



Welcome to the Blended Learning Paediatric First Aid course!

We are delighted to have you join us. To gain your qualification, you will need to use Nottingham City Council's Learning Zone (NCC LZ) to book your face-to-face practical day and complete the online theory module.



“ Please note that it is highly recommended you request your account as soon as possible as it can take up to 2 business days for account approval and the correct learning to be assigned and updated to your account. ”

This guide includes:

- [Creating an account](#)
- [Accessing account after approval](#)
- [Completing the online module](#)
- [FAQs](#)

Creating an account

Please follow these instructions carefully to create an account for NCC LZ:

Each learner must have their own account.

Step 1:

Click on the link below to take you to the log in page of the Learning Zone

[Nottingham City Learning Zone: Log in to the site](#)

Nottingham City Council Learning Zone

Auto Login (for users on the NCC network)

Manual Login (Housing Services & Partners)

Support & Login Instructions >

Create new account

Click Create new account



Step 2:

Complete the required information as indicated by *

- Username - Please use your email address
- Password – Choose something you will remember
- Organisation - It is essential that when you register your account on the E-Learning Zone you choose **FIRST AID EARLY YEARS** from the organisation drop down menu as shown below.

Click Choose organisation

Organisation* ? Choose organisation

Click the Organisation button and then Search or Browse for your Organisation, click on it and click OK at the bottom of the box

If you are unable to find your organisation, please contact the Development & Change Team

Choose organisation

Browse Search

Search First Aid Early Years Partners Search

Select:

1. Search Tab
2. Type in 'First Aid Early Years' in the search box
3. From the dropdown menu select 'Partners'
4. Click Search

Choose organisation (Selected: First Aid Early Years (48371603187362))

Browse Search

Search First Aid Early Years Partners Search

First Aid Early Years (48371603187362)

OK Cancel

Organisation* ? First Aid Early Years × Choose organisation

Click the Organisation button and then Search or Browse for your Organisation, click on it and click OK at the bottom of the box

If you are unable to find your organisation, please contact the Development & Change Team

Other fields

NCC Payroll No. (if external, please input 0):

1. Other fields: input '0'

2. Select: 'Request account'

Request account

Cancel





Step 3

After requesting your account, you will receive an email from Learning Pool asking you to confirm your email address. Please confirm as soon as possible.

Step 4

Your account will then be sent for manual approval.

Please note: **this may take up to 2 business days** (*weekend, out of hours and bank holiday requests will be processed on the next business day*) for account approval and assigning to the correct learning.

If your account has not been approved after this time, please raise a ticket here:

[Support : EMSS](#)

Please see guidance on how to do this to ensure you are directed to the correct team.

Accessing account after approval.

You will only be able to access your account after you have received the approval email.

Step 1

Click on this link to direct you to the log in page.

[Nottingham City Learning Zone: Log in to the site](#)

Step 2

Nottingham City Council Learning Zone

Auto Login (for users on the NCC network)

Manual Login (Housing Services & Partners)

Support & Login Instructions >

Create new account

Select:
Manual Login



Step 3.

Enter the username and password you chose when creating your account. Click **Log in**

You can read our 'Privacy Statement' on the home page of your account under Help.

Completing the online module

Step 1

After logging into the Learning Zone, you will be directed to the First Aid Training for Early Years Page.

Please note that there may be some changes to the page as we continuously improve.

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Click the button to take you through to the online module



Step 2

You are now on the online module page.

Early Years - Paediatric First Aid

This 12 hour paediatric first aid course focuses on emergency scenarios that face those looking after young children and infants, including day nursery schools, pre-schools, before and after school clubs for children in the early years age group, ...

Unenrol Share

Your progress

Course Outline

Empowering individuals to respond effectively to paediatric emergencies

The blended learning paediatric first aid course is designed to equip participants with these knowledge would provide effective first aid to infants and children this comprehensive course combines online learning with hands on practise to ensure learners have a thorough understanding and capability in paediatric emergency care

The online module is an integral part of a blended learning experience allowing participants to progress through the theoretical aspects at their own pace

Following completion of the online module participants will engage in practical in person sessions led by certified first aid instructor.

Please Note: Both the online modules, integrated theory assessment and the practical session must all be successfully completed.



Course Duration

The blended learning paediatric first aid course spans over a total of 12 hours divided as follows;

- 6 hours of online learning
- 6 hour's hands on practise in person session



Assessment and Certification

Participants will undergo a comprehensive assessment to evaluate their theoretical knowledge and practical skills upon successful completion of the full course they will earn a Paediatric First Aid certification valid for 3 years.



