

Candidate FAQs & user guide for the ALSG learning site

www.alsg.org/vle

FAQ's

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1. Introduction

ALSG is a Charity dedicated to saving life by providing training. Please visit our web site for more information http://www.alsg.org/uk/More_about_ALSG

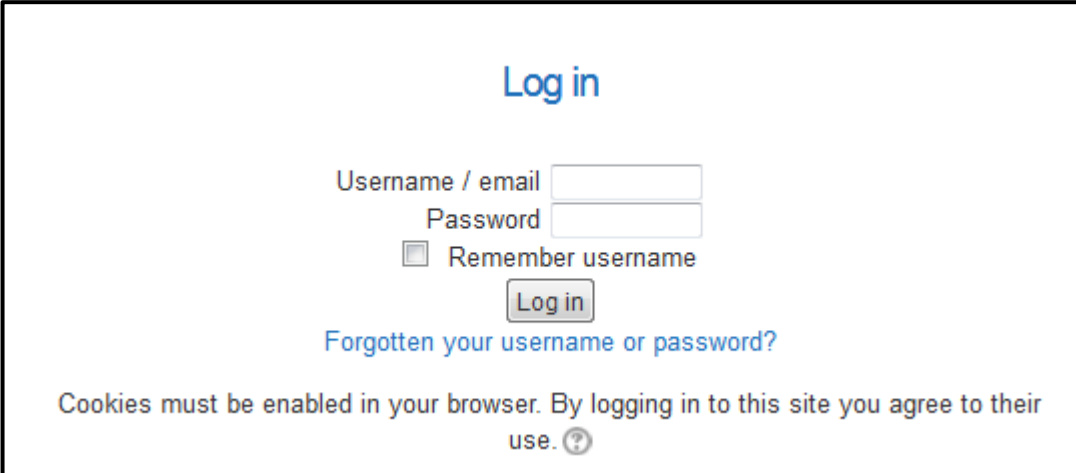
The ALSG Learning site has been established so both Instructors & Candidates can access the teaching materials & e-learning modules required for our courses. [Back to top](#)

2. Login page

The ALSG Learning site web address is www.alsg.org/vle

Enter your log in details into the boxes on the web site to access your account.

Figure 1



3. Forgotten username or password

You can request an automatic password reset from the web site if you have forgotten your password. See blue link [figure1](#). This can be done by both username & email address.

If you have forgotten your username please log in by entering the email address we have registered for you plus your password. The username box can recognise you using both your username & email in the username box. [Back to top](#)

4. Enrolling onto a course: ALSG non Manchester candidate

[Figure 2](#) is a screen shot of the 'Course Overview' page which should be displayed once you have logged in.

As a candidate, initially, you will not have any courses in your course overview unless you have previously attended an ALSG course and you are using the same log in account.

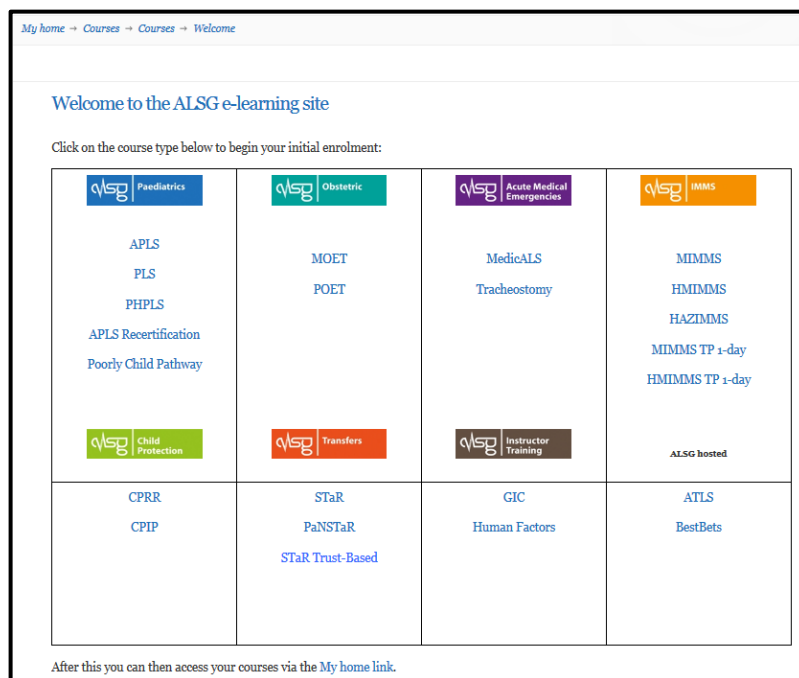
The course organiser from the centre where you are attending the course should have provided you with an enrolment key to enter the course page. If this is not the case please contact them. If you have your enrolment key, you can proceed to enrol onto the course by clicking Candidate: Enrol on a course or resit link, on the right of the page. (blue link in Figure 2, below)

Figure 2



The next step you will be asked to choose the course type you are attending from the page below.

