



## **Cornerstone FAQs**

### **1. What is Cornerstone?**

Cornerstone is a learning management system (LMS). You can use it to find upcoming training sessions and e-learning. Once you register on the system, you can book onto training sessions and access e-learning with a variety of payment options. The system records your session attendance and e-learning progress.

### **2. Why are you making this change?**

Cornerstone improves on our current system by providing a more user-friendly platform to access all of our courses. It also provides a central location for you to track your learning journey on our courses and allows us to improve our e-learning by using more modern software tools.

### **3. What new features and enhancements will I see?**

The new system will hold a catalogue of all our training courses with options to book all provided in one place. It offers more control to the user to manage their learning options. If you work for a company which is a member of NCC, the e-learning included in your membership will be more clearly visible. There is also a built-in method to purchase courses on behalf of colleagues at your organisation.

### **4. Will my login credentials stay the same?**

Your username is the email address you used to register your account. Existing users will need to set a new password using the “forgotten password” function on the login page to the Cornerstone LMS when they first access the system. The personal details you provided when previously booking courses or accessing our previous LMS will be transferred across.



**5. How do I get a login for the new system?**

If you are an existing customer, login under your current username and reset your password. If you are a new user, you can register on the landing page of the LMS.

**6. I've forgotten my login details, how do I log in?**

Your username is the email address you used to register your account. If you have forgotten your password, you can set a new one using the “forgotten password” link. If problems persist, please contact the Skills team via [training@nccuk.com](mailto:training@nccuk.com)

**7. What should I do if I experience issues logging in?**

If you have persistent problems, please contact the Skills team at [training@nccuk.com](mailto:training@nccuk.com) for further support.

**8. What happens with my current training and learning history?**

Over the next few months, we will endeavour to transfer any learning history you have with us, from the last 3 years. If you spot a problem or important details are missing, then please feel free to contact us at [training@nccuk.com](mailto:training@nccuk.com)

**9. I am part way through a course, what will happen if I don't finish before the transition?**

Your learning history will migrate across to the new system. You will still have access to the learning material for at least as long as your current allocated duration. Bookings on training sessions will be maintained. Your progress on partially completed e-learning courses will be reset.

**10. When does the previous learning management system get switched off?**

The current system will remain live after the launch of Cornerstone. We anticipate this being switched off by 29<sup>th</sup> May 2025.

**11. Where can I access support?**

User guides will be made available via our website after the launch of the LMS. If you need support using the system in the meantime, please contact [training@nccuk.com](mailto:training@nccuk.com) or your NCC account manager for help.