**Learning and Development Centre   
User Guide**

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* Job Role from the options by clicking the appropriate box. If your job role is different, please fill out the other box with your job role
* Password – twice
* Title
* First Name
* Last Name
* Primary Contact Number – This will only be used to if there is a change to a course you are booked onto so please make sure it is a number we can contact you on.
* Any access or dietary requirements – many of our courses provide lunch and refreshments so please make sure this is filled in correctly.

Select one of the 2 account types:

![A screenshot of a number account

Description automatically generated](data:image/jpeg;base64,/9j/4AAQSkZJRgABAQEAYABgAAD/4RFIRXhpZgAATU0AKgAAAAgABAE7AAIAAAAqAAAISodpAAQAAAABAAAIdJydAAEAAABUAAAQ7OocAAcAAAgMAAAAPgAAAAAc6gAAAAgAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAEhBV0tFUyBTdGVwaGFuaWUsIFBST0dSQU1NRSBBRE1JTklTVFJBVE9SAAAFkAMAAgAAABQAABDCkAQAAgAAABQAABDWkpEAAgAAAAM4NQAAkpIAAgAAAAM4NQAA6hwABwAACAwAAAi2AAAAABzqAAAACAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA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Member account - to gain full access to discounted courses. for the cost of £35 inc VAT per year, you will have the benefit of reduced course costs. (in most cases you will benefit by at least £35) therefore we would recommend becoming a member if you want to attend any paid courses.

A screenshot of a green box

Description automatically generated

Free Account – If wish to attend a course, you will be charged non-members rate.

Agree to terms of use.

A blue rectangle with white text

Description automatically generated

Then click –

You will then have created your account.

1. Profile

Under your name, when you are logged in, you will find a dashboard option:

A screenshot of a computer

Description automatically generated

Click onto your dashboard and you will see a “Membership” box, an “Organisation” box and a “Courses and Events” Calendar. To the right of the screen will be a “quick links menu”

A screenshot of a calendar

Description automatically generated  
  
What the quick links menu means:

* **Membership** – Shows your membership and membership history, plus the date the membership runs out and how much membership costs.
* **Organisation** – Indicates which practice you are assigned to. If you are not assigned to an organisation, pleaser go to section 6 of this user guide to find out how to do this.
* **Training Hub** – Shows you a list of any training you have attended or are booked on to. If you are a member, you can also add attended training on this section.
* **Profile** – Here your personal details are stored. You can amend any changes here as well.
* **Invoices** – See any invoices outstanding (you can also download any invoices visible as PDF’s)
* **Settings and Privacy** – normal privacy settings and cookies preferences.

1. Booking onto a course

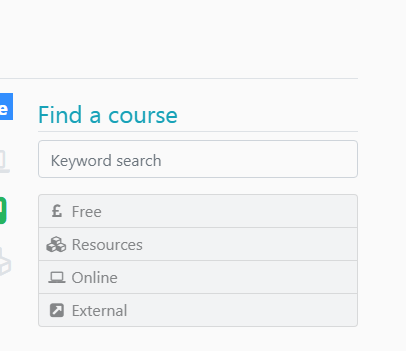
Visit the main site <https://www.learninganddevelopmentcentre.co.uk> and log into your account.

Click onto the “Courses and Events” tab on the blue banner at the top of the page.

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You can then use the course finder on the right-hand side of the page to find what you are looking for.



