Learning Platform – Learner Guide

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Login and reset password

The main contact for your Alliance membership is the Administrator for your setting. The Administrator must add the details of any learners before they are able to access any courses.

Once the Administrator has added your details, you will automatically receive a welcome email which includes a password and a direct link to the login page. The username is the email address where the welcome email was sent.


If you are not sure of your password, please select 'Forgotten your password?'. Here you will be able to enter your email address to request a password reset. An email will be sent to you with a link to create a new password.

If you do not receive the email, or have not received your welcome email, please check your junk folder or speak with your administrator.

If your email is not associated with a current account on the learning platform, an error message will appear displaying 'There is no user registered with that email address'.

Please ensure your email is correct, if it is correct and you are still unable to access your learning, please contact your Administrator to ensure your details were entered correctly.
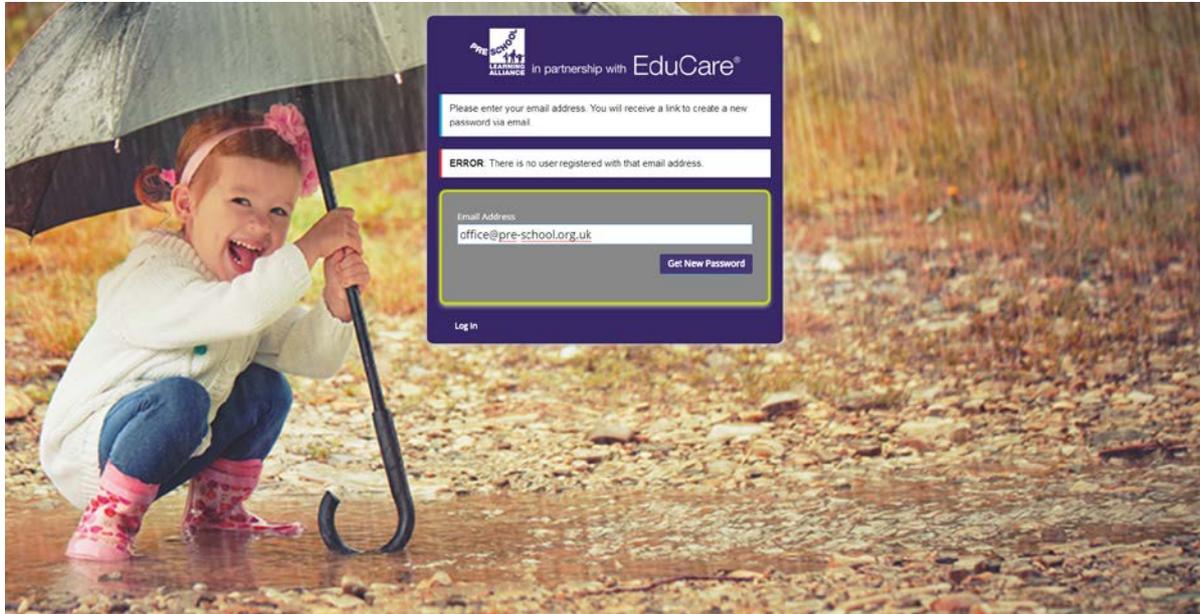
Home page
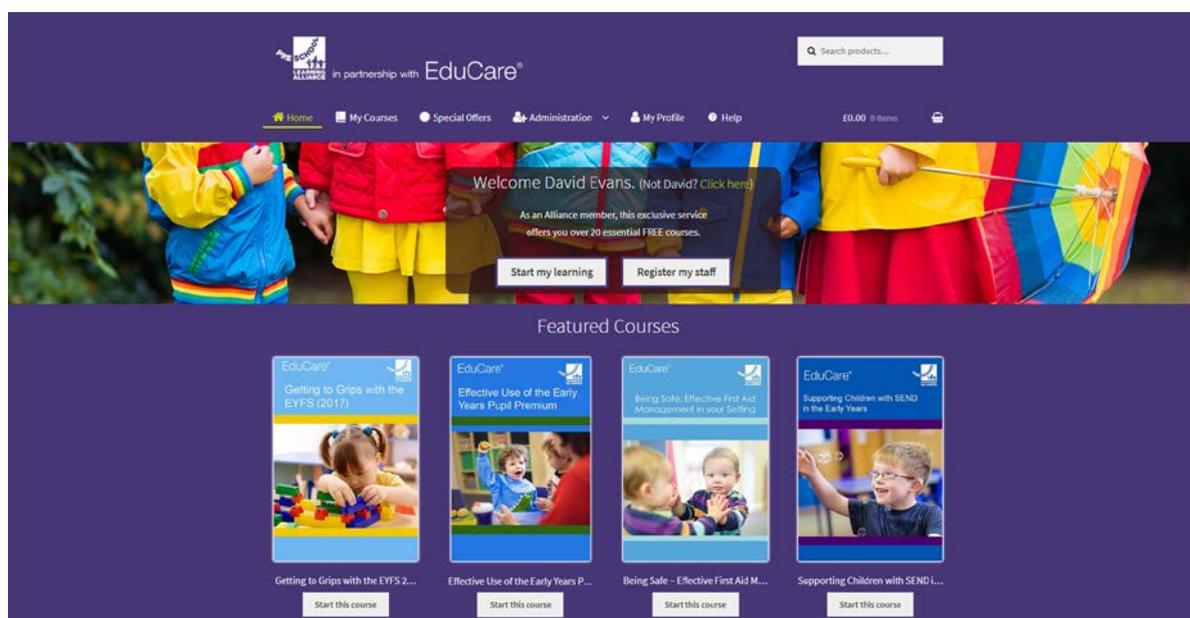
On the homepage you have a quick links which enable you to start your learning.

