

CU Online – Guide for Parents and Carers

We've included some FAQ's below to help you with the CU Online system. We hope you enjoy using this alongside the paper Passport to Learning but if you do have any questions or queries, please let us know and we'll do our best to help.

How do I log in?

- Go to www.childrensuniversity.co.uk and click on '**Login**' at the top right. Choose to '**Login as a child**' and use the username and password given to you.
- When you first log in you will be asked to set a new password. This will be your password from then on. You can also add a parent/carer email address which you can use in case of a forgotten password.

What can I do when I've logged in?

- You can add a new stamp from a completed activity by clicking the Blue '**Record an activity**'. You can also see the skills your child is developing and the categories of learning that they're doing the most. There are also online badges to collect.

The activity didn't give me a stamp code

- If you do an activity that is part of Children's University, but they don't have a stamp code, just collect a staff signature/stamp and send a picture of it in your Passport to Learning to childrensuniversity@wakefield.ac.uk we can then issue you the correct code.
- If you do an activity that is not part of Children's University, ask them to register their activity online. If they go to www.childrensuniversity.co.uk and follow the instructions for Learning Providers, they can get started. Once they sign up, you can start collecting Learning Hours for taking part in activities there.

I've forgotten/lost my stamp code

- If you have completed an activity but don't know the stamp code, simply click on the '**Record an activity**' button, then click '**No**' when prompted. This will allow you to submit information about the activity you completed – where was it? When did you do it? What did you learn? This will then record your activity on your Learning Log.

How many hours have I achieved so far?

- At the bottom of the dashboard, you can find the total number of hours so far. If you are a new member, this will be 0. If you are an existing member, this will show the last total we had for you. You can also see how many Learning Hours you need to achieve to be awarded the next certificate.

How can I find activities in my local area?

- You can use the '**Find an activity**' button at the top of your dashboard which takes you to the search page. Here you can search by location or name, meaning if you are travelling outside of Wakefield, you can find Learning Destinations across the country.

I can't find the activities I usually take part in

- If there are regular activities that you attend (dance groups, brownies, scouts, football club etc.) but you can't find them online, they may not be a validated Learning Destination. Ask your activity provider to go to www.childrensuniversity.co.uk and fill out the short form under 'Learning Providers', or you can ask them to get in touch with us directly using the details below.

How do I find my after-school clubs?

- If you attend a CU school, you will find a list of activities at the bottom of your dashboard. Your school will decide the number of Learning hours awarded, as each club or activity will be different.

If you still need help, please feel free to contact us at
childrensuniversity@wakefield.ac.uk or 01924 789746 / 01924 789470