



English courses  
Age 6–17

# Learning Hub Parent and Guardian Guide 2024

## **About this guide**

**Welcome to this introduction to the ‘new’ Learning Hub, where your child can improve their English online as part of their British Council course.**

**With the help of the learning hub your child will be able to:**

- **do English activities**
- **play educational games**
- **participate in forums**
- **share some of their work with you, because you will also have access to the platform**

**This guide will help you and your child to log in to the platform to benefit from this feature of the course.**

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# **The Learning Hub platform**

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**How do I get my log-in details for me and my child?**

**Put your  
country's  
message for  
logins here!**

# Where do my child and I log-in?

All students and guardians can log-in at the same address:

This is <https://learninghub.britishcouncil.org/d2l/login>

BRITISH COUNCIL | Learning Hub

Welcome to the Learning Hub!

Log in to access your **Primary Plus** or **Secondary Plus** courses.

Username (e.g. GB123456 for child, or email address for parent/guardian) \*

Password \*

Log In

[Create new password](#)

Help

The first thing you need to do is to 'create a new password' by clicking here

# How do I create a new password?

To create a new password, put your username or the username of your child (these are in your welcome email). You will need to do this for each account. The press 'submit'.

https://learninghub.britishcouncil.org/d2l/lp/forgotPassword/forgotPassword.d2l

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## Create new password

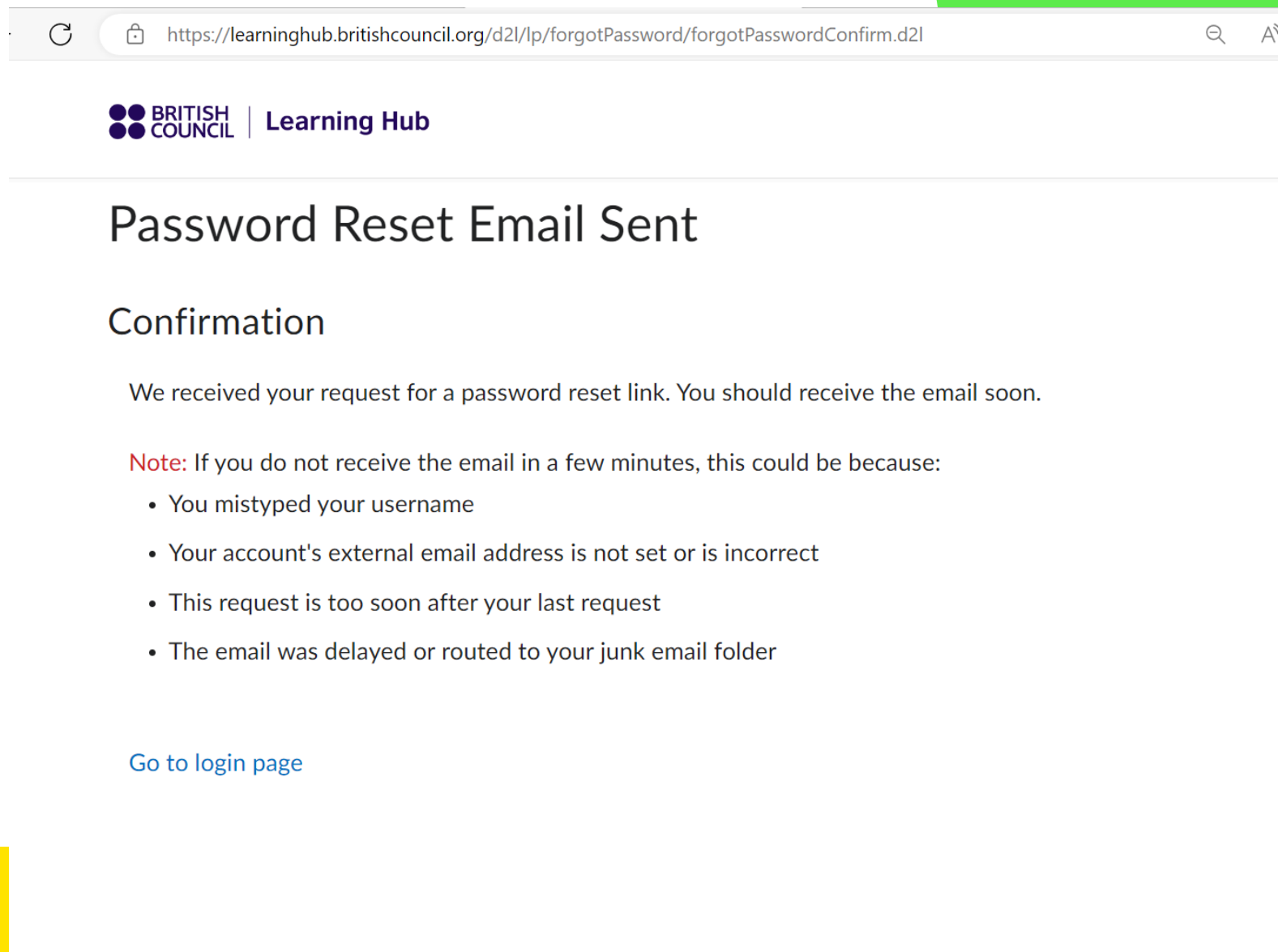
For students enter the child's username (e.g GB123456) below, and we will send a password reset link to the parent's or guardian's email address associated with the username. For parents, enter your own email address below, and we will send a password reset link to your email address.

