



**Community
Housing
Cymru**
Online Training
FAQs

1. What shall I expect when I purchase courses?

If you purchase a single course online using the PayPal option then you'll receive a welcome email (automated) and the course will be unlocked for you to use.

If you plan to buy a number of licences then we could send you instructions to pass on to the learners with a spreadsheet with ten access codes on it. Then you can distribute these to the learners requiring access.

If you purchase one of our Bronze, Silver, Gold or bespoke packages, then we set you up as a department/s on the system, allocate the relevant courses and provide log in details as per the above. In addition, we provide monthly reports on Excel.

All learners can email or call for support on the system, and we aim to respond within two hours (Mon – Fri – 9am-5pm).

2. Is there a time limit on when to complete the course/s by?

All course licences are for 12 months.

3. How is start and completion of the courses monitored?

Learners using single courses will be responsible for showing their manager their certificate. If customers buy packages from us then we can provide monthly reports showing who has completed various courses, time taken, pass rates, etc. We also break this down to individual lessons and provide a running total in Excel so managers can sort and filter the data. Obviously this takes time, hence this feature only being available on larger bookings.

4. Does the learner have the option to get a certificate at completion?

Learners need to complete the course and achieve 75% to pass the courses. We also have minimum time requirements for each course, which is stated on the login page for the course. This varies depending on how many lessons there are. It's important because if the learner skips content and doesn't spend the required time, the certificate will not show. This was at the request of our customers, due to a small percentage of learners jumping straight to the assessments.

5. What facilities are required (headphones, certain spec laptop, etc?)

We don't do full voice overs as feedback to this was negative, there are a couple of courses which have automated speech when text items are clicked on (Asbestos awareness and food hygiene). The main requirement is using an up to date web browser. Internet Explorer is no longer being updated by Microsoft and as such the courses may not run as smoothly as they would on Chrome, Edge, Firefox, etc. We do link to external sites, so if IT departments require a list of external sites such as YouTube these can be provided for the relevant courses.

6. Can I get Administrator rights so we can pull off reports ourselves?

This depends on what package has been bought. For single course/s we do not give administrative rights. However, if a package of courses has been bought (such as Bronze, Silver, Gold, etc.) we can provide administrative rights. 97% of our customers do not want administrator rights, they are happy with the monthly reports.

7. Is there a sample session that we could take a look at to understand how the content is provided?

In some situations, we can set up a demo department and provide access to one lesson. Alternatively, we can provide access to a course for a couple of days to view the complete course. We often do this if an organisation is likely to buy multiple licences.

8. How often is a course updated and will we be notified when they have been?

If there is a legislative change, courses are updated immediately. For instance, in the case of GDPR the whole course was replaced with a new version. Other courses are reviewed every 18 months to see if improvements can be made and new materials added, etc.

9. Can a user revisit a course they have completed to refresh themselves? If so, how long for – until it is updated?

Yes, there is unlimited access to any courses purchased for 12 months.

10. Can a license be transferred to another user? For example, if someone leaves the business or changes job role and needs a different set of topics

If the course has been completed then no. If the course hasn't been accessed then we can transfer it to another user.

11. If I were to purchase a larger package how long would it take to set up – what are the timelines?

Same day, as soon as payment is received

12. How does the CPD element work? Is each course allocated points?

Once a course is ready to be launched, we notify CPD UK. They go through the course and confirm if the material meets their standards. At present the time spent on the course is listed on the certificate. However, if someone goes for a cup of coffee or leaves the course on overnight, the system logs this time. Due to this, we are considering removing the time taken from the certificates. As courses vary in length they aren't allocated specific points. For example, we have short modules on ASB, but longer ones on rent arrears management, so this is why we opted for the time taken option.

13. What will the reports look like?

Sample below – in addition to this we share a running total tab of course completions.

User	Department	Course Name	Date Complete	Total Time
A Johnson	XYZ Department	Control of Substances Hazardous to Health (COSHH)	19-Oct-16	1 hour, 47 minutes, and 42 seconds.
E Davies	XYZ Department	Control of Substances Hazardous to Health (COSHH)	25-Oct-16	1 hour, 59 minutes, and 45 seconds.
J Smith	XYZ Department	Control of Substances Hazardous to Health (COSHH)	20-Oct-16	1 hour, 13 minutes, and 17 seconds.
J Smith	XYZ Department	Data protection - the essentials	04-Oct-16	58 minutes, and 53 seconds.
L Passmore	XYZ Department	Data protection - the essentials	09-Oct-16	1 hour, 21 minutes, and 52 seconds.
M Swindon	XYZ Department	Data protection - the essentials	04-Oct-16	3 hours, 10 minutes, and 28 seconds.
M Manly	XYZ Department	Data protection - the essentials	25-Oct-16	4 hours, 23 minutes, and 48 seconds.
N Evans	XYZ Department	Data protection - the essentials	07-Oct-16	1 hour, 14 minutes, and 13 seconds.

14. Are there any other pricing options?

<u>Number of courses</u>	<u>Discount</u>
10 + courses	10%
50 + courses	20%
100 + courses	30%
500 + courses	50%

We do produce other offers but these vary from time to time and are often bespoke. It's best to simply contact us with details of your requirements and we will see what we can do to make it as cost effective as possible for your organisation.