Module 4: Tools for the Role (Managers and Supporters)

General questions

Who should complete this module?

Module 4: Tools for the Role (Managers and Supporters) is a mandatory module for those who hold a Manager or Supporter role in Scouting.

It provides the key information about the individual's role, areas of responsibility and where they can find further information and support.

I have completed the learning for Module 4 before it was updated in January 2015 but I have not validated it, will I have to re-do the learning before I am able to validate Module 4?

The Adult Training Scheme is designed to recognise prior learning, including any learning completed through the previous Module 4: Tools for the Job. If you have completed the learning for Module 4 prior to January 2015 you may decide to update yourself with the new features of the refreshed programme before validating the Module. You could update yourself by attending an update session for all leaders being run locally, having a discussion with your Training Adviser or your line Manager or reading through the update page on **scouts.org.uk** before going on to validate the Module.

e-learning questions

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.

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, 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, Module 4 e-learning will operate on iOS (min v5) and Android (min v4) supported in Safari iOS and Google Chrome for Android.

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?

This e-learning should take approximately 35 minutes.

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 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.

Do I need speakers?

To fully engage with the content it is advisable to have speakers. The audio rate for the course is 48 Kbps (mono). A transcript of all audio within the module is available by clicking the orange 'transcript' button below the media component.

How do I record this training?

Once you have completed the course you will be issued with a .png file certificate, which can be saved or printed. To ensure your name appears on the certificate, please enter your name when prompted to do so at the start of the course. There will not be another opportunity to do this later in the course.

Problem solving

How do I start the training?

To start the course, click on the 'launch' titles on each of the sections. Instructions are displayed throughout the course; but for additional guidance watch the 'How to Guide', available from the module homepage.

Why does it ask me to enter my name?

Once you have completed the course you will be issued with a .png file certificate, which can be saved or printed. To ensure your name appears on the certificate, please enter your name when prompted to do so at the start of the course. There will not be another opportunity to do this later in the course.

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.

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 present your certificate to your Training Adviser and complete the required validation criteria. The validation criteria require the practical application of the learning.