Username (e.g. GB123456 for child, or email address for parent/guardian)\*

**Submit** Cancel

# Where can I find my new password?

You will then see this message, which tells you the new password will be sent to **your email address** (it does not go to your child's email). Please remember that you need to do this for you and for each of your children. If you forget your password, you can get a new one by following the same path that you used to 'create a password'

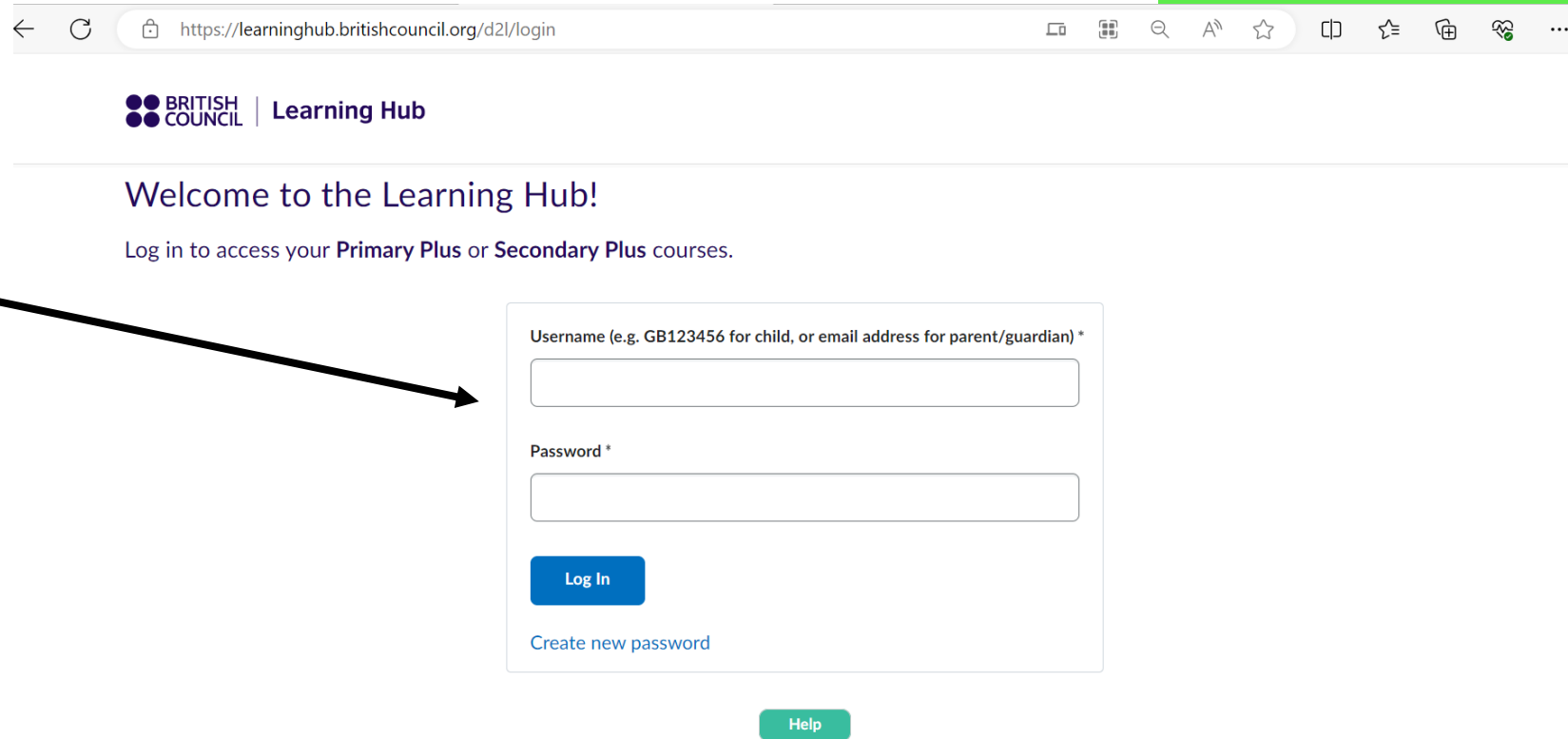


The screenshot shows a web browser window with the URL <https://learninghub.britishcouncil.org/d2l/lp/forgotPassword/forgotPasswordConfirm.d2l>. The page header includes the British Council logo and the text "Learning Hub". The main heading is "Password Reset Email Sent". Below this is a section titled "Confirmation" with the text: "We received your request for a password reset link. You should receive the email soon." A "Note" follows, stating: "If you do not receive the email in a few minutes, this could be because:" followed by a bulleted list of reasons: "You mistyped your username", "Your account's external email address is not set or is incorrect", "This request is too soon after your last request", and "The email was delayed or routed to your junk email folder". At the bottom of the page, there is a blue link that says "Go to login page".

# How do my kids log in?

Please ensure your child knows their username and password.

They can go to <https://learninghub.britishcouncil.org/d21/login> and sign in.



The screenshot shows a web browser window with the URL <https://learninghub.britishcouncil.org/d21/login>. The page header includes the British Council logo and the text "Learning Hub". Below the header, it says "Welcome to the Learning Hub!" and "Log in to access your Primary Plus or Secondary Plus courses." The main content area contains a login form with two input fields: "Username (e.g. GB123456 for child, or email address for parent/guardian) \*" and "Password \*". Below the fields is a blue "Log In" button and a link for "Create new password". A green "Help" button is located below the login form. A black arrow points from the text in the green box to the username input field.



# What does my child see?

Your child's course

My Home

Welcome to the Learning Hub!

My Courses ▾



Secondary Plus  
(Content and Forum  
Testing)  
Ends April 30, 2024 at 12:00  
AM

Student Guardian News Feed ▾

Latest Posts

There's nothing here just yet.  
This is where you'll find  
assignments,  
announcements, lessons and  
other resources. Check back  
soon!

My Home

Welcome to the Learning Hub!

