

CPD Elective Online Common Questions and Answers

Why aren't the pages loading?

Things to check first are:

- Is your internet connection working, if not reset and start again
- Check your internet browser to ensure that you are using the most up to date version. We recommend using Google Chrome or FireFox. Out of date browsers may result in content not loading.
- Ensure you have the latest version of Adobe Acrobat to access the Workbook or downloads.

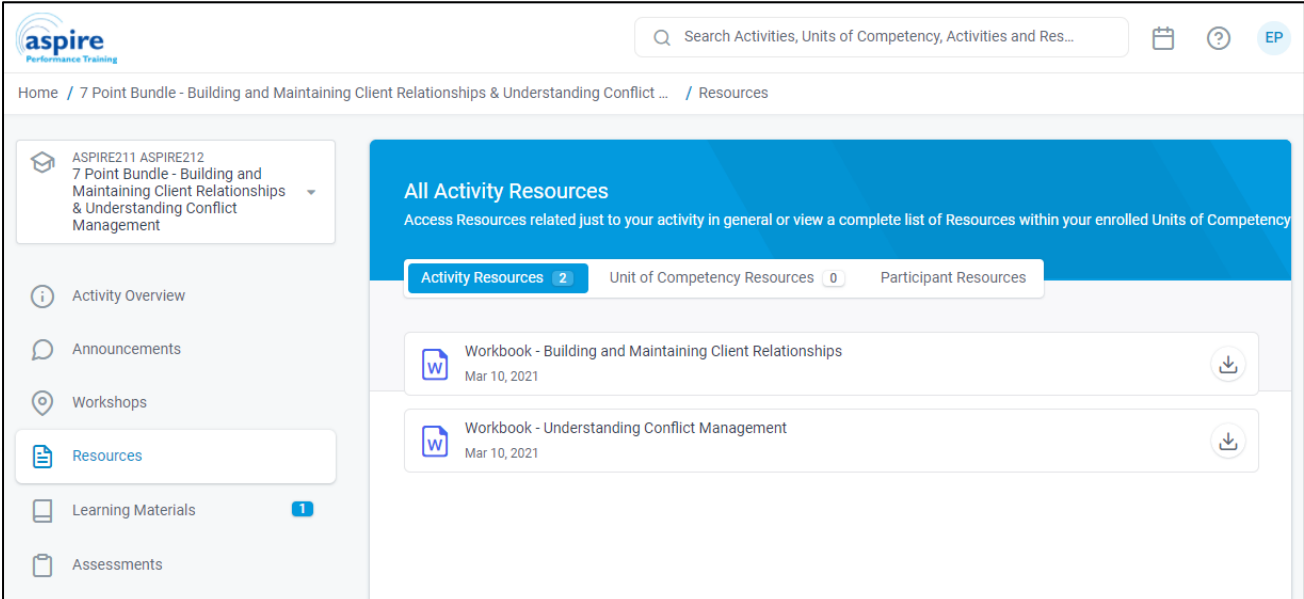
What is the Workbook? How do I access this?

This is a document that is useful when completing the course; it gives a complete overview of the course for quick access and is useful when finding answers to questions as you progress through the online content.

We recommend printing this document, or keeping a copy open on another tab whilst completing the course. This is also your take away manual to keep for future reference.

You can access the Learner Manual by clicking on the following:

- Dashboard
- Click on your course
- Click on Resources (image provided below)



The screenshot shows the Aspire Performance Training website interface. At the top, there is a search bar and navigation icons. The main content area is titled "All Activity Resources" and includes a sub-header: "Access Resources related just to your activity in general or view a complete list of Resources within your enrolled Units of Competency". Below this, there are three tabs: "Activity Resources" (with a count of 2), "Unit of Competency Resources" (with a count of 0), and "Participant Resources". The "Activity Resources" tab is active, displaying a list of two workbooks: "Workbook - Building and Maintaining Client Relationships" and "Workbook - Understanding Conflict Management", both dated Mar 10, 2021. Each workbook entry has a download icon. On the left side, there is a sidebar menu with options: "Activity Overview", "Announcements", "Workshops", "Resources" (highlighted), "Learning Materials" (with a count of 1), and "Assessments".

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V1
Created: December 2018
Reviewed: December 2018

I have completed my course but the system is not showing this as 100%complete
 When completing the online course you need to reach 100% for completion status.

