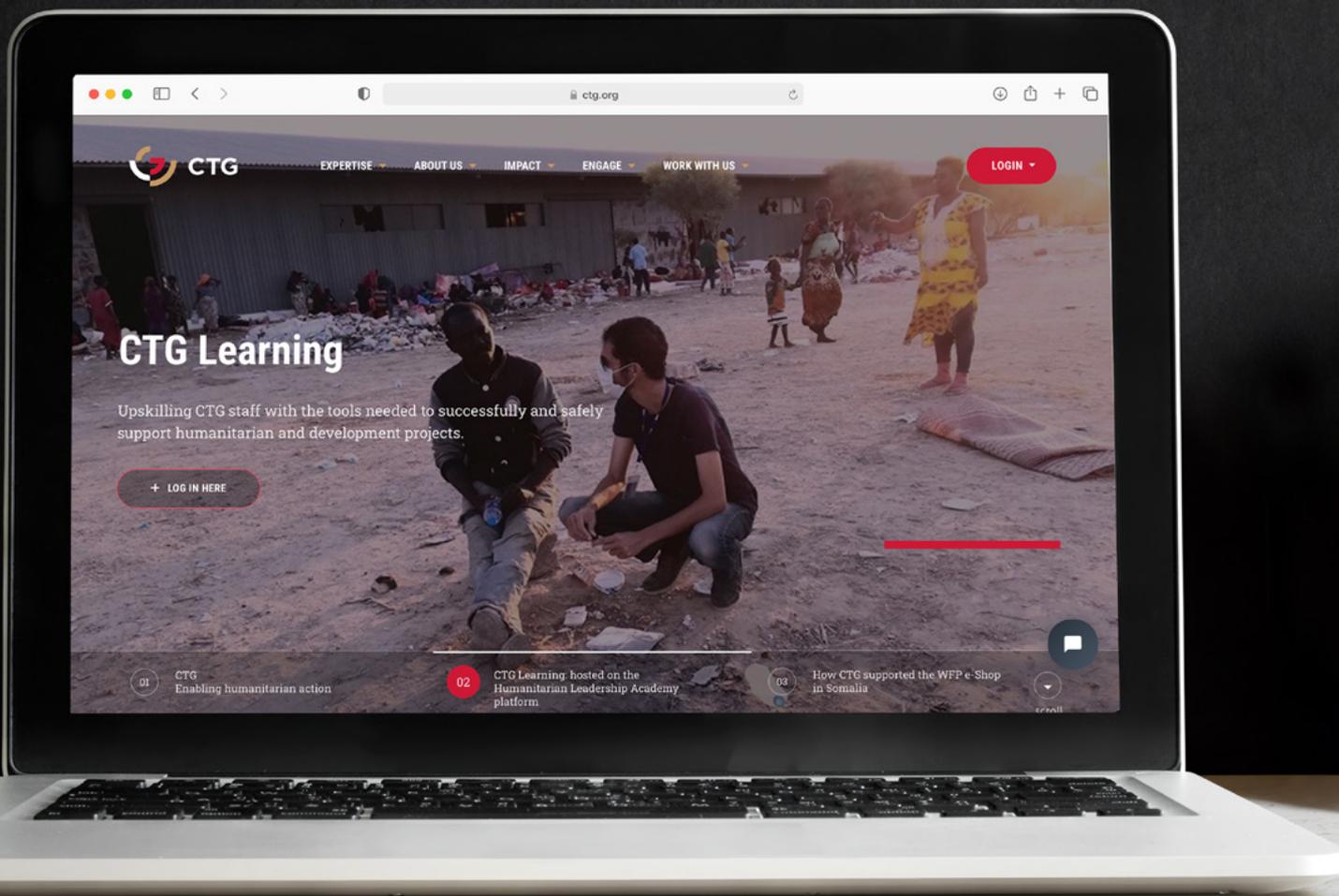




## HOW TO GUIDE

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The go-to destination for humanitarian courses and all you need to prepare for your role with CTG.



For support with how to use CTG Learning, contact [ctglearning@ctg.org](mailto:ctglearning@ctg.org)

[www.ctg.org](http://www.ctg.org)

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# WELCOME

We have created this easy-to-read guide so you can take full advantage of our online portal for humanitarian learning and career development, called CTG Learning.

## WHAT IS CTG LEARNING?

CTG Learning is CTG's e-learning platform for all staff, providing access to humanitarian courses designed by leading organisations in the development sector. Access to CTG Learning is free and you will find courses covering a range of topics, from anti-corruption, to safety and security, to programmatic support. You will also find information that will help you with your role with CTG, including details about your Duty of Care, and resources to support your wellbeing.

### What you'll find on CTG Learning:

- CTG Onboarding Pass (compulsory for ALL CTG staff to complete before deployment)
- CTG Policies
- Information on our Duty of Care
- Wellbeing Support

## WHAT IS KAYA?

Kaya is the global learning platform of the *Humanitarian Leadership Academy*. This is where CTG Learning is hosted.

Kaya is designed to be accessed from phones, tablets, laptops and PCs, so you can use it whenever and wherever you are. You can also access the platform in either English, French, Spanish or Arabic with some of the courses available in other languages.

If you do not have an internet connection, you can simply download the courses you want to take on the Kaya Mobile app and sync your progress back to your profile once you have a stable internet connection.

### Kaya has a wide catalogue of humanitarian-focused courses and learning including:

- Online self-directed courses and pathways
- MOOCs (Massive Open Online Courses)
- Webinars (video streams of events that you can access from your phone or computer)
- Information and registration for face-to-face workshops and events
- Videos, documents and resources
- Games, quizzes and assessments
- And much more!



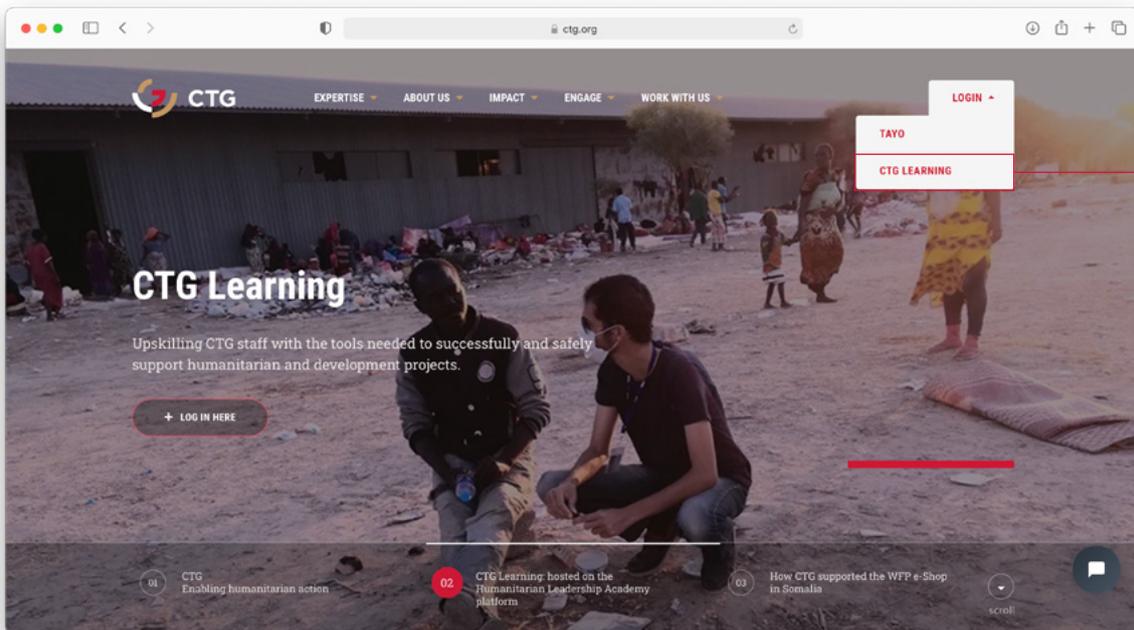
# HOW TO LOG IN TO CTG LEARNING



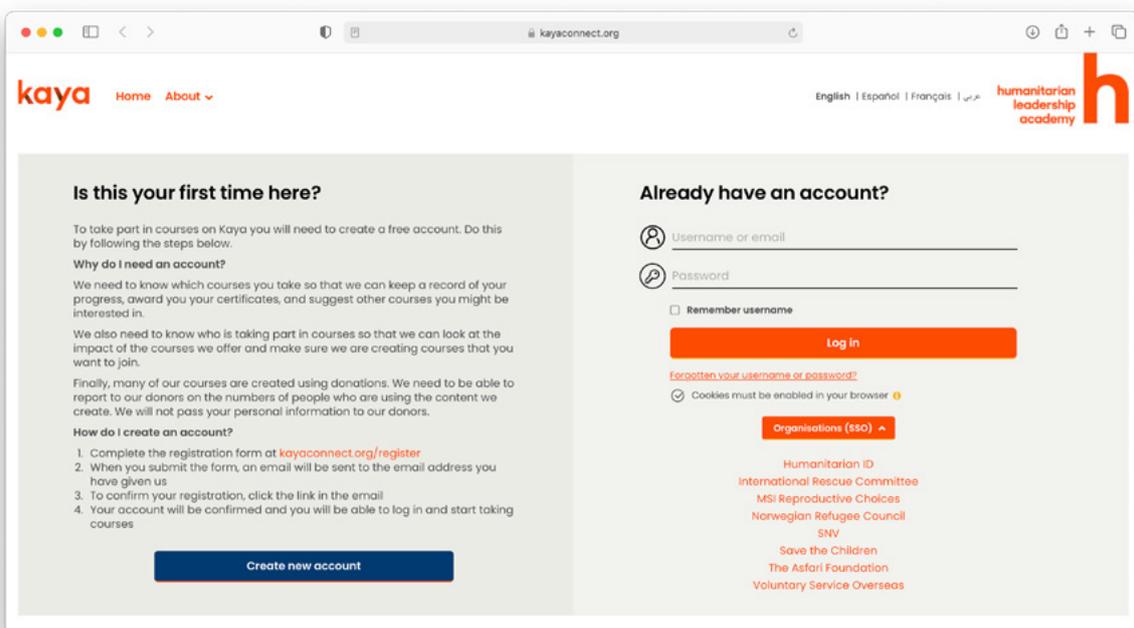
THIS APPLIES IF YOU ARE ON A DESKTOP OR A CELLPHONE:

