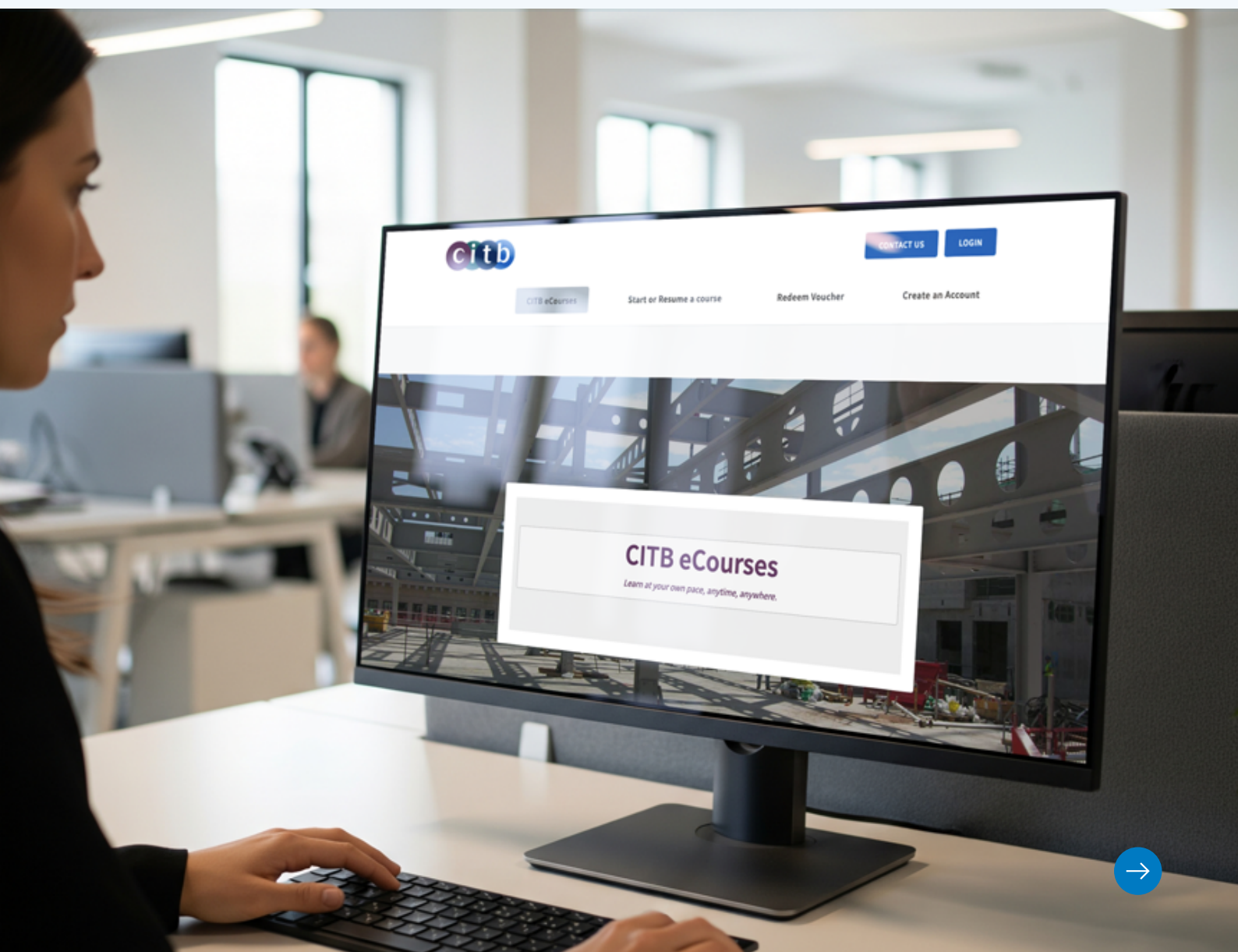


eCourses Business Account Guide

Everything you need to know

Quick Navigation

[Getting started](#)[Purchasing voucher](#)[Supporting learners](#)[Managing training activity](#)[Need help?](#)[Troubleshooting](#)[FAQs](#)

Overview

An eCourses Business Account enables organisations to purchase digital course vouchers and distribute them to learners within their workforce. It also provides visibility of learner progress and access to completed certificates.