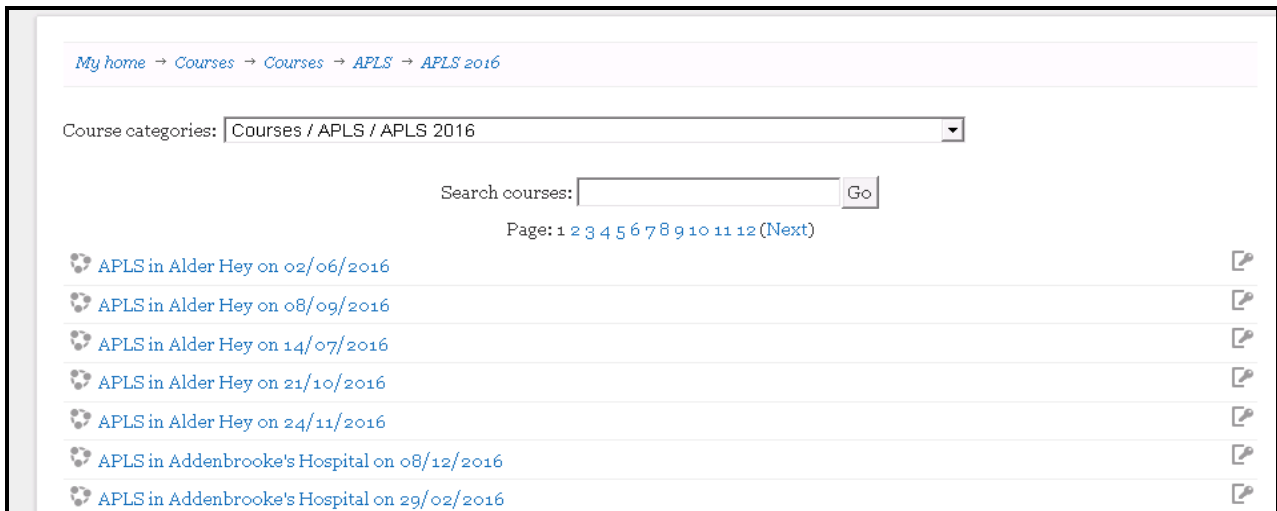
Figure 3



You will next be asked to choose the year group for the course you are attending. Choose your year and then you will see a list of courses. Find your course centre & date; they are in alphabetical order by centre name, or you can use the search box in the top right in Figure 3. Please note you should search using the format ****/**/******

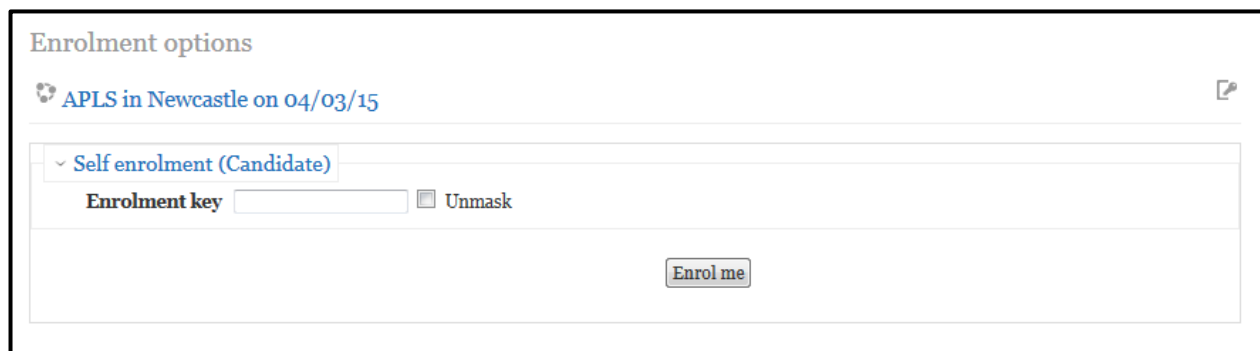
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Figure 3



When you find your course, click on it and you will then be asked to enter the enrolment key. This is always capital letters and numbers. Click 'Enrol me' when you have entered the key. As long as you have the correct key to register you to the course you will now be enrolled onto the course page and can complete your pre course learning topics and/or MCQ depending on your course type.