**STEP 1:** Visit [www.ctg.org](http://www.ctg.org)

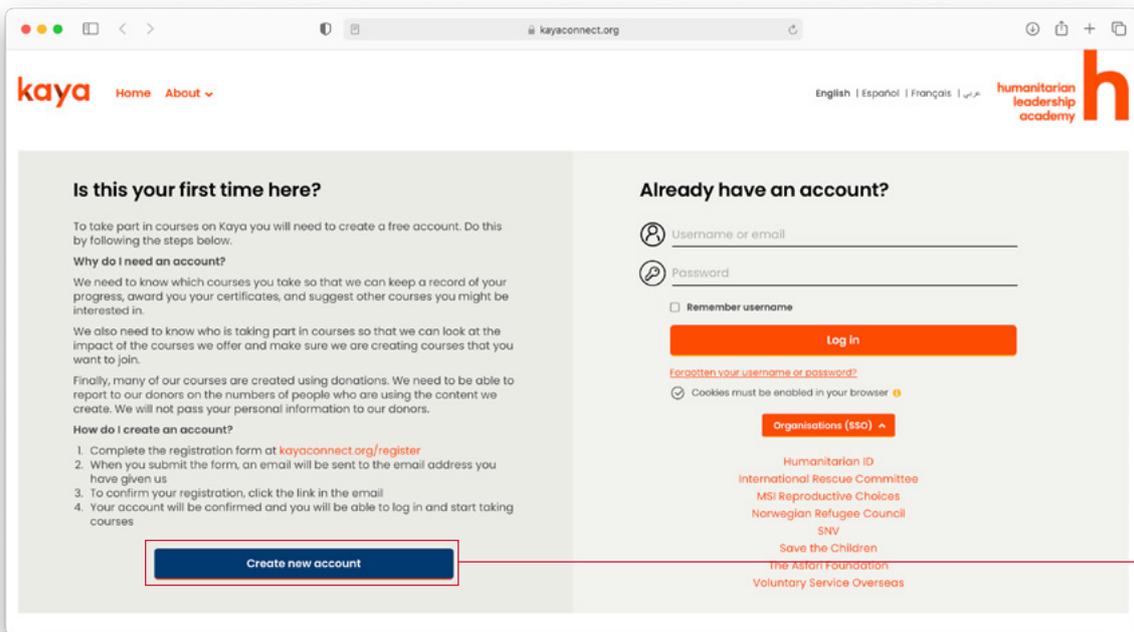
**STEP 2:** Click on *Login* then *CTG Learning* ←



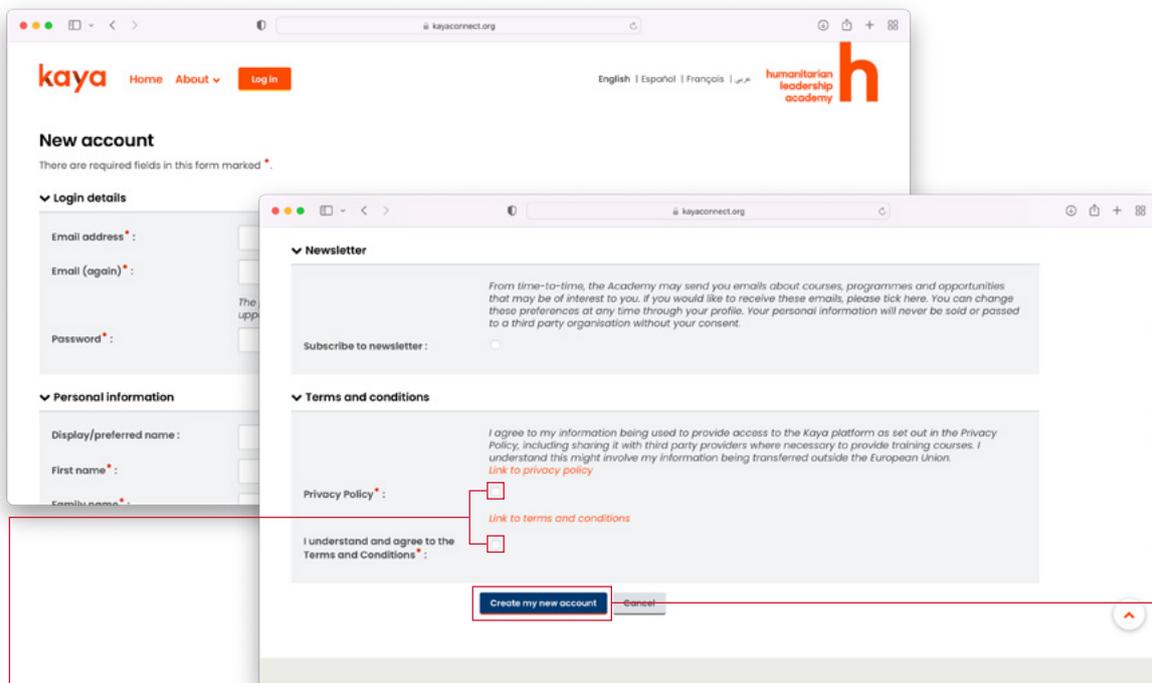
**STEP 3:** Login or create an account



**STEP 4:** Create an Account. Click on Create New Account, which is a blue button on the left hand side of the screen. ←

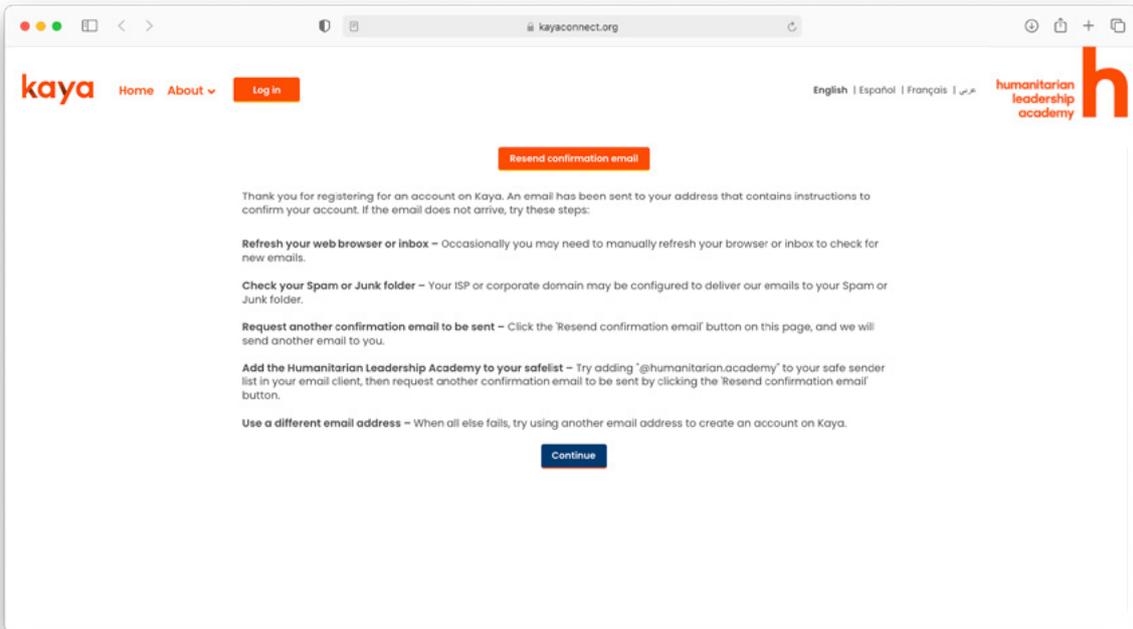


**STEP 5:** This will take you to a 'New Account' page. Please fill out your details, and click on create new account button. ←

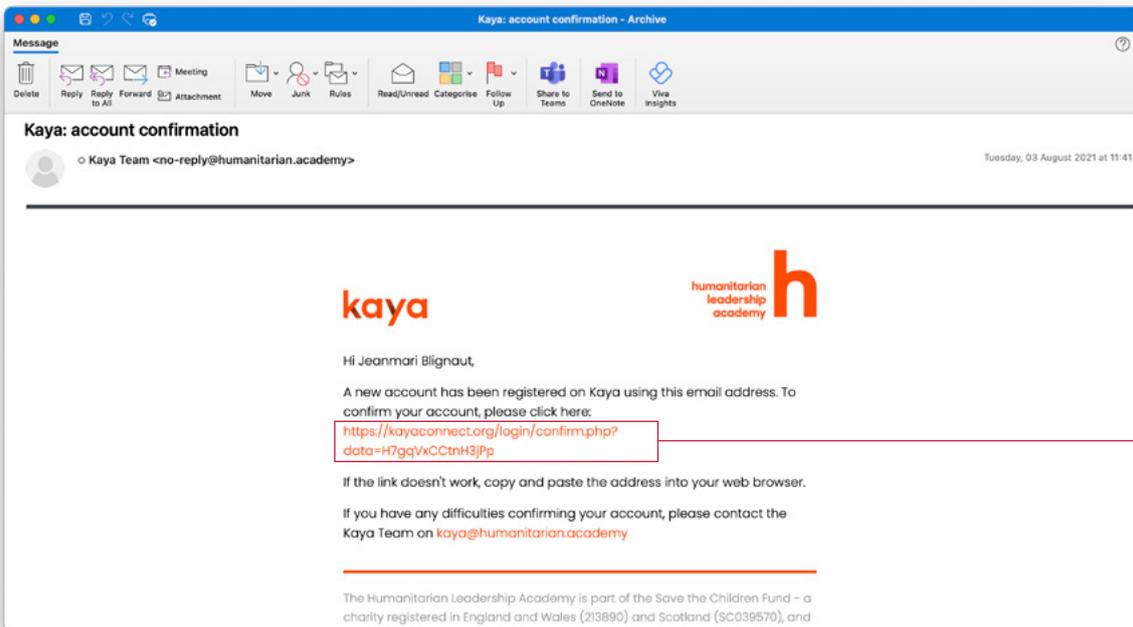


→ Please make sure to click the box for the *privacy policy* and the *terms and conditions*.

