



# Caregiver training student handbook

*Alberta* 

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# Caregiver Training

## Introduction

Welcome to the Alberta Caregiver Training Program. The program has been designed with your needs in mind. It is a blended approach, which includes a combination of online training that you can complete in your own time based on your own schedule, as well as instructor-led courses with scheduled dates and times. We value your time and effort towards training, and are excited to have your learning journey be a positive experience.

Training will begin with Pre-Service, and once you complete it, if you become a caregiver, you will have access to further training, called In-Service training. While Pre-Service is training you will take online at your own pace and on your own schedule, In-Service will offer a combination of instructor-led online courses, as well as those you can take whenever your schedule allows.

When you log in to take any training, you will be logging in to the CourseMill Learning Management System (LMS), and when you complete a course, the certificate will be automatically emailed to you from CourseMill. The specific training you will access through CourseMill is called PRIDEonline.org. Alberta has adopted Parent Resources for Information, Development and Education (PRIDE) training to complement its current Alberta course listing. The PRIDE training has been adapted by Alberta Children's Services to contain Alberta specific content and resources.

This Student Handbook will provide you with technical information to assist you with your learning journey. At any point, if you have questions, please refer to this guide first. If questions still remain, feel free to email:

[Cs.Caregivertraining@gov.ab.ca](mailto:Cs.Caregivertraining@gov.ab.ca)

## Resource Materials

Throughout the training you will find handouts and references that are downloadable as well as printable. These are part of the training, along with resources that are specific to Alberta. They are attached to the training so you can print out and/or download and save them as you come across them. Any instructor-led training will include a Participant Manual located under the Course Description once you are enrolled. This Participant Manual will be a PDF document that you can save and view on your computer, or print, if that works better for you.

## Questions/Assistance

- Our Provincial Caregiver Training Team (PCTT) is there to support you through this process. You can reach them by email or by phone if you have any questions or require assistance with any technical issues.

[CS.Caregivertraining@gov.ab.ca](mailto:CS.Caregivertraining@gov.ab.ca) or by Phone: 780-427-0159


- Our work hours are Monday to Friday from 8:15 am to 4:30 pm and we will respond to questions within 24 hours, except for weekends/holidays, when we will respond the following business day. There may be times when we take a bit longer to respond due to a higher volume of requests. Be patient – we will get back to you.
  - Before you contact us, please look through this Student Handbook, as most answers to technical issues are included. Once you have looked through the guide, if you still have questions and require assistance, please do not hesitate to contact us, as we are here to assist you.
-

# Getting Started – receiving access to Training: PRIDEonline.org

## Access to Pre-Service Training

In order to gain access to Pre-Service Training, you will have to be enrolled through a request sent to: [CS.Caregivertraining@gov.ab.ca](mailto:CS.Caregivertraining@gov.ab.ca) The request for your enrollment must come through program staff. When enrolled, you will have received an email similar to the one shown below. You will also have received a calendar listing the upcoming dates available for the live virtual learning check-ins, a Privacy Notification and this Student Manual. After this email, once you are enrolled, you will receive an email from CourseMill with your log in information (as indicated in the email below).

After you finish all 10 training sessions and both instructor-led learning check-ins, you can both save and print a certificate of completion, or you can print it from the emails that you will receive from CourseMill. When you receive your certificate via email, please ensure you forward it to your program staff so they also have a record of your training. You will also need to provide a copy of your certificate of completion, with all your other documents, as part of your application package to become a caregiver.



**From:** CS Caregiver Training <[CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca)>  
**Sent:** Wednesday, February 09, 2022 11:24 AM  
**To:** CS Caregiver Training <[CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca)>  
**Subject:** PRIDE Information Collection Notice

Hello,

You will be registered in our PRIDE learning management system and will be enrolled in the PRIDE Pre-Service course shortly.

Once you are enrolled into the PRIDE Pre-Service course you will receive a notification from CourseMill saying that you are enrolled in the ALB\_PRE-SERVICE, and it will include your login details. The course is comprised of 10 online eLearning sessions and you will need to complete 2 mandatory Learning Check-In sessions. You can contact us to register for them once you have completed the corresponding sessions. These will be facilitated by trainers through zoom. Attached is the schedule for these check-ins.

To register for the check-ins, please contact us with the following information:

- Full name(s)
- Email address(es)
- Phone number(s)
- Date(s) you would like to attend

**\*\*YOU MUST complete sessions 1-5 before attending the learning Check-in for sessions 1-5\*\***  
**\*\*YOU MUST complete sessions 6-10 before attending the learning Check-in for sessions 6-10\*\***

**Please note:**

- You may continue your PRIDE training session 6-10 before you attend the session 1-5 check-in, but we recommend you don't get too far ahead before attending the check-in.
- You **must** click on **ALL** of the links before you are able to hit the "next" button.

**Please carefully read the attached PRIDE Flyer with Info Collection Notice PDF file.**

If you have any questions, please let us know.

**Provincial Caregiver Training Team**  
Children's Services  
Government of Alberta  
Main: 780-427-0159  
[CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca)

## Access to In-Service Training

In order to gain access to In-Service Training, you will have to be enrolled into the CourseMills Learning Management System (LMS). Any existing caregivers who were accessing training through OLE will automatically be enrolled into PRIDEOnline.org. If you did not receive an email from CourseMills with a username and password, indicating you have been enrolled in the new PRIDEOnline training, with instructions on how to change your password, please contact the Provincial Caregiver Training Team (PCTT) via email to: [CS.Caregivertraining@gov.ab.ca](mailto:CS.Caregivertraining@gov.ab.ca) They will assist you with problem solving and get you enrolled into CourseMills so you can access training.

Once you are enrolled, you can expect to receive emails from CourseMills for several reasons:

- You have enrolled in a course and receive a confirmation email.
- You have been waitlisted for a course.
- You have unenrolled from a course.
- You have completed a course, and your completion certificate is emailed to you for your records.

## Getting Started – Technical Information

**Disclaimer:** Please note that in the CourseMill system, under student help, you may find information that differs from this manual, as CourseMill hosts trainings for other organizations and their needs may be different. *For the purposes of all of the Alberta training, please refer to this document as your guide, as it is accurate to the needs of Alberta's training.*

### Desktop or Laptop Computer

A desktop or laptop computer is required for the training. Cell phones and tablets are not compatible and can cause system glitches. The size of the screen on a cell phone will not allow you to see the training and complete activities and therefore cell phones should not be used. Please speak with your caregiver program staff if this is a problem.

