

Note: If you are taking part in the Pennine Lancashire Pilot, you may have received a specific version of this from your Volunteering organisation. This is a generic version only.

What is the Volunteer Learning Passport?



The Volunteer Learning Passport allows you as a volunteer to complete 6 e-learning sessions to enable you to feel confident in your volunteering role. It also enables your volunteering organisation to provide you with consistent training as well as recognising the vital role that you play.

The following e-learning sessions are available:

1. Data Security Awareness
2. Equality and Diversity
3. Fire Safety
4. Health and Safety
5. Safeguarding Adults
6. Safeguarding Children

How do I view the sessions?

- a) You will be advised by your organisation via your specific version of this document. However, many users will access via the e-Learning for Healthcare Hub (known as e-LfH Hub).
OR
- b) If your organisation has their own training platform, then they will give you access to the sessions via that route.

Getting Started via the e-LfH Hub

1. Type **volunteers.e-lfh.org.uk** in your browser
2. You will need to register, so click the '**register**' button on right hand side of screen. (However, if you have been provided with a username and password, then type these in)
3. **Type in your email address** here. If you have an official volunteer email address, then please use this, if not, your personal email address is fine (Please ignore the comment about not using your personal email address as this is aimed at healthcare professionals registering on the system).

Registration

Ideally you should provide a work email address so that your registration results in the most appropriate access to e-learning content

NOTE: Using a personal email address will result in limited access to e-learning content.

Work email address

Confirm work email address

Register

- Next you will be asked a few questions about you. As you are a volunteer, please select the bottom option **'None of the above apply to me'**.

Registration

About you

- I work in a Dental Practice or University Dental School that provides NHS care
- I am a care worker or hospice worker
- I work within the Social Care Sector in England and have a NMDS-SC registration code
- I am eligible for an OpenAthens account
- I am a student or student tutor/supervisor
- None of the above apply to me**

- Then click the **'continue'** button that appears in the second column like this.

- ▼ Various Professional Bodies (VPL)
- Work and Health (PHW)

In order to access this content, please select the Continue button below.

Continue

- You will then need to fill in some details about yourself so that the system knows who you are. In **'Your details'**, please complete your **'first name'**, **'last name'** and **'country'**.
- Then complete the **'Your current role'** section. Firstly, type in **'Volunteer'** in the 'Job Role (Staff Group)' section and click 'search'. You will see a few options here:

- Library Volunteer (Community)
- Volunteer (Administrative and Clerical)
- Volunteer (Community)
- Volunteer (Education)
- Volunteer (Justice)
- Volunteer (Social Care Sector)
- Volunteer Faith Group Worker (Community)

Select which one matches your role best. If you are not sure, then please select **'Volunteer (Community)'**

8. Next, insert your organisation name in the free text box. It is important that you correctly complete the **'Organisation Name'** so that your volunteering organisation can download a report to show if you have completed the sessions.

Please select from the following Pilot organisations and type as they appear below. This is a free text box so please type exactly as they appear below. If you are not sure, then please refer to your email and specific version of this document received from your volunteer organisation.

- Advocacy Focus
- Blackburn Community CVS (Community & Voluntary Services)
- Blackburn with Darwen Council
- Blackburn with Darwen Healthwatch
- Burnley, Pendle & Rossendale CVS (Community & Voluntary Services)
- East Lancashire Hospitals NHS Trust
- Families, Health and Wellbeing Consortium
- Hyndburn & Ribble CVS (Community & Voluntary Services)
- Lancashire Care NHS Foundation Trust
- Lancashire Volunteer Partnership