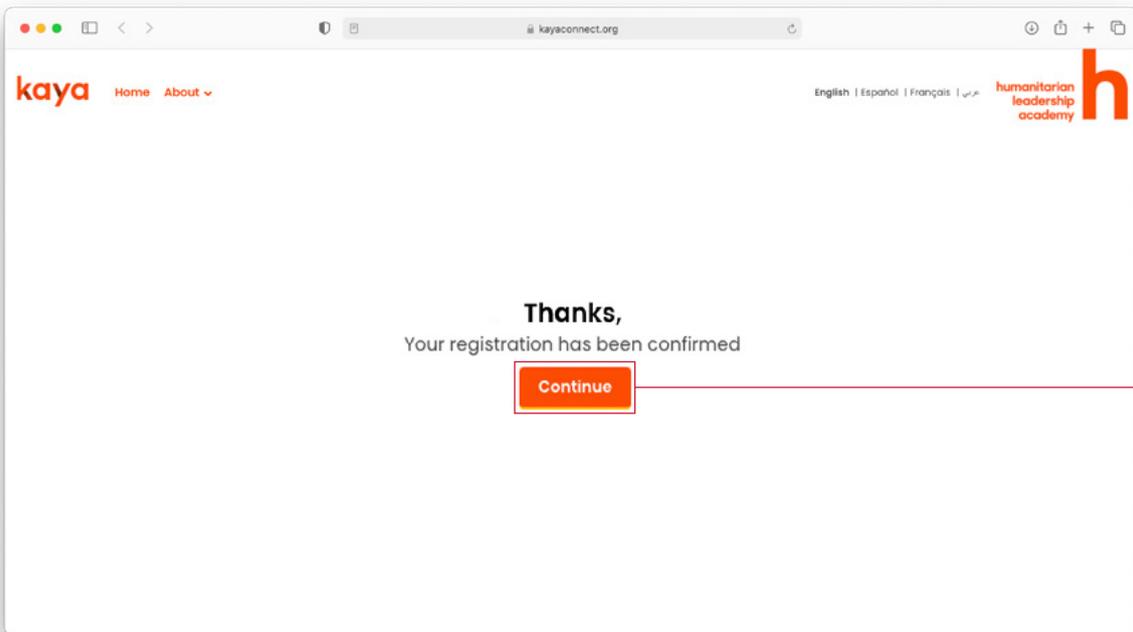
You will then see this message – a confirmation email would have been sent to your email.



Check your inbox for the email from Kaya and click on the link to activate. ←

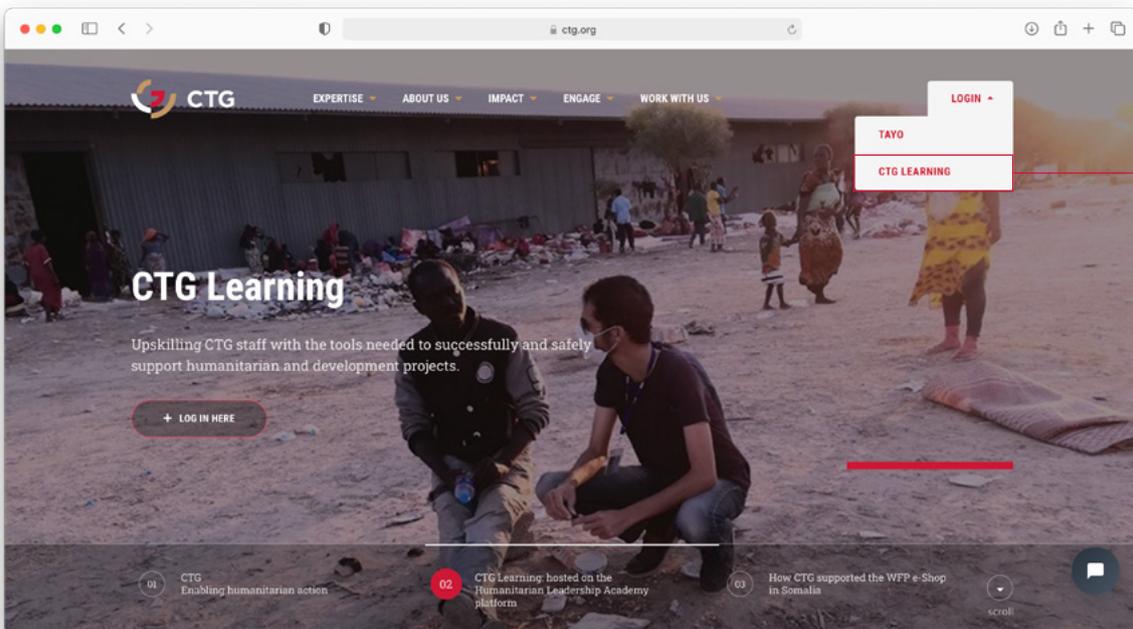


You will then be taken to a screen with a confirmation message.



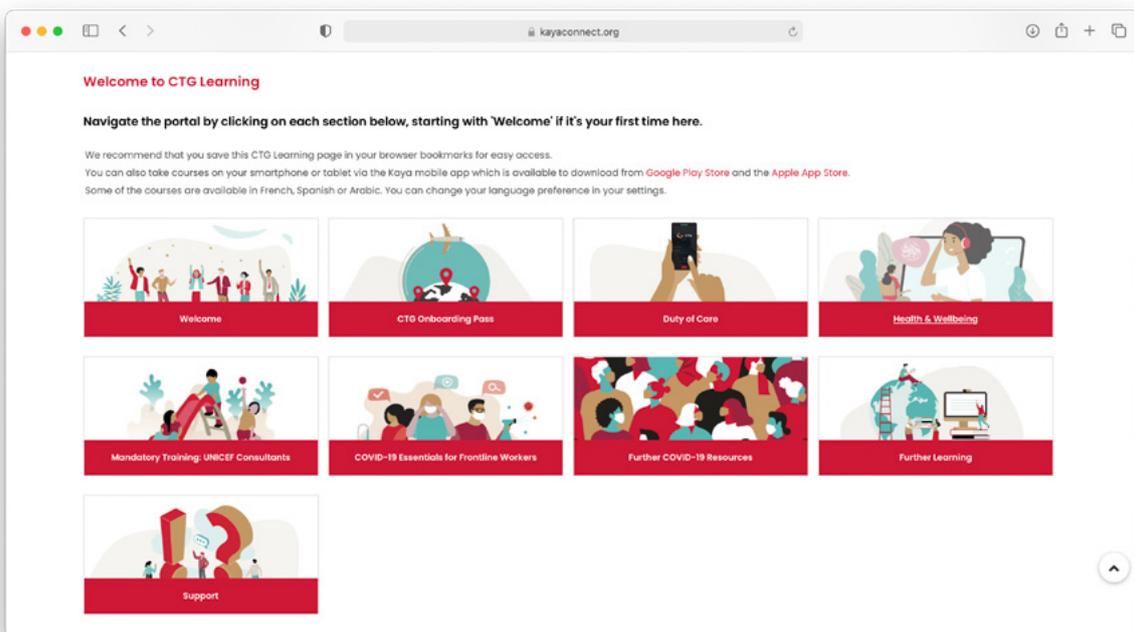
If you click on *continue* it will take you through to the Kaya platform.

However, because the CTG Learning platform is not included in their catalogue you need to go back to the CTG website and click on *LOGIN*, *CTG Learning*.

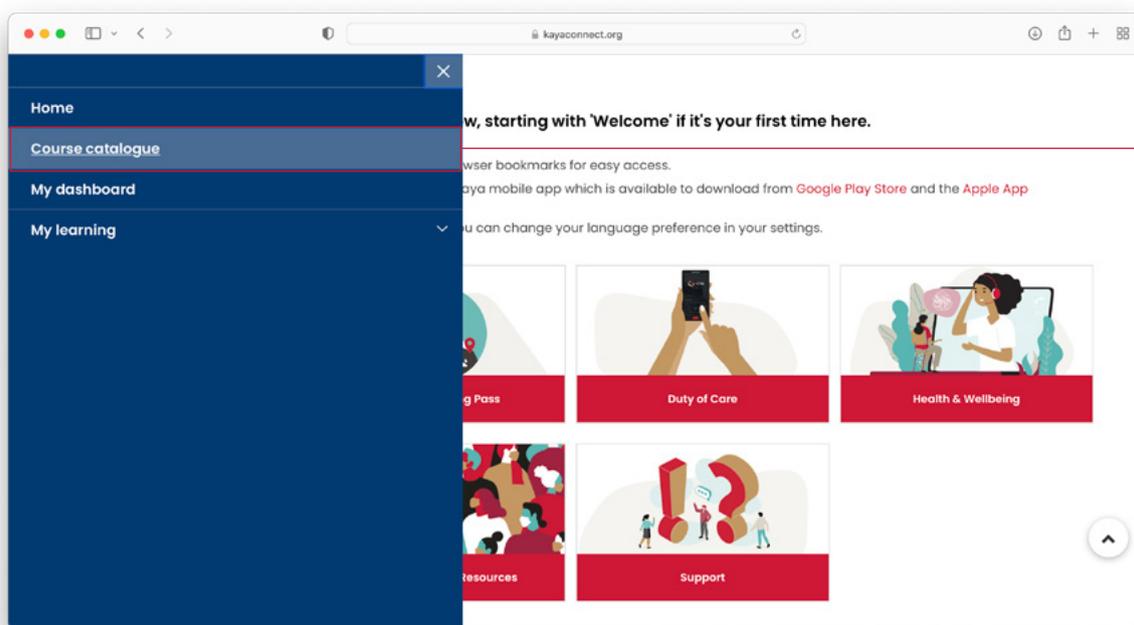


Then fill in your username (email) and password and it will take you through to the CTG Learning page.

**STEP 6:** Once you've logged in you will be taken straight to the CTG Learning homepage, with its different modules.



**STEP 7:** If you ever want to explore the catalogue of courses available through Kaya, please head up to the navigation 'hamburger' at the top left of the page. ←



# WHAT IS THE CTG ONBOARDING PASS?



Before deployment or upon starting your new role at CTG, every staff member **must complete** the CTG Onboarding Pass. It includes compulsory courses as well as key information to keep you safe and support you in your role, including our company policies.