Figure 4



On your course page, click '**before the course**' OR '**candidates**' depending on the course type you are attending you will have one of these options.

The topics are listed on the course page. Click each topic to launch them and you will receive a tick once each is completed.

Depending on the type of course you are attending there may be topics, assessments, MCQs and a feedback questionnaire. You must complete everything that appears on your course page prior to attending the face to face course. If you do not complete your pre course work you would only be allowed to attend the course as an observer. The system will save your progress so you can log in at a convenient time and complete the online learning. You will not receive a certificate for the pre-course learning section of the course.

5. Enrolling onto a course: ALSG Manchester candidate

Figure 7 is a screen shot of the 'Course Overview' page which should be displayed once you have logged in.

As a candidate, initially, you will not have any courses in your course overview unless you have previously attended an ALSG course and you are using the same log in account.

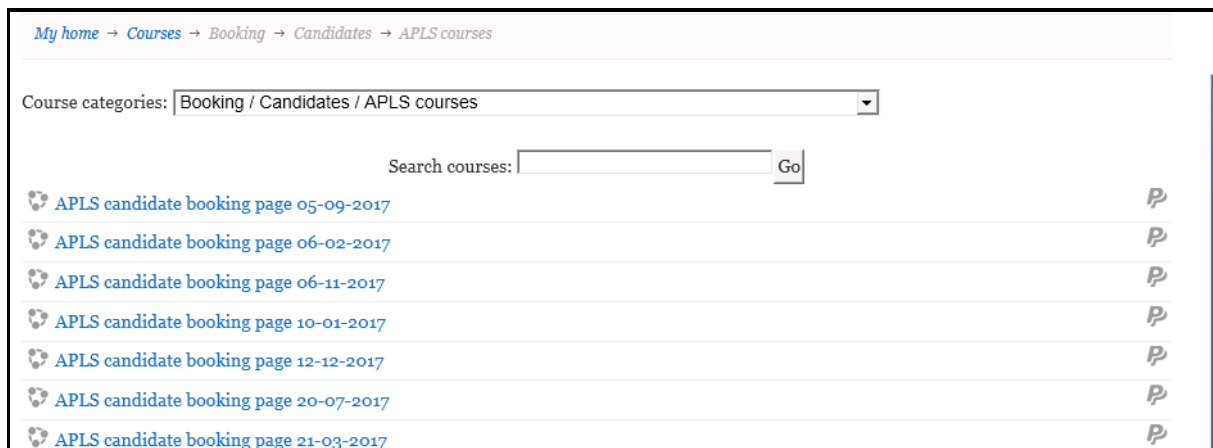
To book on a ALSG, Manchester course click on the link ‘Book and pay for an ALSG Manchester course’ (blue link in the bottom right of Figure 7, below)

Figure 7



Once the booking page is open, click on the course type you wish to attend (Figure 8, below).

Figure 8



To book a place on the course date you want to attend click on the course and you will be taken to PayPal. You can pay for the course either via your PayPal account or checkout as a guest and use your card details.

Once your payment has been processed in PayPal you will be enrolled onto the course page, from here you can access the pre course learning.





An email will be sent to you with further course information within the next few days and your course manual will be sent to you 3 months before the course start date.

6. How do I access the candidate e-modules

The topics are listed on the course page. Click each topic to launch them and you will receive a tick once each is completed.

Depending on the type of course you are attending there may be topics, assessments, MCQs and a feedback questionnaire. You must complete everything that appears on your course page prior to attending the face to face course. If you do not complete your pre course work you would only be allowed to attend the course as an observer.

