clicking a course allows you to see all the trainees enrolled on that course.
Adding a trainee

If you have signed up to Social Care TV to take courses yourself you can skip this step, however if you are managing the training of other people you will need to create a Trainee Account for each of them.

From the Trainee management screen, click the “Add a trainee” button.

Enter the requested details to create a Trainee Account. The username must be unique, and the password must be at least 9 characters long.

If the trainee has their own email address, enter this here, however if they don’t have their own email address you can leave this as the manager’s email address.

Repeat this process for any additional trainees you wish to add to your account. You can add as many trainees as you require, and more can be added at any time.
Enrolling a trainee on a course

There are two routes you can use to enrol a trainee on a course – either by selecting the course first or by selecting the trainee first.

Selecting a course first

By selecting a course first you can enrol multiple trainees in one go, which is helpful if you have a number of trainees to enrol on the same course.

Select the Courses page, and you will see a list of all the courses that are available.

Select the course that you want to enrol your trainees on to. You can see some details of the course here including syllabus information and a video preview.
To continue click the “Enrol trainees” button.

You will be shown a list of your trainees, simply tick the box next to each trainee you wish to enrol and then click “Enrol trainees”. Each trainee will cost one credit, so you will need to have enough credits remaining on your account for the number of trainees you enrol.

Once you have enrolled a trainee on a course, it will be shown under their record on the “Active Trainees” tab. You can access this by clicking on their name. Alternatively, if you have selected the “By Course” view, you are able to view any trainees assigned to a course by selecting the course title.
Selecting a trainee first

To enrol a specific trainee on one or more courses, simply click their name on the “Trainee management” screen and then the “Enrol on a new course” button on the next page.

If you want to enrol them onto multiple courses, you can do so by ticking the checkbox on each of the courses required, then clicking the large “Enrol on [X] courses” button in the top right. This will cost one credit per course.
Care Certificate Induction

The Care Certificate Induction is a collection of 20 separate courses, designed to meet the requirements of the Care Certificate framework. When a trainee is enrolled on this, they will be granted access to each of the 20 courses.

As with individual courses, you can enrol a user on the Care Certificate Induction by finding the details under the “Courses” tab and clicking on the “Enrol Trainees” button.

You will then see a list of trainees to choose from. Each enrolment costs one Care Certificate Induction credit, so you will need to have enough of these remaining on your account for the number of trainees you wish to enrol.
Alternatively, you can enrol a specific trainee on the Care Certificate Induction via the “Enrol on a New Course” button on their “Trainee Management” screen, and then selecting “Care Certificate Induction” from the course list and clicking the “Enrol on [X] courses” button.
The Trainee screen

The Trainee screen is accessed by clicking on a trainee’s name in the “Active Trainees” or “Archived Trainees” list. On this screen you can see an overview of the training courses that a trainee is enrolled on.

Archiving/unarchiving courses

In order to help you keep the screen tidy, old courses may be archived, which puts them on a separate tab. To do this, simply tick the box next to the course title and click the “Archive” button. You can tick as many courses as you like to archive more than one at the same time.

Courses can also be unarchived, which will move them back to the “Active Courses” tab. From the “Archived Courses” tab, tick the box next to the course title and click the “Unarchive” button. As with archiving courses, you can unarchive multiple courses at the same time.
Starting/continuing a course

If you have selected your own name from the Trainee management screen, you can start or continue the course by clicking the “Start” or “Continue” button on the right-hand side of the course listing. Further information on taking courses can be found in the Taking a course section of this user guide.

Downloading certificates

When a course has been completed, you can download a copy of the certificate by clicking on the “Certificate” button on the right-hand side of the course listing.
For the Care Certificate Induction, you will first need to click the “View” button on the Trainee screen, and then the “Download certificate” button at the top of the screen (or “Download progress report” if some, but not all, of the courses have been completed).

![Trainee Management > Jane Smith](image1)

You can also download certificates in bulk by ticking the boxes for multiple courses and then clicking the “Download certificates” button at the top. The certificates will be downloaded as separate PDFs in a single ZIP file. This option will only be available if all of the selected courses have been completed.