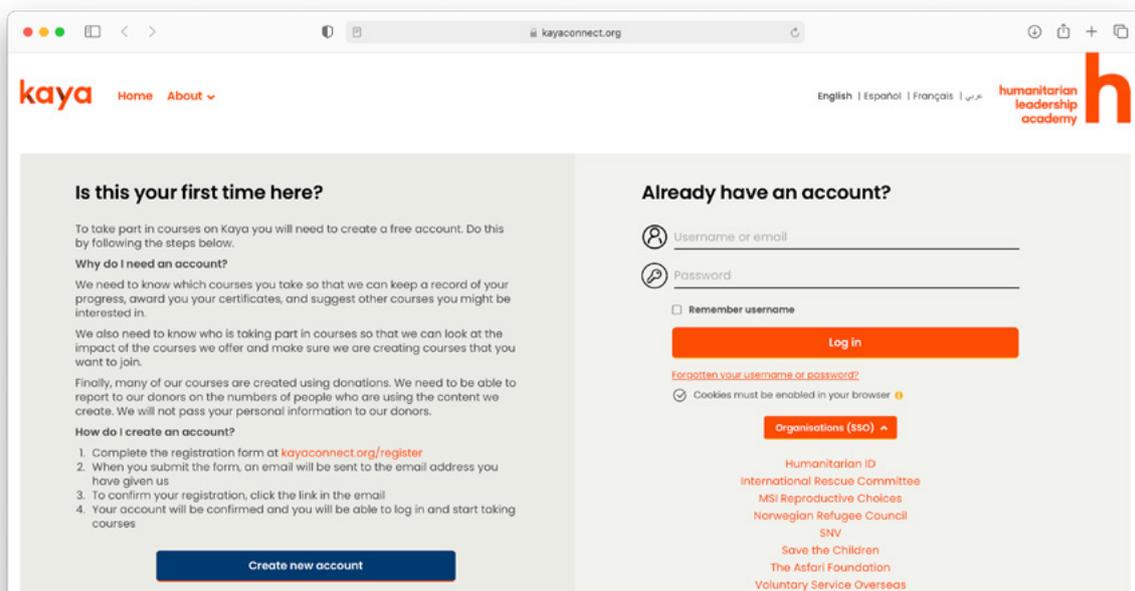
## HOW TO FIND THE CTG ONBOARDING PASS:

**STEP 1:** Visit [www.ctg.org](http://www.ctg.org)

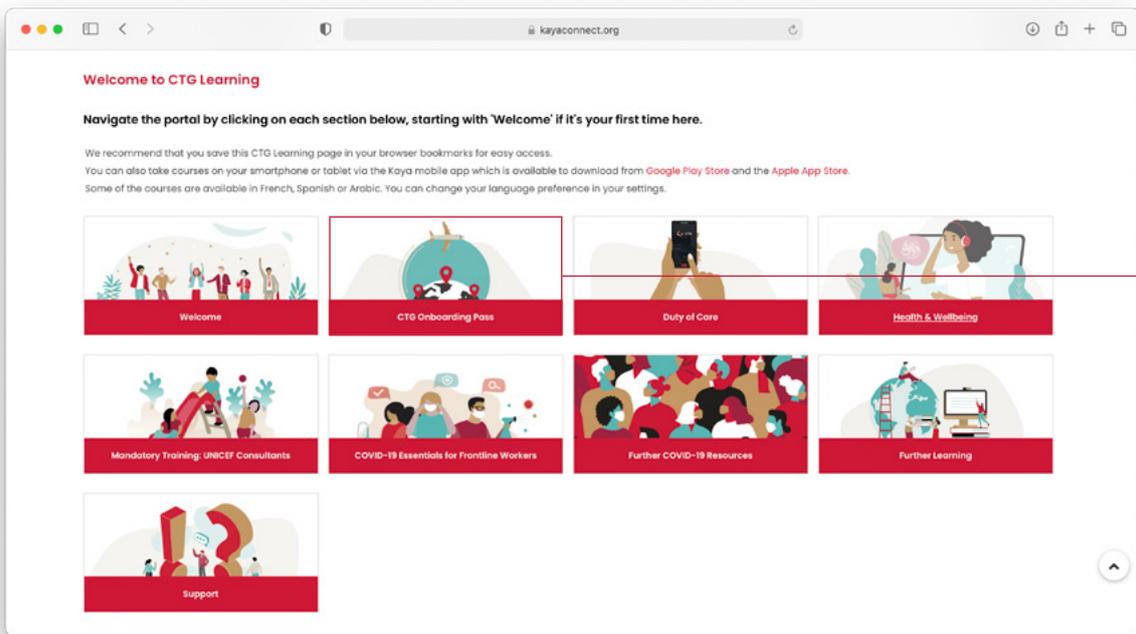
**STEP 2:** Click on *Login* then *CTG Learning* ←



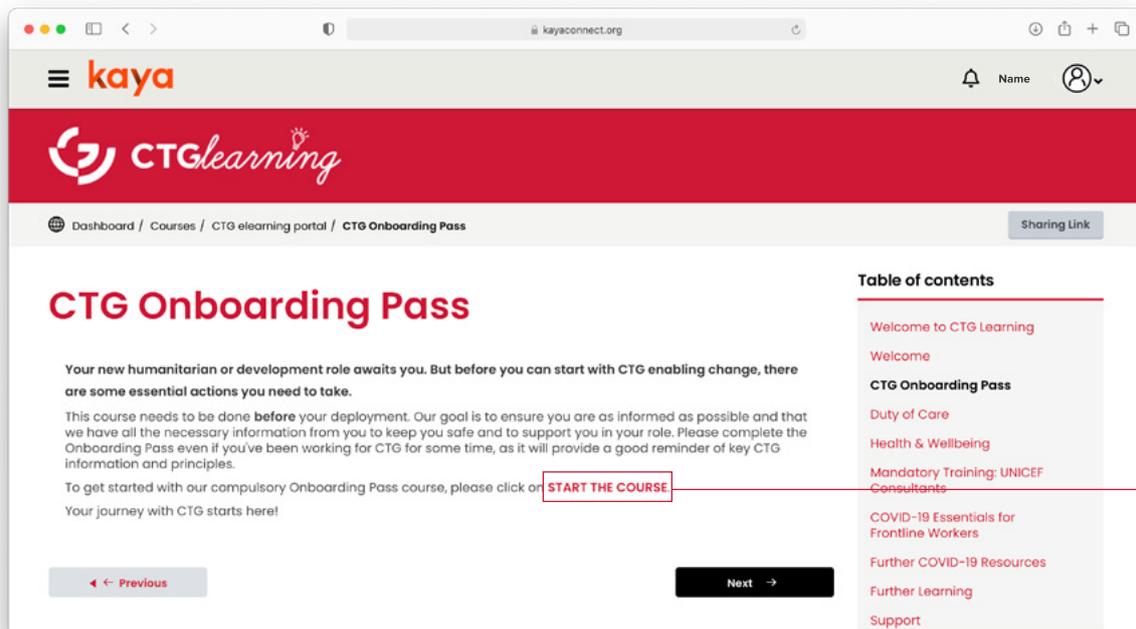
**STEP 3:** *Login or create an account*



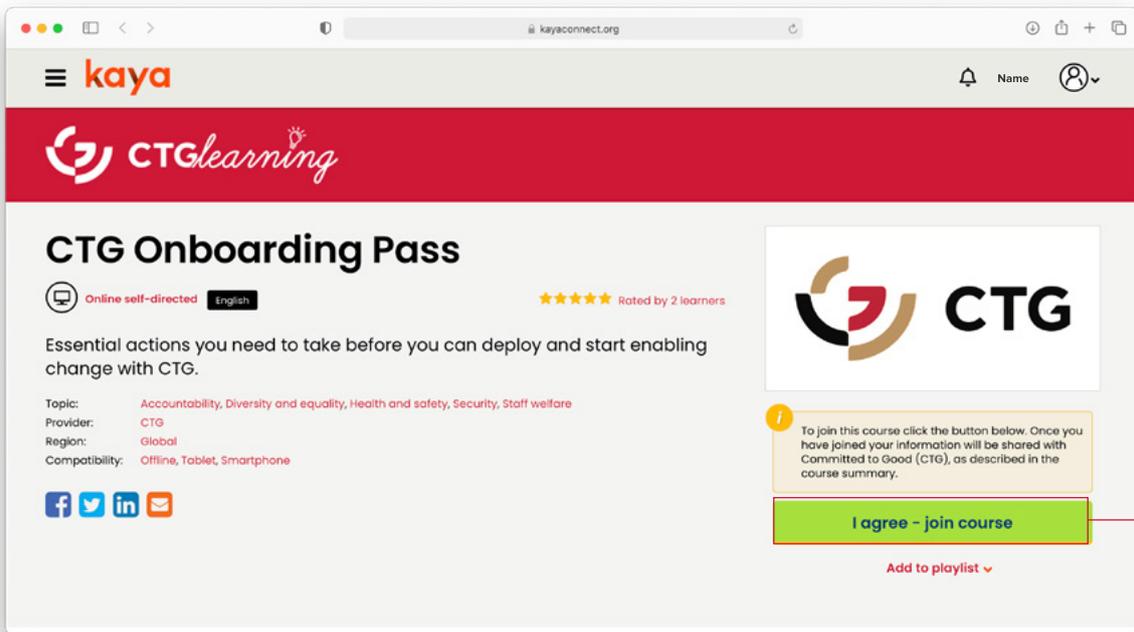
**STEP 4:** Click “CTG Onboarding Pass” ←