Please remember:

- Make sure you watch the videos the whole way through
- Make sure the questions at the end of each section are completed
- Make sure you view all of the slides

If you miss any of these steps it will not allow you to progress to completion.

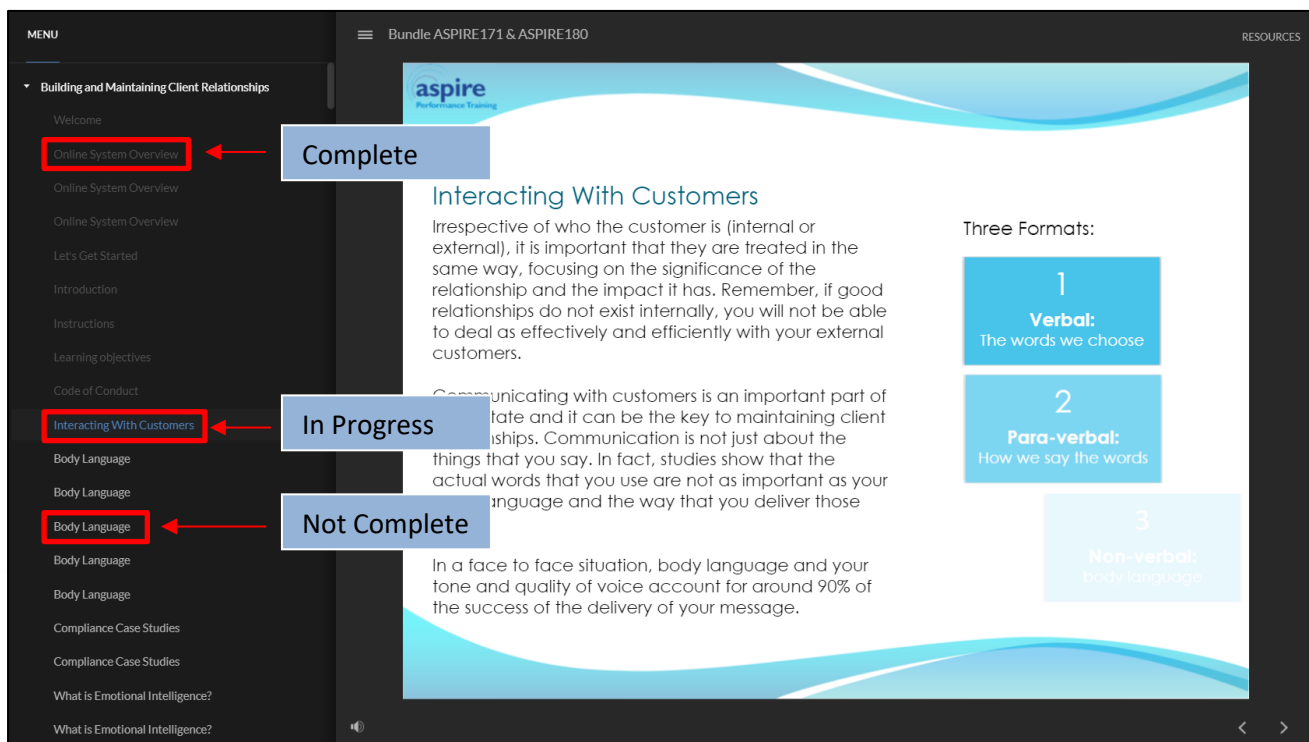
See section below for instructions on checking which areas are still active.

How can I view my progress/see what is outstanding?

You can view your progress by accessing your course; the status of the course will change as you complete sections. Once complete the section will turn into a dark grey, as per the below photo. Sections that have not been commenced will show as white and the section you are currently looking at will be blue.

You can access your course by clicking on the following:

- Dashboard
- Click on your course
- Click on Launch Learning



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Please note unless all sections are marked as complete it will not allow you to progress to 100% on the course to obtain complete status. Please go back and check your status to ensure you have finished all sections and if not go back into the relevant section to complete it.

Who registers my points through the Department of Mines, Industry Regulation and Safety (DMIRS)?

Aspire Performance Training will lodge your points through DMIRS following completion. These will be registered within 10 working days.

Please ensure you complete your course by the 31 December to qualify for CPD points. Courses completed after this date will not qualify for CPD points.

How can I obtain a copy of my certificate?

Your certificate will be issued within within 10 working days, you can access this online and download straight from the system.