FAQs for Learners

What is the Learning Portal?

What is the Learning Portal? The **Learning Portal** is your main learning dashboard within the system. It is where you access all learning content, academic subjects, training programmes, and assigned activities. Using the portal, you can browse learning content, open assigned pathways, complete assessments, view certifications, and track your progress.

How do I access my learning content?

How do I access my learning content? Log in to the system and open the **Learning Portal** from the system menu. From there, you can search for content, open available pathways, access assigned courses, view academic subjects, and resume incomplete learning activities.

What is a learning pathway?

What is a learning pathway? A learning pathway is a structured learning journey made up of different activities arranged in a specific sequence. A pathway may include eLearning modules, documents, videos, assignments, assessments, workshops, practical evaluations, and certification steps.

Why can I not see a pathway I was assigned?

Why can I not see a pathway I was assigned? There are several possible reasons: - You were not added to the correct target audience - The pathway has not been published - Your people group has not synchronised yet - Your access permissions may be restricted If the issue continues, contact your Learning Administrator.

Can I search for courses myself?

Can I search for courses myself? Yes. The Learning Portal allows you to search for learning programmes, courses, pathways, academic content, and training resources. Some content may only be visible if it has been specifically assigned to you.

What types of learning activities can I complete?

What types of learning activities can I complete? Depending on your programme, you may complete activities such as: - SCORM eLearning modules - Reading documents - Watching videos - Online assessments - Practical assessments - Assignments - Workshops or live sessions - Policy acknowledgements - Feedback forms

What is SCORM content?

What is SCORM content? SCORM content is interactive digital learning material. It often includes slides, animations, audio, video, interactive quizzes, and simulations. Unlike static documents, SCORM content tracks your progress automatically.

Does the system save my progress automatically?

Does the system save my progress automatically? Yes, in most cases. The system typically saves your last accessed step, completion progress, assessment attempts, scores, and certifications earned.

Can I continue a course later?

Can I continue a course later? Yes. The system supports self-paced learning, allowing you to pause and continue later from where you left off. This makes learning flexible around your schedule.

Can I access learning on different devices?

Can I access learning on different devices? Yes. Depending on your organisation’s setup, you may access the system using: - Desktop computers - Laptops - Tablets - Mobile devices Your progress remains linked to your learner profile.

What happens when I complete an activity?

What happens when I complete an activity? Once completed, the system may automatically: - Mark the activity as complete - Unlock the next step - Update pathway progress - Record assessment results - Award certification points Some activities may require educator or administrator approval.

How do assessments work?

How do assessments work? Assessments are used to test your knowledge or skills. They may include multiple choice questions, true/false questions, matching questions, written responses, or practical evaluations.

How many times can I attempt an assessment?

How many times can I attempt an assessment? That depends on administrator settings. Some assessments allow unlimited attempts, while others may allow only one or a limited number of attempts.

Can I redo a failed assessment?

Can I redo a failed assessment? Possibly. Whether you can retry depends on the assessment rules, pathway settings, and administrator permissions. If retries are not allowed, contact your educator or administrator.

How do I know if I passed an assessment?

How do I know if I passed an assessment? After submission, you may see: - Your score - Pass/fail result - Correct answers (if enabled) - Feedback comments Some results are immediate, while manually graded assessments may take longer.

Can I submit assignments through the system?

Can I submit assignments through the system? Yes. If assignments are enabled, you may be required to upload documents, submit written responses, attach project files, or complete coursework. Always ensure you submit before the deadline.

What happens if I miss a deadline?

What happens if I miss a deadline? Missing a deadline may result in: - Locked submissions - Incomplete pathway progress - Failed activity status - Delayed certification Some administrators may reopen activities for late submissions.

Can I download study materials?

Can I download study materials? Yes. Many pathways include downloadable resources such as PDFs, guides, worksheets, notes, and reference documents to support your learning.

Can I attend live workshops or classes?

Can I attend live workshops or classes? Yes, if your pathway includes scheduled events. These may include workshops, virtual classes, facilitated training, or academic lessons. Attendance may be tracked as part of your learner record.

Can I interact with teachers or facilitators?

Can I interact with teachers or facilitators? Yes. Depending on the learning environment, you may receive feedback, ask questions, submit coursework, participate in classes, and engage in learning activities with facilitators.

How do I track my progress?

How do I track my progress? The Learning Portal allows you to monitor: - Completed activities - Outstanding activities - Pathway progress - Assessment results - Attendance - Certifications earned This helps you stay on track with your learning journey.

What does “Not Completed” mean?

What does “Not Completed” mean? “Not Completed” usually means one of the following: - You have not started the activity - You started but did not finish - Required steps are incomplete - An assessment was not passed - Submission is awaiting review Open the activity to check what is still outstanding.

What are certifications?

What are certifications? Certifications are records showing that you successfully completed specific training or learning requirements. They may represent course completion, compliance training, skills certification, or academic achievement.

Where can I see my certificates?

Where can I see my certificates? You can usually view certificates and training history in the **Learning Portal**. This section shows completed courses, certifications earned, and completion dates.

Can I view my training history?

Can I view my training history? Yes. Your training history includes completed learning activities, assessment results, workshops attended, certifications, and historical progress records.

What if my progress is not updating?

What if my progress is not updating? Possible causes include: - Activity was not fully completed - Internet connection interruption - SCORM content was not closed properly - System synchronisation delay - Temporary system issue Try refreshing the page or logging in again. If the issue continues, contact support.

Why is an activity locked?

Why is an activity locked? Activities may be locked because: - A prerequisite step is incomplete - The pathway is sequential - You failed a required assessment - Access dates have not started yet Complete earlier steps first to unlock later activities.

Can I take private class notes?

Can I take private class notes? Yes, in the **Online School** environment. You may keep private notes for lessons, revision, study reminders, and personal observations to help with academic organisation.

Can I view my marks and report cards?

Can I view my marks and report cards? Yes, if you are part of the **Online School** environment. You may be able to view marksheets, assessment marks, academic progress, report cards, and teacher comments.

Can I view my attendance?

Can I view my attendance? Yes. If attendance tracking is enabled, you can view attendance records for classes, workshops, training events, and academic sessions.

What if I need help?

What if I need help? If you experience issues such as missing content, locked pathways, assessment problems, incorrect progress, or login issues, contact one of the following: - Learning Administrator - Educator - Facilitator - System support team They can help resolve both technical and learning-related issues.

What is my role as a learner?

What is my role as a learner? Your role is to actively participate in your learning journey. This includes completing assigned activities, meeting deadlines, participating in assessments, engaging with facilitators, and tracking your own progress. The system is designed to support self-directed learning, but your success depends on active participation.



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