Use this guide as a step-by-step journey or dip into sections as needed.

Getting Started

Before you can begin purchasing vouchers or supporting learners, you'll need to set up your **Business Account**.

A Business Account is designed for organisations who want to:

- Buy paid course vouchers
- Give voucher codes to learners
- Track progress and completion.



It cannot:

- Assign courses directly
- Access course content
- Manage free courses.



Use your Business Account to:

- Buy vouchers
- Share voucher codes
- Track learner progress
- Download certificates.



A learner account allows learners to:

- Redeem vouchers and purchase courses
- Complete course content
- Book their own exam
- Access Free eCourses.

If you need
to take a course
yourself, choose a
Learner Account
instead



Setting up your Business Account

To complete the registration form you will need



Business details

- Business name and registered address
- Business Registration Number (GOV.UK/HMRC).



Main contact details

This will be the administrator for your account

- Name
- Date of birth
- Address (business/postal — not personal)
- Mobile number
- Shared organisational email address (recommended) - this becomes your **Username**.



You'll create a password during registration.



Check everything carefully — changes later can only be made by contacting Support.

At a glance

- ✓ Register your Business Account
- ✓ Confirm admin details and sign in with a shared organisational email to enable purchasing and tracking.

Passwords & Email Guidance

Each account needs its **own unique email address**, this means that an email used for a Learner Account cannot be reused for a Business Account.

Wherever possible, use a **shared organisational email**, such as training@company.co.uk.

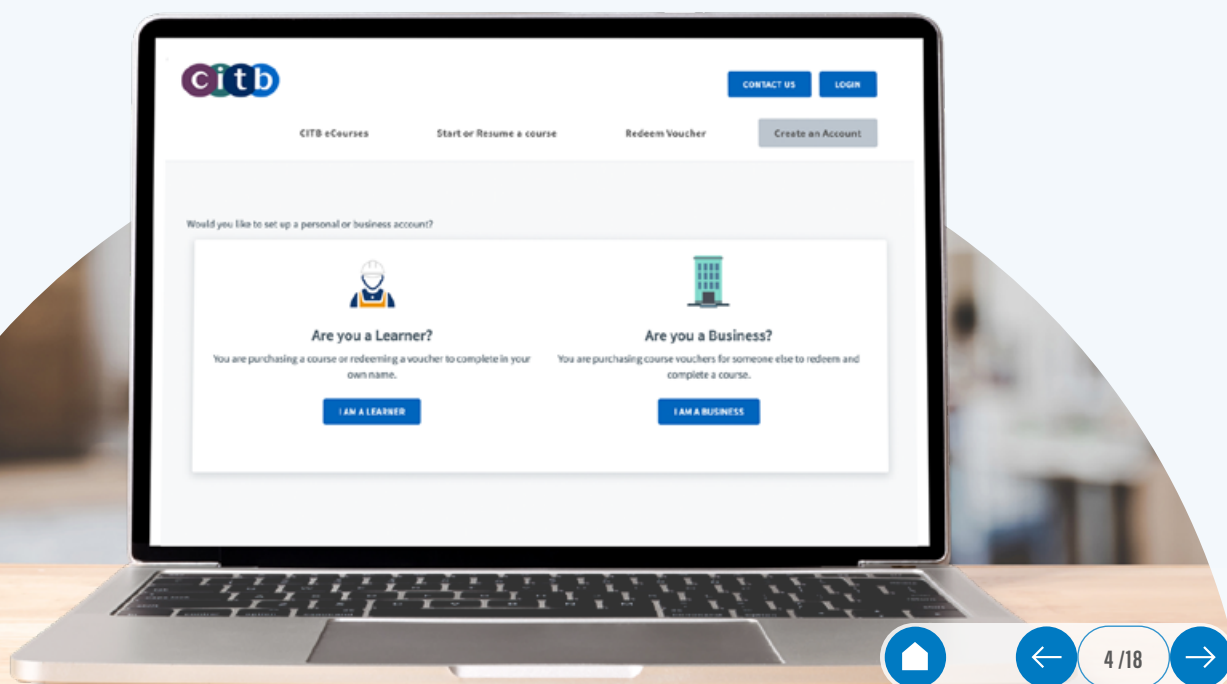
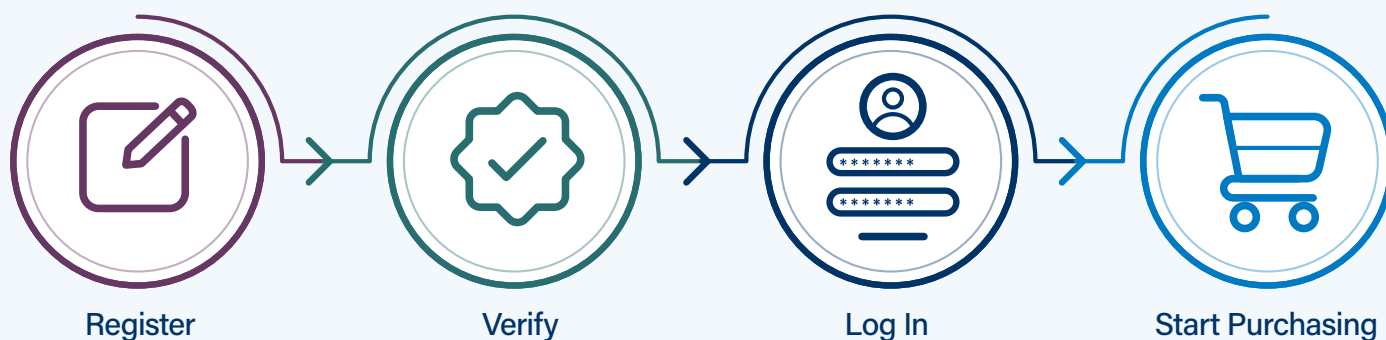
This ensures