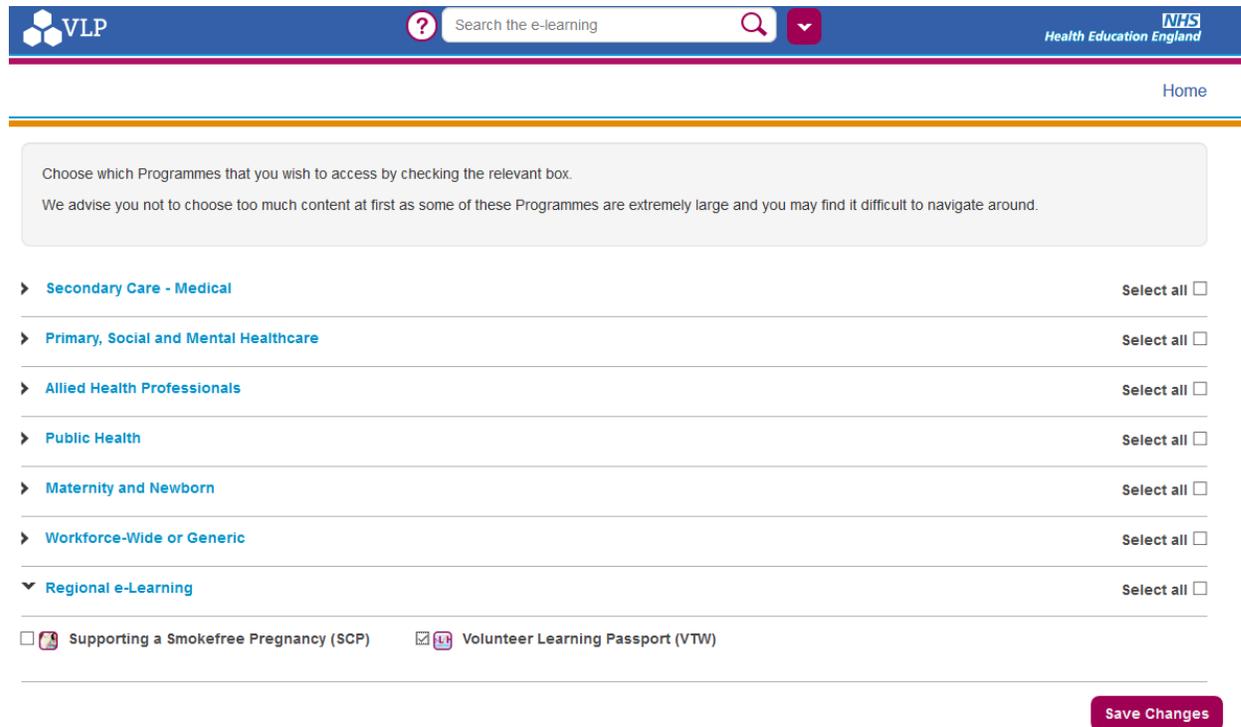
Registration Details

Your details	
Email address <input type="text" value="joe.bloggs@email.com"/>	Secondary email address <input type="text" value="Joe@otheremail.com"/>
First name <input type="text" value="Joe"/>	Preferred name <input type="text"/>
Last name <input type="text" value="Bloggs"/>	Country <input type="text" value="England"/>
	Region <input type="text" value="North West"/>

Your Current Role	
Job Role (Staff Group) <input type="text" value="Volunteer (Community)"/>	<input type="button" value="Search"/>
Organisation Name <input type="text" value="Lancashire Volunteer Partnership"/>	

9. Now you have registered and can access the **Volunteer Learning Passport** programme.

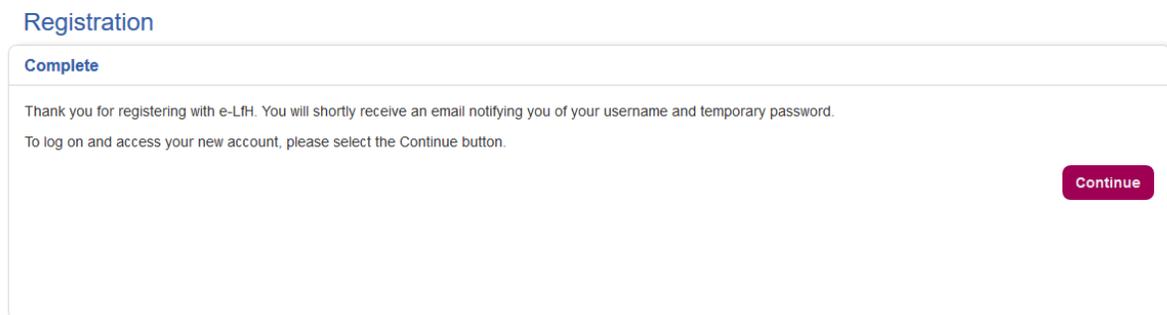
10. To access the **Volunteer Learning Passport**, you will need to 'enrol' from the list of open access programmes available. Go to 'regional e-learning' and select the '**Volunteer Learning Passport**'.