### Chrome Internet Browser Required

An internet browser is the application used to browse the internet, such as Microsoft Edge, Firefox and Google.

The required browser for this training platform is **Google Chrome**. Other browsers can cause system glitches and prevent you from moving through the training properly.



### Installing or Updating Chrome

Perform an online search to find Google Chrome or download it from <https://www.google.ca/chrome/browser/desktop/>

Find help on installing Google Chrome at:

<https://support.google.com/chrome/answer/95346?co=GENIE.Platform%3DDesktop&hl=en>

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## Bookmarking the CourseMill Login Screen

It is a good idea to bookmark your login screen to CourseMill so that it is easy to find throughout your training.



- To begin, locate the login screen of CourseMill Online in the Chrome browser.
- While viewing the screen, Press the **CTRL + D** keys on your keyboard at the same time. The bookmark add menu will appear.
- Click the 'Name' field, type Caregiver training, then click 'Done' to save the bookmark.



Classification: Protected A

- You will now see your new bookmark for the Caregiver Training displayed in the **bookmark bar**.
- If the bookmark bar is already full you will have to click the menu at the right end of your bookmark bar. You will see two chevrons >>.
- Click/hover your mouse over the chevrons (>>). Your hidden bookmarks menu will appear.
- Choose your bookmarks from the list and click on it.
- Choose the bookmark you created above called Caregiver Training.
- If you want to move a hidden **bookmark** to a more visible place on your bookmark menu, then simply click and hold your mouse pointer on your hidden bookmark and drag it onto your bookmark menu. The bookmark will now appear on your menu and the end bookmark will drop off and be hidden. This is a handy feature for you to try out so you can arrange your bookmark bar the way you like it.

## CourseMill Initial Login or Password Change

Once you are enrolled, you will receive an automated email from CourseMill with a link to the curriculum, a User ID, and a password.

Please check your junk folder if you do not receive this email, or email [CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca).

The first time you log in to the Caregiver training, you will be prompted to change your password. Please follow the steps carefully.

## Forgot your password

If you forget your password click on the link, 'Forgot Password'. Walk through the steps. If you have an issues, please contact the Provincial Caregiver Training Team and we will be happy to walk you through it.



The image shows the CourseMill login interface. At the top is the CourseMill logo. Below it is a language selection dropdown menu currently set to 'English'. There are two input fields for 'User ID' and 'Password'. A green 'LOGIN' button is positioned below the password field. At the bottom of the form is a link for 'Forgot Password'.

## System Check

Once you have logged into CourseMill Online, check to make sure it is working.

You can first start by clicking on the menu found on the left side of the screen. If the system does not open, then do a system check by clicking on the **System Check** link as illustrated in Figure 2. (The system check is to ensure compatibility between the training platform and your computer.)



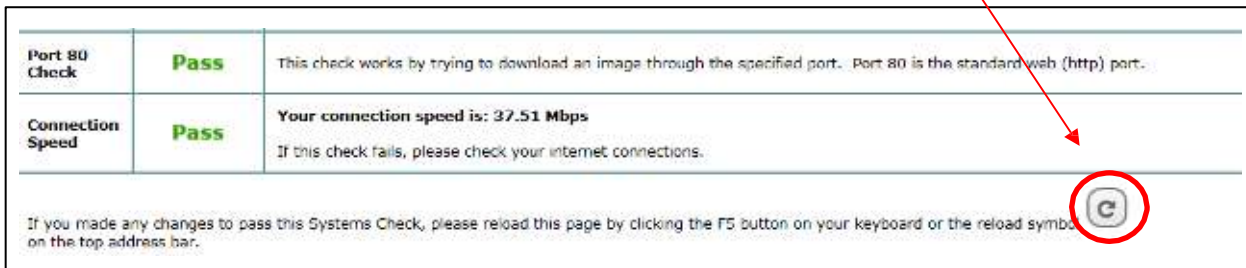
Figure 2 System Check for Caregiver Training Online



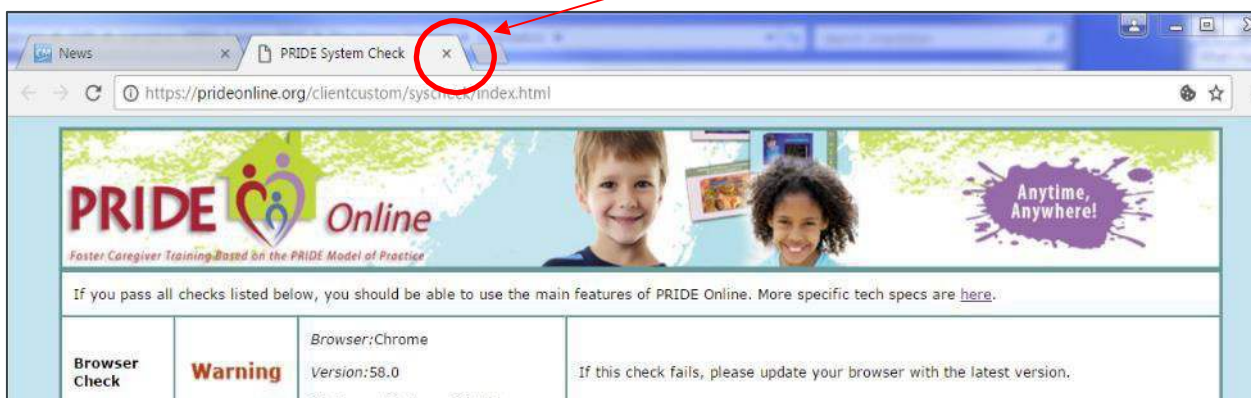
If the system check shows a **'Fail'** then follow this step: Click the square icon with a red **'X'** in the search bar of your browser, to adjust the settings to allow pop-ups as shown below. Should you require help, please contact the Provincial Caregiver Training Team.



- Select 'Always allow <https://prideonline.org> to set cookies' or 'Always allow pop-ups from <http://www.digitalllearning.govst.edu>. Click **'Done'**.
- Ignore any other warnings in the system check.
- Redo the system check if you made changes by clicking on the curved arrow.



- You can now close the system check screen by clicking the **'X'** on the tab beside PRIDE System Check.



# Beginning the Training

You start the training by first going to the main menu found on the left side of your screen.

