

## Online user instructions

**Don't forget to login!** You cannot utilise any of our comprehensive online training or reference material if you are not successfully logged in. If you have experiencing problems logging in, please speak with your Head of Department (this will be the person that initially gave you access to the ABC Courses service).

### **1. Getting started**

Click on the “courses” tab from the main toolbar and select the course that you would like to do from the menu on the left hand side of the page.

For example, to select the “Tape Recorded PACE Interviews” course, run the cursor over the course title and click.

**Enforcement**

- [Tape Recorded PACE Interviews](#)
- [Food Law Update \(Wales\)](#)
- [Food Law Update \(Scotland\)](#)
- [Food Law Update \(England\)](#)
- [Evidence Gathering for Food Offences](#)

You will then be presented with the course title page where the aims and objectives of the course are identified.

At the bottom of this page, you can select to “Do Course”. If the course you have chosen has a Reference Page as most of our courses do, you will also be given the option to “View Reference”.

### **2. Using the Reference section**

Complete section 1 above and then select “View Reference” from the course title page. You will now be able to select from a range of key documents relating to the course topic area.

For example, from the “Tape Recorded PACE Interviews” reference page, you can download copies of the PACE codes of practice and a selection of relevant documents:

## Forms and Notices *(Documents in this section are in MS Word format)*

- [Interview pro-forma](#)
- [Notice for person whose interview will be tape recorded](#)
- [Notice to interviewee](#)
- [Interview record](#)
- [Master Tape Record](#)
- [Master tape seal](#)

You can access the relevant course by clicking on “Do this course” or return to the main courses page by clicking on “Courses page” - both in the form of buttons at the bottom of the Reference page.

When doing the Course, you can always quickly access the related Reference page by clicking on the purple star (shown below with an upper-case white “R” for Reference in the center) which is always displayed within the left side column of the course pages just under the course page number. Clicking on this star will open the Reference page for this course up in a new browser window.

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**Tape Recorded PACU**

Please download your copy of the

[Delegate Note Pack](#) - in MS Word (D

[Delegate Note Pack](#) - in Adobe Acro

**Section 1 : Introduction : The Polic**

The Police and Criminal Evidence

Investigations are carried out in a

The Act provides for the issue of

### **3. Working through an online course**

Complete section 1 above and select “Do Course” from the course title page. You will now be presented with the first page of the course. To complete the course you should follow these easy steps:

**3.1 - Download a copy of the delegate note pack.** This contains a summary of the information contained in the course and allows you to make your own notes. **The Delegate Note Pack is designed to be printed out and used in hard-copy form alongside the course.** You can download a note pack by clicking on the following links:

Please download your copy of the Delegate note pack here:

[Delegate Note Pack](#) - in MS Word (DOC) format

[Delegate Note Pack](#) - in Adobe Acrobat (PDF) format

**3.2 - Read through the course,** making notes in your delegate pack where appropriate. Click on any underlined text for more information regarding a particular topic. For example:

Before interviewing a suspect, it is important for the interviewer to have identified the ["facts in issue"](#), which will include [the identity of the suspect](#)

When you click on any linked text (usually shown in red and underlined), a pop-up box will appear. None of the information contained within pop-up boxes is contained in your delegate note pack. You are advised to make your own notes from these. If necessary, you can print out the pop-up box.

To print the pop-up box click on the underlined text on the course screen, when the pop-up box appears, place your pointer anywhere over some text within the pop-up box and right-click on your mouse. Select “print” from the resulting menu. Note - this will not work if you right-click while the mouse is positioned over an image (the resulting menu will not give you a “print” option). If you are experiencing difficulties in getting the right-click menu that provides a way to print, try right-clicking about one centre-meter to the right of the “close window” link that is always found at the bottom of pop-up boxes.

### **3.3 - Complete interactive tasks**

Throughout the course you will be invited to undertake a variety of tasks ranging from multiple choice true or false questions to downloading a document for completion and



comparison with a model answer. You should read and follow the on screen instructions for each of these tasks.

### **3.4 - Download your CPD Certificate**

At the end of the course, you will be invited to confirm the time that you have spent in completing the course. The time selected from the menu will be displayed on the CPD certificate together with your name and the name of the course, as well as the current date. **Please remember that the system logs the time that you have taken to complete the course and a record is available to your administrator. All claims for CPD hours can therefore be verified.**

### **3.5 - Complete the course assessment questionnaire.**

We are constantly seeking ways in which to improve the service and so would be very grateful to receive any comments that you might have.

## **4. Frequently asked questions**

***Q. I've forgotten my password, how do I get another?***

**A.** Passwords are allocated by your account administrator who will easily be able to issue you with another.

***Q. Can I undertake a part of a course, log off and then come back to the course later on?***

**A.** Yes. If you are part way through a course and wish to leave and return later, bookmark the page or add the page to your "favorites" list using your web browser. Log out. To return to the place in the course that you left, login to the abc-courses site and select the entry that you made in your bookmark or favorites toolbar. This will take you back to where you left the course.

***Q. Can I print out a summary of the time that I have spent on the courses site for further reference?***

**A.** Yes, your administrator can print out your entire training record from the administration page by clicking on the number adjacent to your name in the "activity" column.



***Q. How can I find a document quickly without having to trawl through a course?***

**A.** Select the relevant course title from the “Courses” menu and select “View Reference” from the course title screen. All of the documents including legislation referred to in the course can be found here together with worked examples, procedure notes and much more!

***Q. Will my training records be retained on the system after my subscription ends?***

**A.** Yes. The system will retain all of your records including passwords and usernames. After your subscription ends, if you want to return to the service, just re-subscribe and carry on from there! If you have not re-subscribed to the service, we can provide this data for an additional administrative fee.

***Q. How can I verify the amount of CPD hours that I have accrued to my professional organization?***

**A.** You can download a CPD certificate at the end of each course. Should your professional body want further evidence that you have indeed completed the hours that you have claimed, your administrator will, during the subscription period, be able to print off a full log of the time that you spent using the service. If you have not re-subscribed to the service, we can provide this data for an additional administrative fee.