Open, Fairer, Greener

# Learner Guidance

## Contents

V1.2 November 2025

# 01. Access

iLearn Together is a booking platform managed by North Somerset Council open to people who live and/or work in North Somerset. NSC employees and partners have access in a different way, if your status changes please let us know.
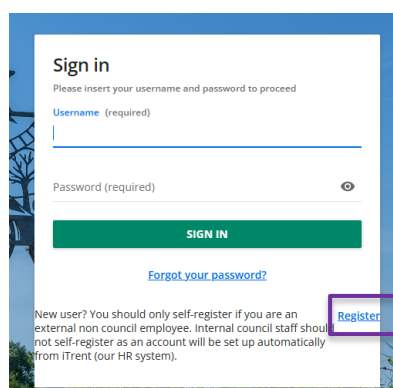
To log into iLearn Together, visit https://ilearntogether.n-somerset.gov.uk/

If you have not accessed the site before, you will need to register as a new user. Details on how to do this can be found below.

If you require any support with the system, please contact us at ilearn@n-somerset.gov.uk and kindly specify that you are an external user in your email.
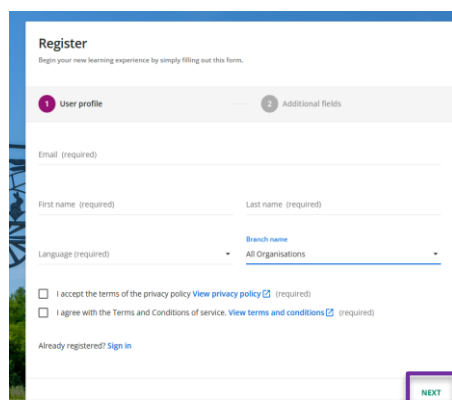
# 02. Registration

To register as a new user, select **Register** in the bottom right-hand corner of the screen.



Please complete all fields as prompted. We recommend using your email address as your username. In the **Branch Name** drop-down menu, select your organisation type. (E.g. Select **Education** if you work in a school).

Ensure you accept the privacy policy and terms and conditions.

Once all fields are completed, select **Next** to continue.

In the **Additional Fields** section, please let us know if you have any accessibility requirements or additional needs for in-person training.

Depending on the branch you choose on the first screen, you may either need to type in your role and organisation or select them from a drop-down list.
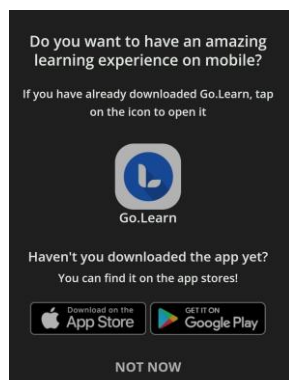
Select **Register** to complete your registration.



You will then receive an email containing your login credentials and a link to verify your email address.

Click on the link provided in the email. Once verified, you will see a notification confirming that your registration is complete.
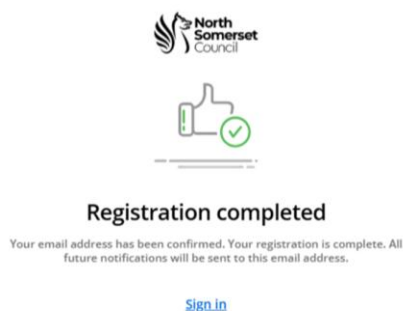


You can now sign in and explore the courses available to you.



**Please note:** When you register, you may receive a prompt to download the **Go.Learn** app, **please ignore this notification and select 'Not Now'** to continue to the iLearn Together website.

## 03. Navigation

On the home screen you will see four buttons.



- **My Learning -** This section shows the courses you have attended or are scheduled to attend.

- **Courses on Offer -** Here you can view the courses available to you.

- **Terms and Conditions –** This section contains our full terms and conditions for training courses, including our cancellation policy.

- **Support -** Provides the contact email address for any additional help you may need.

## 04. How to book ILT (Instructor Led Training) Courses

All courses can be found in the **Courses on offer** section on the home page. When you select this option, you will see a list of available courses arranged in what we refer to as **Catalogues.**

The catalogues and courses available to you depend on the type of organisation you selected during registration. Some users will have access to multiple catalogues, while others may only see one. This is to ensure that you are only shown courses that are relevant to you. If you have been asked to book on to a course that is not visible to you, please contact ilearn@n-somerset.gov.uk

In the **Courses on Offer** section, you'll find a complete list of all the training courses available to book.