My Courses



Primary Plus (Content  
and Forum Testing)  
Ends April 30, 2024 at 12:00  
AM

[View All Courses \(1\)](#)

News Feeds

Latest Posts



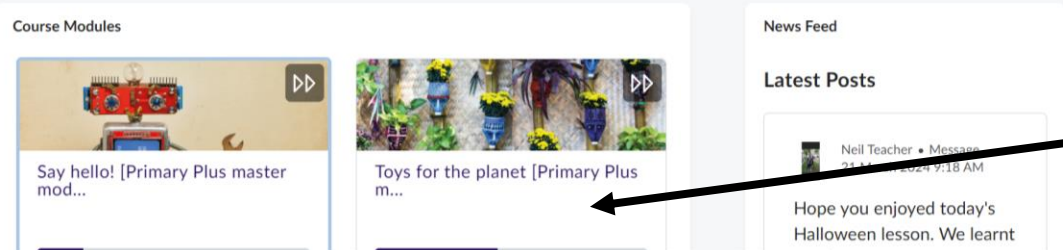
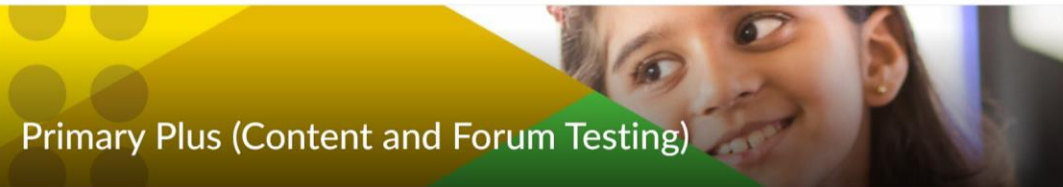
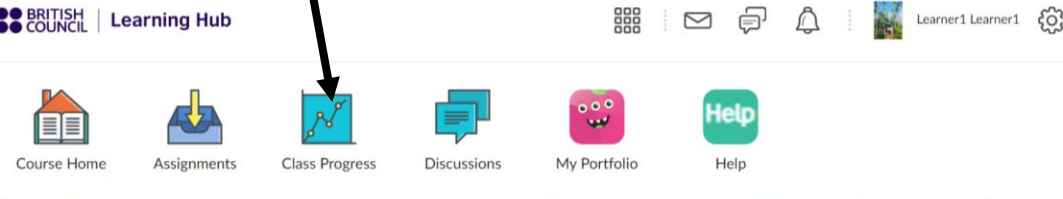
Paul Buensuceso  
Message  
30 January 2024 12:46 PM

Test - enrol please

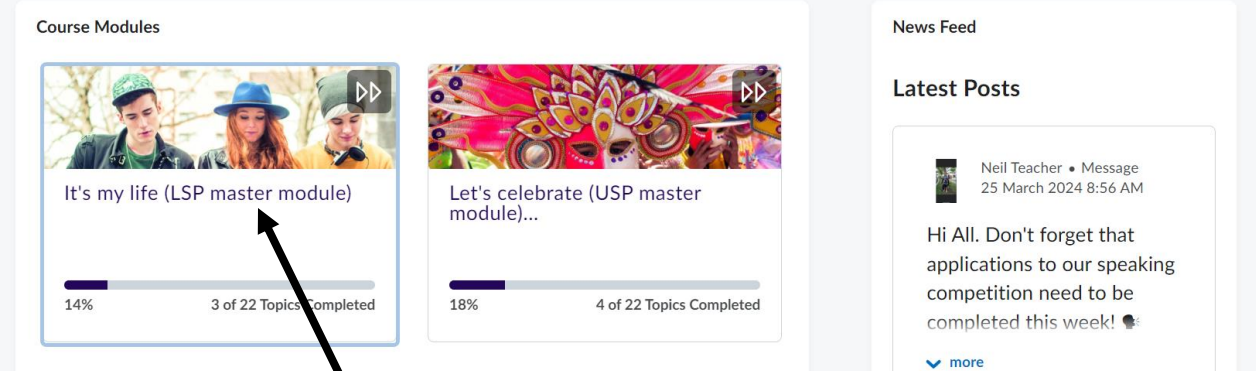
Updates from the  
teaching centre

# What can my child do?

Access assignment, progress, discussions and help



Course Home Assignments Class Progress Discussions My Portfolio Help



Access activities and educational games

# What can parents/guardians see in their account?

When you log in you will see a panel for each of your children. Click on a child's name to view more

You will also get updates and notifications from the British Council.

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Hi Neil! Engage in your child's learning journey. Start by selecting a child.