There is a navigation bar at the top of the page to reach other sections of the website such as the 'Special offers', your profile, and the help section. You can also view your basket for any courses you have added to purchase.

Finally, at the bottom of your home page you can see a selection of featured courses which have either been recently launched or the subject matter is topical.

Access your learning

From the homepage click 'Start my learning' or select 'My Courses' in the navigation bar.


On this page you will see all the courses available to you. Each course has a progress wheel which displays the how much of the course has been completed.

At the top, under the 'My Alliance CPD Package' you will see the list of all the free courses available through Alliance membership.
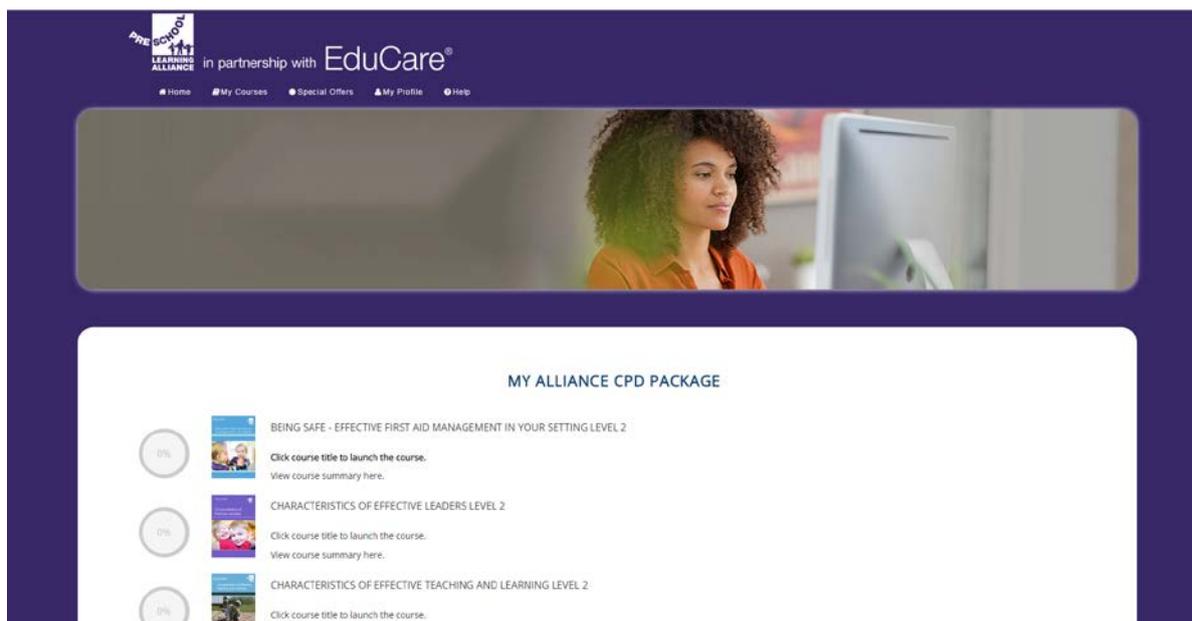
Below this section, under the heading 'My Additional Purchased Courses' you will see any other courses you have purchased and allocated to yourself from the 'Special Offers' section.
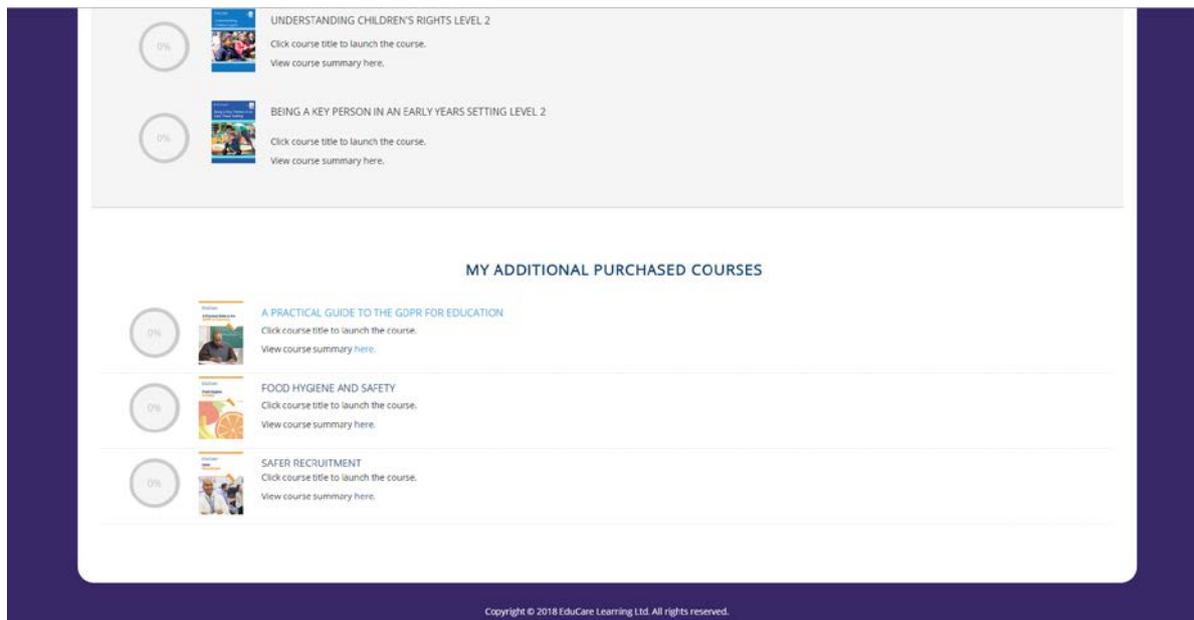

When you select a course, you will see a number of drop-down sections. Module sections include the learning content for the module, the questionnaire, and the text-only version (PDF) of the learning content.

Note: You will not be able to access the questionnaire until you have opened the learning content.

You will not be able to access module two until you have completed the module one questionnaire.