You can browse courses by **topic** - each topic has its own '**catalogue**'.

Click on a **catalogue title** to view all the courses included within that topic. Some courses may appear in more than one catalogue where topics overlap.
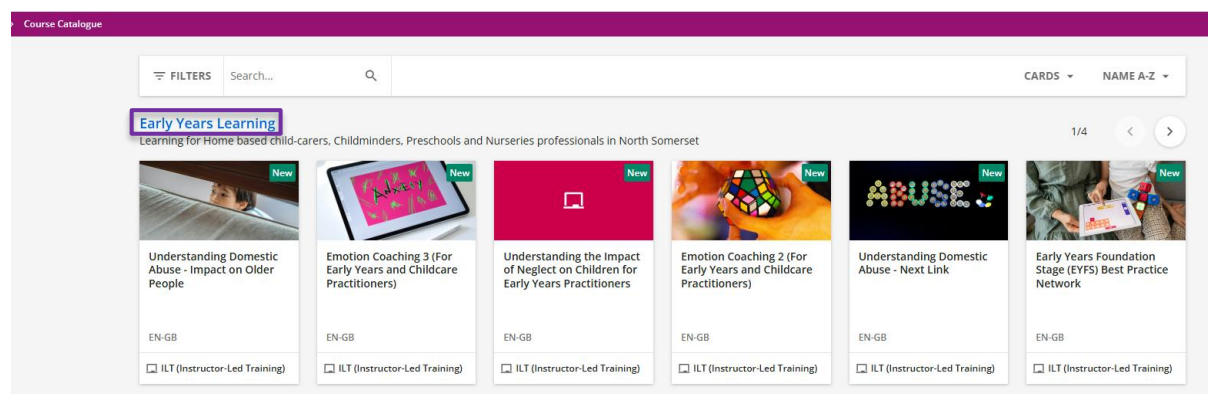


If you are struggling to find a specific course, you can also search for it using either of the search bars at the top of the screen.
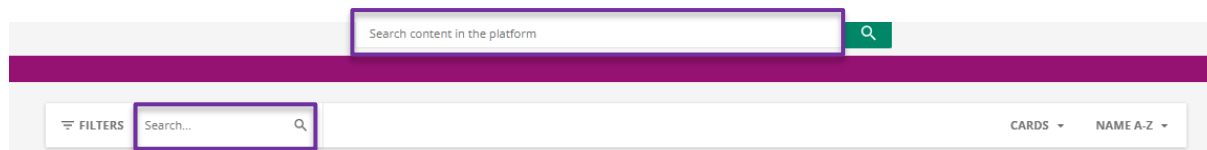


Alternatively, you can find courses by date. From the courses on offer page, select the '**cards**' option in the top right corner of the screen. Then switch to the '**calendar**' view.  This will show you which courses are happening on each day and what's coming up soon.
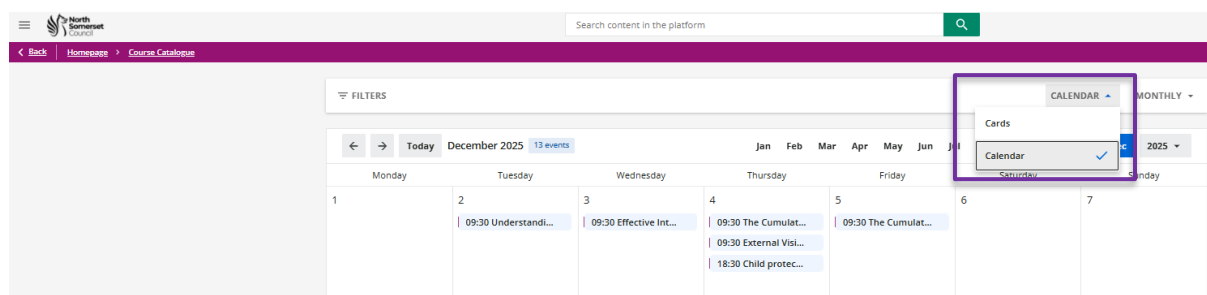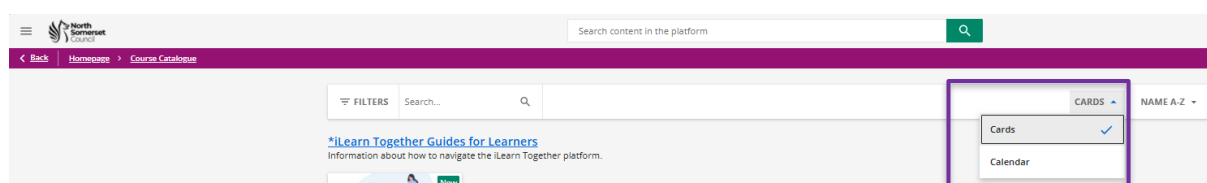
Once you have found the course you would like to book, select the course '**card**' and enrol onto one of the available sessions.

