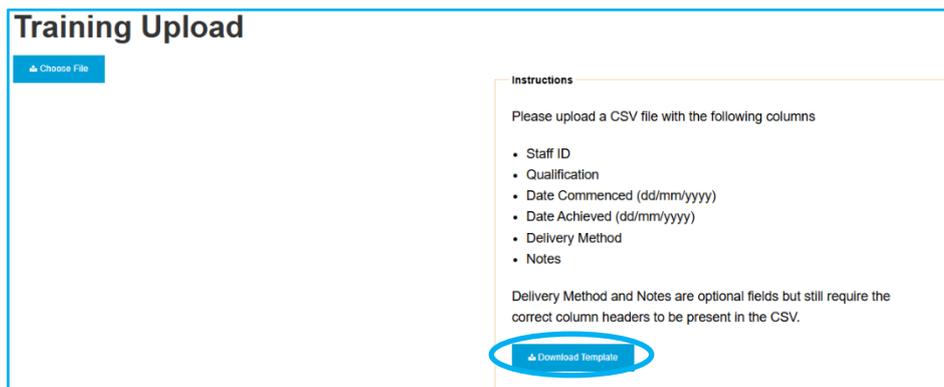# training bulk upload guide.

Training can be uploaded in bulk to CoolCare, allowing to update multiple training entries on multiple staff with a single upload. To do this, you'll need to access CoolCare at **group** level, which can only be done if you have access to all the homes in your system. Click the home name in the top right of CoolCare and select **Group** at the top of the list. From there, there will be a new option under the **Staff** section called **Training Upload**.
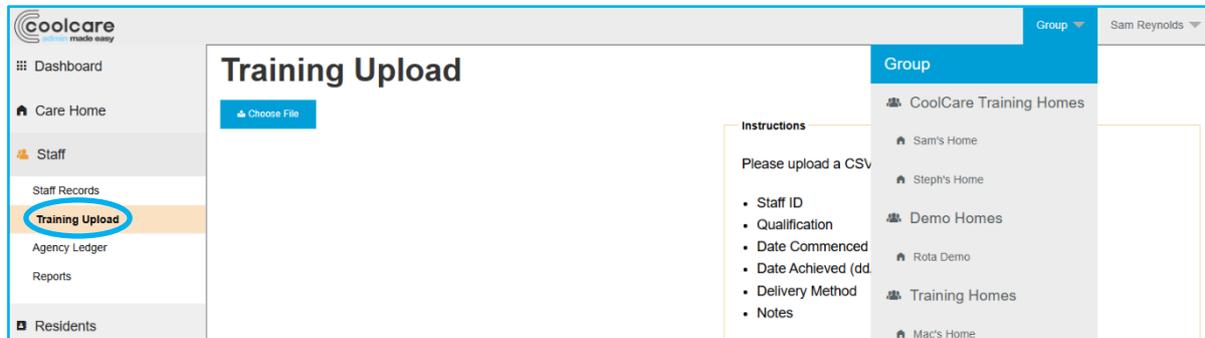


The bulk upload page includes an upload template you can download from CoolCare and fill out with the details of each receipt.



## bulk upload template.

The template is a CSV file with the required headers added as well as some demo data to show you how to fill it in. The required details are:

- Staff ID – the staff member this training is for
  - You can find the staff ID by opening the staff record and checking the webpage URL, the ID will be the number found there.
- Qualification – the name of the training course
- Date Commenced – the date the staff member began the training
- Date Achieved – the date the training was complete; this can be the same as the date commenced
- Delivery Method – how the training was done, e.g. in person or online
- Notes – any additional information relating to this training

| | A | B | C | D | E | |
|---|---|---|---|---|---|---|
| 1 | Staff ID | Qualification | Date Commenced | Date Achieved | Delivery Method | Notes |
| 2 | 48 | Dementia Awareness | 27/03/2026 | 27/03/2026 | Face to Face | |
| 3 | 48 | Fire Drill Participation | 27/03/2026 | | Face to Face | |
| 4 | 48 | Nutrition & Wellbeing | 27/03/2026 | 27/03/2026 | Face to Face | |
| 5 | 48 | | 27/03/2026 | 27/03/2026 | Face to Face | |
| 6 | 48 | Health & Safety | 27/03/2026 | 27/03/2026 | | |
| 7 | 48 | Safeguarding | 27/03/2026 | 27/03/2026 | Face to Face | |
| 8 | 48 | Fire Safety | | 27/03/2026 | Face to Face | |

Once the template is filled out, you can save it and upload that file to CoolCare.

## uploading the training.

On the bulk upload page, use the **Choose File** button to select your completed template and upload the receipts. You'll be taken to the **Preview Uploaded Data** page.