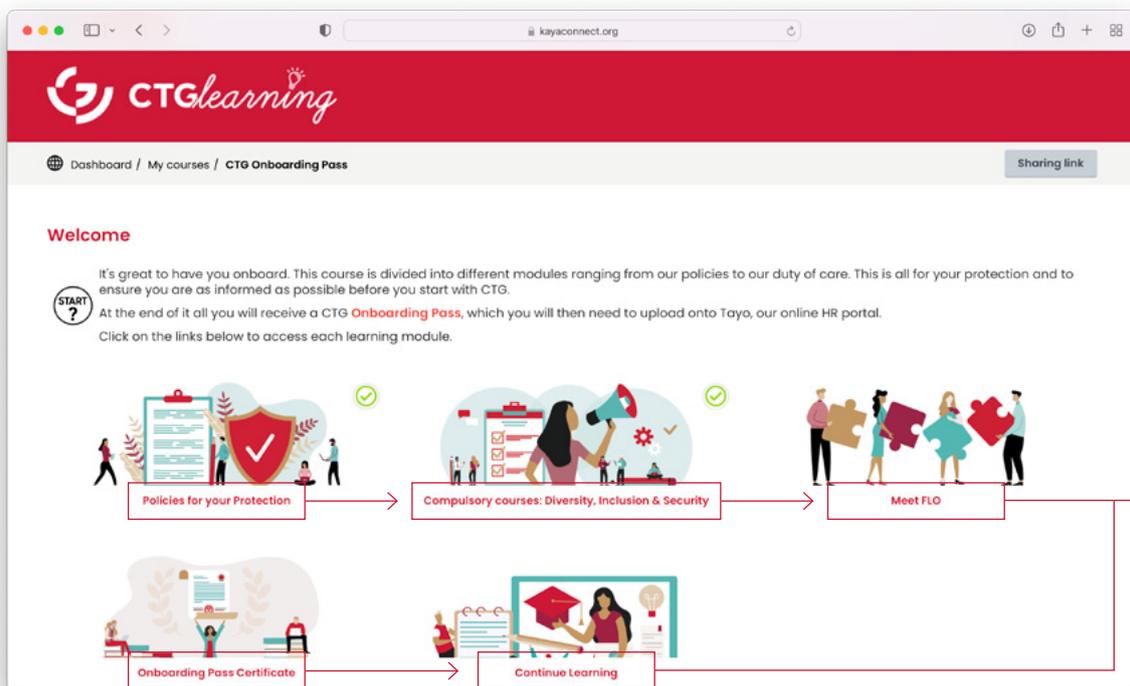
**STEP 5:** Click “START THE COURSE” ←



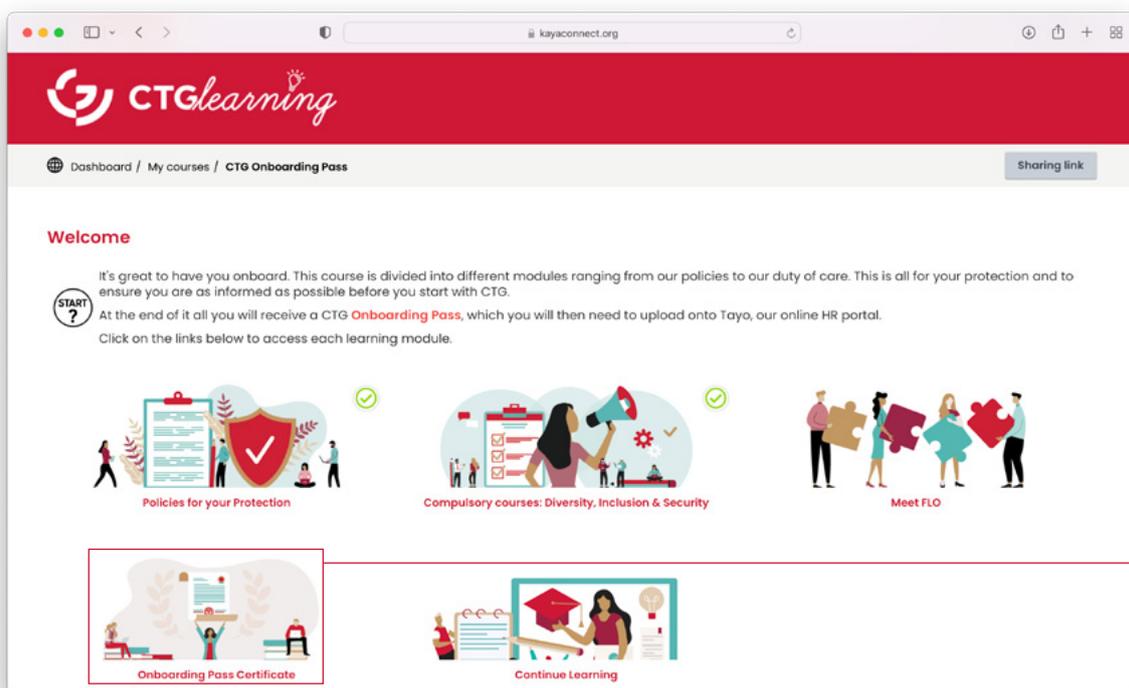
**STEP 6:** Click “I agree - join course”



**STEP 7:** Work your way through the different sections including: *Policies for Your Protection; Compulsory Courses, Meet Flo and Onboarding Pass.*

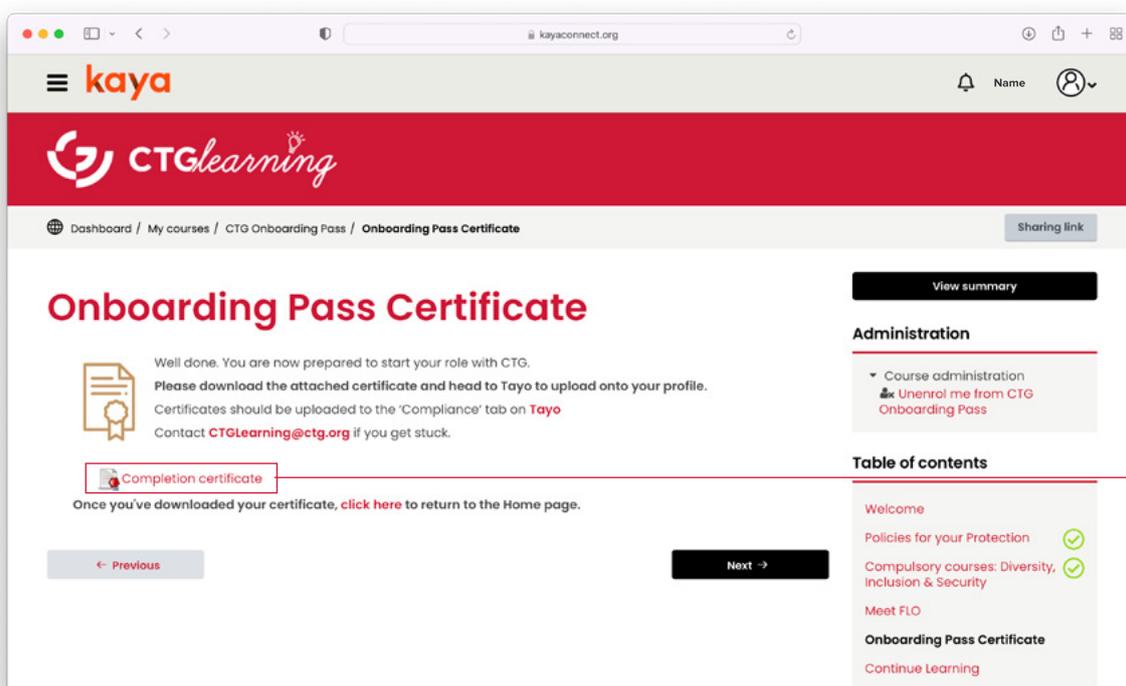


**STEP 8:** Once you have completed all the sections you can download your Onboarding Pass certificate. ←



Remember, you have to complete the two quizzes on **'Policies For Your Protection'** as well as the four courses on **'Compulsory Courses'** which are *Safeguarding Essentials; Prevention of Sexual Exploitation and Abuse; Equality, Diversity and Inclusion* and *BSAFE* in order to receive your certificate.

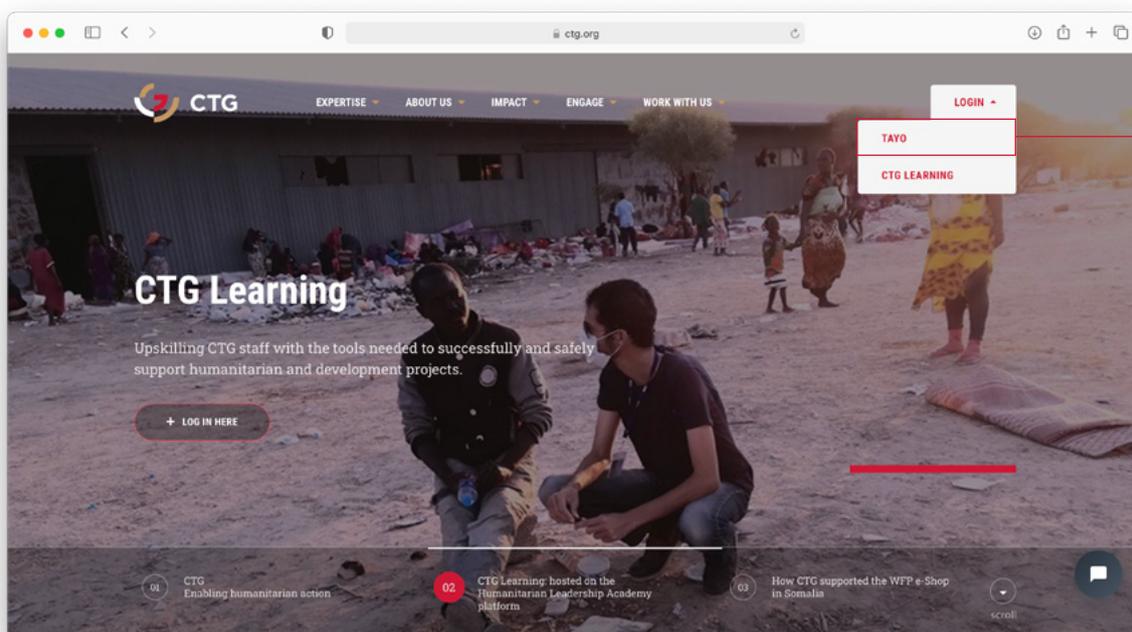
**STEP 9:** To download your Onboarding Pass Certificate, click on **'Onboarding Pass Certificate'**. You will only be able to download it if you have completed everything. ←



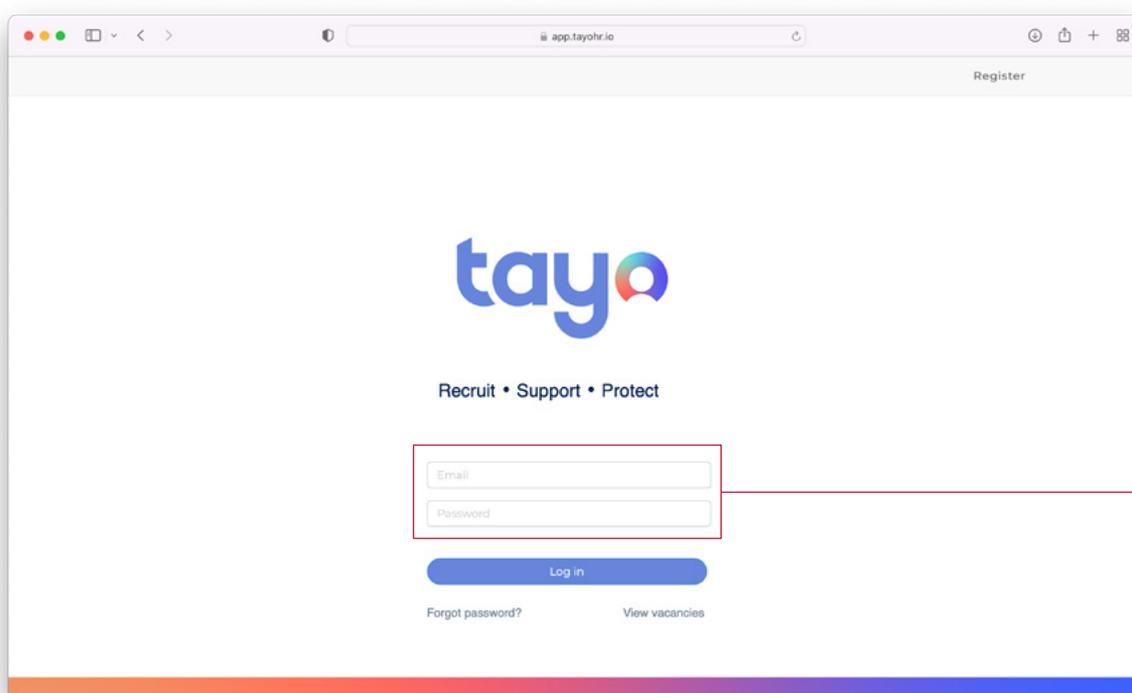
YOUR CERTIFICATE WILL BE A PDF THAT LOOKS LIKE THIS:



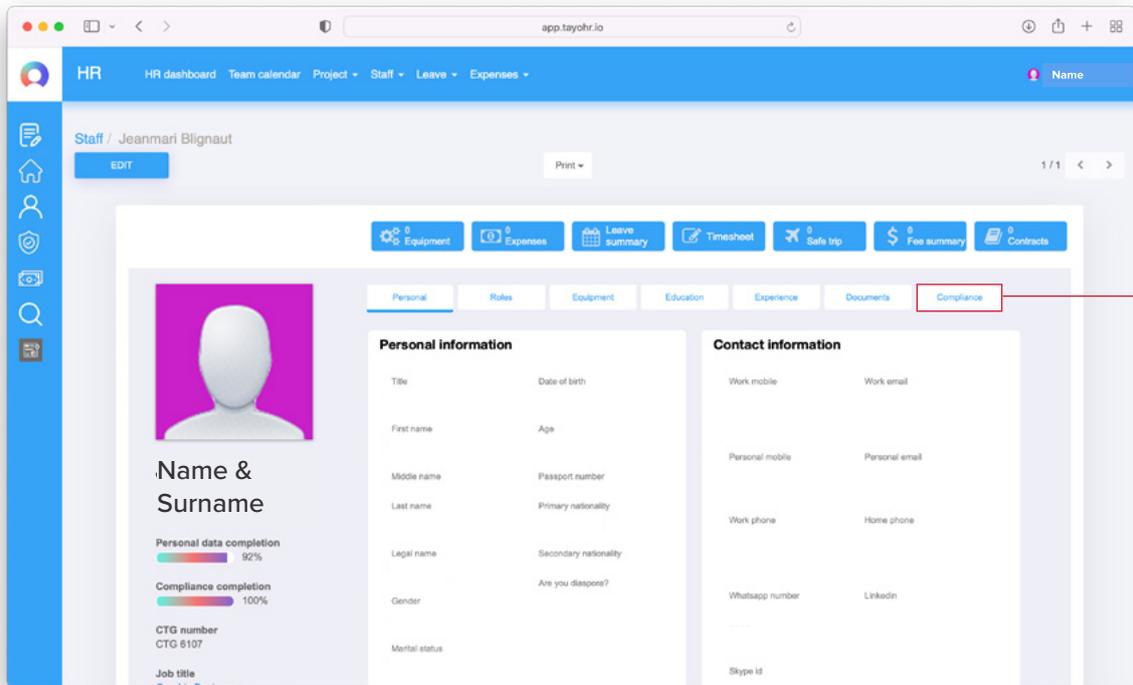
**STEP 10:** This Onboarding Pass certificate must be uploaded to your CTG profile on Tayo, on the Compliance section of your profile. Login to Tayo – either via the red login button the CTG website ([www.ctg.org](http://www.ctg.org)) or via [www.tayohr.io](http://www.tayohr.io)



OR

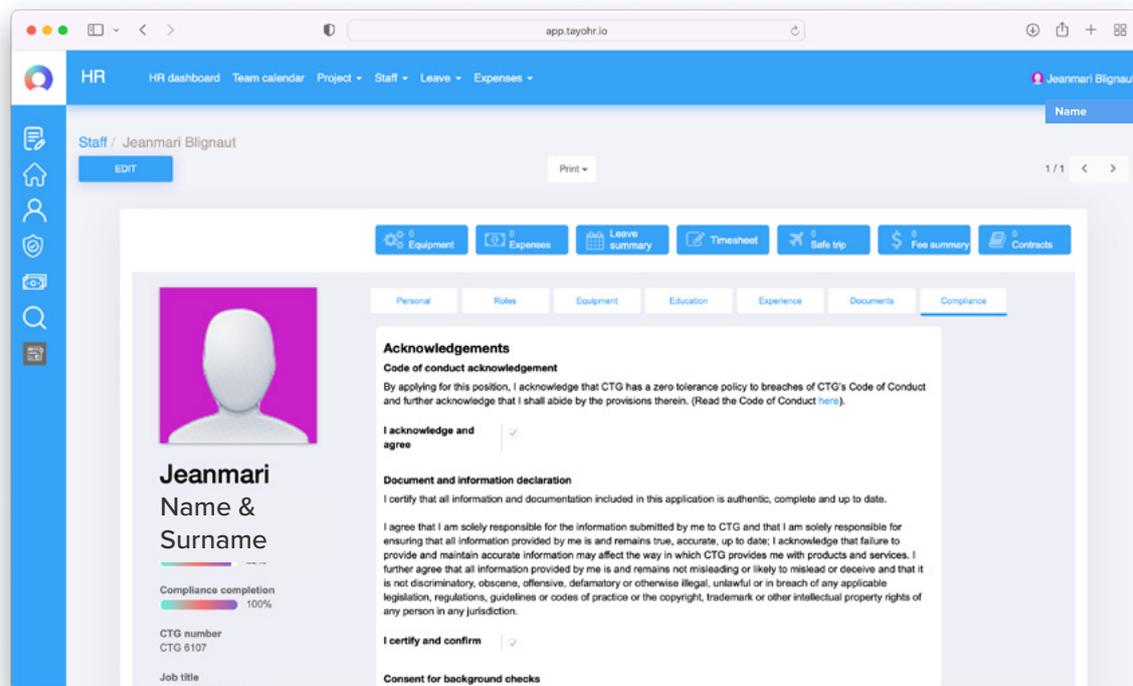


Once you have logged in to Tayo, you will be taken to the home page to your profile.

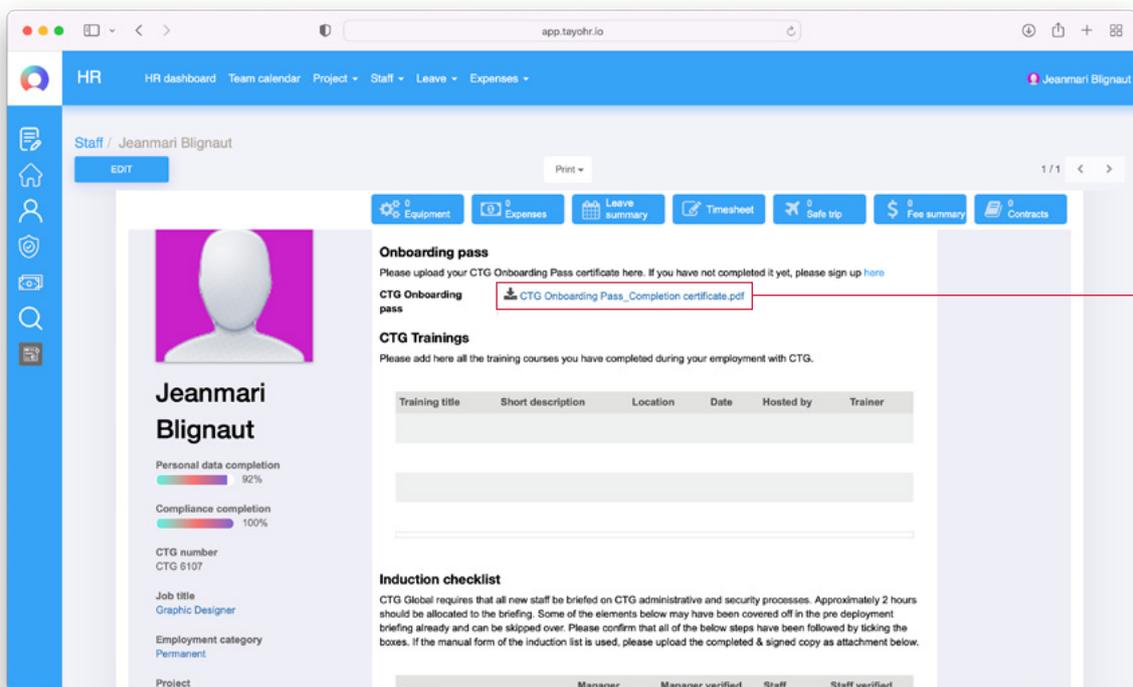


Click on the *Compliance* tab which is on the far right of the page, next to the *Documents* tab.

Once in Compliance, scroll down until you see the *Onboarding Pass* section.



Upload your certificate. ←



You have now completed your CTG Onboarding Pass.

### WHAT ELSE CAN I FIND ON KAYA?

On CTG Learning, if you want to carry on exploring head to the 'Continue Learning' button to make your way back to the CTG Learning page OR head to the Kaya navigation bar at the top left of your screen and search for courses.

Besides the CTG Learning page, Kaya offers various courses to further your knowledge in the humanitarian sector, webinars, workshops, videos, quizzes, games, assessments, events and more.

