

FAQs



Immunisation eLearning

✓ Self-paced ✓ Easy access ✓ Free

Please read these FAQs about our four immunisation online courses before contacting us for support.

- ➔ For technical issues with log in and/or your CSDS account, contact support@sdcs.qld.edu.au
- ➔ For issues relating to accessing our immunisation online course(s), course content and links or certificate download, contact immunisation@health.qld.gov.au

1. I have completed all modules in Course 1 but can't seem to download a course certificate for the entire course. What do I do?

Course 1 does not provide a completion certificate for the entire course, but it does provide an individual certificate for each of the 14 modules as it is not a requirement for course participants to complete all 14 modules. Instead, course participants can select the modules they wish to undertake depending on their profession, current knowledge and training needs.

Note, Courses 2, 3 and 4 are different and issue one certificate for each course upon completion of the entire course.

2. Where can I download my certificates?

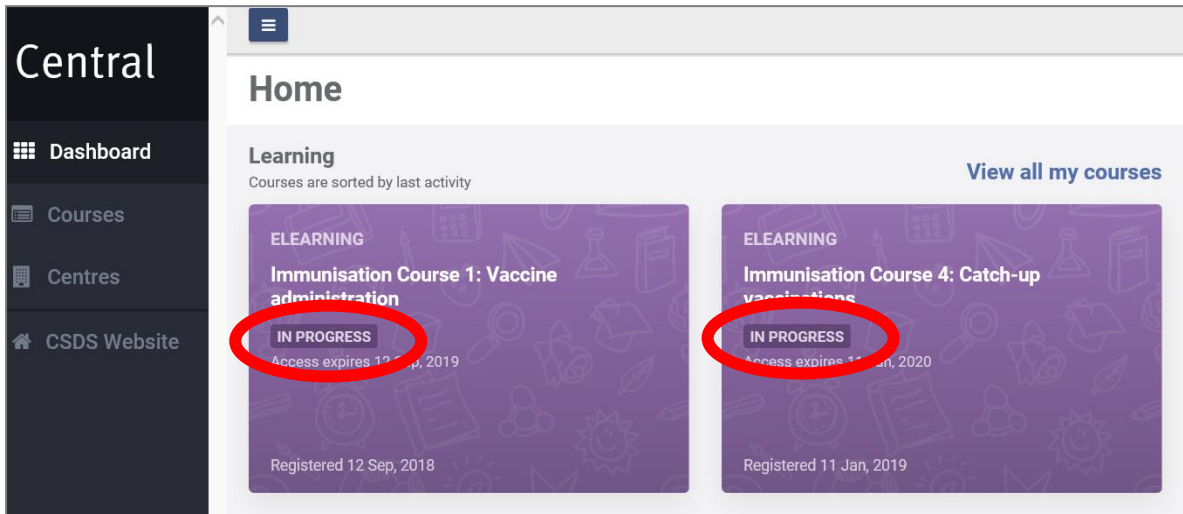
The courses have a certificate screen (see screenshot below) built in **at the end of the modules** that prompts you to fill in your first and last name to download your certificate in PDF format showing your name, course/module names, CPD hours and date of completion.

In Course 1, **each module** has a certificate screen providing you with an opportunity to download your certificate for the relevant module.

In Courses 2, 3 and 4, the certificate screen only appears in the **last module of each course** allowing you to download a certificate for the entire course(s) as it is a requirement for these three courses to complete all modules sequentially to obtain a certificate of completion.

A screenshot of a web interface titled 'MODULE 5 - ORDERING AND RECEIVING VACCINES'. The page has a header with 'Menu | Audio' on the left and 'Help | Glossary | Resources' on the right. The main heading is 'Certificate' in green. Below it is 'Congratulations!' in blue. A message says: 'Please enter your name in the spaces below and then press the button to download your certificate.' There are two input fields: 'First Name:' and 'Last Name:'. Below the fields is a green 'Enter' button. To the right of the form is a photograph of a smiling woman with her arms crossed. At the bottom of the page, there is a footer with 'Audio is contained in this course. Please make sure the volume on your computer is enabled and turned up.' and a 'Course menu' link. Navigation links '← BACK' and 'NEXT →' are also present.

3. I have completed all modules in the course but the course status on my account dashboard still says 'In progress'. How can I get the status show as 'completed'?



The status of your immunisation online course(s) on your dashboard will always show as 'In progress' as these immunisation courses were built differently to other CSDS courses with the system not recognising that a user has completed the entire course. We apologise for this inconvenience and are looking into a solution for this issue.

However, this won't affect you accessing your certificate(s) which can be downloaded from a certificate screen at the end of **each module** in Course 1, and at the end of the **last module** in Courses 2, 3 and 4 respectively.

4. I have entered my name on the certificate screen and clicked on the 'Enter' and then the 'Download certificate' button, but it doesn't seem to download the certificate.

Depending on your browser settings the certificate might not open automatically but is saved in a 'Downloads' folder on your device. Please check this folder to see if you can locate your certificate.

Please also note that iPad and iPhone users should ensure they use their Safari browser as the Chrome browser prevents the certificate from downloading correctly. Chrome on Android devices has successfully downloaded the certificates during testing.

5. The link to a resource no longer works. What should I do?

At the time of publishing the courses, all links to resources were working. Should you encounter a broken link, please tell us by emailing immunisation@health.qld.gov.au the following information: **Course, module** and **screen number** and (if there are multiple links) **which link is broken**.

We endeavour to fix broken links in our regular reviews and updates of the courses.

6. The course screens seem to take very long to load.

Generally, the speed at which the screens in the course(s) will load depends on the bandwidth of your internet provider and your device. As many of the slides link to videos or load pictures, diagrams and interactive functionality this can often also slow down the loading of the page.

7. I cannot seem to progress to the next screen.

If you have missed clicking on a button or tab a red arrow will appear indicating which button/tab you will need to click in order to proceed.

If this does not resolve the issue, please try to press the 'Back' button and re-enter the screen. Alternatively, you may want to try to exit the course entirely, restart your device and log in again. You will be asked whether you would like to resume the course where you left off. **Click 'Yes' and proceed.**

8. If I stop the course half way through, will I be able to resume where I left off?

Yes, you will regardless of the device you access the course(s) through. This is based on your account login details with the system recognising on which screen you left the course. **To resume where you left off, click 'Yes' when prompted.**

If you click 'No', you will be taken to the first page of the module and have to start the module all over again and go through it sequentially.

Once you have completed the module, access to it is unrestricted. This means you can go to any page via the menu in the top left corner and directly access a page even out of sequence, including the certificate page to download your certificate.

9. How do I navigate from one module to the next?

In the bottom left corner of the course screen there is a 'Course menu' link that takes you back to the course homepage where all the modules of your course are listed. Always make sure you entirely complete one module, then use this link to navigate back to the course homepage to commence a new module.

10. It took me a lot longer to complete the course than was indicated on the course description page. Why is that?

The course duration is indicative only and can be seen as a minimum duration. The actual time course participants spend on each module is determined by a number of factors, e.g. current knowledge on the subject, loading times of course depending on the device used and internet speed, as well as personal learning styles.

Please note, it approximately takes six hours to complete the standard modules 1–10 in Course 1. Extra time will need to be considered for undertaking modules 11–14 about vaccinations for special groups.