This paediatric first aid course meets the Ofsted Early Years, Childcare Register and Early years foundation stage statutory framework requirements.

Please complete all sections of this page.

If you experience difficulties with the Online Module please raise a ticket and your query will be dealt with:
Please state that the query is related to EARLY YEARS FIRST AID - this will ensure you are directed to the right person

Support : EMSS

Step 3

Scroll down where you will see boxes for the online module which need to be complete.

Click on the arrows on the left-hand side to expand the sections.

▶ Important Information about Course



Click the arrow to expand the section and see important information and access Terms and Conditions





Step 4

Answer the required fields regarding method of payment and you place of work.

Payment and Setting Information

Please complete the questionnaire.

Questionnaire ○

Click the questionnaire and complete the required fields.
Payment is not taken at this point.

Early Years - Paediatric First Aid
Questionnaire - 0 Responses
Answer the questions...

Select the questionnaire

Early Years - Paediatric First Aid

Questionnaire Print Blank

1 Please Select Sector

2 Please Select your preferred method of payment
 Debit/Credit Card
 Invoice
 Cheque

3 Please enter PO number
(PO Number only applicable to Academies)

4 If you are a Nottingham City Council Employee please provide your budget code.

Submit questionnaire

Answer the required fields and Submit questionnaire



Step 5

Book you place onto one of the available dates.

Please note the location for your date.

You will receive an email to confirm your place has been booked.

Workshop Date					
Book your date here. Please make a note of where the training is being held. Please arrive on time for the training as anyone who attends after 15 minutes late will be denied entry and will have to rebook.					
Face to Face Date					
Date	Time and Time Zone	Room	Seats available	Status	Options
7 April 2025	9:30 AM - 4:30 PM Europe/London	Loxley House LH 1.11, Loxley House, Loxley House Station Street Nottingham NG2 3NG (Room details)	12	Booking open	Sign-up
8 April 2025	9:30 AM - 4:30 PM Europe/London	Loxley House LH 1.11, Loxley House, Loxley House Station Street Nottingham NG2 3NG (Room details)	12	Booking open	Sign-up
12 May 2025	9:30 AM - 4:30 PM Europe/London	Loxley House LH 1.11, Loxley House, Loxley House Station Street Nottingham NG2 3NG (Room details)	12	Booking open	Sign-up
13 May 2025	9:30 AM - 4:30 PM Europe/London	Central Library Room 2, Central Library, 1 Carrington Street Nottingham NG1 7FH (Room details)	12	Booking open	Sign-up
9 June 2025	9:30 AM - 4:30 PM Europe/London	Loxley House LH 1.11, Loxley House, Loxley House Station Street Nottingham NG2 3NG (Room details)	12	Booking open	Sign-up
10 June 2025	9:30 AM - 4:30 PM Europe/London	Central Library Room 2, Central Library, 1 Carrington Street Nottingham NG1 7FH (Room details)	12	Booking open	Sign-up

Click **Sign up** to the date you wish to attend.

If you need a later date than shown, click **View all events** to view more

Step 6

Begin and complete the online theory module which includes a Theory Assessment which requires a pass grade of 27/30

Paediatric First Aid eLearning
Paediatric First Aid eLearning

Click **Paediatric First Aid eLearning** to begin the online theory module.

Early Years - Paediatric First Aid
Paediatric First Aid eLearning

Info Reports

Enter

Click **Enter** to begin the online theory module. This will open in a new pop-up window.

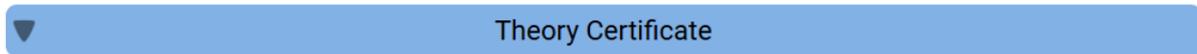




Step 7

Download theory certificate. This will trigger a notification to the trainers that you have completed the theory side of the qualification.

If you do not download the certificate this will delay you receiving your certificate when you attend the face-to-face session.



 Theory Certificate



Click **Theory Certificate** to download your theory certificate.





Frequently Asked Questions

I can't access the training

If you have not created an account, please follow the steps below to create an account which will then grant you access.

Please note that once you create an account, it can take up to 24 hours for it to be approved and fully operational

1. **Click on the link:** [New account](#)
2. **Enter your email** as the username and choose a password.
3. **Complete the fields:** email, first name, and surname.
4. **Click on the Choose Organisation** button and select **FIRST AID FOR EARLY YEARS**.
This step is crucial for a quicker setup.
5. **Wait for approval:** After approval, you will receive an email, but it can take up to 24 hours for the account to be fully functional.

I can't register an email address

Each learner account must have its own unique email address. If you are attempting to use a generic email address that has already been used it will not allow you to register using that email address.