Once you select the learning content or the questionnaire it will open in a new window. Simply follow the instruction on screen to complete the training or questionnaire.
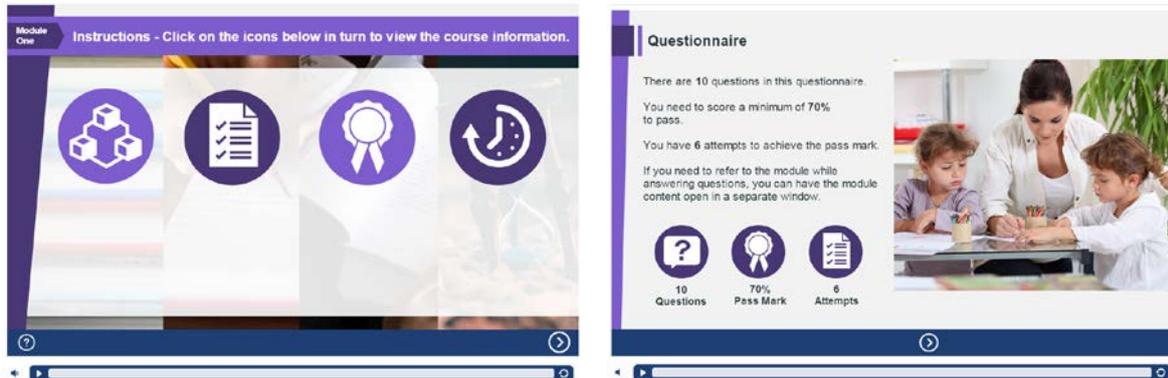
Once you have successfully completed the final activity for the course (typically a questionnaire in the final module) you will be able to access and download your certificate from the last drop-down section.

At the bottom of the course page you will see 'Resources' such as links to further reading and additional learning material. You will also see 'Course Badges' which are issued upon completion of the course and can be downloaded to share your achievements online.
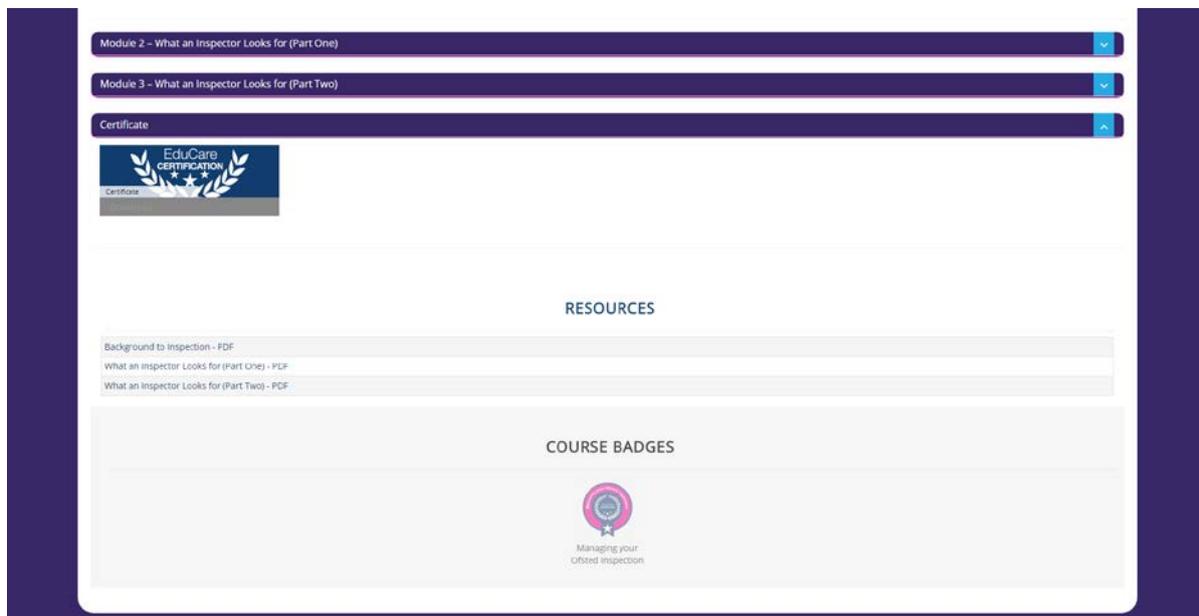
Purchasing discounted courses