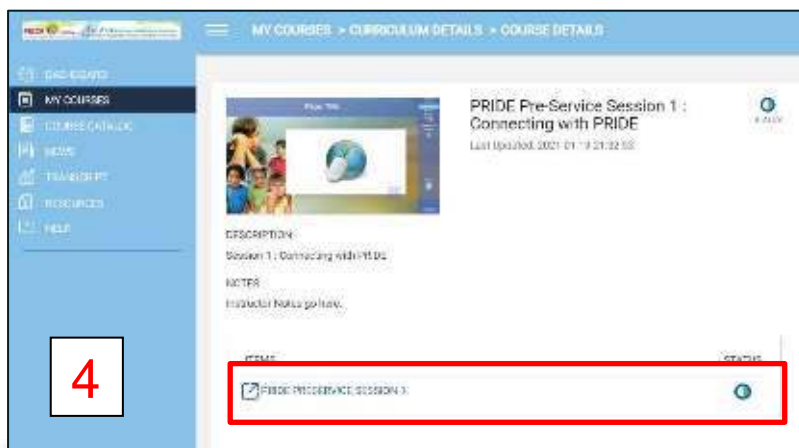


CLICK on **MY COURSES** from the main menu.



Click on the book icon or the text as outlined in red

- Within '**My Courses**' the first session is PRIDE Pre-Service Session 1. To launch the training, click the text for Session 1, as outlined in red below.
- This will open the screen below. Click on the Session 1 text, as outlined in red below.



Click on the Session 1 text, as outlined in red

# Navigating Caregiver Online Training

## The Next Button

You will navigate within Caregiver Online Training on CourseMill using the NEXT button feature, which is found on the bottom right hand of the screen and is circled in red for easy location.

PRIDE Pre-Service training provides a video that launches from the first slide to go over the use of the NEXT button feature.

- After reviewing the video support, if you are experiencing issues moving to the next slide then take into account the following:
  - Confirm that you have completed all activities on the current page, since the 'NEXT' button feature only appears if **all** activities have been completed.
  - **Remember too, that you must view all videos and listen to all audios to their completion as the 'Next' button will not appear until you do. If you have been trying to skip ahead or skip a video, then the system will not record your completion of a session.**
  - **Remember also to Click all links, put answers in all required text boxes and make sure you click all document attachments *before trying to move forward.***
  - **The system often takes a few moments to update your progress so *be patient.***



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## Personal Information Consent Form

A form appears that must be read and accepted in order to proceed.

- This form notifies learners that the information stored on the CourseMill LMS platform is stored outside of Canada, which is why consent is required.

### Ministry of Children's Services Government of Alberta

#### Collection Notice

The personal information you provide is collected and used by the Ministry of Children's Services for the purpose of delivering the Parent Resources for Information Development and Education (PRIDE) caregiver training program. The authority for this collection and use comes from Section 126(3) of the *Child, Youth and Family Enhancement Act* and will be managed in accordance with the Freedom of Information and Protection of Privacy Act. Please be aware that any information collected will be stored and may be accessed outside of Canada on a server not belonging to the government of Alberta.

*Government of Alberta Information Collection consent form*

- Important note – Alberta Children’s Services enters only the learner’s first name, last name, User ID and email address into the PRIDE platform; all other information is kept internal to Alberta Children’s Services.

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## How to Log Out of the Training—Two-Step Process

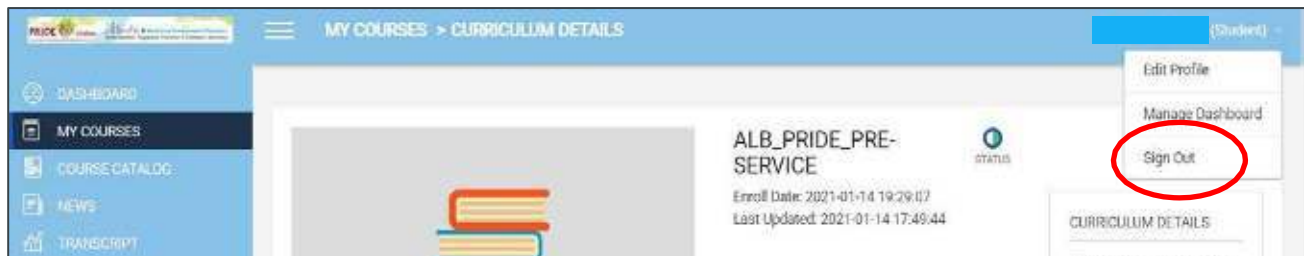
### Step 1 – Save & Quit Button

When you finish or want to take a short break from the training, always click ‘Save & Quit’ in the top right corner. It is also a good idea that you save and quit, then reenter the training every so often, so you do not lose your progress if the internet crashes.



### Step 2 – Log Out of the PRIDE Training

- After clicking the ‘Save & Quit’ button, log out of the PRIDE training platform by clicking on the drop down menu under your name at the top right corner in the training window, as shown below.
- Then click ‘Sign Out’ from the menu under your name (as shown below).



**NOTE:** It is important to log out completely whenever you’re done or are taking a break from the training in order to prevent glitches associated with the training timing out.

Logging out completely will also help ensure that you can easily log back in later.

# Adobe Reader

## Installing Adobe Reader

Throughout the PRIDE training you will be creating an eBook with your answers to each of the questions and provided with opportunities for self-reflection.

To print a copy of the PRIDE eBook and all the other PRIDE Connections documents, including references attached to the training, you will need a program that reads and prints PDF file documents.

This is already provided for you if you are running Microsoft 10 as your operating system.

However, if you are running another operating system then you need to obtain a copy of Adobe Reader.

You will need Adobe Reader, which is free software that opens PDF documents.

- It is available for download at <https://get.adobe.com/blue/>
- Untick the boxes as shown to prevent installing other programs that you don't want or need.
- Click '**Install now.**' then click '**Run.**'

*If you don't have the option to run the program, you may have to locate it within your 'downloads' folder and double click it to install.*



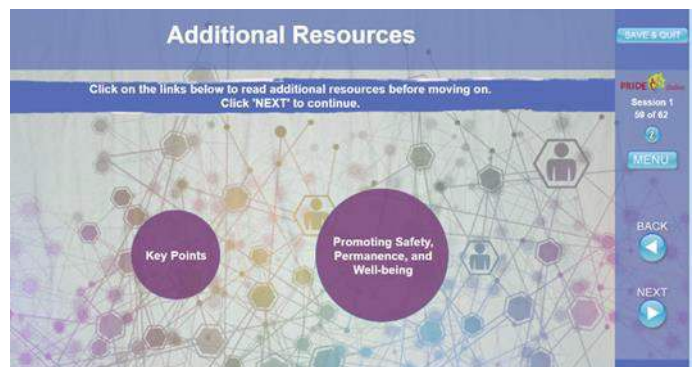
To install Adobe Reader on a Government of Alberta workstation – you would use the same Software Center to search out this application and install it.

