



Portal Benefits

Booking Managers

Book Training

at Acorn or your premises

Enter Venue specific details

Assign Delegates to Courses and easily make changes

Review Order History & Download Invoices

Review delegate Results & access Acorn Certificates

Learners

Receive arrival and pre-course Information by email

Interactive Course Activities

Receive and Download Acorn Certificates (excludes Quallsafe & IOSH)

Access course materials during & after the training

Overview of the Portal

- At Acorn, we have been continually working to improve the quality, consistency and outcomes from the training we provide.
- Over the past few years, we have been moving our course material to digital format. This allows us to keep content up to date and relevant, act on feedback, and provide post-training resources to learners.
- In the summer of 2024, we began "Interactive" courses, facilitated by our training portal, to provide an improved booking and learning experience to our customers.
- Now all our courses are going interactive, which allows delegates to be easily added or swapped from a course, sets learners up ready to engage on the day and leave with ongoing access to useful course content.

Creating and Managing Bookings

- You can book "Open" courses (held at Acorn), from the "[Book a Course](#)" option, at the top of the Portal page.
- "In-House" courses (held at your venue) can be booked by [contacting us](#) (an online, automated booking system is coming soon).
- Delegates can be added to the Portal, from the "[Create User](#)" menu. Alternatively, we can create all your users for you using a csv file.
- Delegates can then be added (and swapped) to existing bookings from the "[Course Place Management](#)" menu.
- Delegates will then receive joining instructions, including information on how to get setup on the portal ready for training.

Useful Information

Certificates

IOSH and **Quallsafe** certificates are sent directly to the course booker, usually within 6 weeks.

Acorn certificates following completion of the course and payment in full are found in your Profile, under "[My Certificates](#)"

Booking Managers can find certificates in the "[Course Completion Report](#)", found in their Manager's Dashboard

Portal User Accounts

Both delegates and booking managers use Portal accounts.

Delegates are created as a "User" and booking managers as a "Company Manager".

Users can be enrolled and access courses. Company Managers can create/manage bookings, enrol users and review course completion.

Accessibility & Devices

Delegates use a smart phone, tablet or laptop to access course content during training.

Our trainers routinely carry spare tablets and chargers, to ensure everyone can participate.

If you have any concerns about using smart devices to support the training, please let us know prior to booking.

Invoices

Invoices can be downloaded from the [Order History](#) section in your Manger's Dashboard

Contact Us

If you have any further questions or would like help getting setup on the Portal, please call us on 0117 958 2070 or email us at Info@acornsafety.co.uk