Learner	Overdue Work	Upcoming Work	Recent Grades
Learner1 Learner1	0	0	0
Learner3 Learner3	0	0	1
Learner2 Learner2	0	0	1

**Please note** that course materials – magazines – are accessible only by students

# What can parents/guardians see in their account?

Learner3 Learner3

## Learner3's Work To Do



2 weeks clear!

Learner3 has no activities with due or end dates available.

[View all work](#)

## Recent Grades

1

- 2. The Shadow Play 25 %  
Primary Plus (Content and Forum Testing)

[View all grades](#)

## Portfolio Items



How pets change our lives!

Collected 07 March 2024 3:28 PM

[View all portfolio items](#)

## Latest Posts



Neil Teacher posted to Primary Plus (Content and Forum Testing)  
Message • 21 March 2024 9:18 AM

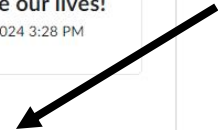
Hope you enjoyed today's Halloween lesson. We learnt words you can use to describe how you feel at Halloween and planned a fabulous Halloween party.



Any work to do before the next class



Your child's completed work



Latest news



# How can I ask for help?

https://learninghub.britishcouncil.org/d2/login?logout=1

BRITISH COUNCIL | Learning Hub

Welcome to the Learning Hub!

Log in to access your **Primary Plus** or **Secondary Plus** courses.

Username (e.g. GB123456 for child, or email address for parent/guardian) \*

Password \*

Log In

[Create new password](#)

Help

For technical help, please press the 'help' button

BRITISH COUNCIL

[About us](#) [House rules](#) [Privacy and cookies](#) [Freedom of information](#) [Terms of use](#) [Technical requirements](#)

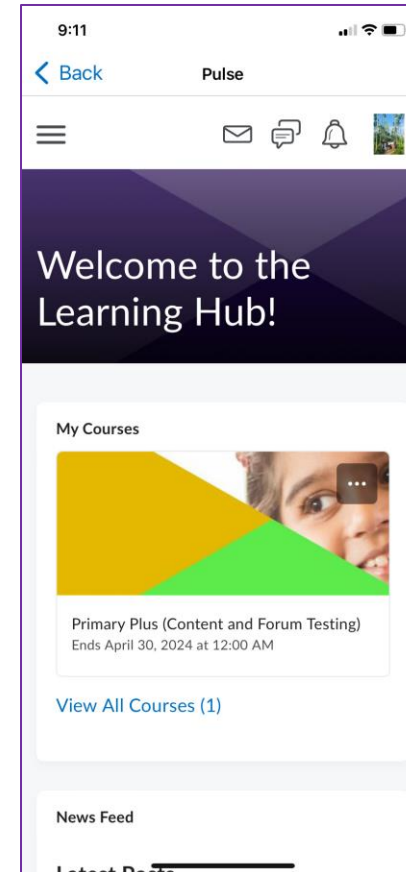
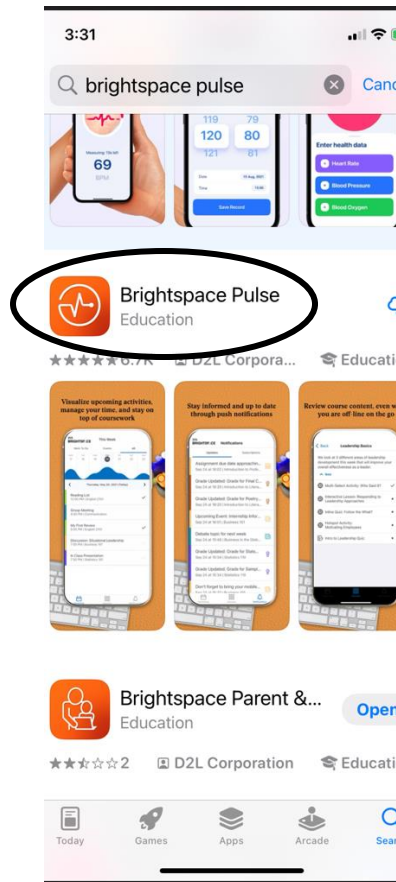