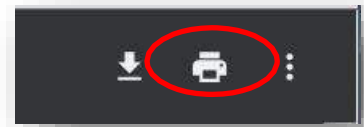
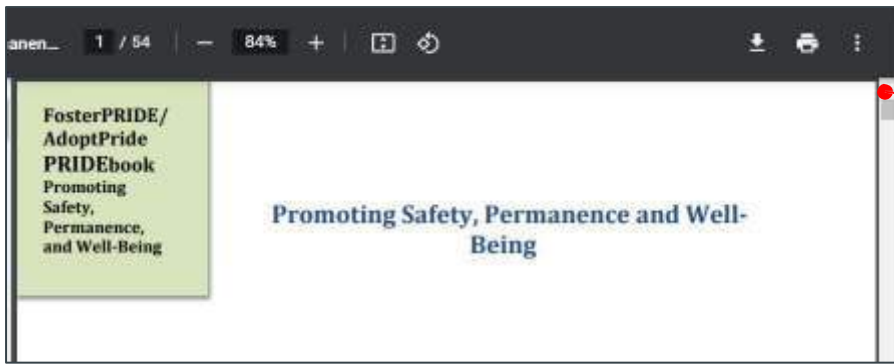
Below you will find the process for saving and printing a PDF document. These processes are good to be familiar with so that you can support any potential applicants in doing this for themselves.

## Saving or Printing a Document

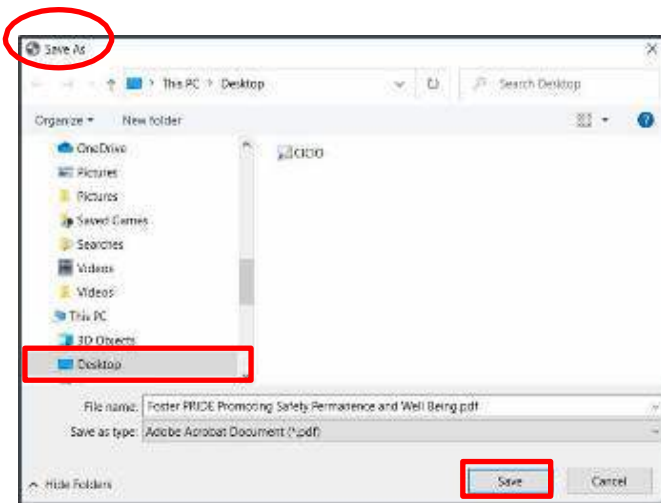
All the documents attached to PRIDE are in the PDF format. As there are many important resources that you may want to save for later reference, here is information on how to save a PDF document.

- Click your chosen PDF document to open
- Click the download icon at the top of the PDF page on the right hand side – move your mouse over the document to see it.
- The document icon is shown in **red** below.





- When the 'Save As' window opens, select a place or folder to save the document in from the left menu.
- Then, click the 'Save' button in the bottom right corner, as outlined in red.



Save as Function



Printing from PRIDE

## Printing a PDF Document

If you would like to print a PDF document instead of saving the document on your computer then follow the steps found in Save As, but click on the PRINT icon instead.

- Click the 'Print' icon, which you can view when you hover the mouse over the document. It is shown on the side highlighted in red.
- Click the 'Print' button in the Print window as seen below.

## Creating your eBook in PRIDE Caregiver Training by Answering Questions

Each learner will create an eBook during the training.

This eBook is created when you answer the questions asked in each session. There are no right or wrong answers to the questions and it is important that you understand your answers will not be the same as the PRIDE program's answers. At the end of every session you will see the completed eBook, which contains all your answers to the questions in that session of PRIDE. This is an important part of your learning within PRIDE. These answers are recorded in the program and are available to the Provincial Caregiver Training Team. Your eBook answers and Connection documents may be reviewed as part of the mutual assessment process and you may be asked about them.

*Please note - there is a 255-character limit in all the text boxes. You may have to re-enter your answers if they are too long.*

Remember to use the 'Save & Quit' button and 'Log Out' of the training each time you are done with or are taking a break from the training. Otherwise, you may have to re-answer the questions to save your answers.

The steps to saving and/or printing your eBook are the same as your Connection documents. Follow the steps below:

## PRIDE Connections Documents

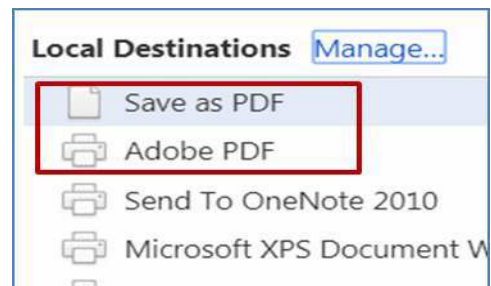
During the PRIDE sessions you will also be completing PRIDE Connections homework at the end of every session as a way to add to your learning. These documents help you think about what skills you bring, or need to develop, to be a capable caregiver. These answers are recorded within the program and are available to the Provincial Caregiver Training Team. Along with your eBook, these documents may be a part of your application package to become a caregiver. It is a good idea to save and/or print these documents so that you have them for your own use as well.

## Saving and Printing PRIDE Caregiver Training Documents

To start this process you must first convert your PRIDE Connections documents or eBook into a PDF document.

1. This process can look different when using different versions of Chrome but it all starts the same way. You would click on the PRIDE eBook or Connections document that you want to save or print

1



2. Click on the 'Printer' button on the top right corner of the document. See the button outlined in red

2



3. You can either **print** your eBook or Connections document, or you can **save** the document as a PDF.

3



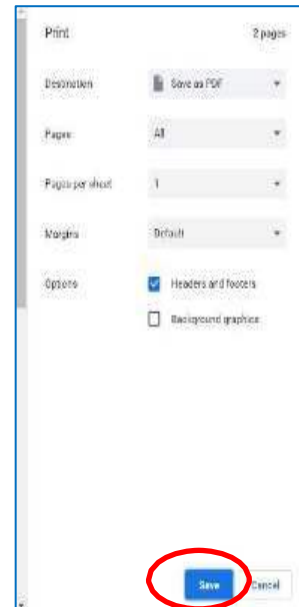
4. To save the document you will need to click the **'PDF'** button, **'Change to PDF'** button or **'Save as PDF'** button depending on your version of Chrome and what type of computer you are using. Here are some examples.