- Multiple authorised staff can access the account
- Access isn't lost if someone leaves
- Your training processes remain uninterrupted.



If you forget your password, use the **Forgot Password** link on the login page.

Account Setup Journey



Purchasing eCourse vouchers

Your Business Account gives you access to paid CITB eCourses through vouchers. This section walks you through browsing courses, buying vouchers, and accessing your receipts and voucher codes.

Browsing courses

From the left hand menu, open **Course Catalogue** to see all available courses.

Selecting a course opens its information page, which includes:

- Overview
- Modules
- Exam information
- Technical requirements
- Additional notes.

This helps ensure you choose the correct course for your learners.

Eligibility to consider before buying

CITB eCourses are funded through the UK Levy and support the UK construction industry. Before purchasing vouchers check your learner is eligible.

Learners must have:

- A UK National Insurance number
- A UK address.



Checking this beforehand prevents voucher issues later.

Buying vouchers

When you've identified the correct course for your learner, open the **Course Details** page and click **Buy Vouchers**.

You'll then:

- Enter the number of vouchers you want for the chosen course
- Proceed to checkout
- Enter payment details
- Complete the purchase.

If payment is successful, the system confirms your purchase and adds a **My Receipts** section to your menu.

If you encounter an error, contact: ecourses@ecourses.citb.co.uk

Purchasing eCourse vouchers

Adjusting your basket before checkout

Before you checkout you can:

- Change quantities by updating the number shown
- Remove unwanted items using the **Remove** option
- Refresh your basket to see updated totals.

After you've bought your vouchers

Receipts & Voucher Codes

The **My Receipts** area stores everything related to your purchases.

Here you can:

- **Download** receipts
- **Request** refunds (conditions apply)
- **Access** voucher codes to **share with your learners**
(voucher codes will also be included in the purchase confirmation email)
- **Check** who redeemed each voucher and when
- **See** voucher **status** at a glance.