Select 'Special offers' from the top navigation bar
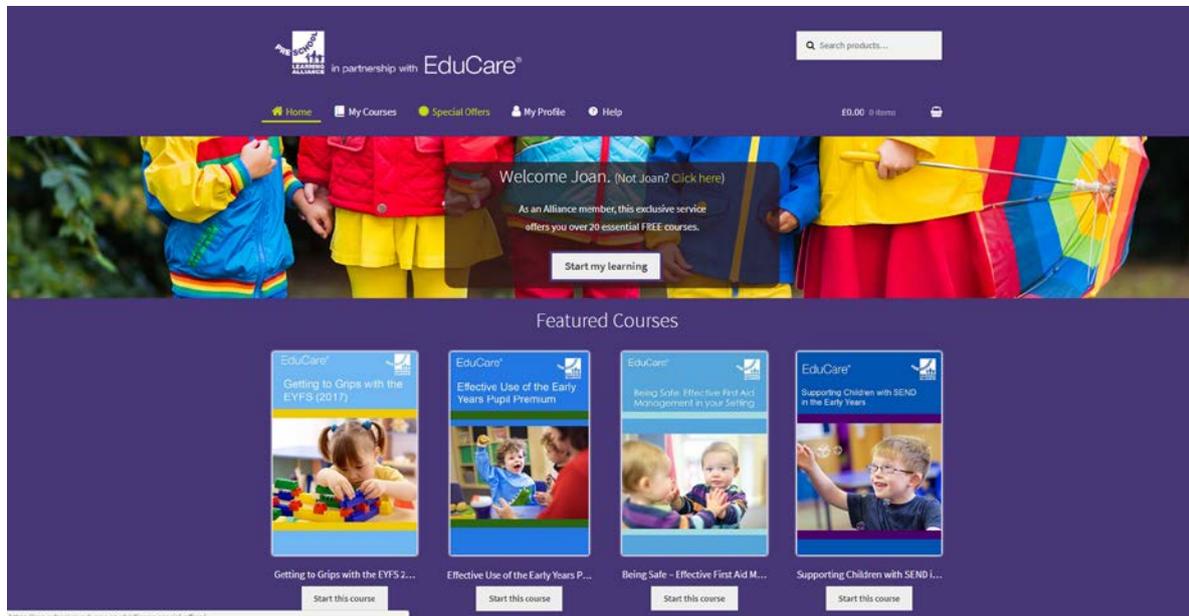
On the 'Special offers' page you will be able to view all the EduCare courses which are available at a discount for Alliance members. Select a course to view more information, or to add to the basket.
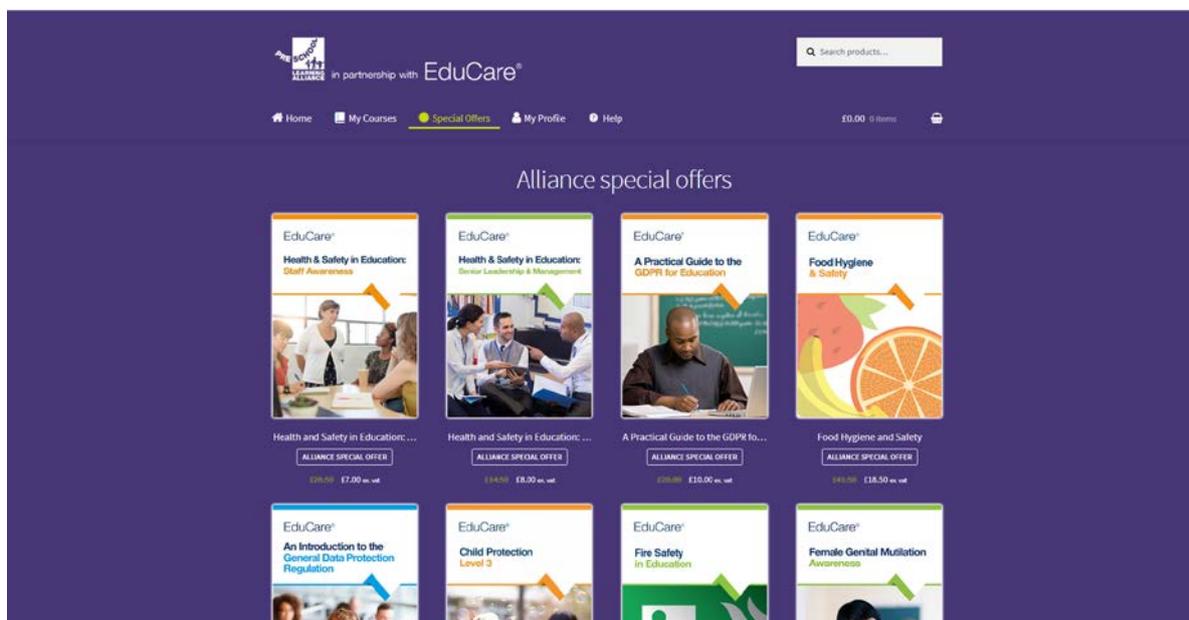
Select 'Add to basket' to proceed.