4



5. Then, change the printer to **'Adobe pdf'** or to **'Save as PDF,'** which saves the PDF document on your computer in the location you choose.

5

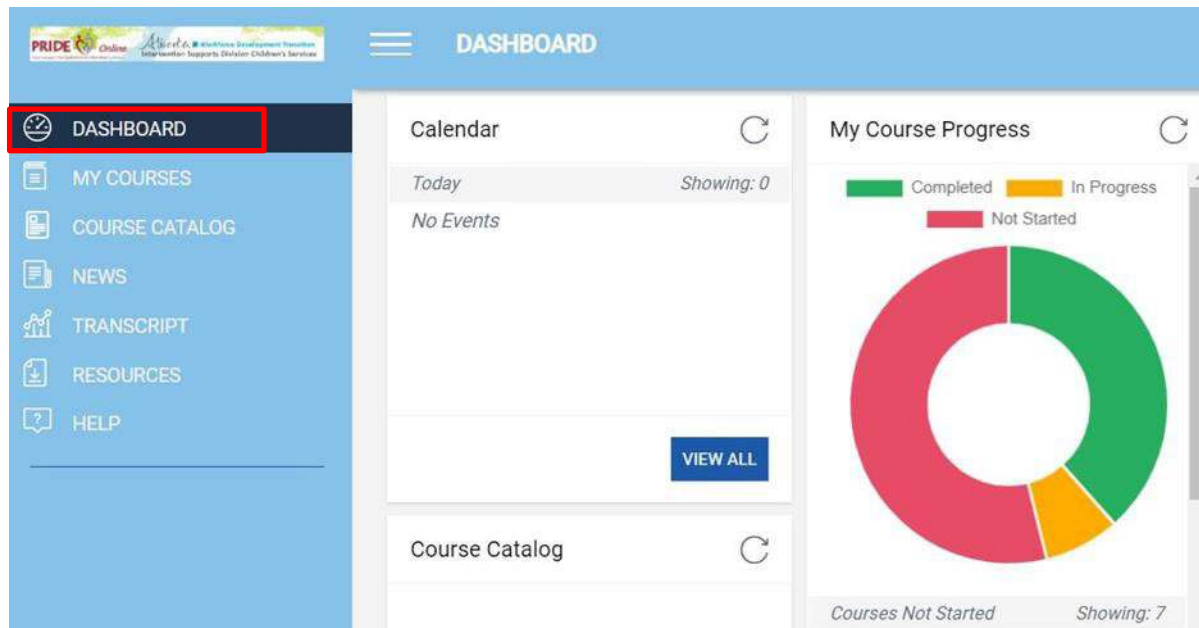




# Reviewing Progress in Caregiver Training

## Dashboard

You can view your progress in the training by choosing the **'Dashboard'** feature found on the left side main menu, highlighted for you in red. We want to caution you that the area that says "My Course Progress" (seen below on the right) is not always accurate and it is best not to rely on this as an indicator to your course completion. Best practice is to ensure that when you complete a Module and receive the automatic email with your completion certificate, you forward that to your program staff as proof of completion. Since you are responsible for keeping your training records accurate. It is a good idea to keep a copy for your own records as well, this will ensure that if your caregiver program staff require a copy of it, you have it to give it to them.



## Troubleshooting Problems

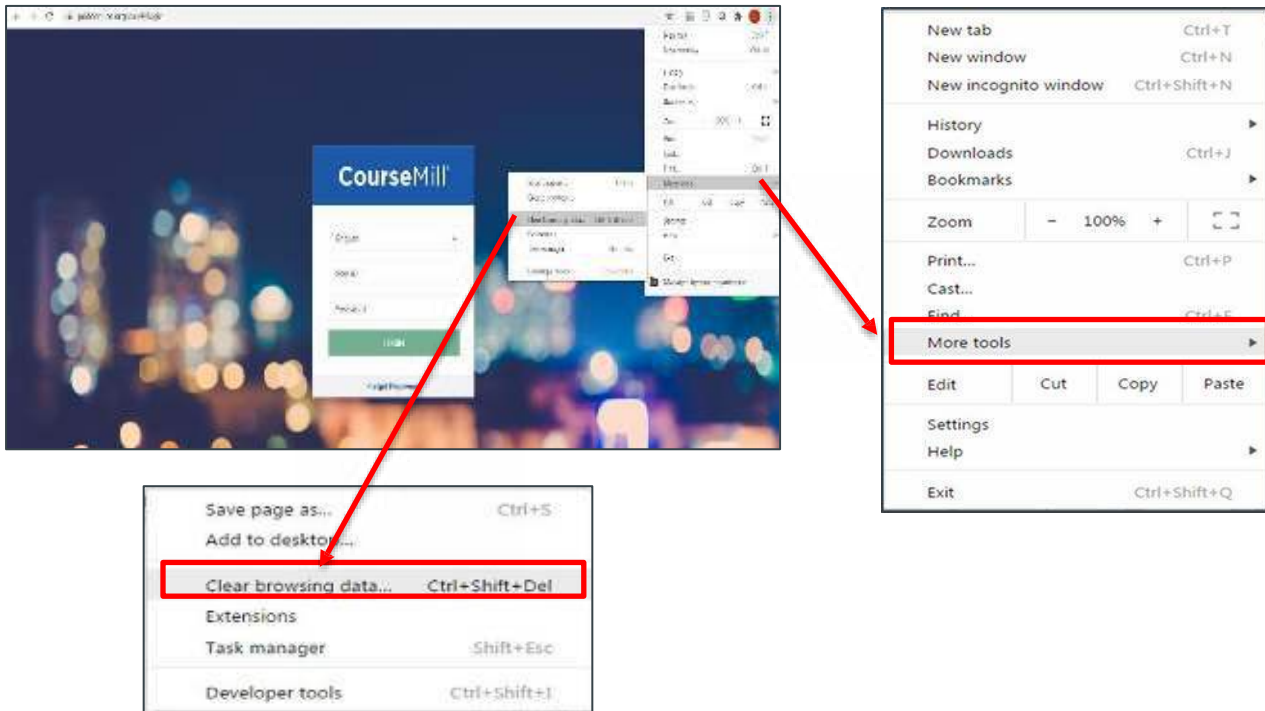
If you experience issues while using PRIDEonline.org, try these fixes for common issues that many users encounter:

- Make sure you are using **Chrome** as your internet browser. Make sure you close all other browsers before you start your training. These can include Internet Explorer, Microsoft Edge, Firefox, and Safari).
- If you are using the Chrome browser, you will see this colourful round icon (as seen on the right side of the page) on the task bar, whether it is on the top or bottom of your page. When you click on this icon, your internet browser should open and your training should show on this page.
- If this icon is not on your task bar when you open the training, you are not using Chrome and will experience technical issues during training. If you do have issues, review the steps in setting up Chrome that is described earlier in this manual.
- Perform a system check and fix any warnings/fails.
- Try logging out PRIDE and then log back in.
- Clear browsing data/cache (instructions for this follow on the next page).

