

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 learner manual or downloads.

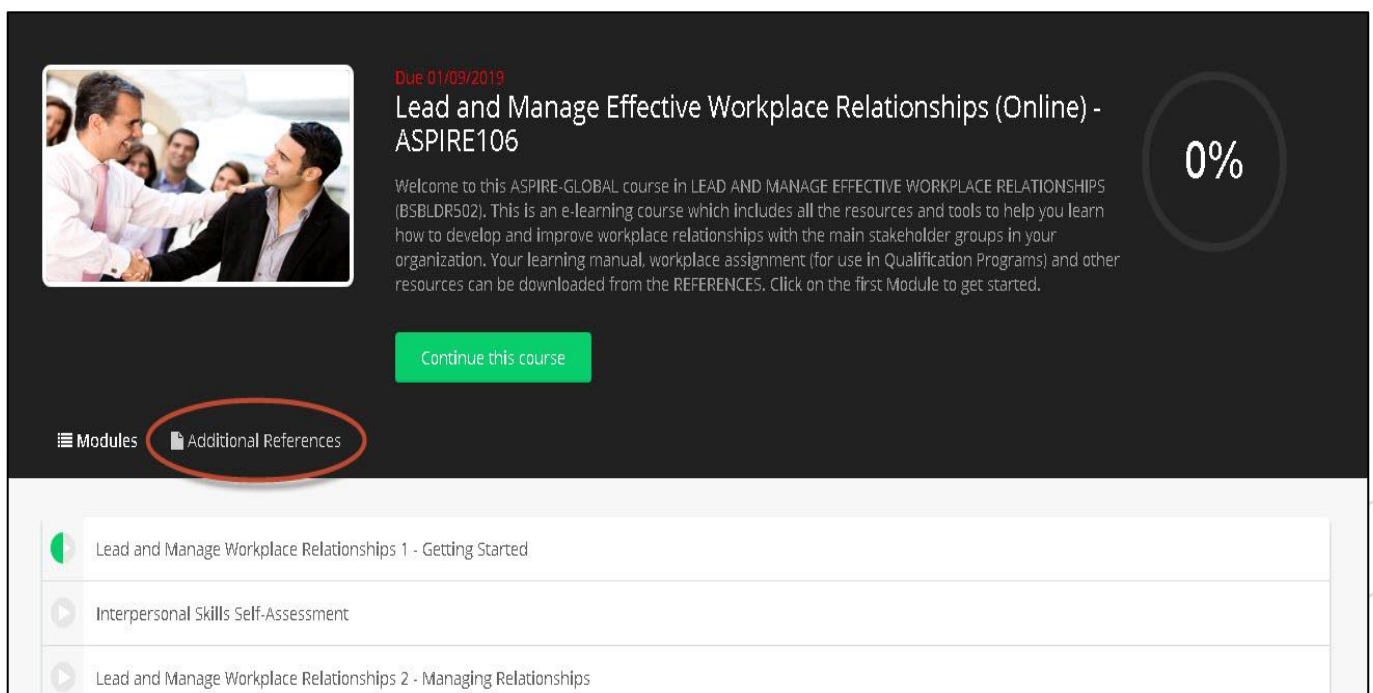
What is the Learner Manual? How do I access this?

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 additional References (image provided below)



The screenshot shows a course card for "Lead and Manage Effective Workplace Relationships (Online) - ASPIRE106". The card includes a photo of two men shaking hands, a "Due 01/09/2019" date, and a "0%" progress indicator. A green button labeled "Continue this course" is visible. Below the card, a navigation menu shows "Modules" and "Additional References" (circled in red). A list of course modules is shown below the menu:

- Lead and Manage Workplace Relationships 1 - Getting Started
- Interpersonal Skills Self-Assessment
- Lead and Manage Workplace Relationships 2 - Managing Relationships

Vision: To provide quality training and consultancy services to enhance business performance

Phone: (08) 6460 0965 • Fax: (08) 6210 1741 • Email: info@aspirept.com.au

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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 get at least 70% on the quizzes to pass them