There are two ways to enrol. You can either select the white **Confirm Enrolment** button next to the course session you wish to attend or select the green **Confirm Enrolment** button on the right-hand side and then choose your session from the list.

Once you have successfully enrolled, your screen will update to display the session



details, and an 'Upcoming Booking' section will appear.

You will also receive an email notification confirming your booking. Please make sure to block out time in your diary, as cancellation charges will apply.

**Please note:** We operate an invoice-based payment system. If your organisation requires a purchase order (PO) number to appear on the invoice, please email ilearn@n-somerset.gov.uk with the following details:

- The PO number
- Course name
- Session date & time
- Name(s) of attendees from your organisation

## 05. Waiting Lists

If you enrol onto a session that is already full, you will be placed on a **waiting list**. Once you enrol, the status on the **right side of the page** will update with an **orange box** to show that you are on the **waiting list.**

**Waiting List Notifications**
- You will receive an **email confirming** that you are on the waiting list.
- Please ensure you block out time in your diary, as **cancellation charges still apply while you are on the waiting list.**

**What Happens Next?**
- If a space becomes available, **you will be automatically enrolled and notified by email.**
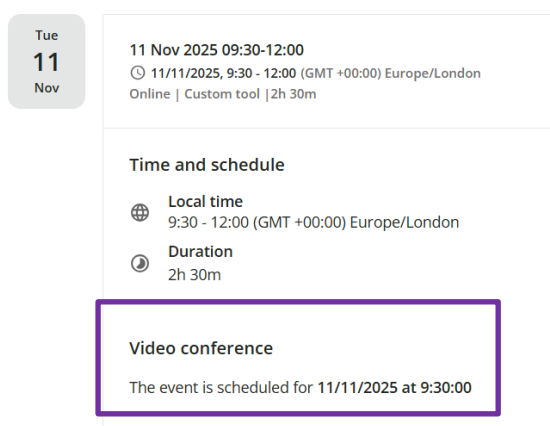
**Additional Options**
- You can leave the waiting list or change your session at any time **up to 15 working days before the course/session date.**
- Please review the **cancellation clause in the course description** for details on notice periods and potential charges.

## 06. How to Join an Online Session

For sessions delivered online, an MS Teams link will be available on iLearn 24 hours before the session is due to start.
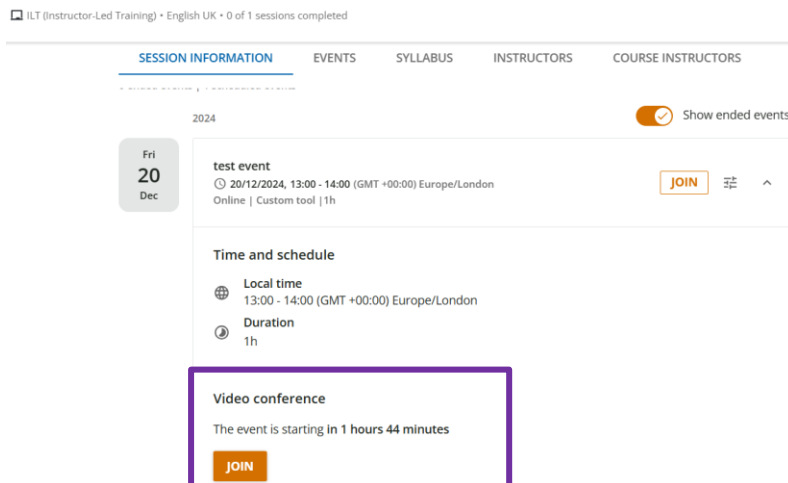
In the lead-up to your session, the course card will display the message below:



The MS Teams link will become available 24 hours before the session starts.