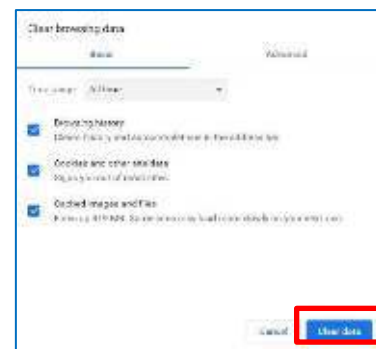
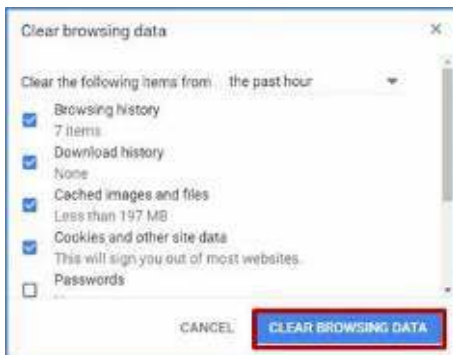


## Clear Browsing Data or Cache in Chrome

To clear your browsing data or cache, start by logging out of PRIDE but leave your Chrome internet browser open.



- Point to **'More tools'** as highlighted in red above.
- Then, click **'Clear browsing data,'** highlighted in red.
- Make sure the following items on your menu are selected:
  - Browsing history
  - Download history
  - Cached images and files
  - Cookies and other site data
- Then, click **'Clear browsing data,'** as outlined in red. Here are some examples of what it could look like below.



# PRIDE Pre-Service Virtual Learning Check-ins

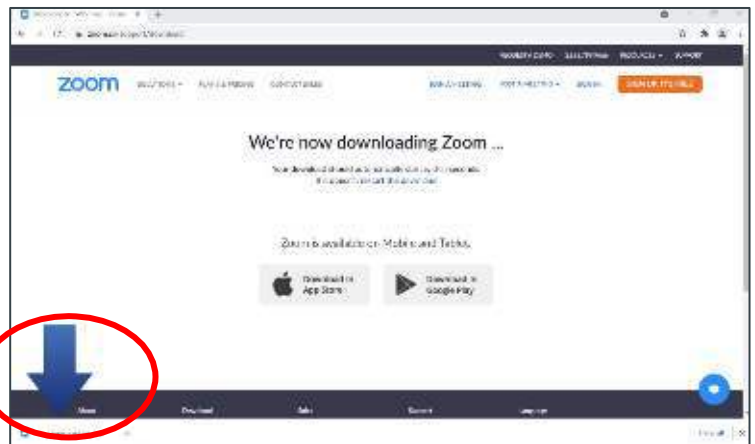
As part of assessing your learning in PRIDE Pre-Service, all learners must attend two virtual check-ins with Caregiver Trainers. There are two checkpoints called Virtual Learning Check-ins along the path to completion of your PRIDE Pre-Service training. These check-ins are an opportunity for you to reflect on and deepen your learning, as well as ask questions about the content of the sessions. These virtual meetings are with a Caregiver Trainer and other caregivers who are also on the journey to completing their training. As a learner, you must complete both check-ins. You must complete the required sessions prior to attending the Virtual Learning Check-ins.

To register for these sessions you would contact [CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca) or call (780) 427-0159. This can be done toll free by calling 310-000 first. You will then be prompted to put in the phone number above. You will be registered in the next available session and provided with the details for joining the Zoom meeting.

You must download the Zoom software to join the meeting. Please ensure you download the software before you try to join the meeting. You can download Zoom to a computer, tablet or smart phone. However, it is important to note that you may not have access to all the participation tools in Zoom on a tablet or smart phone.



## To Download Zoom on your computer.

1. Click this link:  
<https://zoom.us/support/download>
2. A file will download to your computer.
3. Click on the file to install Zoom onto your computer.

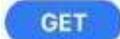


**Once Zoom is downloaded and installed, you do not need to sign in to Zoom or create a Zoom account.**

## To download Zoom on an iPad or iPhone

1. Find and tap on the App Store icon. 
2. In the App Store, search for **ZOOM Cloud Meetings**. 

There are different Zoom apps so look for and download the one called "Zoom Cloud Meetings."

3. Tap on the 'Get' button to install the app. 

You might need your Apple password, fingerprint, or face ID to install the app. This will depend on your phone settings.

**Once ZOOM Cloud Meetings is installed, you DO NOT need to sign in to Zoom or create a Zoom account.**

## To Download Zoom on an Android Tablet or Phone.

1. Find and tap on the Google Play Store icon.
2. In Google Play, search ZOOM Cloud Meetings.
3. Tap on the 'Install' button.



You might need your password, fingerprint, or face ID to install the app. This will depend on your phone settings.

