e-learning FAQ's

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1. Learners

1.1 - How do I reset a knowledge test for a learner?

1. Click on 'Dashboard'
2. Click 'Knowledge Test' on your dashboard
3. Click 'Select Course' and search for the course which needs resetting for the learner
4. You will then see a list of learners which have started this particular course and a reset tab to click on
5. Click the 'reset tab' this will then reset the test for the learner

1.2 - How do I create or add learners onto the system?

Instructions to add an individual learner to your account:

1. Click on your dashboard
2. Click 'Create Learner'
3. Fill in First name, Last name and E-mail Address (if you don't have an e-mail address for the learner, leave this blank. The system will generate an access code for the learner to use)
4. Then tick the box at the bottom for the course policies and then click 'create learner'
5. Your learner will immediately receive a welcome e-mail with their login details and login link.
6. If an e-mail address was not used, click 'dashboard' and then click 'learners', this will take you to your learner management page where you can search for the learner and find their 'Access Code'. You will then need to pass this information onto the learner and then direct them to the login page so they can login using the access code

Instructions to add multiple learners to your account:

1. Click on your dashboard
2. Click 'Create Learner'
3. Download the CSV Template to your computer
4. Open and complete the CSV document with your learner details, filling in First name, Last name and E-mail Address (if you don't have an e-mail address for the learner, leave this blank. The system will generate an access code for the learner to use) and save the CSV template to your computer and then go back to your dashboard
5. From the dashboard, click on 'create learners' again
6. Click 'Browse' or 'Choose file' and locate the saved CSV file and then click 'Upload CSV' and the system will then upload your learners to the system
7. Your learner will immediately receive a welcome e-mail with their login details and login link.
7. If an e-mail address was not used, click 'dashboard' and then click 'learners', this will take you to your learner management page where you can search for the learner and find their 'Access Code'. You will then need to pass this information onto the learner and then direct them to the login page so they can login using the access code

How do I assign courses to a learner?

1. Firstly, make sure you have created the learner(s) on your account
2. Click on 'booked courses' if you don't have any courses you will need to order some by clicking 'add courses' and then follow these instructions
3. Choose the course you want to allocate a learner to from the list of courses you have available and click 'Assign remove/ learner'
4. Click on the learner's name so their name becomes highlighted in the my learners box on the left hand side (if you want to add multiple learners to the same course, hold the Control (PC) or Command (MAC) button and click on the learner to highlight their name)
5. Click 'add'
6. The learner will then be moved to the 'Learners assigned' box on the right
7. Click save changes. At this point if the learner has been setup with an e-mail, they will be e-mailed to say they have been assigned a new course

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1.3 - I have spelt a learner's name incorrectly, how do I correct it?

If you have spelt a learner's name incorrectly please click on the help tab on the bottom left of the page and send us a message, a member of the support team will make the amendments for you and send you an e-mail once this has been actioned on the account.

1.4 - I have typed a learners e-mail address incorrectly, how can I edit this?

If you have typed an e-mail address incorrectly, please click the 'help' tab on the bottom right corner of your screen, leave a message for the support team containing the learners incorrect and correct e-mail and a member of the support team will make the amendment for you and notify you once this has been actioned.

System administrator accounts cannot amend a learners e-mail address or edit their name in order to prevent malpractice and manipulation of user accounts in accordance with the systems various accreditations.

1.5 - Can I change an access code to an e-mail?

You can change this by either clicking on 'Update my details' on your learner account, or click on the help tab and send us a message, the support team will make the amendments and e-mail you once your account has been updated.

Once you have updated your account to an e-mail address you will need to click on the 'Create a new password' link on your login page to create a password for your account.

1.6 - How do I remove a learner who has left the company?

1. First of all unassign the learners from any courses they haven't opened by downloading their learner report and removing them from the courses they have been assigned
2. Then click on dashboard
3. Click 'Learners'
4. Search for the learner's name
5. Click the 'remove learner' button
6. The learner will then be removed from your account

1.7 - Can I unassign a course from a learner that has left the company and assign it to a new member of staff?

Yes, only if the learner didn't start or open the course.

First of all unassign the learner from any courses they haven't opened by downloading their learner report and removing them from the courses they have been assigned, this will then credit the course(s) they have not opened or started back to your account, which you can then assign to another learner.

1.8 - Can I print the e-learning module's as my learner doesn't have a computer?

No, we only provide online training. We don't provide any printable modules apart from any resources which are available within a specific course.

