RC PSYCH
ROYAL COLLEGE OF PSYCHIATRISTS

APPTS
ACCREDITATION PROGRAMME
FOR PSYCHOLOGICAL
THERAPIES SERVICES

A Guide to using Knowledgehub

Purpose of this Guide

This guide is designed to help APPTS members get started with KnowledgeHub, our platform for sharing resources, participating in discussions, accessing events, and connecting with other services.

It provides clear, practical steps for signing up, navigating key features, and using the platform safely and effectively.

Whether you are a new member or simply need a refresher, this guide will support you in making the most of KnowledgeHub.

In this guidance you can expect:

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Introduction to KnowledgeHub

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Ground Rules and Expectations

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Signing up To KnowledgeHub

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Using KnowledgeHub

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Troubleshooting

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Best Practice for Using KnowledgeHub

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Ground Rules and Expectations

To keep the group safe, professional, and collaborative, please follow these principles:

Maintain confidentiality in line with organisational and professional principles
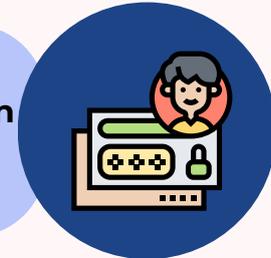
Only upload documents you have permission to share

Your profile information (name, email, job title, service) is visible to other APPTS group members

APPTS cannot reset your password, please keep your login details safe

Posts are visible to all APPTS KnowledgeHub members, including staff from other services and partner organisations
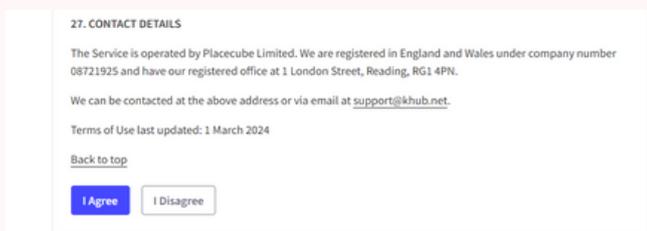
Use respectful, professional language at all time

Signing Up to KnowledgeHub

Step 1 — Create Your Knowledge Hub Account
- Go to www.khub.net.
- Select 'Register' and enter the following:
  - Your full name
  - Your email address
  - Your organisation and job title
  - (This information is required so we can verify you as an APPTS member.)

Step 2 — Verify Your Email
After registering, you will receive an email from KnowledgeHub asking you to confirm your account.

Click the link in the email and enter the verification code (this usually autofills), and accept the Terms of Use.

Step 3 — Find the APPTS Group
- Use the search bar at the top of the page.
- Type "APPTS" and look for the group titled Accreditation Programme for Psychological Therapies.
- Open the group page.

Step 4 — Request to Join
Click Request to Join.
You will be asked to provide a brief description.

 Please include:
- Your job title
- Your service name

Your request will be reviewed and approved by the APPTS team. Alternatively, you can email APPTS@rcpsych.ac.uk to request to join.
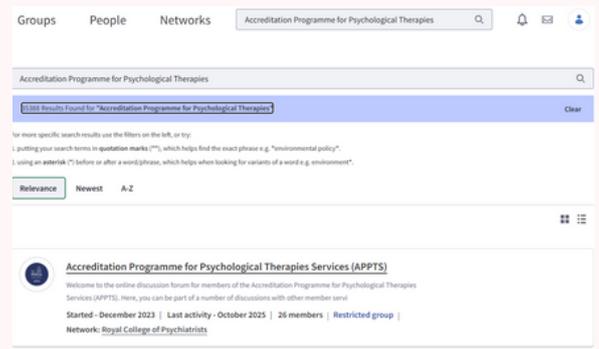

Step 5 — Accessing the Group
Once approved, you will have full access to:
- Discussion forums
- Resource library
- APPTS events
- Member contact information
- Group updates and announcements
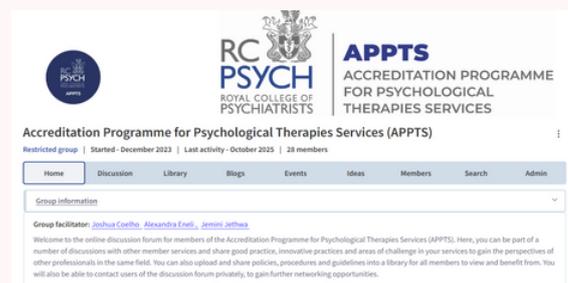
You're now ready to begin using KnowledgeHub.