Refund Policy

Refunds can be requested only if:

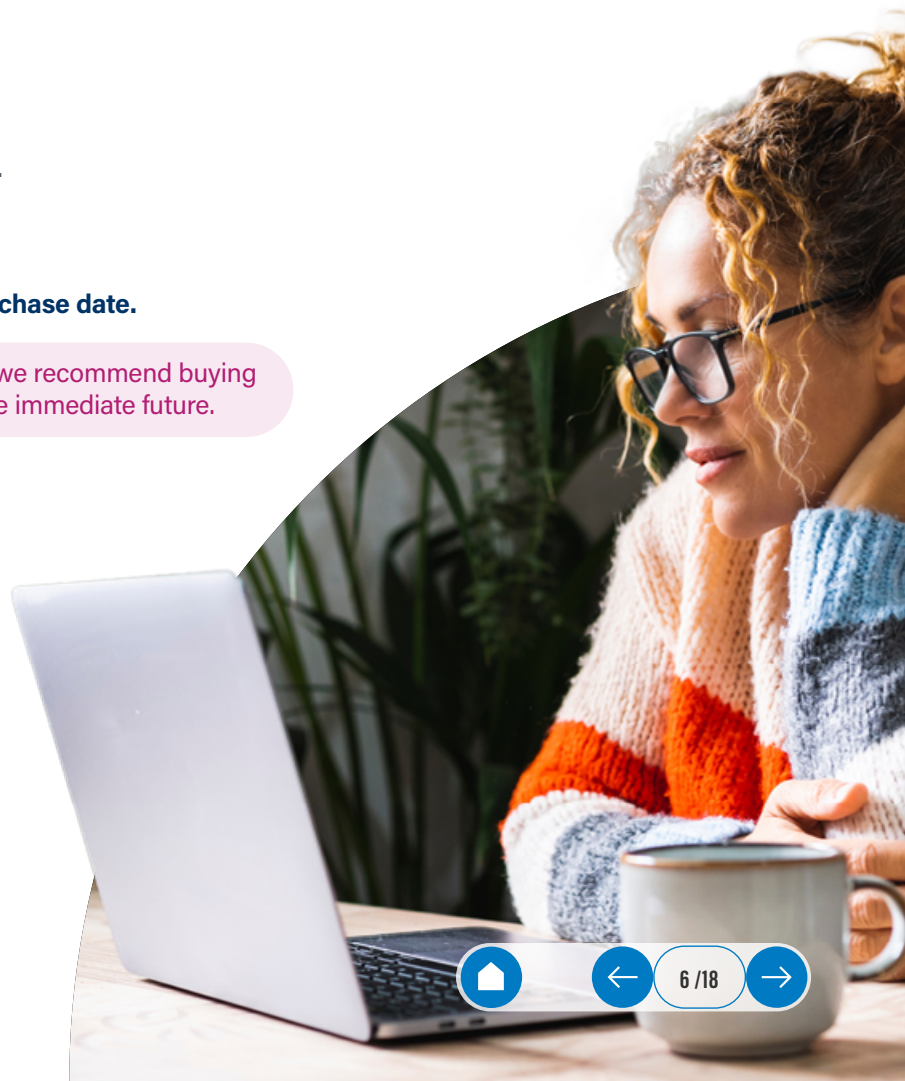
- A voucher has **not** been redeemed
- 28 days or less have passed since purchase.

Voucher Expiry

Vouchers remain valid for **12 months from the purchase date**.



To avoid expiry impacting your learner, we recommend buying only as many as you expect to use in the immediate future.



Purchasing eCourse vouchers

Sharing voucher codes with your learners

Vouchers are valid for 12 months, at any point during this time you can share voucher codes for paid courses with your learners.



Each code can only be used once and only for the course selected at time of purchase.