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

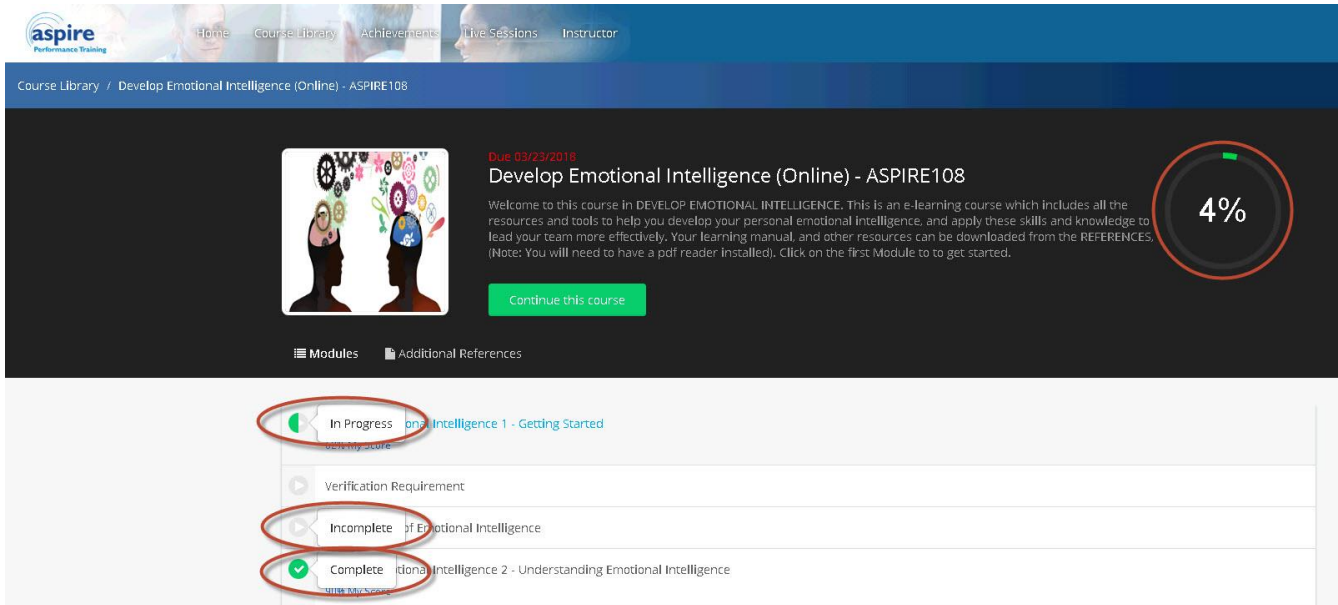
See section below for instructions on checking which areas are still active.

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 green and will have a tick in it.

You can access your course by clicking on the following:

- Dashboard
- Click on your course



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 to show the green tick.

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

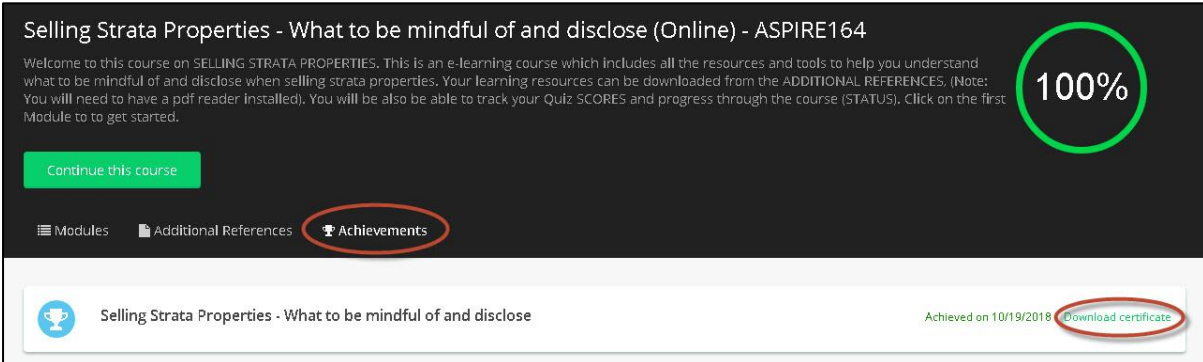
Aspire Performance Training will lodge your points through DMIRS following completion. These will be registered within a 10 working days.

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?

You can access the certificate following these instructions once completed:

- Dashboard
- Click on your course
- Click on Achievements and then Download Certificate (image provided below)



The screenshot displays the course completion interface. At the top, the course title is "Selling Strata Properties - What to be mindful of and disclose (Online) - ASPIRE164". A green circular progress indicator shows "100%". Below the title, there is a green button labeled "Continue this course". A navigation menu includes "Modules", "Additional References", and "Achievements", with "Achievements" circled in red. At the bottom, a white box shows the course title, a trophy icon, and the text "Achieved on 10/19/2018" next to a "Download certificate" button, which is also circled in red.