The screenshot shows the 'Volunteer Learning Passport' (VLP) enrolment interface. At the top, there is a navigation bar with the VLP logo, a search bar, and the NHS Health Education England logo. Below the navigation bar, there is a 'Home' link. The main content area contains a grey box with instructions: 'Choose which Programmes that you wish to access by checking the relevant box. We advise you not to choose too much content at first as some of these Programmes are extremely large and you may find it difficult to navigate around.' Below this, there is a list of programme categories, each with a 'Select all' checkbox. The categories are: Secondary Care - Medical, Primary, Social and Mental Healthcare, Allied Health Professionals, Public Health, Maternity and Newborn, Workforce-Wide or Generic, and Regional e-Learning. Under 'Regional e-Learning', two programmes are listed: 'Supporting a Smokefree Pregnancy (SCP)' and 'Volunteer Learning Passport (VTW)'. The 'Volunteer Learning Passport (VTW)' checkbox is checked. At the bottom right, there is a 'Save Changes' button.

Note that if you have previously logged in and enrolled on any e-LfH programmes, they will also appear here.

11. You are now registered and will receive an email with your login details.



The screenshot shows the 'Registration Complete' page. The title is 'Registration' and the status is 'Complete'. The text reads: 'Thank you for registering with e-LfH. You will shortly receive an email notifying you of your username and temporary password. To log on and access your new account, please select the Continue button.' At the bottom right, there is a 'Continue' button.

Certificates and Reporting

How do I view my certificate?

Once you have completed your session and passed the Knowledge quiz, you will see a certificate icon that has a yellow seal (see below) next to the relevant folder (not next to the actual session). You can then click on this to open up the PDF document.

You can also see all your certificates by going to 'My Activity' and select '**Certificates**'.

 **Safeguarding Children - Level 1**
Last accessed: 26 Sep 2018



Can I save, print or email my certificate?

Yes, it is PDF document so you can save it, email it your organisation and print it if you wish. Please email to your volunteer lead.

For more details go to: <http://support.e-lfh.org.uk/my-activity/certificates/>

Note: You may have received details of who to email in your specific version of this document.

How do I share my session activity with my organisation?

You can choose to share your activity on the e-LfH Hub with your volunteer manager or lead. For more details go to: <https://support.e-lfh.org.uk/my-account/reporting-permissions/>

You will need to enter the **username** of the person that you want to share with.

Note: You may have received details of who add here in your specific version of this document.

Generic guidance

For any other support please click on the Help icon and/or email support@e-lfh.org.uk

See some general guidance below regarding how to navigate and access the e-learning.



Finding your way around

- A Home** Access your e-learning, and other key areas of the e-LfH Hub, quickly from here.
- B Search** Use the search function to find the right learning content for you. Apply filters to narrow the results. Advanced search provides even more detailed search options.
- C Help** Access the support website for further assistance.
- D My e-Learning** All the content that you have enrolled on gathered in one location.
- E My Account** Enables you to maintain your personal and work details.
- F Recent Activity** Lists the sessions you have recently accessed. Select the session title to see the session within its programme. Select Play to access that session.
- G Notifications** View important news and updates on your e-learning and the e-LfH Hub.

5 Accessing your learning

- A** When you select 'My e-Learning' you will see a list of programmes.
- B** Select the arrow next to your programme in the left hand panel to display its contents.
- C** Select a title to view the contents in the right hand panel and locate your learning.
- D** Use the **i** to display further information about the content.
- E** To open your session and start learning, select the 'Play' button. A new window will be launched containing the learning material. When you have completed a session, close that browser window in the normal manner.