At a glance



Browse the Course Catalogue



Open Course Details



Buy Vouchers

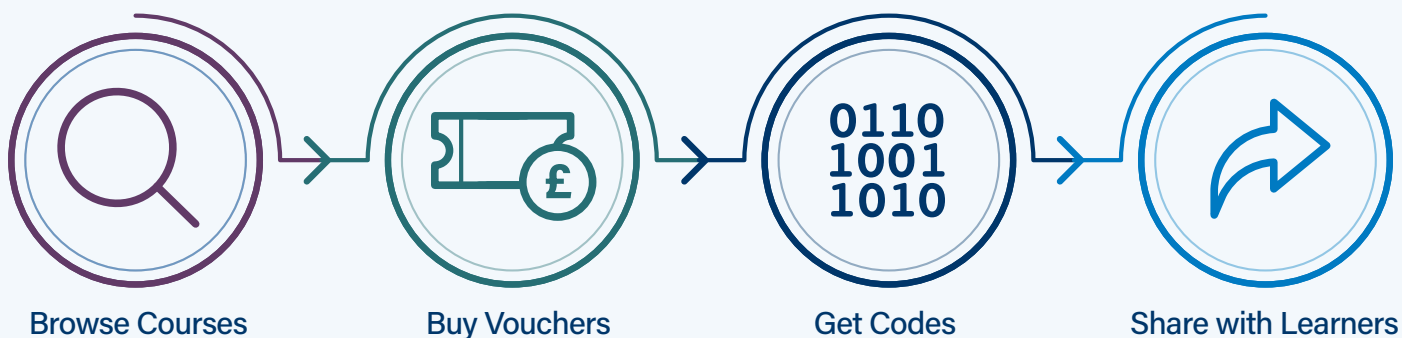


Retrieve codes in My Receipts



Share voucher codes with learners

Purchasing Pathway



Supporting your learners

This section is designed so you can **copy and share** information directly with your learners or team. It explains how learners redeem vouchers and what they need to do to complete a course.

How to redeem a voucher (share this with your learners)

Your learners can redeem their voucher by:

- Logging into their **Learner Account** (or creating one if new)
- Opening the **Course Catalogue**
- Selecting the relevant course
- Choosing **Course Details**
- Clicking **Have a voucher code? Use it now**
- Entering:
 - Their voucher code
 - Your CITB Levy registration number (if applicable).



Once completed, their course appears on their dashboard ready to begin

Completing the course

The course can be completed at a pace that suits the learner. Learners can start and stop at any time. When they finish all modules, their status will update to Course Completed.

Booking the exam

To receive a certificate, learners must complete an end of course exam.

Important points:

- Exams can only be booked from the learner's account, not the Business Account
- Learners can choose between:
 - An online exam
 - A test centre exam
- Booking options appear after they complete the course.



Please Note: Exams **cannot** be taken using a mobile phone or tablet – see technical requirements in Course Details.



Supporting your learners

Downloading the certificate

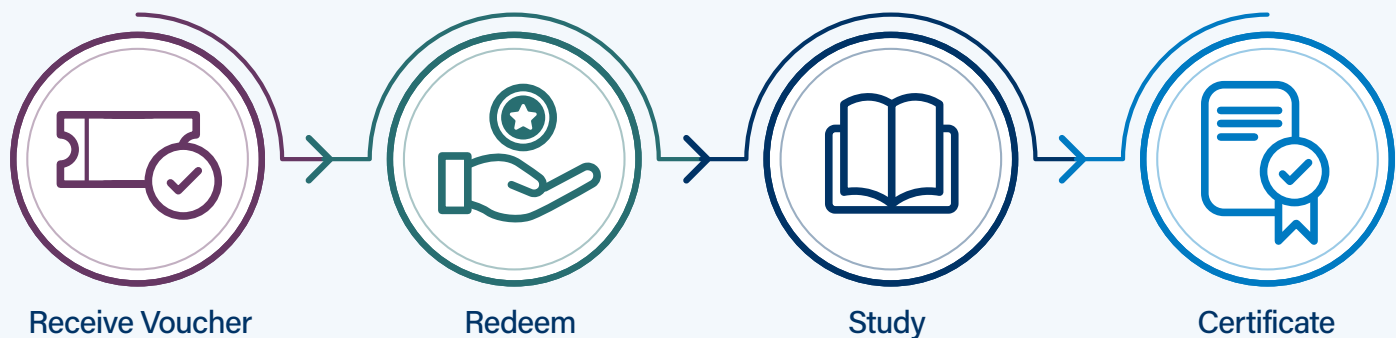
Once the exam has been successfully completed the **Download Certificate** option will appear on the Learners dashboard.