### IS CTG LEARNING COMPULSORY?

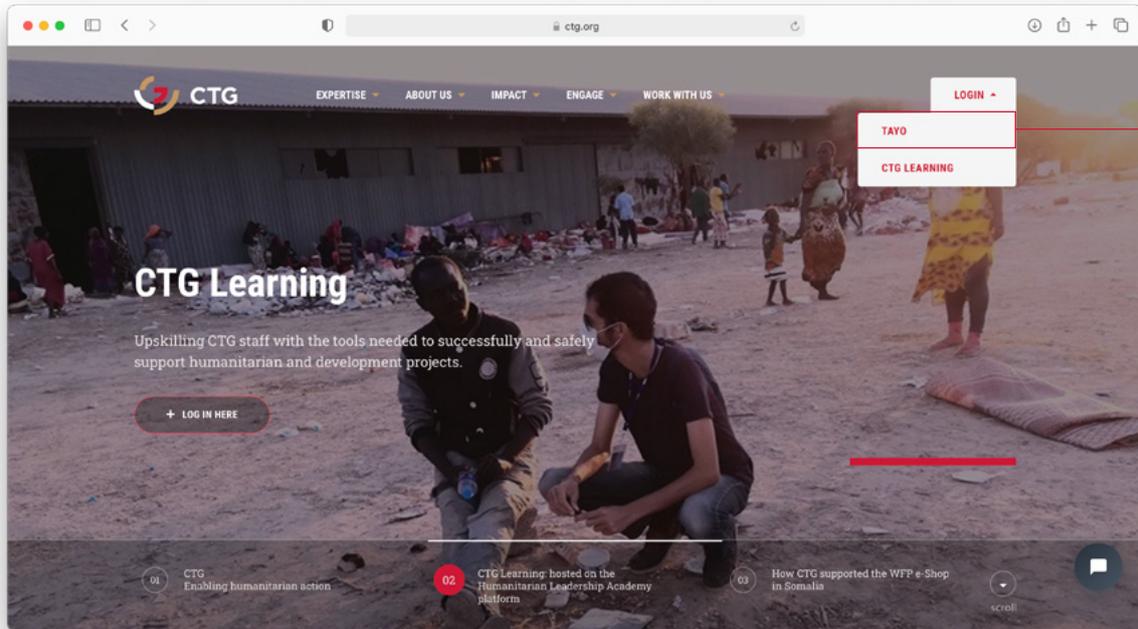
No, but the CTG Onboarding Pass is compulsory and imperative for all CTG staff to complete before they start working. The CTG team monitor who has completed the courses and will reach out to those who haven't finished them.

### ARE THE COURSES IN DIFFERENT LANGUAGES?

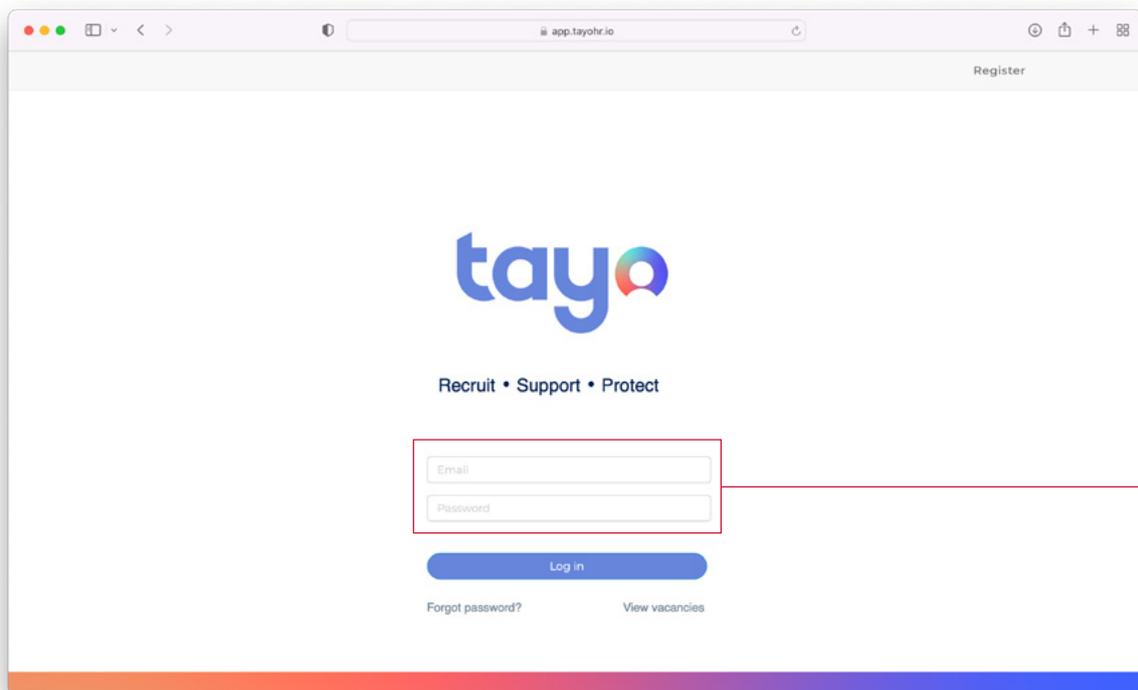
The Kaya platform itself is available in French, Spanish or Arabic. You can change your language preference in your settings. However, many of the courses are translated into multiple languages. For example the Prevention of Sexual Exploitation and Abuse Course by UNHCR (one of the compulsory courses for CTG staff) can be taken in Arabic, English, French, Spanish or Russian.

## HOW TO UPLOAD THE CTG ONBOARDING PASS FOR CANDIDATES:

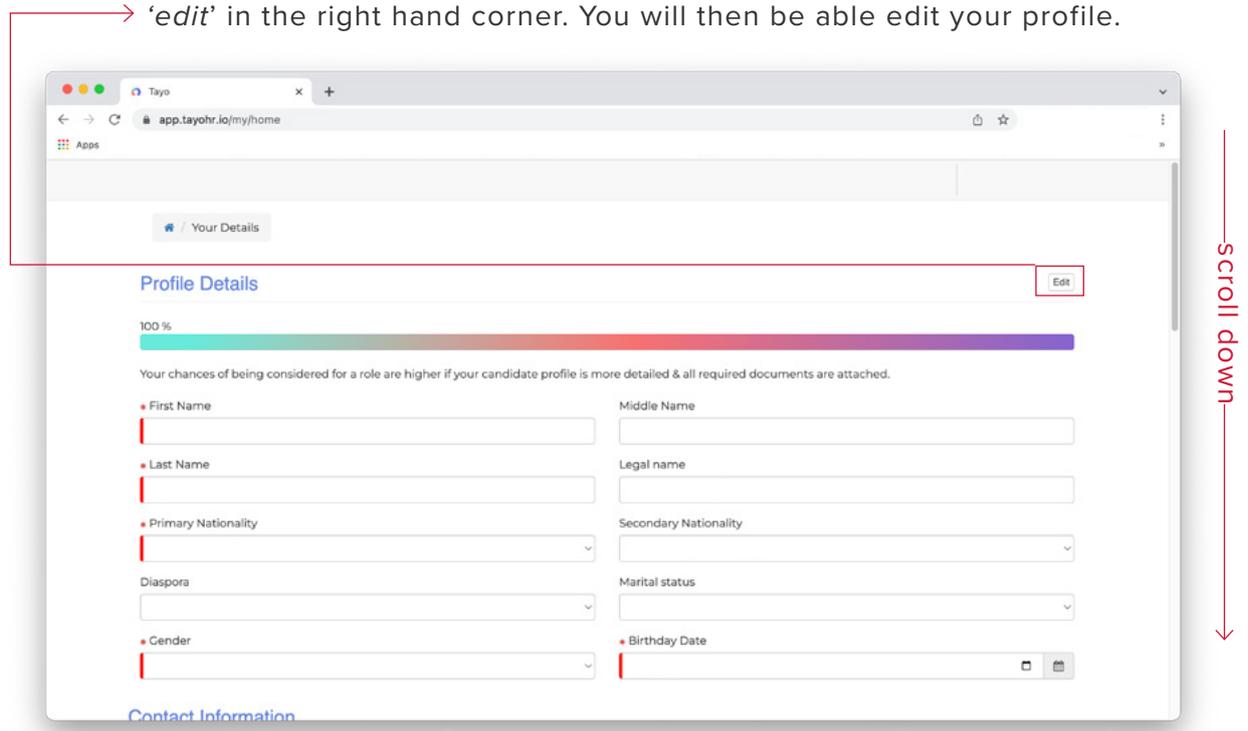
**STEP 1:** The Onboarding Pass certificate must be uploaded to your CTG candidate profile on Tayo, on the “Attachments / Acknowledgements” section of your profile. Login to Tayo – either via the red login button the CTG website ([www.ctg.org](http://www.ctg.org)) or via [www.tayohr.io](http://www.tayohr.io)