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# The Learning Hub App

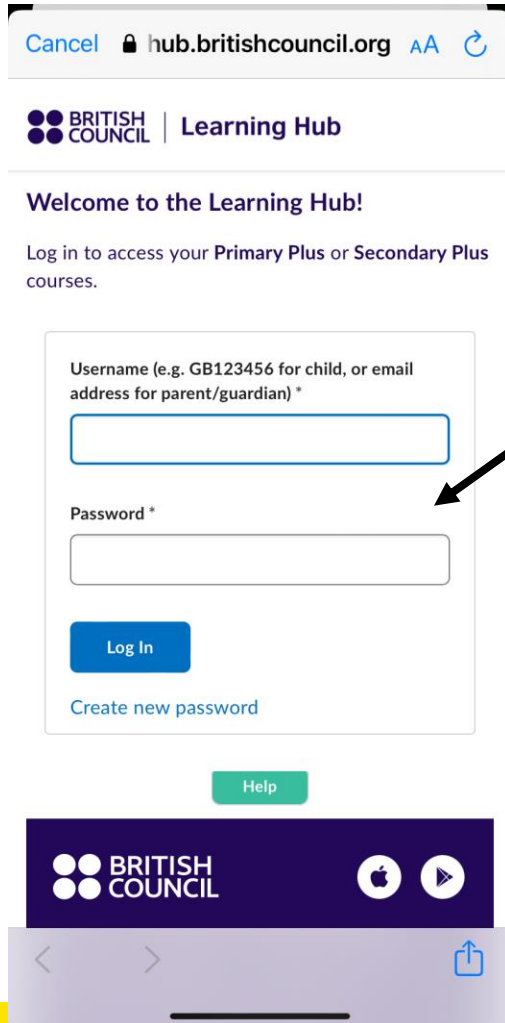
# Can my child do this on their phone or tablet?

Simply download the app 'Brightspace Pulse' app from Play Store/ App Store to your child's phone or tablet



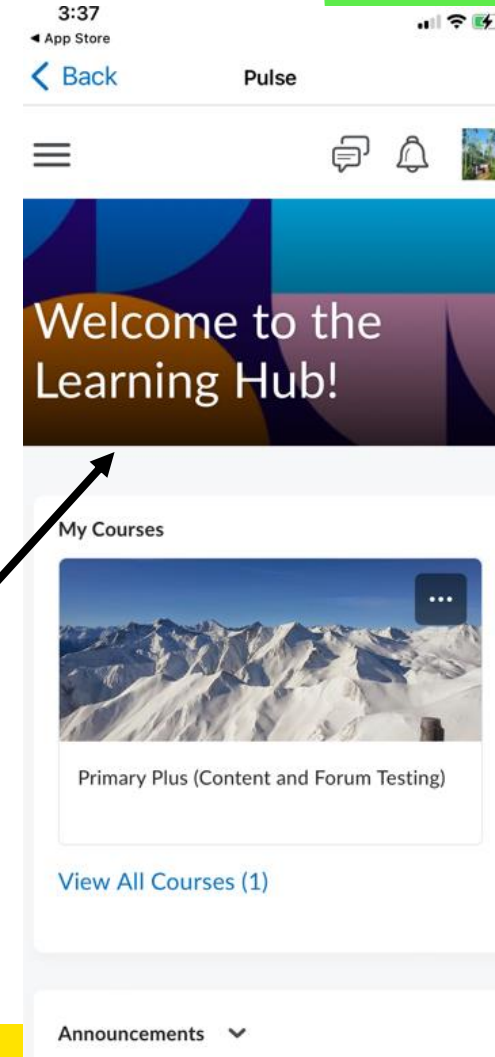


# How does my child log into their account on the app?



Your child only needs to log in once, using the same username and password as the website