1.9 - How can I link a learner to a different hierarchy?

If you need to link a learner to a different hierarchy please click the help tab in the bottom right corner and send us a message. A member of the support team will make the amendments for you and send you an e-mail once this has been actioned.

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2. Managers

2.1 - I am a manager, how do I download certificates?

Instructions to download all certificates for an individual learner:

1. Click on 'Dashboard'
2. Click on 'Learners'
3. Search for the learner you want the certificates for
4. Click on 'all certificates' to download all certificates for that learner
5. This will then take you to your 'Certificates' page
6. Please wait a few minutes for the download and certificates to be generated (you will receive an e-mail notification once they are ready) and then visit the 'Certificates' page (Button on the left toolbar)
7. Once the download has been created, the page will refresh and a tab will appear to 'Download now'

Instructions to download a specific certificate for a specific course, for an individual learner:

1. Click on 'Dashboard'
2. Click on 'Learners'
3. Search for the learner you want the certificates for
4. Click on 'Learner Report'
5. Find the course you want the certificate for and if the course has been completed and the certificate is available the 'Download' button will be visible

Instructions to download recently generated certificates for all learners:

1. Click on 'Dashboard'
2. Click on 'Certificates'
3. Click 'Download' button at the top of the page to download new certificates available for your learners since you last logged in and clicked this button

2.2 - I am a Manager, how do I add more courses?

If you need to book more courses click 'add courses' on the left of your screen and choose the type of course you require from the various drop down menus. Add the courses to your basket and click summarise and place order. The system will then generate the order and either ask you to pay by 'card' or 'invoice' at which point an order confirmation e-mail will be sent to you and the courses will be available to you straight away. Alternatively you can contact your account manager whom set you up on the system.

2.3 - What is the pass grade on the knowledge test?

If you are a learner, please contact your manager who will be able to tell you what grade they have set.

If you are a manager and haven't manually changed the knowledge test, it will automatically be set as E, which is 55% or above pass grade. Please review the 'Knowledge Test' section on your dashboard for further information.

2.4 - Who can sign off my care certificate?

Only your manager, employer or assigned assessor can sign off and issue you the care certificate. For more information and guidance with regards to the care certificate guidelines please visit:

http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate.aspx

2.5 - I can't login using my Access Code?

Check that the access code is correct making sure you check all the characters are correct, if you're not sure, ask the person who gave you the access code to double check it from their 'Learner Management Screen'.

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If you have logged in before with the access code, updated your details and added your e-mail address, the access code will no longer be valid as your e-mail will now be needed to access your learning account.

Check your e-mails for a message titled 'You have successfully updated your details!' this will have been sent to you with instructions on how to create a password or just click on the 'Create a new password' button on the login page and follow the instructions.

2.6 - How do I reset a knowledge test for a learner?

1. Click on 'Dashboard'
2. Click 'Knowledge Test' on your dashboard
3. Click 'Select Course' and search for the course which needs resetting for the learner
4. You will then see a list of learners which have started this particular course and a reset tab to click on.
5. Click the 'reset tab' this will then reset the test for the learner.

2.7 - How can I change the grade on knowledge tests?

1. Click on 'Dashboard' within your Managers Account
2. Click on 'Knowledge Test'
3. You will see a drop down box to click on to the left of your screen, click on this to select which grade you require.

Please use the grading table as a guideline.

2.8 - I don't have any courses assigned to me?

Speak to your line Manager/ Employer or the Company you bought the course(s) from.

2.9 - How do I create or add learners onto the system?

Instructions to add an individual learner to your account:

1. Click on your dashboard
2. Click 'Create Learner'
3. Fill in First name, Last name and e-mail Address (if you don't have an e-mail address for the learner, leave this blank. The system will generate an access code for the learner to use)
4. Then tick the box at the bottom for the course policies and then click 'create learner'
5. Your learner will immediately receive a welcome e-mail with their login details and login link.
4. If an e-mail address was not used, click 'dashboard' and then click 'learners', this will take you to your learner management page where you can search for the learner and find their 'Access Code'. You will then need to pass this information onto the learner and then direct them to the login page so they can login using the access code

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5. From the dashboard, click on 'create learners' again
6. Click 'Browse' or 'Choose file' and locate the saved CSV file and then click 'Upload CSV' and the system will then upload your learners to the system
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3. Courses

3.1 - How do I access my course?