! You will also be able to download their certificate should you need to. To access it go to Manage Users and open the learner's Summary tab.

At a glance

- | | |
|--|-----------------------------|
| ✓ Sign in (Learner Account) | ✓ Start learning |
| ✓ Select the correct course | ✓ Complete the course |
| ✓ Choose "Have a voucher code?" | ✓ Take the exam |
| ✓ Enter the code (and Levy number if applicable) | ✓ Download your certificate |

Learner Pathway



Accessing Free eCourses

Business Accounts cannot manage or assign free courses.

If a learner wants to take a free course, they simply:

- Log into their Learner Account or Create an account
- Select the free course they want to study and click **Add Free Course** – it will then appear on their dashboard
- Start studying.

Managing your organisation's training activity

This section helps you keep track of progress, understand learner activity, and ensure your purchased vouchers are used effectively.

Viewing learner information

Open **Manage Users** from the menu to see all learners who have redeemed vouchers.

Selecting a learner's name shows:

- Their progress
- Their status (Not Started / Started / Course Completed).

This gives you an immediate snapshot of how your learners are progressing.

Understanding course statuses

- **Not Started** - learner has redeemed their voucher but not opened the course
- **Started** - learner has begun working through the content
- **Course Completed** — learner has completed the course (but may still need to take the exam)

Certificates

Certificates become available once a learner has:

- Completed all online learning, and
- Passed the end of course exam

From **Manage Users**, open a learner's **Summary** tab to download their certificate. They can also download it from their own account.

Managing your organisation's training activity

Ongoing Business Management

It's helpful to regularly check your account to:

- Monitor voucher redemption
- Track learner progress
- Download certificates
- Ensure vouchers are used before expiry.

! Regularly checking your account helps maintain compliance and ensures training investment is fully utilised.

At a glance

- ✓ Use **Manage Users** to view progress and statuses (Not Started / Started / Course Completed).
- ✓ Certificates are available after the learner passes the exam.
- ✓ Regularly check your account to ensure vouchers aren't wasted.

Management Pathway



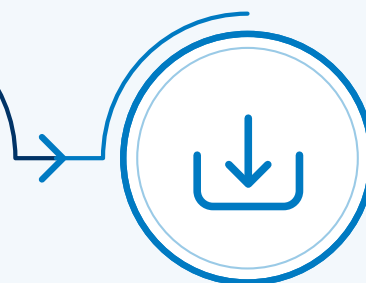
View Learners



Track Progress



View Status



Download Certificates

Troubleshooting

Logging in

Issue: I can't log in to my Business Account

Try this:

- Check you're using the **Business Account email**, not a Learner Account email
- Make sure you're logging in as **business user**
- Make sure your email is unique to the Business Account
- Select **Forgot Password** if you're unsure of your login details.

Voucher code issues

Issue: A learner can't redeem their voucher

Check the following:

- The learner is logged into their **Learner Account**, not the Business Account
- They have selected the **correct course** before entering the voucher code
- The voucher code was typed exactly as shown
- The learner meets UK eligibility:
 - ☐ Valid **UK National Insurance number**
 - ☐ **UK address**

If the code still doesn't work, verify the voucher status in **My Receipts**.

Missing voucher codes

Issue: I purchased vouchers but can't find the codes

Solution:

- Open **My Receipts** in your Business Account menu
- Locate the latest purchase — codes will be listed under the **Actions** column
- If no receipts appear, refresh the page or log out and back in.

Learner progress not showing

Issue: I can't see my learner's progress

Note: Progress only starts tracking once the learner has opened the course content. As soon the voucher is redeemed status will show as **Not Started**.

Check:

- Has the learner **redeemed** their voucher
- Have they selected the **correct** course
- Have they logged into their **own account**.

Troubleshooting

No certificate available

Issue: A certificate isn't showing for my learner

Confirm:

- The learner has **completed the course** (Course Completed status)
- They have **booked and passed** the end of course exam (online or test centre).

Certificates only appear after both steps are complete.

