

Department for Education Course Directory Provider Portal

Frequently Ask Questions

How do I access the Portal?

The URL to access the course directory provider portal is <https://coursedirectoryproviderportal.org.uk>. You will then be able to enter your username and password. If you are a secure access user (single sign-on) then click on the 'Log in with DfE secure access' option. If you are not a secure access user, click on the 'Log in using a portal account' option.

What do I do if I have forgotten my password?

For users accessing the portal via a portal account and not secure access then you will be able to click on the forgotten password link on the login page where you will be prompted to enter your username, a password reset link will then be sent to your email address. Alternatively, you can contact an Information Adviser on 0844 811 5028 or email dfesupport@coursedirectory.org.uk who will be able to assist you.

Secure access users should contact their own IT department for password resets.

What happens if I don't receive a password reset link?

Please contact the support team on 0844 811 5028 or email dfesupport@coursedirectory.org.uk.

Which Internet browser should I use?

You can use Google Chrome or Internet Explorer version 10 or later to access the portal.

My Provider/user details are incorrect, how do I change this?

For any changes to your Provider details you will need to click on the provider details tab. You can only amend the details on the right hand side of the page. Any UKRLP details will need to be registered with UKRLP www.ukrlp.co.uk.

To make any changes to users, click on the Manage Users tab then view all users. Here you can add edit details and change user permissions.

Why do I need to upload course data to the Course Directory Portal?

Young people need to make informed choices about their post-16 education and training options and should be able to access reliable and comprehensive information online. The course directory provider portal is a platform for you to upload your course information which will then be made available on a regularly updated national database on the National Career Service website.

Which courses do I need to upload?

You will need to upload all education and training your institution offers that is funded by the Education Funding Agency (EFA).

How often do I need to upload to the portal?

Providers of post-16 education and training are only required to submit their information once annually to the portal.

I am a super-user and I need to add a new user, how do I do this?

Use the Add a New User option under the Manage Users tab on the portal. Enter the user's details in the fields provided; click on 'create user account' and an activation link will be emailed to the user's email. The user needs to use this link to access the portal in order to activate their account.

How do I find learning aims for my courses?

Visit the hub in order to access LARS (Learning Aims Rate Service)

<https://hub.imservices.org.uk/Learning%20Aims/Pages/default.aspx> and click on the learning aims tab to search for relevant aims.

Do I have to upload a new csv file each time I carry out a bulk upload?

No, you will be able to download your current provision as a csv file to be edited as appropriate. Once this file is edited it can be uploaded to the portal.

I don't understand the bulk upload error messages, can you help?

Yes, under the help section of the portal there are detailed instructions for bulk upload, you can also contact the support team on 0844 811 5028 or email dfesupport@coursecdirectory.org.uk who will be able to assist you.

Why is the status against my courses showing as pending instead of live?

You will need to click on the 'new opportunity' link in the course details page and enter start and end dates.

What do you mean by plain text?

The bulk upload is required to be saved as a csv file which stores data (numbers and text) in plain text. Plain text means that the text does not contain any styling or formatting such as italics and/or font type.

Webinars

There are a number of short webinars available for you to view to help you with accessing the portal, managing your courses and processing bulk uploads. These can be found on the portal under the Help section.

Who can I contact if I have any queries regarding the portal?

You can contact the support team by calling 0844 811 5028 or email dfesupport@coursecdirectory.org.uk and the Information Advisers will be able help you.