



eLearning guidance for external partners

WOLVERHAMPTON SAFEGUARDING TOGETHER PARTNERSHIP

Version Control

Author of Document	WST & People Development and Experience Team
Version	V1
Date	February 2025
Authorised by	
Date Authorised	
Review Date	

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Registration guidance for external partners

[1] Go to: <https://cwclearning.wolverhampton.gov.uk> – please **DO NOT** use Internet Explorer to access this.

[2] Click on the button labelled ‘Self-register your account’ as circled on the below image.

CITY of
WOLVERHAMPTON
COUNCIL

Instructions

If you are a City of Wolverhampton Council employee: Please login using the City of Wolverhampton Council button below.

If you do not have a work device, you will need to login through [My Applications](#) before doing this.

If you are employed by an agency: Please have your manager [fill in this form](#) to request an account.

If you have been instructed to self-register for an account: Please use the **Self-register your account** button below.
It is crucial that you select the correct organisation or your account request may be rejected.

Agency and Self-Registrations: Once you have your login details, use the login form to access the system.

If you have any queries or problems logging in please contact OD.Team@wolverhampton.gov.uk

Self-register your account

CoWC device users login:

 City of Wolverhampton Council

Log in

Your session has timed out. Please log in again.

Username

Password

☒ Remember username

Log in

[Forgot username or password?](#)

 Cookies must be enabled in your browser



[3] Complete the form to register for a new account.

Areas to pay attention to:

Email address: Please **DO NOT** use a Gmail account as these are not currently supported.

Select an audience: Please select **Safeguarding**.

Partner Organisation (you will need to click the arrow next to 'Other fields' to view this): Please complete this with the full name of the organisation you work / volunteer for.

Failure to follow the above instructions will result in your account request being rejected.

Please ensure that you make a note of your username and password to enable you to log in once your account is approved.

CITY OF WOLVERHAMPTON COUNCIL

You are not logged in [Log in](#)

New account

There are required fields in this form marked *.

▼ Sign up request form instructions

Register Here

Welcome to the City of Wolverhampton Council's Learning Management System. Our external partners can register using the form below. Please wait up to 2 working days and you will receive an e-mail approving your access if you are eligible for access. Please be sure to choose the correct organisation or your request will not be approved.

Council and Yoo Recruit employees should not use this form to register.

▼ Choose your username and password

Username*

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

Password* ☐ Unmask

▼ More details

Email address*

First name*

Surname*

City/town

Country

Security challenge 

☐ I'm not a robot 

Select an audience*

If you are unable to find your organisation, please contact us at organisationaldevelopment.team@wolverhampton.gov.uk

▼ Other fields

Partner Organisation

learning nexus

[4] When you have fully completed the form, click 'Request Account'. You will receive the message as below. Please follow the instructions in this email to confirm your account request (you may need to check your junk mail). You will not receive this email if you have not completed the form correctly as stated above.



Upon completion of the instructions in the email, a technician from the People Development and Experience team of the council will then review your application. You should receive a further email approving your account within two working days.

Please note that you have access for a limited amount of time. This is for 30 days from the account approval date. Please ensure that you complete the required training and download any available certificates or other records before this time expires. We will not be able to retrieve this information once your account has closed.

If your request is rejected, please send an email to WSTTraining@wolverhampton.gov.uk and we will look into this for you.

Log in guidance for external partners

[1] Go to: <https://cwclearning.wolverhampton.gov.uk> – please **DO NOT** use Internet Explorer to access this.

[2] Use the Log In section of the right-hand side of the page (as circled) to access your account using the username and password that you chose when registering.

Instructions

If you are a City of Wolverhampton Council employee: Please login using the City of Wolverhampton Council button below.

If you do not have a work device, you will need to login through [My Applications](#) before doing this.

If you are employed by an agency: Please have your manager [fill in this form](#) to request an account.

If you have been instructed to self-register for an account: Please use the **Self-register your account** button below. It is crucial that you select the correct organisation or your account request may be rejected.

Agency and Self-Registrations: Once you have your login details, use the login form to access the system.

If you have any queries or problems logging in please contact OD.Team@wolverhampton.gov.uk

Self-register your account

CoWC device users login:

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Log in

Your session has timed out. Please log in again.

Username

Password

☒ Remember username

Log in

[Forgot username or password?](#)

 Cookies must be enabled in your browser

You will then be logged in to the Learning Management System and will see a screen similar to the one below:

Current Learning ◀ -	
 An Introduction to Restorative Practice	0%
 Armed Forces Covenant - Induction Module	0%
 Basic Safeguarding Awareness - External	0%
 Brook Traffic Light Tool	0%
 Child Sexual Exploitation - External	0%
 Corporate Parenting - External	0%
 CWC Exploitation Package - External	0%

[3] Click on the name of your required training. In the below example 'Intermediate Safeguarding Awareness' has been selected. The list of training you see may be different.

[4] When you click on the name of the training under the eLearning banner, it will launch the course page where you can open and start the eLearning. Some courses may have different resources such as videos to view. A tick will show in the circle on the right-hand side if this is fully complete, which only occurs on viewing and interacting with all information within the course.

Home / My courses / Intermediate Safeguarding Awareness - External

Your progress 

Intermediate Safeguarding Awareness

Welcome to the Intermediate Safeguarding Awareness course page. Here you will find a range of resources to inform you on safeguarding.

eLearning

 Safeguarding Children



 Safeguarding Adults



 Certification of Completion

Not available unless:

- The activity **Safeguarding Children** is marked complete
- The activity **Safeguarding Adults** is marked complete

FAQ

Who is this guidance for?

This guidance is for all partner agencies in Wolverhampton who work with adults, children and families living in Wolverhampton. This **does not** include City of Wolverhampton Council employees and some schools. If you are employed by City of Wolverhampton Council, please use the Learning Hub. If you are employed by a school and are unsure of which route to register through, please email WSTTraining@wolverhampton.gov.uk and we will confirm this for you.

What happens if I use Internet Explorer to complete the eLearning?

You may experience issues with the marking of completion of eLearning if using outdated browsers such as Internet Explorer. Internet Explorer is not supported, and we cannot resolve completion tracking issues caused by users completing via this browser. Google Chrome is recommended to complete eLearning.

How long is my eLearning account available for?

30 days from the approval date whether you have completed the training or not. Please ensure that you complete all required training within this period.

Can my account be reactivated if I have run out of time?

No, only in exceptional circumstances will your account be reactivated. This is at the discretion of the WST, and People Development and Experience teams on a case-by-case basis.

What happens if I do not select Safeguarding as the audience and/or don't complete my organisation in the Partner Organisation field?

Your account request will be rejected, and you will need to reapply ensuring that all fields are completed.

I did not receive the email to confirm ownership of my email account.

If you completed the form in full (including the audience and partner organisation) and did not receive the confirmation email, please email WSTTraining@wolverhampton.gov.uk and we will look into this for you.

How long will it take for my account to be approved?

It can take up to two business days for your account request to be approved. If you have not received approval after two business days, please email WSTTraining@wolverhampton.gov.uk and we will look into this for you.

I cannot see the training after I have logged in.

It can take up to 30 minutes after your account is approved for the training to appear. Please wait for this time and email WSTTraining@wolverhampton.gov.uk if it is not available after this time period.

How do I access my certificate of completion?

Not all courses offer a certificate of completion. If they do, this will be available at the point of completion. Please download this at this point. If there is not a certificate available, please access your Record of Learning for evidence of your training completion. This can be found at the top of your page as follows:

Home / External Accounts Dashboard

If you have any additional questions or need further support, please contact
WSTTraining@wolverhampton.gov.uk