Can I use another person's email address?

You can use any email address to create an account, but please note that confirmation emails will be sent to this address.

You cannot sign in and use someone else's account to complete your online module. Since the account is registered to another individual, it will not recognise you as a separate learner. This will delay your qualification, as we cannot confirm that you, and not the registered account holder, have completed the online theory.

My account has been approved but I can't see the training.

Once you create an account, it can take up to 24 hours for it to be manually approved and fully operational. Please try again after 24 hours of receiving the approval email.

I have forgotten my password

1. Navigate to the log in homepage and select Manual Login
2. Select Forgotten your username or password
3. Select the Search by email address function
4. Type in your email address you used to register your account
5. Select Search. An email will be sent to reset your password





Nottingham City Council Learning Zone

Auto Login (for users on the NCC network)

Manual Login (Housing Services & Partners)

Support & Login Instructions >

Create new account

Nottingham City Council Learning Zone

Auto Login (for users on the NCC network)

Username

Password

Remember username

Forgotten your username or password?

Log in

Support & Login Instructions >

Create new account

Nottingham City Council Learning Zone

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again. Please note your username may be set up as your @nottinghamcity.gov.uk email address.

Search by username Search by email address

Enter your email address

Search

Nottingham City Council Learning Zone

If you supplied a correct username or email address then an email should have been sent to you.

It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.

Continue

The eLearning Module will not open

Please ensure that you have completed the Questionnaire before attempting to do the eLearning. Upon completing the Questionnaire, the eLearning Module will be unlocked so you are able to complete.



The eLearning will not load

The eLearning Module is a big file and may take a moment to load.

The eLearning Module will require you to allow pop ups in your browser.

Chrome

Change your default pop-ups and redirects settings

1. On your computer, open Chrome .
2. At the top right, click More  > **Settings**.
3. Click **Privacy and security** > **Site settings**.
4. Click **Pop-ups and redirects**.
5. Scroll to Allowed to send pop-ups and use redirects
6. Click **Add** and enter <https://nottinghamcity.learningpool.com>

Edge

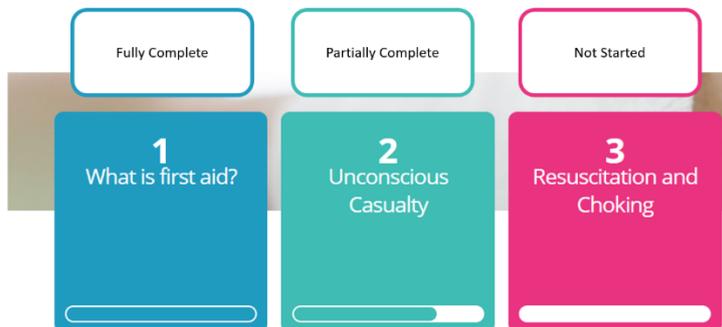
1. Go to the MS Edge Settings. Either (Alt + F) or  in the top right-hand corner
2. Click **Cookies and Site Permissions**
3. Click **Pop-ups and redirects**
4. Add to allow list <https://nottinghamcity.learningpool.com>

The eLearning is not showing as complete

All sections of the eLearning must be completed for full completion of the online module.

Check all progress bars are complete for each page.

If the theory assessment has not been successfully passed with a grade of 27/30 or higher, that page will show as incomplete and will need to be attempted again.





I need to change my booking

1. **Log in to the Learning Zone:** Use the provided link to access the login page.
2. **Navigate to Your Booking:** Go to the First Aid Training for Early Years page where you initially booked your practical day.
3. **Modify Booking:** Look for the option to change or cancel your booking. This is under the section where you initially booked your date.
4. **Select a New Date:** Choose a new available date that suits you better.
5. **Confirmation Email:** You will receive an email confirming the changes to your booking.

Can I change my booking after a certain deadline?

You can change your booking yourself up to 3 days before your scheduled date. After this you must raise a ticket with ESC who will direct to the trainers

My query isn't here

If the above FAQ's do not answer your query, please raise a ticket using the following steps:

1. Click - [Support : EMSS](#)
2. Select 'Submit a ticket'
3. Fill out the field to Report an Issue as shown below. Please try to take a screenshot so we can resolve quickly.



Submit a ticket

Having trouble? Contact the team





[Home](#) > Report an Issue

Report an Issue

Issue related to*

 Oracle & System Support

Category*

Technology & Innovation

Sub-Category*

Advice Request

Item*

Integration

Requester (Your Email)*

Email

Subject*

Early Years Blended Paediatric First Aid

Description*

B *i* U        

 [Attach a file](#) (File size < 40 MB)