### Training Upload

**Preview Uploaded Data**

| Staff ID | Qualification | Date Commenced | Date Achieved | Delivery Method | Notes |
|---|---|---|---|---|---|
| 48 | Dementia Awarenes | 27/03/2026 | 27/03/2026 | Face to Face | |
| 48 | Fire Drill Participation | 27/03/2026 | | Face to Face | |
| 48 | Nutrition & Wellbeing | 27/03/2026 | 27/03/2026 | In Person | |
| 48 | | 27/03/2026 | 27/03/2026 | Face to Face | |
| 48 | Health & Safety | 27/03/2026 | 27/03/2026 | | |
| | Safeguarding | 27/03/2026 | 27/03/2026 | Face to Face | |
| 48 | Fire Safety | | 27/03/2026 | Face to Face | |

« ‹ 1 / 1 (7) › »

**⬆ Upload**

On here you can see a preview of the training to be uploaded, and double check it for any potential errors. If you're happy with the data and wish to proceed, you can click the **Upload** button at the bottom of the list. It will then attempt to upload the data and present any errors.

### Training Upload

✔ **Success** - 1 Training records uploaded.

❗ **Warning** - 1 Training records skipped.

⚙ Show Skipped ▾

✖ **Error** - 5 Training records failed.

| Staff ID | Qualification | Date Commenced | Date Achieved | Delivery Method | Notes |
|---|---|---|---|---|---|
| 48 | Fire Drill Participation | 27/03/2026 | | Face to Face | 🗑 |
| 48 | | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |
| 48 | | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |
| 48 | Nutrition & Wellbeing | 27/03/2026 | 27/03/2026 | | 🗑 |
| 48 | Fire Safety | | 27/03/2026 | Face to Face | 🗑 |

**⬆ Retry Errored**

coolcare
admin made easy

T +44 (0) 113 385 3853
W coolcare.co.uk
E info@coolcare.co.uk

On this page you can correct any errors in the data and retry the upload. The upload will skip upload of any records that are missing a Staff ID; this will need correcting on the CSV to be re-uploaded. Fill in any missing fields and select **Retry Errored** to try the upload again.

| Staff ID | Qualification | Date Commenced | Date Achieved | Delivery Method | Notes |
|----------|---------------|----------------|---------------|-----------------|-------|
| 48 | Fire Drill Participation | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |
| 48 | Dementia Awareness ▾ | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |
| 48 | ▾ | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |
| 48 | Nutrition & Wellbeing | 27/03/2026 | 27/03/2026 | Face to Face ▾ | 🗑 |
| 48 | Fire Safety | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |

**⬆ Retry Errored**

You'll be able to preview the data and try the upload again, which will then show you if there are any remaining errors.

## Training Upload

✔ **Success** - 4 Training records uploaded.

✖ **Error** - 1 Training records failed.

| Staff ID | Qualification | Date Commenced | Date Achieved | Delivery Method | Notes |
|----------|---------------|----------------|---------------|-----------------|-------|
| 48 | ▾ | 27/03/2026 | 27/03/2026 | Face to Face | 🗑 |

**⬆ Retry Errored**

You can repeat this as much as you need to until all the training is successfully uploaded. Once uploaded, the staff records will be updated with the new training added.

## Current Training

**+ Insert**   **▼ Filter**

| Qualification | Date Achieved | Type | Expiry Date | Training Booked | |
|---------------|---------------|------|-------------|-----------------|---|
| Test Course | 06/03/2025 | Mandatory | 06/03/2026 | | 🗑 |
| Safeguarding | 11/12/2024 | Additional | 11/12/2025 | | 🗑 |
| MCA & DoLS Awareness | 21/11/2025 | Mandatory | 21/11/2026 | | 🗑 |
| Fire Drill Participation | 27/03/2026 | Mandatory | 27/03/2027 | | 🗑 |
| Dementia Awareness | 27/03/2026 | Mandatory | 27/03/2027 | | 🗑 |
| Fire Safety | 27/03/2026 | Mandatory | 27/03/2027 | | 🗑 |
| First Aid Awareness | 15/01/2026 | Mandatory | 15/01/2028 | | 🗑 |
| Equality and Diversity | 15/07/2025 | Mandatory | 15/07/2028 | | 🗑 |
| Infection | 31/07/2025 | Mandatory | 31/07/2028 | | 🗑 |
| Food Hygiene | 28/11/2025 | Mandatory | 28/11/2028 | | 🗑 |
| Manual Handling | 12/01/2026 | Mandatory | 12/01/2029 | | 🗑 |
| Moving & Handling of People | 25/02/2026 | Mandatory | 25/02/2029 | | 🗑 |
| Health & Safety | 27/03/2026 | Mandatory | 27/03/2029 | | 🗑 |
| Nutrition & Wellbeing | 27/03/2026 | Mandatory | 27/03/2029 | | 🗑 |