You will receive confirmation that the course was added to your basket. Click 'Special offers' to continue shopping or select 'View basket' to review your selected items and proceed to checkout.

In the basket, you can review the courses you have selected. Once you are happy with your choice, select 'Proceed to checkout'.
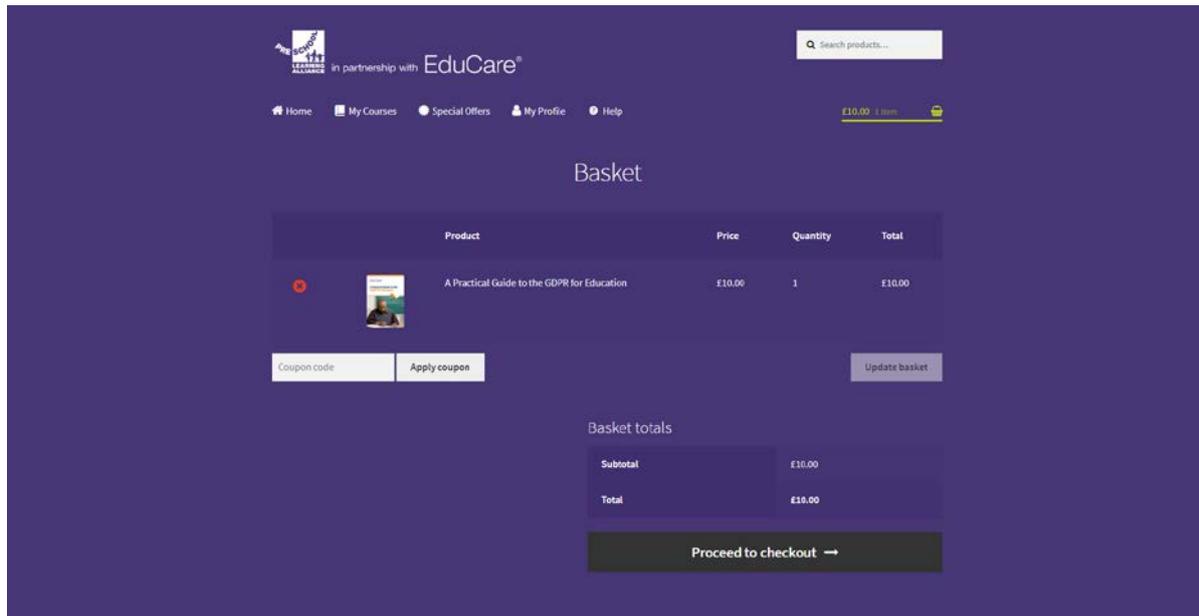
Enter your billing details at the checkout and select 'Pay securely with SagePay' to enter your card details and to complete your order. You will receive confirmation of your order via email.