![Jane Smith > Care Certificate Induction](image2)

![Trainee Management > Jane Smith](image3)
Cancelling courses

If a trainee has not yet started a course, you may cancel a course enrolment and have the credit returned to your Social Care TV account. To do this, simply tick the box next to the course title and then click the “Cancel courses” button at the top. You may cancel multiple courses at the same time by ticking more than one course. This option will only be available if all of the selected courses have not been started.

Once cancelled, the credit(s) will be added back to your account and may be used to enrol any trainee on another course at a later date.

The Care Certificate Induction may only be cancelled and the credit returned to your account if none of the 20 courses have been started.

Course progress

To see details of the trainee’s progress on any course, simply click on the course title. This will show you an overview of their progress, including their correct/incorrect answers. For any incorrect answers, you can see which answer the trainee chose by clicking on the Review button. The trainee will also be able to access this screen from their own account, where they can re-watch the video, but they will not be able to change their answer.
Course handouts are available for some courses on the “Course Handouts” tab.

Depending on the course status and progress, from this screen you can also use the relevant buttons at the top to start/continue a course (if it is a course that you are enrolled on), download a certificate (if the course has been completed), cancel the course (if it has not been started) or archive/unarchive the course.

If a trainee is enrolled on the Care Certificate Induction, you will need to click the “View” button on the Trainee screen to list the courses within the bundle and see the trainee’s progress on each of those.
Reports

Social Care TV generates various reports to provide you with summaries of training activity and credit usage. You can access these reports by clicking on “Reports” in the secondary navigation bar.

Trainee spreadsheet

The Trainee spreadsheet is a CSV file showing details of course enrolments for a selected trainee or trainees, including the course name, enrolment and last activity dates, course status (completed/not completed), and score.

To download the CSV, select “Trainee spreadsheet” on the Reports page and use the filters to specify the range of data to be included. You can filter by date, course, archived/unarchived courses, trainee and course progress. Click “Continue” to download and save the file to your computer.
Training record

The Training record is a PDF document that you can print which includes the details of all the courses on a Trainee Account. This document shows the date each course was completed, and the score the trainee received.

On the Reports screen, select “Training record” and then use the filters to specify the range of data you wish to be included in the report. You can filter by date, trainee and archived/unarchived courses. Click “Continue” to download and save the file to your computer.

You can download the Training record via the Trainee management screen. A single trainee’s record can be downloaded by selecting their name on the “Active Trainees” or “Archived Trainees” tab and then selecting “Download training record” from the “Trainee account options” dropdown at the top of the screen.
Alternatively, you can download multiple trainee records at once as a multi-page PDF document, by ticking the box next to their name on the “Active Trainees” or “Archived Trainees” tab of the Trainee management screen, and clicking the “Download records” button.

Credit usage report

The Credit usage report shows details of all credit purchases, credit transfers and course enrolments on your account. The data is provided in CSV format and includes the date, transaction type, a short description, the number of credits and the manager or administrator who made the transaction.

On the Reports screen, select “Credit usage report” and then click “Download report”.

![Credit usage report](image)
Archiving trainees’ accounts

If you no longer require a trainee to appear on your “Active Trainees” tab because, for example, they are not currently undertaking courses, you can archive their account.

The trainee will no longer be able to log in to their account, but you will still be able to access all of their existing records within your Manager Account. You can unarchive them at any time, after which they would be able to log in again and access their previous records and start or continue any courses on which they have previously been enrolled.

You can archive one or more accounts by ticking the box next to the trainee’s name on the “Active Trainees” tab, and clicking the “Archive” button at the top.

Alternatively, you can archive any Trainee or Administrator Account by going into the account and selecting “Archive account” from the “Trainee account options” dropdown.

*Note: It is not possible to archive a Manager Account, only Trainee or Administrator Accounts.*
You can unarchive one or more accounts by ticking the box next to the trainee’s name on the “Archived Trainees” tab, and clicking the “Unarchive” button at the top.

