TRIBAL

Skills Funding Agency 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.

What do I do if I have forgotten my password?
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 5073 or email support@coursedirectoryproviderportal.org.uk who will be able to assist you.

What happens if I don't receive a password reset link?
Please contact the support team on 0844 811 5073 or email support@coursedirectoryproviderportal.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.

What is the course data used for?
All course data is published to the National Careers Service website where customers can search for courses from a central database.

Which courses do I need to upload?
You will need to upload all SFA funded courses.

How often do I need to upload to the portal?
The requirement from the SFA is that all providers upload their course information to the portal every 2-3 months.

Will I get reminded to upload my data?
All user accounts will be set up to receive reminders from the portal to upload their data when the next upload is due, however, users may opt out of receiving reminders by logging into the portal and choosing the 'pause automated quality emails' checkbox under Quality Email Options. You may opt back in at any time by unchecking the box.

What happens if I don't upload my course provision?
The Course Directory Support Team regularly monitors the data on the portal and will contact you to remind you to upload your data if one is due or overdue.

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.

If I offer both SFA and EFA funded provision is there a difference in how I upload this?
No, continue to upload your data as normal for both SFA and EFA in the same way.

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 5073 or email support@coursedirectoryproviderportal.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.

If you require any further help please contact the Course Directory Support Team.