To access a course as a learner, login to your account and click on one of the boxes in your dashboard: Traditional, Blended, Online or Qualification, depending upon what type of course you expect to complete. From here you will see the information regarding the course and follow the relevant instructions.

If you don't see any courses assigned to you and you were expecting to, please contact the person who told you about the course or the company you bought the course from, who may not have assigned the course to you yet.

3.2 - How do I assign courses to a learner?

1. Firstly, make sure you have created the learner(s) on your account
2. Click on 'booked courses' if you don't have any courses you will need to order some by clicking 'add courses' and then follow these instructions
3. Choose the course you want to allocate a learner to from the list of courses you have available and click 'Assign remove/ learner'
4. Click on the learner's name so their name becomes highlighted in the my learners box on the left hand side (if you want to add multiple learners to the same course, hold the Control (PC) or Command (MAC) button and click on the learner to highlight their name)
5. Click 'add'
6. The learner will then be moved to the 'Learners assigned' box on the right
7. Click save changes. At this point if the learner has been setup with an e-mail, they will be e-mailed to say they have been assigned a new course

3.3 - The training course has logged me out!

Don't worry! You'll be logged out automatically after a period of inactivity for security reasons. Our courses each have a handy 'remember me' feature so just log back in, click on your training course and pick up where you left off.

3.4 - I don't have any courses assigned to me?

Speak to your line Manager/ Employer or the Company you bought the course(s) from.

3.5 - I am a Manager, how do I add more courses?

If you need to book more courses click 'add courses' on the left of your screen and choose the type of course you require from the various drop down menus. Add the courses to your basket and click summarise and place order. The system will then generate the order and either ask you to pay by 'card' or 'invoice' at which point an order confirmation e-mail will be sent to you and the courses will be available to you straight away. Alternatively you can contact your account manager whom set you up on the system.

3.6 - What do I need on hand for online training?

The training courses can be taken on mobile phones, tablets, PC's, laptop's, mac and all you need is sufficient internet connection and (preferably) the Google Chrome browser.

3.7 - Can I unassign a course from a learner that has left the company and assign it to a new member of staff?

Yes, only if the learner didn't start or open the course.

First of all unassign the learner from any courses they haven't opened by downloading their learner report and removing them from the courses they have been assigned, this will then credit the course(s) they have not opened or started back to your account, which you can then assign to another learner.

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3.8 - Can I stop and start whenever I want?

Yes! the training courses remember your progress every time you click 'continue'. That means you can pick up from that slide next time you log in, even if you switch devices in the meantime.

3.9 - How do I get my certificate?

You have 3 options available to you:

- You can login to your account and download them from the course you have completed
- Login to your account and if the option to download your certificate is not available, please speak to whoever set you up with the course and ask them for your certificate
- Login to your account and click on the option to order a printed copy of your certificate, for a fee of £4.99 per certificate, which will be posted to your home address

4. Additional Questions

4.1 - I can't get any further than the introduction on my e-learning module?

Please click on introduction tab, so your slide appears then click the next tab which is on the bottom left corner of your screen or right side of the page depending upon which version of the course you have. This will then take you to the next slide.

Also check you are using an up-to-date web browser as this may also be the reason. 95% of training issues are caused by web browsers. Always make sure your browser is up-to-date before taking a training course.

You might have difficulties if your browser doesn't support HTML5 or if you've got a cache build-up. It's always worth clearing your cache if you're experiencing problems.

The cache is a build-up of data in your browser. Different browsers each have their own ways to clear the cache. Copy and paste this link into your search bar to find out how to clear the cache in whichever browser you're using: https://kb.iu.edu/d/ahic

4.2 - I can't access my knowledge test?

If you can't access your knowledge test, please make sure that the duration progress on the e-learning module is 100% completed. The knowledge test will not become available until the module has been completed 100%.

You may have not completed all of the sections and clicked finish on a particular section.

4.3 -Access Code not working but I have logged in before using it?

If you have logged in before with the access code, updated your details and added your e-mail address, the access code will no longer be valid as your e-mail will now be needed to access your learning account.

Check your e-mails for a message titled 'You have successfully updated your details!' this will have been sent to you with instructions on how to create a password or just click on the 'Create a new password' button on the login page and follow the instructions.

4.4 - I cant login using my Access Code?

Check that the access code is correct making sure you check all the characters are correct, if you're not sure, ask the person who gave you the access code to double check it from their 'Learner Management Screen'.

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