Alternatively, you can unarchive any Trainee Account by going into the account and clicking the “Unarchive Account” from the “Trainee account options” dropdown.
Deleting trainees’ accounts

If you no longer require a Trainee Account, you can permanently delete it.

Once a Trainee Account is deleted, the trainee will not be able to log in or access any of their previous records. If the trainee has any courses which they have not started, the credits for these will be returned to your Social Care TV account. Any courses that have been started or completed will be permanently deleted, and the data related to these enrolments in the Credit usage report will be anonymised.

You can delete one or more accounts by ticking the box next to the trainee’s name on the “Active Trainees” or “Archived Trainees” tab, and clicking the “Delete” button at the top.

Alternatively, you can delete a single Trainee Account by going into the account and selecting “Delete Account” from the “Trainee account options” dropdown.

Note: It is not possible to delete a Manager Account, only Trainee or Administrator Accounts.
Changing passwords

You can change your own password by clicking the “Account settings” dropdown and selecting “Change password”. You will need to enter your old password for security and then choose a new one. Passwords must be at least 9 characters long.

Trainees can change their passwords by clicking on “Change password” in the secondary navigation bar.
If a trainee has forgotten their password, they can reset the password by clicking the “Forgotten your password” link on the login screen, and following the on-screen instructions. The trainee will need to know their username, and have access to the registered email address in order to receive a verification email.

Alternatively, as the manager, you can reset a trainee’s password through your account. Simply select their name from the “Active Trainees” or “Archived Trainees” tab and then select “Change [name’s] password” from the “Trainee account options” dropdown. You won’t need to know their old password in order to do this.
Changing account settings

If you are a manager you can update a number of settings on your account. This is done by selecting “Manage my account” from the “Account settings” dropdown.

Here you can change your company name, home name, the email address registered on your Manager Account and telephone number.

There is also a setting for whether trainees can download their own training certificates. If this is set to Yes, they will be able to download certificates at the end of the course and from their Trainee Account. If this is set to No, only the manager will be able to access training certificates.
As the manager, you can change the email address registered on a trainee's account. Simply select their name from the “Active Trainees” or “Archived Trainees” tab, then select “Change [name's] email address” from the “Trainee account options” dropdown and enter their new email address.
Taking a course

Log into the correct Trainee Account in order to take a training course.

Training courses can be taken 24/7, 365 days a year from any internet connected computer. You will need a modern web browser on your computer to get the best results (Edge, Internet Explorer 9+, Chrome, Firefox or Safari).

You can also take courses on tablet devices, such as an iPad, and on many modern mobile phones, although you will need to be on WiFi or have a very good 3G/4G mobile signal to access the video content.

When you have logged into your account, you can click the Start/Continue button next to the course you want to take from the front screen.

Alternatively click on the course title, then click the “Start course” button at the top of the screen (if you have already started the course this button will say “Continue course”).

If you are enrolled on the Care Certificate Induction, you will need to click on the “View” button first to list the courses within the bundle, and then the “Start/Continue” button next to the course you want to take.

Each course is made up of a number of video clips or a PDF download, followed by a multiple-choice question. On some devices the video will play automatically. If it doesn’t, you can start it by clicking the play button that appears over the video.
You can pause the video by clicking on it. Hovering your mouse over the video will let you access the trackbar which allows you to skip backwards in the video, adjust the volume, make the video full screen (on most devices) and, on certain courses, toggle subtitles on or off.

When the video finishes, a question will be shown on the right-hand side of the screen. You must answer this question in order to continue. If you need to watch the video again, you can replay it by clicking on the replay button over the video.
Some courses are delivered via a PDF format instead of video. For these courses, you must download, read and complete the worksheets in the course PDF before answering any of the questions on screen. The course PDF can be downloaded using the “Download Course PDF” button on the course screen.

Answer the question by selecting the button next to the correct answer, and clicking the “Continue” button. You will then be taken to the next video or question.

