Online training FAQs

Q. Is the online training free?

Yes, the online training is completely free. It is funded by the Department for Education as part of our wider All Together programme.

Q. Who can complete the online training?

All schools and children's workforce professionals can complete the training. We want as many people as possible to complete it.

Q. What are the minimum system requirements to complete the online training courses?

Please use our Browser Checker Tool and make the recommended changes before starting the training modules to make sure you have the correct system requirements for this platform.

Q. Where do I sign up?

You can register and complete our online anti-bullying CPD training for professionals by clicking on this link. Please ensure that you enter your email address correctly or you will not receive the welcome email.

Q. I have registered for the online learning platform but I haven't received the welcome email.

Please check your spam/junk folder before getting in touch. If you have still not received it after checking, please contact aba@ncb.org.uk.

Q. I've forgotten my login details – what should I do?

On the login page, please select the 'request new password' option.

Q. I've requested a new password but I haven't received the password reset email.

Please check your spam/junk folder before getting in touch. If you have still not received it after checking, please contact aba@ncb.org.uk.

Q. I've put my login details in incorrectly and now my account has been locked.

As a security feature, your account will be locked after 5 failed attempts to login and it will stay locked for 6 hours. You can get around this by resetting your password.

Q. Does the training save my progress every time I log in?

Yes, you will see your progress recorded on the menu page of each course. If the content has been edited by us since you last logged in, you may be taken back to the beginning of the module. However, you can easily navigate back to where you were using the blue progress bars or arrows at the bottom of the platform.

Q. The courses are not recording my progress.

Firstly, please ensure that you have completed all parts of the courses, including all the quiz questions. If you are still having issues, please email aba@ncb.org.uk.

Q. I can't play the videos in the online training courses.

Please ensure that you have a good internet speed. However, if the video isn't loading, please click or copy the title and you can view the video directly from YouTube. All videos are on ABA's YouTube channel.

Q. How do I get CC subtitles on the videos?

If you press play on a video and then click on the YouTube logo in the bottom right hand corner, it will take you to YouTube and you can turn on CC subtitles from the toolbar at the bottom.

Q. How do I make the videos full screen?

If you press play on a video and then click on the YouTube logo in the bottom right hand corner, it will take you to YouTube and you can view it as a full screen video.

Q. How long do I have to complete the training?

You can complete the training in your own time. We will notify you before making any significant changes to the courses or platform.

Q. I've completed the training module but I can't download the certificate.

Please ensure that you have completed all lessons within the courses, which includes the pre- and post-training questions and all quiz questions – you can review and complete the quiz questions at the end of each lesson. You will not be able to download the course certificate until every question has been answered.

Once completed, certificates can be downloaded at any time by clicking on the pink tick on the page menu or from the My Trainings section of the e-learning platform where they will be saved.

Q. There is an error message saying the data has been reset when I log in.

That means we have updated the content since you last logged in. Just click on OK and you will be able to continue. Depending on how your settings have been configured, that may mean you're taken back to the beginning of the course. However, you can easily navigate back to where you were using the blue progress bars or arrows at the bottom of the platform.

Your progress will be saved as you will see form the course menu.

Q. I'm still having trouble with the e-learning platform - who can I contact?

Please email aba@ncb.org.uk with a description and screenshot of the issue (where possible).