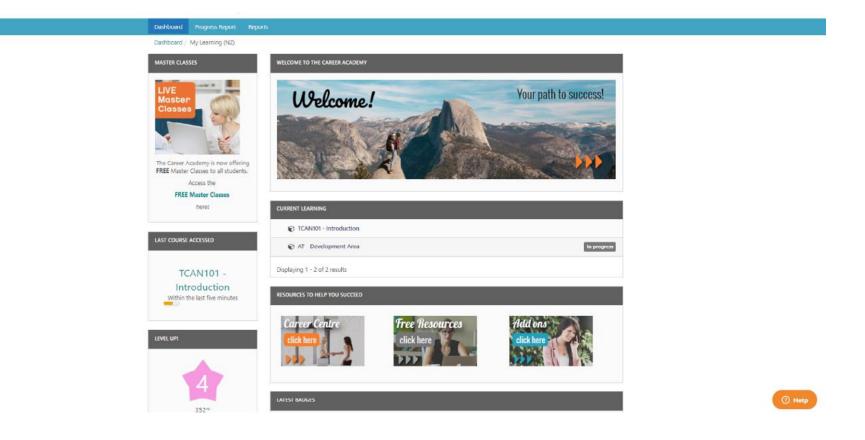**The CAREER Academy**
Your pathway to success!

How to Get Help

Getting Started

When you first log in to Totara (the learning platform used at The Career Academy) you will see the dashboard. This will be the starting point to access your courses.

The first area you should visit is the 'Introduction' course, as outlined here:

Please read through this entire section, watch the videos, take the plagiarism quiz and submit your study guide. This will give you a good understanding of how to navigate and use the learning platform.

What If I Still Have Questions?

Throughout your course you will likely have further questions. You may contact us with any questions or queries you may have, and we will do our best to help you. We would like help you with your query as soon as possible, so please get in contact with us.

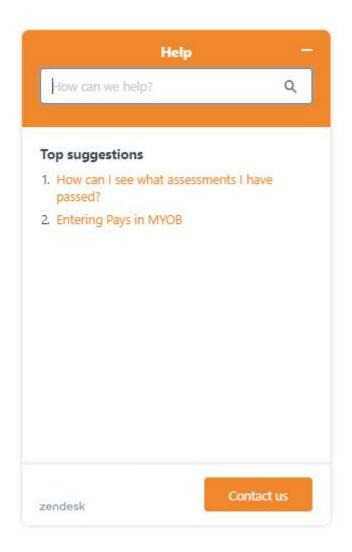There are two main options to contact The Career Academy support staff and tutors:

The Help Button:

On the bottom right-hand side of the screen, you will find a help button, as shown here:

From here, you will be able to search the help centre, or send a message through which will be read and responded to by tutors or support staff.

The orange box at the top is where you can search the help centre for relevant topics, otherwise you can use the "contact us" button at the bottom to send us a specific query. We aim to respond to these queries within one working day.

Call us:

If you would prefer to speak in person, you can call through during business hours at:

0800 112 0911 or 0203 670 5017

If you have a question regarding your course material or an assessment, follow the voice prompts and select the relevant tutor department.

If your question is of a technical nature, for example trouble logging in, follow the prompts to speak to our student services team.