**Once ZOOM Cloud Meetings is installed, you DO NOT need to sign in to Zoom or create a Zoom account.**

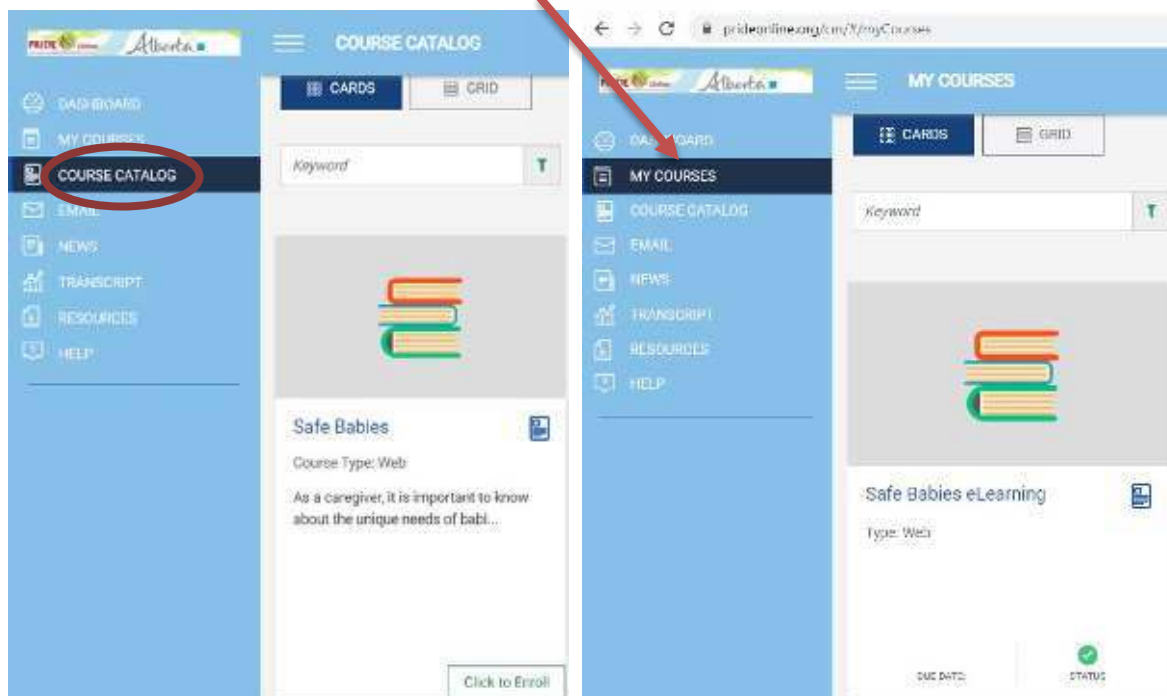
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## In-Service Training - e-Learning (WEB)



Once you have completed all of Pre-Service training and have become an approved caregiver, you will have access to In-Service training. In-Service consists of two types of learning – the first one is e-Learnings. You can log in to CourseMill and access this type of training through PRIDEonline.org

Under the Course Catalogue tab on the left-hand side (circled in red on the left below), you will see a list of available e-Learning courses. Below you will see a course named "Safe Babies". When you click on it and enroll, it will move it into your list of courses under the tab on the left "My Courses" (seen below on the right).



When you click on "Safe Babies," it will be highlighted and then you will see a Course description, with a link to open the actual course. (See image below with the link circled in red).

When you click on the link (circled in red), it will open the course and you will be able to start the training. Please note the training will open in [prideonline.org/gsu](https://prideonline.org/gsu)

Once you have completed the training, you will receive an automatic email with your completion certificate. Please make sure you keep a copy for your records, and also forward a copy to your program staff so they are aware you have completed it.

## In-Service Training - Instructor-Led (ILT)



Some of the training modules will be led by an instructor, using the Zoom platform, so you will need to have access to Zoom. If you do not already have it, please look back in this Student Handbook for instructions on how to download the Zoom platform.

These types of courses will have a course description and listing in the Course Catalogue, which includes the dates and times the courses are available (seen below on the left circled in red). In order to enroll, please go to the Course Catalogue and find the course you are planning to attend. Check the date(s) and times and ensure you will be available to attend, and if available, click enroll. Once enrolled, the course will move to your list in "My Courses" (seen below on the right). *Remember these are live instructor led sessions on Zoom.* You will need to use your computer and log onto the Zoom session at the scheduled time. If you register for a training and you are *not able to attend*, you can un-enroll yourself by clicking on the un-enroll button.

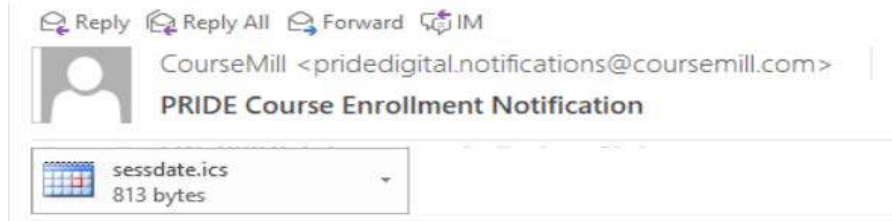
Important reminders:

- Do not register for more than one offering for a course, as you will then be taking away a spot for another caregiver to attend the training.
- You must be able to follow all the Instructor-led training expectations, including:
  - no children present while you attend training
  - All participants visible on camera throughout the session

The image displays two screenshots from the prideonline.org website. The left screenshot shows the 'Course Catalogue' page for 'Worries of Harm and Danger in Care'. The date and time information is circled in red: DATE: 2022-03-23 00:00:00 - 2022-03-23 00:00:00 and TIME: 6:00PM - 9:00PM. The right screenshot shows the 'My Courses' page for the same course, displaying the type (ILT), date, and time.

Your enrollment will be confirmed when you receive an email from CourseMill (sample below). The email will include a calendar attachment indicating the date and time of the course. Closer to the date of the course, you will receive an email from [Cs.Caregivertraining@gov.ab.ca](mailto:Cs.Caregivertraining@gov.ab.ca) with the Zoom link.

Sample email:

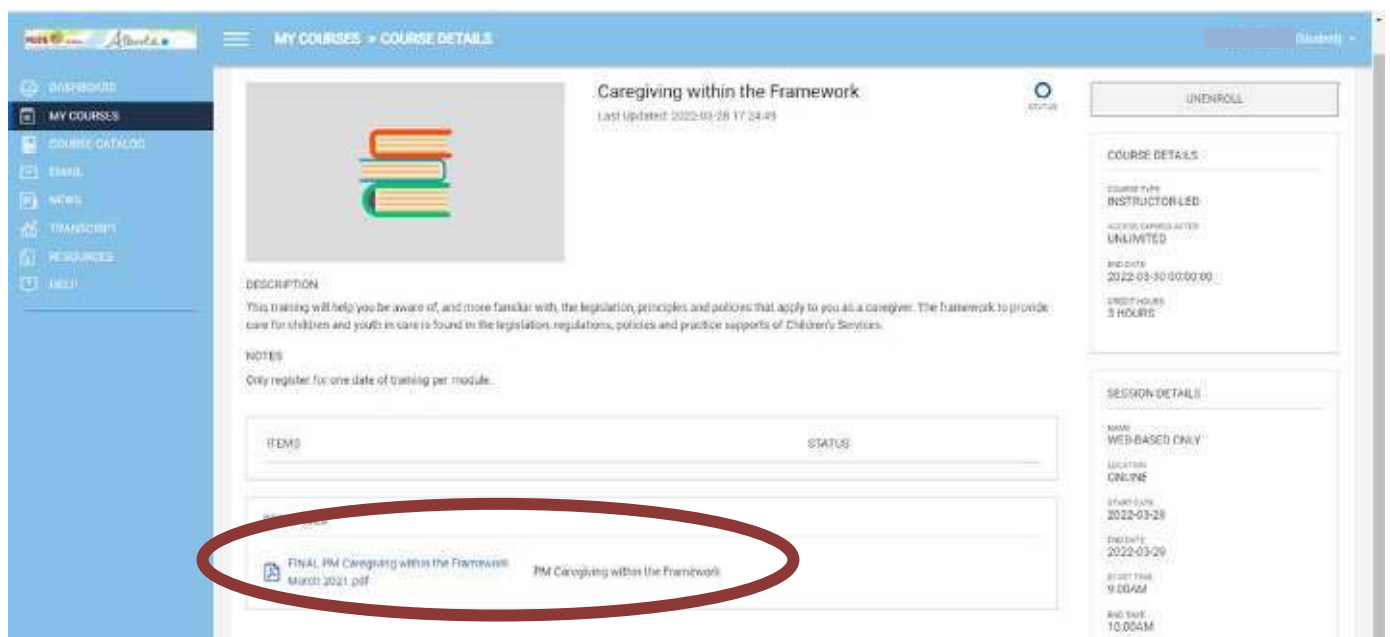


CAUTION: This email has been sent from an external source. Treat hyperlinks and attachments in this email with care.

This message is to notify you of your enrollment in the course Caregiving within the Framework.

This message has been auto-generated, please do not reply.

The Participant Manual that accompanies the training will be available to you once your enrollment has been confirmed (See example below). It will be located under MyCourses > Course Details, in the section below the course description labeled “Resources” (circled in red below). Please make sure you save the Participant Manual on your computer, or print a copy and have it available for the training.



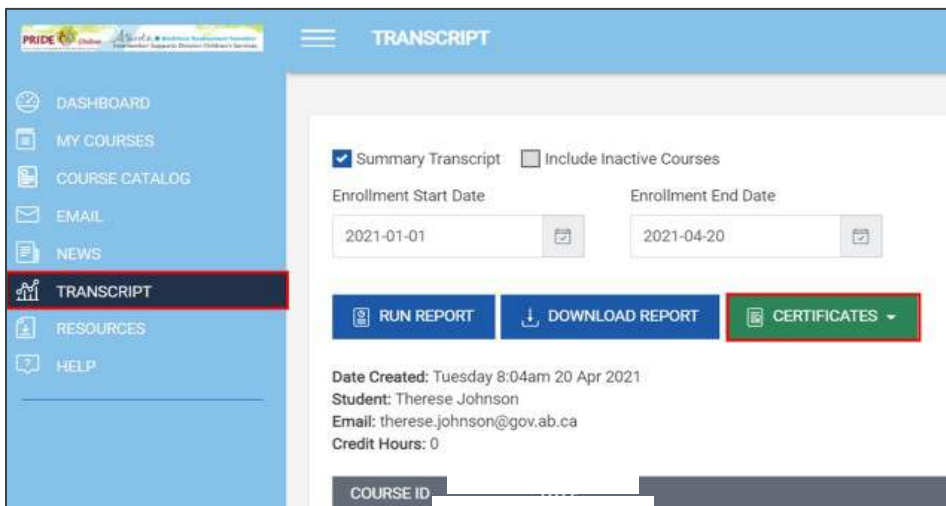
## At the End of the Training – Certificate

After you finish a module of training, you can both save and/or print a certificate of completion by following these steps, or you can print it from the emails that you will receive from CourseMill. **When you receive your certificate via email, please ensure you forward it to your program staff so they also have a record of your training.**

It is good to keep a copy of your certificate of completion for your records as a caregiver.

To print your certificate from PRIDE go to the main screen.

- Click **Transcript** on the left side menu, as outlined in red.
- Click the **green Certificates** button to save/print your certificate.




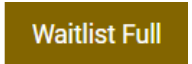
- There may be a delay between finishing the training and when you can view your certificate. You may have to log out of the training and back in.

## Un-enrolling

If you find you cannot attend an instructor-led class, you can un-enroll by clicking on the un-enroll button at the top right. You will need to be on the tab called My Courses > Course Details, seen below.



## Waitlist

<p>If an instructor-led class is full, you can add yourself to the waitlist by clicking on the waitlist button to the right of the course. You will receive an automatic email indicating you have been waitlisted. If a spot becomes available, you will be notified that you are now enrolled in the course.</p>	
<p>If the waitlist is full, you will see the icon indicating this. Please keep a close check on your emails closer to the date/time of an instructor-led class in case a spot has come open, as you will automatically be enrolled in it if you are next on the waitlist.</p>	



# Appendix A

## How to find PRIDE Caregiver Training eBook & PRIDE Connections Documents

**Step 1:** Log in to your PRIDE Caregiver Training Pre-Service Account.

**Step 2:** Click 'my courses.' Then, select the title of the session from which you need documents. See the sections below.



**Step 3:** Click on the session from which you need documents. For instance if you need documents from session 1, click on the title to launch the pop up window. If you have fully completed this session, the window should automatically open to the eBook page. If it is your eBook that you want to print or save, click on the yellow 'Print' button and use the instructions on page 15 of this user guide to 'print' or 'save' the document. When you are done, click on the grey "X" to close that window. (If the eBook does not automatically come up, click the 'Back' button to go back one slide and then click the 'Next' button to be redirected to the last slide again. Your eBook should pop up).

Now let's go find your PRIDE Connection documents.

**Step 4:** Once you have closed your PRIDE eBook document and the window it was in, click the 'Back' button until you see the slide below. It is usually two or more slides back from the very last slide. Click on the image of the PRIDE Connections Document to 'print' or 'save' the document. Again, follow the steps on in the user guide to 'print' or 'save' the document.



**Step 5:** If you need the PRIDE eBook or PRIDE Connections documents for each of the sessions, follow these steps for each session.

## Contact Information

For assistance, please email or phone the Provincial Caregiver Training Team and someone will respond within 24 hours during the week or on the next business day after a weekend/holiday. Our work hours are between 8:15 am and 4:30 pm from Monday to Friday.

The Caregiver Training Team	
<b>CS.CaregiverTraining@gov.ab.ca</b>	(780) 427-0159 For toll free service call 310-0000 and you will be prompted to put in the phone number and area code for the team.