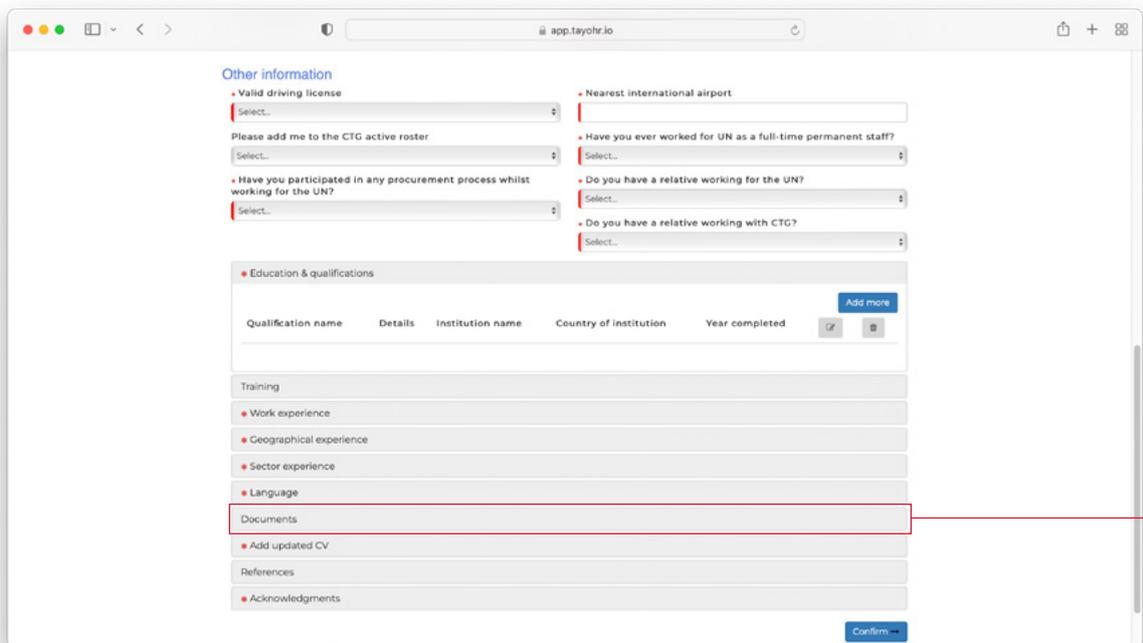
OR



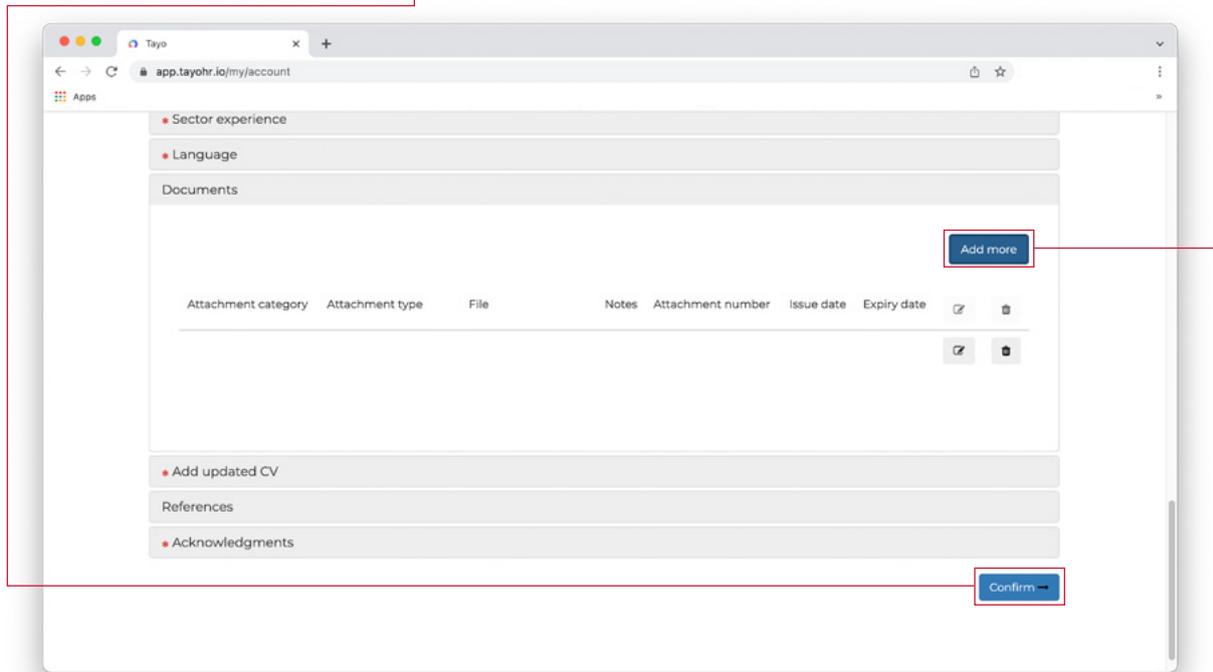
**STEP 2:** On your Candidate Profile, please navigate to the top of the screen and click 'edit' in the right hand corner. You will then be able edit your profile.



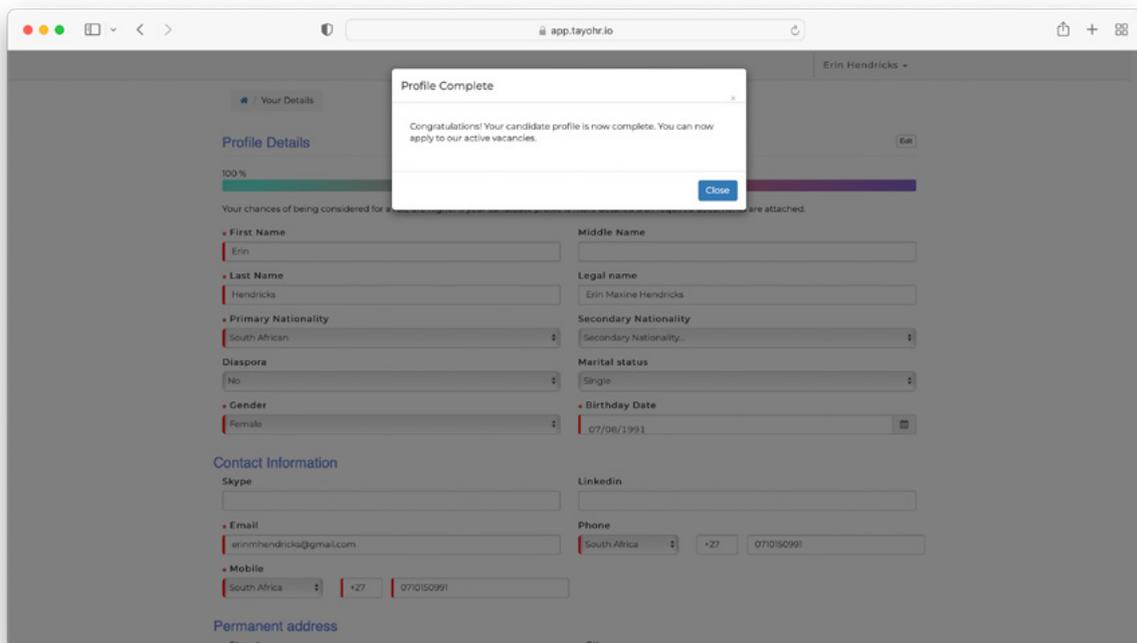
**STEP 3:** Scroll down to 'Documents' which is beneath the Language section. Click on the Tab to expand it.



**STEP 4:** Click on the 'Add more' button and upload your certificate. Then press the 'Confirm' button.



**STEP 5:** Your candidate profile is now complete.



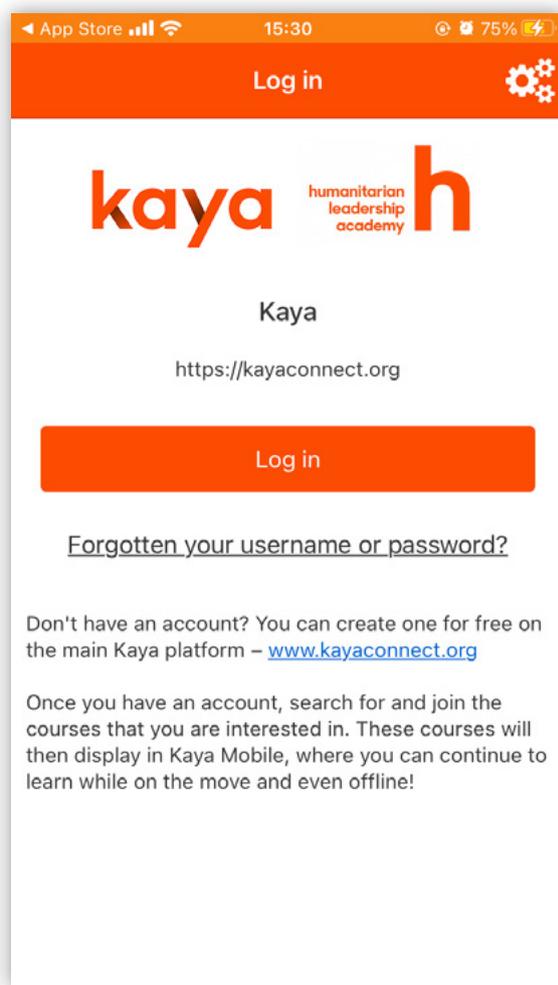
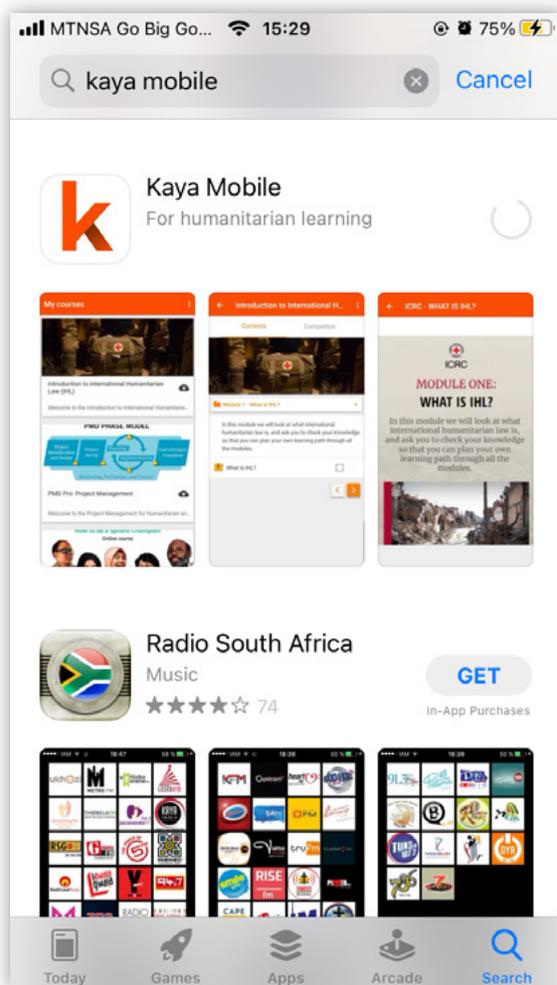
# HOW DO I DOWNLOAD KAYA MOBILE?



Kaya Mobile allows you to access all the courses that you have joined on Kaya via your smartphone or tablet without an internet connection. You can download Kaya Mobile from your Google Play Store or Apple App Store.

**STEP 1:** Go to Google Playstore or Apple App Store

**STEP 2:** Search “Kaya Mobile” and download the app



**STEP 3:** Log in if you have already created an account or create an account on the main Kaya platform – [www.kayaconnect.org](http://www.kayaconnect.org). Once you have created an account, you can continue on the mobile app.

## HOW DO I ACCESS CTG LEARNING FROM THE KAYA MOBILE APP?

To ensure CTG Learning is on your Kaya mobile app, please first access CTG Learning via your desktop or your web browser on your phone. Remember you can access CTG Learning by heading to [www.ctg.org](http://www.ctg.org) and accessing via the 'Login' button on our home page, top right. Once you've accessed it here, it will automatically appear on your Kaya app.

**PLEASE NOTE:** It is not possible to find the CTG Learning page on the catalogue search functionality on Kaya.

**REMEMBER:** If you do not have an internet connection, you can simply download the courses you want to take on the Kaya Mobile app and sync your progress back to your profile when you have a stable internet connection.

### WHAT HAPPENS IF I HAVE A PROBLEM WITH CTG LEARNING?

Are you stuck? Can't log in? Having issues navigating CTG Learning? Can't download your Onboarding Pass certificate? Finding it difficult to upload your certificate to Tayo? **Please reach out to us on [CTGLearning@ctg.org](mailto:CTGLearning@ctg.org).**