

E-LEARNING FAQs

Key Information

What is e-learning?.....	2
What can I gain from e-learning?.....	2
Why does The Scout Association have e-learning modules?.....	2
Which browser should I use on my desktop?.....	2
Will e-learning work on my smart phone, tablet and other handheld devices?	2
Will the course work if I have a slow internet connection?.....	2
How long will the course take?	2
Is there a time limit?	2
Can I redo the e-learning?	2
If I click ‘submit’ at the end of each activity, are my answers sent/ recorded anywhere?	2
Do I need speakers?	3
How do I record this training?	3

Problem Solving

How do I start the training?	3
Why does it ask me to enter my name?	3
I can’t seem to progress to the next section, what shall I do?	3
The certificate page does not load, why is that and what shall I do?	3
How do I print the certificate?.....	4
I can’t print the certificate, what shall I do?	4
The certificate does not bear my name, what shall I do?.....	4
The video won’t play, what shall I do?	4
I want to exit the course and come back to it later. Will it record my progress?	4
How do I validate this module?	4

Key Information

What is e-learning?

“E-learning is the use of technology to enable people to learn anytime and anywhere”.

There are lots of different types of e-learning, however e-learning typically refers to online modules which learners can work through on their own, at their own pace. E-learning is usually delivered via the internet, but can also be accessed via a CD.

What can I gain from e-learning?

E-learning is a low cost, easy access way for a learner to undertake training. E-learning can be accessed at any time of day, using a wide range of devices, from anywhere with an internet connection to support flexible learning.

Why does The Scout Association have e-learning modules?

The Scout Association is investing in e-learning to support our commitment to flexible volunteering and ensuring all adults in Scouting can access the training required to fulfil their role safely and effectively.

Which browser should I use on my desktop?

Internet Explorer v11 or higher, Google Chrome (latest version), Firefox (v24 or higher) and Safari (v5 or higher, OS X only).

Will e-learning work on my smart phone, tablet and other handheld devices?

Yes, the e-learning will operate on iOS (min v5) and Android (min v4) supported in Safari iOS and Google Chrome for Android. We recommend using tablets in landscape and mobile phones in portrait.

Will the course work if I have a slow internet connection?

To fully run the e-learning module a connection speed of 512Kbps is required. To view the content without the video a connection speed of 256Kbps is recommended.

How long will the course take?

The time it will take to complete the course will vary depending on which module you are completing. Estimated completion times for each course are as follows:

- Module 1: Essential Information for Executive Committee Members: 1 hour
- Module 1: Essential Information: 55 minutes.
- Module 3: Tools for the Role (Section Leaders): 35 minutes
- Module 4: Tools for the Role (Managers and Supporters): 35 minutes
- Module 5: The Fundamentals of Scouting: 45 minutes
- Module 12(A): Delivering A Quality Programme: 35 minutes
- Safety Ongoing Learning: 35 minutes
- Safeguarding Ongoing Learning: 1 hour

Is there a time limit?

There is no time limit. However, if you exit the browser and return to the course later you will be returned to the beginning.

Can I redo the e-learning?

Yes, you can complete the e-learning as many times as you wish. If you would like to redo the course, simply click on the link to the e-learning and you will be returned to the beginning of the course.

If I click ‘submit’ at the end of each activity, are my answers sent/ recorded anywhere?

No, the information you submit is not sent/recorded anywhere.

If resolving these doesn't help, you may wish to take a screenshot of the final page prior to selecting the certificate as proof of learning. This screenshot can be printed or saved as a .png file to share with your Training Adviser when you meet to discuss the learning and validate the module.

How do I print the certificate?

Desktop users should click on the print icon and mobile users can use the devices native functionality. The following browsers will support printing Internet Explorer 11+, Firefox, Google Chrome iOS and Chrome for Android 4+. Alternatively, learners can select to save the file as a .png via the browser and print it out at a later stage.

I can't print the certificate, what shall I do?

Learners can save their certificate as a .png file to the desktop; this can be printed later or sent to a Training Adviser as an e-mail attachment. Please do not save the web link as an alternative to printing the certificate, as this will expire once you leave the browser and your certificate will be lost.

The certificate does not bear my name, what shall I do?

If you did not enter your name when prompted at the start of the course you cannot add it later. Either print the certificate and enter your name by hand, or restart the course and enter your name before completion.

The video won't play, what shall I do?

To support the video a connection speed of 512Kbps is required. Ensure the browser you are using is compatible with the e-learning.

I want to exit the course and come back to it later. Will it record my progress?

If you exit the browser and return to the course later you will be returned to the beginning, your progress will not be recorded.

How do I validate this module?

To validate the module you will need to complete the required validation criteria outlined in the Adult's Personal File. The validation criteria require the practical application of the learning.