7. I can't launch the e-modules into my internet browser

	<ol style="list-style-type: none"> 1. Go to the 'Tools' menu and select 'Internet Options' 2. Select the 'Security' tab 3. If the security level is set to 'Medium-high' or lower JavaScript will already be enabled. 4. If the security level is set to 'Custom' click on the 'Custom level' button, scroll down to the 'scripting' section and enable 'Active scripting' <p>If using Internet Explorer 9</p> <ol style="list-style-type: none"> 1. Select the Tools menu (represented by the cog icon) at the top of the screen. (If this is not visible, press the ALT + X keys, to the left of your spacebar on your keyboard.) Next, select Internet Options. 2. Select the 'Security' tab on the new window. 3. Security should be set to 'Medium-High'. Click on 'Custom Level' 4. In the new window, scroll down to the scripting section and select 'Enable'. 5. Click on 'OK', and then click on 'OK' on the Internet options window 6. Re-start your browser
	<ol style="list-style-type: none"> 1. Go to the 'Tools' menu and select 'Options' 2. Select the 'Content' tab 3. Make sure the 'Enable JavaScript' check box is ticked
	<ol style="list-style-type: none"> 1. Click on the spanner icon in the top right of the browser, and select 'Options'. 2. A new tab will open. On the left side of the browser, select 'Under the Hood'. 3. In the 'Privacy' section, select 'Content Settings'. 4. In the JavaScript section, select 'Allow all sites to run JavaScript (recommended)'. 5. Close the tab down. Refresh the page. JavaScript should now be enabled.
	<ol style="list-style-type: none"> 1. Go to the 'Edit' menu and select 'Preferences' 2. Select the 'Security' tab 3. Make sure the 'Enable JavaScript' check box is ticked.

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8. I can't view the e-modules after launching. Why?

If the e-modules content is not displayed, the most likely reason is that you do not have the **Flash Player plug-in** installed, or you may have an older version of the Flash Player.

If this is the case, a message will be displayed in the browser window instructing you to visit the Flash Player download site to get the latest version

(<http://www.adobe.com/products/Flashplayer/>).

We recommend that you always have the latest version of the player installed. Alternatively you may receive a message saying that your Flash player has blocked access to the content.

To change your Flash Player security settings, follow these steps:

In your browser, go to:

http://www.macromedia.com/support/documentation/en/Flashplayer/help/settings_manager04.html.
This launches the Global Security Settings panel on the Adobe/Macromedia website, which controls the security settings of Flash Player on your PC.

In the Global Security Settings tab, tick the box 'Always Allow'.

There is no Confirm or OK button, so just close your browser to save the settings.

Re-launch the course; the content should now be displayed correctly

9. How do I download my certificate for a course I have attended?

The completion certificate is available on the course specific page and it will become available once the centre has completed the course returns and you have completed the post course feedback.

10. The name on my certificate is spelt incorrectly

Unfortunately once you have pressed the certificate button your certificate is produced in PDF form and is therefore unchangeable. Please ensure your name is correct by editing your account before accessing your certificate.

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11. My course is not showing in the course listing screen

Course pages are typically available 3 months before the course depending when the centre applies for approval Click on 'Enrol on a course' and choose the course name and then the year. This will show all of the course pages currently available. You can also use the search facility at the bottom of the main page

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12. I am using a mac and having trouble viewing the topics

We have discovered that MacBooks can be a little problematic with PDFs. Try the following steps, if these still do not resolve the issue, please call the VLE helpline.

- Fully closing Safari (exiting using the toolbar at the top of the screen rather than just using the red button) and reopening it.
- Clearing your history may also help, but you will need to sign back in to the VLE.
- As a last resort try downloading Firefox for Mac and then the Adobe flash plug in.

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13. I want to change my profile information

You can change all of your profile information except for your username i.e. email address, password etc. Once you have logged in click on your name which becomes a link at the top of the page. In settings on the left, click on 'edit profile', make any relevant changes and click on update profile at the bottom of the page. If you wish to change your username please contact ALSG to avoid duplicate accounts.

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14. How many CPD points are awarded for each course?

If a doctor finds that a course (or part of a course) is useful, they can count it as CPD with one CPD credit for one hour of relevant educational activity (excluding meal breaks etc.). If a doctor attends a course and finds that it was of no educational value, it should not be counted as CPD. Please contact your college for further information.

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15. I didn't pass an element of the course, what do I do now?

If you did not pass your post course MCQ, you have 6 weeks to re-sit. This must be done at a centre with a co-ordinator but doesn't have to be during a course as the re-sit is done online. For all other aspects of the course, you will need to attend during a course. We therefore give you six months to complete this. To re-sit any aspect of your course, please contact your course centre.

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16. How much does a course cost?

ALSG do not set the course prices for other centres, the prices depend on the centres overheads. The centre will inform you of the price at the time of booking.

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17. How do I recertify?

Provider: Recertification must take place within six months of the previous provider certificate expiring. For recertification information on a particular course type please visit our web site <http://www.alsg.org/uk/Attend> and check the fact sheet for the course.

18. Contact ALSG

If your query is not answered in these FAQ's please email enquiries@alsg.org

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