

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 training modules?

Please use our [Browser Checker Tool](#) 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 home page of each module.

Q. The modules are not recording my progress – what should I do?

Please ensure that you have JavaScript enabled on your web browser. The e-training will not function correctly if this setting is not enabled. You can use our [Browser Checker Tool](#) to make sure you have the correct system requirements for the platform.

Q. I can't play the videos or view the media files in the online training modules.

Please ensure that you have Flash Player enabled on your computer/mobile device – you will be unable to complete the training without it. You can use our [Browser Checker Tool](#) to make sure you have the correct system requirements for the platform.

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

You can complete the training in your own time.

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

Please ensure you have completed the pre- and post-training questions – you will not be able to download the certificate until these have been answered. Once completed, certificates can be downloaded at any time from the [My Trainings](#) section of the e-learning platform.

Q. Flash Player and JavaScript are active on my PC/device but the modules are still not working.

Some web browsers such as Microsoft Edge are not compatible with the platform and may cause functionality issues. Please change to a compatible web browser, such as Google Chrome, Safari or Firefox. You can use our [Browser Checker Tool](#) to make sure you have the correct system requirements for the platform.

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

Please email aba@ncb.org.uk with a description and screenshot of the issue, if possible.