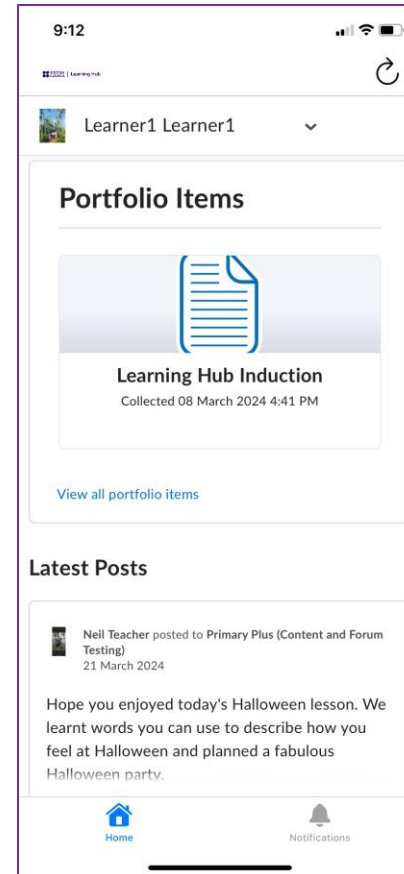
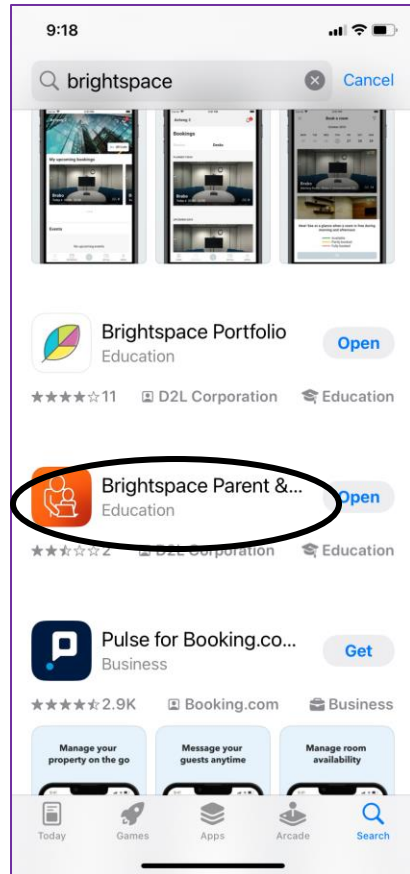
Once they have logged in they get full access to all of their online activities.



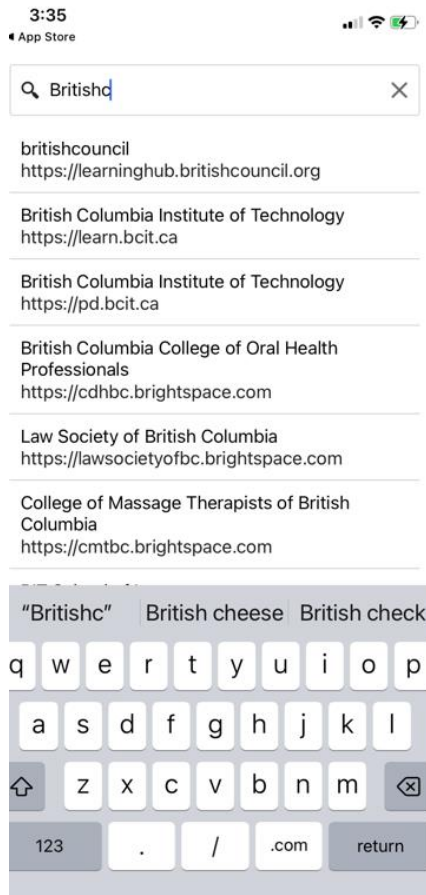


# What about parents/ guardians?

Download the app  
**'Brightspace  
Parent &  
Guardian Pulse'**  
app from Play  
Store/ App Store  
to your phone or  
tablet



# How can we find my child's course on the app?



In the search box, type in Britishcouncil and then click on the <https://learninghub.britishcouncil.org> line.