To access the link, go to **My Learning** and select the relevant course card. Under **Session Information** you will see a **Join** button as per the screenshot below. Select the button when you are ready to join the session.



If you experience any issues accessing the link, please contact the iLearn administration team or the course instructor for assistance.

**Please note:** The iLearn Admin inbox is monitored during standard office hours Monday to Friday.

## 07. How to Cancel or Change a Session

To cancel or change a session or to be removed from a waiting list, please email ilearn@n-somerset.gov.uk.

For full details of our cancellation terms and charges, please refer to the **Terms and Conditions** section on the home page or the cancellation clause in the course description.
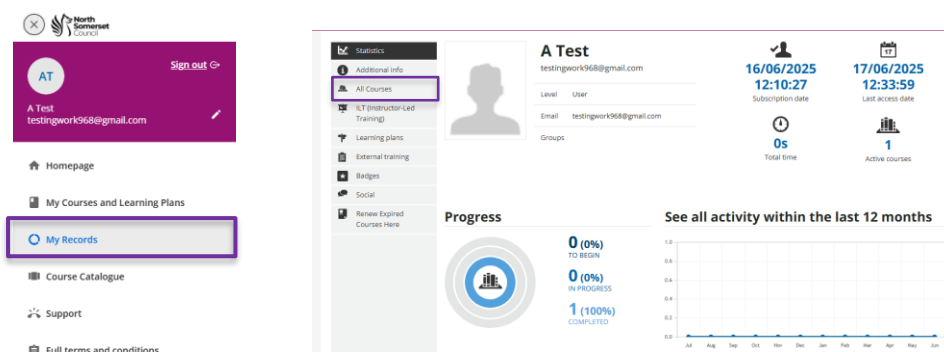
## 08. Certificates

Course certificates will be available to download one the course instructor has marked the register for the session. If a course you attended is still showing as '**In**

**Progress'** after 1 week, please contact the iLearn administration team who will chase the instructor to mark the register.

Once your attendance has been confirmed, you will be able to download your certificate by selecting the **User menu** in the top left corner of the screen (the icon with three horizontal lines).
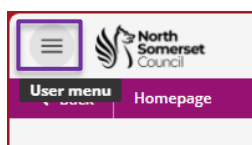


From the menu, select **My Records** and then choose **All Courses**.



To download your **Certificate of Completion**, find the course title in the list and select the badge icon on the right side.
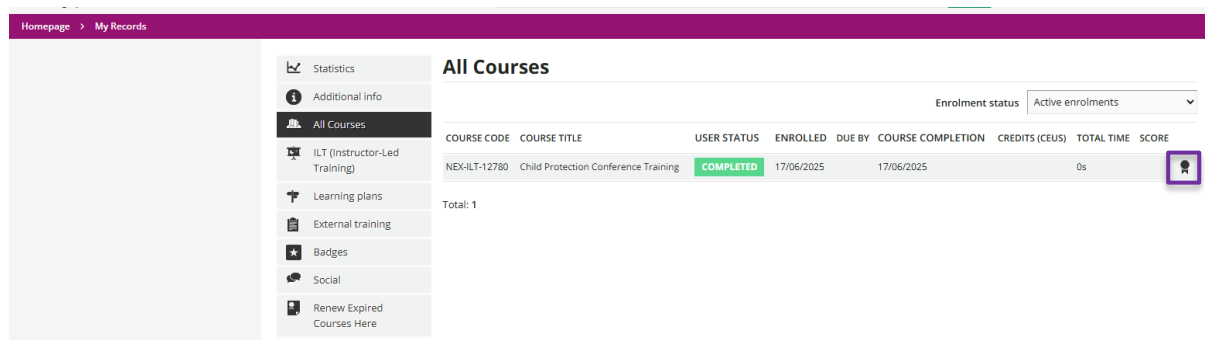


This will automatically download a PDF certificate to your browser's default download location.

**If you notice anything missing or incorrect in this guide, or if you need further assistance, please contact us at [ilearn@n-somerset.gov.uk](mailto:ilearn@n-somerset.gov.uk).**