Using KnowledgeHub

Posting on the Forum

- Visit the Discussion tab to start a post
- Keep your question or topic clear and concise.
- Use keywords to help others find your post later.
- Avoid including identifiable service user information.
- Check existing threads before posting to avoid duplicates.

Finding Events

- Visit the Events tab on the group page.
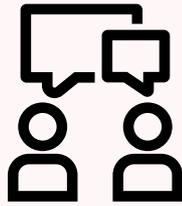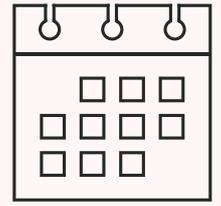- Click on an event to see details, including booking links.
- Check back regularly as new events are added throughout the year.

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APPTS
ACCREDITATION PROGRAMME FOR PSYCHOLOGICAL THERAPIES SERVICES

Accreditation Programme for Psychological Therapies Services (APPTS)

Restricted group | Started - December 2023 | Last activity - October 2025 | 28 members

| Home | Discussion | Library | Blogs | Events | Ideas | Members | Search | Admin |

Group information ⌄

Group facilitator: Joshua Coelho Alexandra Eneli , Jemini Jethwa

Welcome to the online discussion forum for members of the Accreditation Programme for Psychological Therapies Services (APPTS). Here, you can be part of a number of discussions with other member services and share good practice, innovative practices and areas of challenge in your services to gain the perspectives of other professionals in the same field. You can also upload and share policies, procedures and guidelines into a library for all members to view and benefit from. You will also be able to contact users of the discussion forum privately, to gain further networking opportunities.

Using the Library
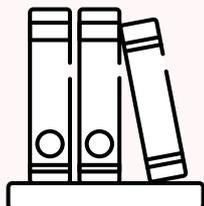
- Use the search bar or browse folders.
- Download files via the three-dot menu.
- When uploading, always set visibility to **Group only**.
- Add tags to help other members locate resources.

Connecting with Members
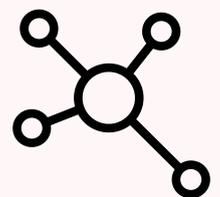
- Use the Members tab to search by name or organisation.
- Click on a member profile to view contact details.
- Only include information on your own profile that you are comfortable sharing.

Troubleshooting

I didn't receive a verification email

- Check your junk or spam folder.
- Add "@khub.net" to your safe-sender list.
- If still missing, request a new verification email from the login page.

I can't upload documents

- Check that the file size is within KnowledgeHub limits.
- Ensure you have selected File Upload within the group library.
- Confirm the document visibility is set to Group.

I forgot my password

- Use the Forgot Password link on the login page.
- APPTS cannot reset your password for you

My request to join hasn't been approved yet

- Approvals can take up to 2 working days.
- Ensure your job title and service name were included in your request description.

I can't find the APPTS group

- Ensure you are searching for "APPTS" or "RCPsych APPTS".
- Confirm you are logged in to your KnowledgeHub account.
- Contact APPTS if the group does not appear.

Data Protection and Privacy
When you join KnowledgeHub, the profile information you choose to provide such as your name, email address, phone number, job title, and service is **visible only to other members of the closed APPTS KnowledgeHub group**. This information is not accessible to the public. You may decide how much contact information to include on your profile.

Please ensure that any documents or posts you share do not contain confidential or identifiable information about service users or staff, and that you have permission from your service before uploading any policies, guidelines, or internal documents.

Best Practice Guide

Communication

- Keep posts clear, respectful, and relevant to APPTS and neuropsychiatric services.
- Use descriptive titles for forum threads to help others locate information.
- Before starting a new thread, check if the topic has already been discussed.

Sharing Resources

- Upload documents only when you have permission from your service to share them.
- Use accurate titles, descriptions, and tags so others can find resources easily.
- Ensure uploaded content does not include confidential or identifiable information.

Engagement

- Respond to questions where you can add value or share relevant experience.
- Use the networking features to connect with colleagues across services.
- Keep your profile up to date so others can contact you if needed.

Professional Conduct

- Maintain confidentiality at all times.
- Follow your organisational policies and professional codes of practice.
- Avoid posting anything that may compromise service user privacy or organisational integrity.

Staying Updated

- Check the Events and Library tabs regularly.
- Turn on notifications for discussions you follow.
- Contact the APPTS team if you need support or spot an issue within the group.