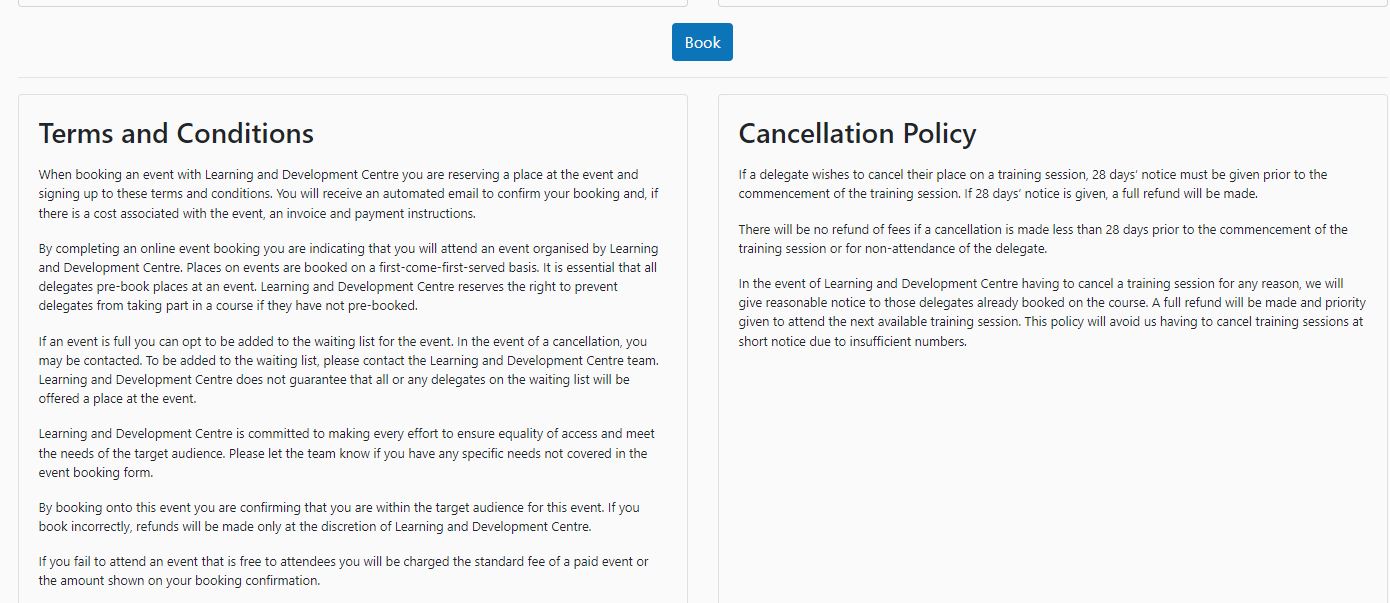
Once you have found the course you would like to attend, select the course.

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Click the green “Book” button

Click the Blue Book button above the Terms and Conditions and Cancellation Policy if there is no fee associated to the course a free course.



If the course has a cost associated, you can either pay by card or select for an invoice to be sent by choosing from the options shown below and pressing the blue book button. The invoice option will only be available if you have joined your Practice under the “Organisation” section.

A screenshot of a computer

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1. Attendance Certificate

Once you have attended a course, ensure to keep an eye out on your email account (the one assigned to your account – please also check your junk mail folder in case the emails are in this folder) as you will receive an automated confirmation when attendance has been marked.

Please follow the instruction on the email – for information these instructions are shown below.

* Please now log into your account on the website
* Under your name a drop-down menu will appear
* Click on dashboard
* Click on training hub
* You will then see the courses you have booked on and attended
* If payment has been made for the course you have attended then you will see a green star next to the course title. Clicking on the green star will allow you to download your certificate.

A screenshot of a computer

Description automatically generated

* If payment has not been made you will see the below next to the course title.

A screenshot of a computer

Description automatically generated

If you see this, then please do contact your practice finance team as usually this means that the course payment has not been made.

1. Forgotten Password

If you forget your password, please click on the “Lost password?” button at the bottom of the login page,

A screenshot of a login page

Description automatically generated

This will then bring another box asking for your email  
A screenshot of a computer

Description automatically generated

Place your email address in the box and click the send button. Please do contact our friendly team via email on [ldc.sentinel@nhs.net](mailto:ldc.sentinel@nhs.net) if you are having trouble changing your password.

6 Troubleshooting   
  
Organisation:

Log into your account and click the arrow by your name and click on dashboard.

Once in the dashboard click the “Organisation” tab in the quick links menu.

Find your organisation by typing your Practice name into the Organisation Search. If your practice does not show up, please click the button below and fill out the details of your organisation.

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Description automatically generated  
  
Once you have found your organisation click “join”

The request will be sent through to the approved manager of that organisation (Practice Manager etc) and will need to be approved. You will see on your dashboard that the organisation is “Pending”.

If you no longer work for a particular practice, then you will need to join your new practice/organisation as a new organisation in the same way.

Once you have joined the new organisation go to the “Organisation” tab and at the bottom of the screen you will see listed the organisations that you are part of.

A screenshot of a computer

Description automatically generated

If you want to leave one organisation you need to click over the orange “Leave” button

If you wish to set the new organisation as your primary organisation then you will need to click the green button, which when hoovering over will say “Set as primary”

Cancelling a course:  
  
If you wish to cancel a course that you have previously booked you can do this using your training account as per instruction below:

* Log into your account
* Click the arrow under your name
* Click the dashboard
* Go to the “Training Hub” tab in the quick links menu
* You will see the below screen

A screenshot of a computer

Description automatically generated

* Click the orange box with the black cross in it
* Once done, you will be asked to confirm.
* You will then receive a automated confirmation saying that the booking has been cancelled

Please note that if you cancel a course 28-days or less prior to the course delivery date you (or your organisation) will not receive a refund of the cost.

We hope you found this guide useful, if you need any further information or are unsure whether you have already set up your account, please do not hesitate to phone the team on **07780 901637**

Or email us on [ldc.sentinel@nhs.net](mailto:ldc.sentinel@nhs.net)