You can stop the course at any time by closing your browser window. To restart the course, simply come back to the website and log in with your account and you’ll be able to continue where you left off.

Once you reach the end of the course, you will be shown your score and a copy of your certificate will be sent to your manager. If users have been given access to download certificates, they will get the option to download a certificate here, as well as send themselves a copy of the certificate by email.

If the course you have completed is part of the Care Certificate Induction, a progress report will be sent instead of a certificate, showing the scores of all the courses in the bundle that you have completed so far. Once you have completed all 20 courses a full certificate will be sent.
You can access a list of which questions were answered correctly or incorrectly by clicking the “View your Results Summary” button.

The manager can see this again at any time under the “Active Trainees” or “Archived Trainees” view if they select the trainee’s name and then the title of the course. Alternatively, if using the “By Course” view, the course title can be selected and then the name of the trainee. The trainee can also access the Results Summary through their Trainee Account by clicking the name of the course.

Both managers and trainees can review questions that they answered incorrectly by clicking the “Review” button on the Results Summary. They will be able to re-watch the video and see which answer was chosen, but the answer cannot be changed.
You can also access trainees’ certificates and archive their courses by selecting the trainee’s name when viewing your account by “Active Trainees” or “Archived Trainees”, or by selecting a course title when viewing your account “By Course”.

![Course status: Completed (84%)](image)

**Question** | **Answer** | **Date & Time**
---|---|---
1. Obesity, poor circulation and diabetes are all examples of... | ✔ | 03-11-2020 15:51
2. Signs that someone may be unfit could include... | ✔ | 03-11-2020 15:51
Administrator Accounts

If your organisation requires more than one person to manage trainees, purchase credits and access reports, you can create additional Administrator Accounts, so that login details do not need to be shared between different people. Administrators have access to all the same features as the Manager, except for creating and managing other Administrator Accounts. They can also enrol or be enrolled on courses.

Administrator Accounts can be managed by selecting “Administrator accounts” from the “Account settings” dropdown.

Adding an Administrator Account

To add a new Administrator Account, simply click the “Add an administrator” button at the top of the screen.

Enter the requested details to create an Administrator Account. The username must be unique, and the password must be at least 9 characters long.
If the administrator has their own email address, enter this here, however if they don’t have their own email address you can leave this as the manager’s email address.

Revoking administrator privileges

If you no longer require an administrator to manage trainees, purchase credits and access reports, you can revoke their administrator privileges. This will convert their account to just a normal Trainee Account.

This can be done by ticking the box next to their name on the Administrator accounts screen and then clicking the “Revoke Administrator privileges” button.
Alternatively, this can be done from the “Trainee account options” dropdown if viewing the administrator’s details via the Trainee management screen.

Archiving and deleting Administrator Accounts

Existing Administrator Accounts can be archived/unarchived and deleted in the same way as Trainee Accounts, either from the Administrator accounts screen or from the Trainee management screen (see more detail in the Archiving Trainees’ Accounts and Deleting Trainees’ Accounts sections of this user guide).
Director Account

If you have been given a Director Account, you can log in by clicking on the “Log in” button at the top of the website and entering the username and password you’ve been given.

When you first log in you will see that there are no managers linked to your account. You will need to link one or more Managers’ Accounts to your Director Account to manage them. Click the “Link a Manager Account” button to start this process.

You will need to enter the correct Manager Account username and password to link their account to your Director Account.

Once the account has been added, you will see it listed. Credits can be added and removed from the account by clicking the relevant buttons. When credits are removed, they are transferred to the Director Account. When credits are added, they are taken from the Director Account.

A Director can purchase more credits in the normal way through the Credits and billing page. This will also show a log of any credit transfers that have been completed on the account.
Logging out

When you have finished using the website, please remember to log out in order to keep your account secure. You can do this by selecting “Log out” from the “Account settings” dropdown.

If you close your browser window you will have to log back in, but you won’t be completely logged out unless you actually click the button.

You will also be logged out automatically after approximately 20 minutes of inactivity.