Basket or Purchasing Issues

Issue: I can't update quantities or remove items

Try:

- Update quantities by editing the number and selecting **Update Basket**
- Remove items using the **Remove** checkbox, then **Update**
- If the page doesn't refresh, reload the browser.

Issue: Payment won't complete

Check:

- All card details are correct
- The billing address matches the card
- The browser hasn't auto filled incorrect fields.

If an error message appears, contact ecourses@ecourses.citb.co.uk

Learners Can't Book Exams

Issue: Learner can't book their exam

Clarify:

- Exams can **only** be booked from **the learner's account** dashboard
- The exam option appears **after** completing the full course.

Need help?

If you have any questions, need assistance, or require account changes, the support team is here to help:

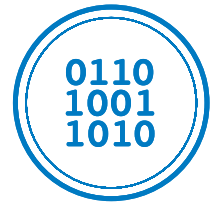
Contact us at:
ecourses@ecourses.citb.co.uk



Frequently Asked Questions

How to use this section

This section answers the most common questions about using an eCourses Business Account. You can read through the full list or use the links below to jump straight to the topic you need. Some answers can also be shared directly with your learners where appropriate.

[Account access and set-up](#)[Buying vouchers and eligibility](#)[Receipts and voucher codes](#)[Learners and voucher redemption](#)[Progress, exams and certificates](#)

Frequently Asked Questions

Account Access & Set Up

Why can't I log in to my Business Account?

Ensure you are using the **Business Account email** (ideally a shared organisational address), not a personal or learner email. If needed, select **Forgot Password**.

Click **Login as Business user**.

Why can't I use my Learner Account email to set up a Business Account?

Each eCourses account requires a unique email. One email cannot hold both a Business and a Learner profile.

How do I recover my password?

Use **Forgot Password** on the Business Login page and follow the on screen instructions.

Can multiple colleagues share access to our Business Account?

Yes, if you use a shared organisational email.

Additional user logins cannot be added separately.



Buying Vouchers & Eligibility

Do I need to check anything before buying vouchers?

Yes, you should check that learners have a UK National Insurance number and UK address to meet eligibility requirements.

How long do vouchers last?

All vouchers are valid for 12 months from the purchase date, not the redemption date.

Can a voucher be used more than once?

No. Each voucher code is unique and can only be used to redeem a single course, once.

Can I get a refund if a learner no longer needs the voucher?

Yes, if:

- The voucher has not been redeemed, and
- The purchase was made within the last 28 days.



Frequently Asked Questions

Receipts & Voucher Codes

I've bought vouchers but can't find the codes — where are they?

Voucher codes appear in the **My Receipts** menu, which becomes visible after your first successful purchase. Codes appear with the purchase record under **Actions**. (voucher codes will also be included in the purchase confirmation email)



Learners & Voucher Redemption

Why is my learner unable to redeem their voucher?

Most common reasons:

- They have not selected the correct course before entering the code
- They are trying to redeem inside a Business Account — they must use a Learner Account
- The code contains a typing error
- The learner does not meet UK eligibility requirements (UK NI number + UK address).

Will learners see all the courses we've purchased?

No. They only see courses they redeem a voucher for.

Can I give learners access to free courses?

Not through a Business Account.

Learners must create their own Learner Account and enrol directly in free courses.

Can my learners use a tablet or mobile phone to complete the course?

We recommend that learners use a desktop computer, laptop or standard-sized tablet, not a smartphone to complete the course.

Can my learners use a tablet or smartphone to take their exam?

No. To take the end of course examination online, you can only use a desktop computer or laptop – see course Technical requirements.



Frequently Asked Questions

Progress, Exams & Certificates

Why can't I see progress for a learner who has started their course?

Progress only appears after a learner has redeemed their voucher and begun the online content. If you still cannot see progress, confirm the learner used the correct voucher code.

Can I book an exam for my learner?

No. Exams can only be booked from the learner's own dashboard after completing the course.

Why is there no certificate showing for my learner?

Certificates only appear once a learner has:

- Completed the course, and
- Passed the end of course exam.



Need help?

If you have any questions, need assistance, or require account changes, the support team is here to help:

Contact us at:
ecourses@ecourses.citb.co.uk

