

Frequently Asked Questions

Q: If an employee fails a module, can an admin reset it so they can retake the training?

A: Yes. Recurring courses allow unlimited retries. If a course is stuck as failed, the BVRLA training team can reset it.

Q: Training is vital for compliance, but there are currently no reminders before assignments expire. Will automated reminders be introduced?

A: Yes. The system supports automated reminder (“nudge”) emails. BVRLA is reviewing the appropriate level of communication before enabling this for all users.

Q: The previous site was difficult to navigate, especially with different staff having different assignment dates. Will this be easier to monitor?

A: Yes. The new system offers more reporting options, and additional training will be provided to help you get the most out of it. Admins and learners will be able to clearly see curriculum renewal or expiry dates, making it easier to track when training is due.

Q: With users now auto-enrolling annually, will users be notified when they are allocated new courses?

A: Yes, Curriculums are replacing what BVRLA call packages, when a user is re-enrolled they will receive an email to say they have been enrolled and can start their new training.

Q: Are there additional costs for the courses in the catalog?

A: Initially you will have keys for the courses you have purchased. In the future we will have courses available for purchases in the catalogue.

Q: Can I complete a course after its due date?

A: Yes, when this due date passes, the course is still available to the user to take and complete as necessary.



Q: Can I print off my transcripts?

A: Yes! There is a Print Transcripts option on the upper right side of the screen, when accessing your transcripts on the learner experience.

Q: How can I filter through my course catalogue?

A: Using the Refine Search option allows you to further filter your content. When in the Catalogue, select the filter icon in the upper left corner. Use the filtering options to search for Online Courses, Instructor Led Courses, Curriculums and Course Bundles. Choose one option in the drop-down menu in Advanced Filter to filter option results by Venue Locations, Venue Types, and Vendor.

Q: How can I search for courses or content in the LMS?

A: To search for content, click the magnifying glass to view the search bar. Then, type in the name of the course, a tag (key word) or resource that you are searching for and hit enter. You must only type in alpha-numeric characters, not special characters as they cannot be used to define a search.

Q: How do I change the information on my profile (name, email address, etc.)?

A: 1. Sign in to the LMS and select the Profile icon from the upper right corner of the Learner Dashboard.
2. Select the Profile Tab and select Edit.
3. Save your changes.

Q: How do I get credit for a course taken outside of the LMS?

A: On your Learner Dashboard, enter the information in External Training to record your training taken outside of the LMS. Submit to the System Administrator.

Q: How do I reset my password?

A: 1. To reset your password, navigate to your Learner profile by clicking your profile icon at the top right side of the screen.
2. Once you are on the profile screen click on the change password button.

Q: How do I un-enrol from a course?

A: Reach out to your System Administrator to see if you can be un-enrolled from the course.

Q: How do I view a course I have already started?

A: 1. Select the Resume button on your Dashboard to review the courses you have started.

2. Once you have clicked the Resume button, you can see what courses are left outstanding.
3. Alternatively, you can select the My Courses Tile which can direct to your outstanding courses.

Q: How do I view courses I complete?

A: You can access your transcript by using the menu button on the top right-hand side of the dashboard. Once you have selected the menu, you can click on the transcript button to navigate to your learning record.

Q: How do I view my courses?

A: Click on the 'Course Catalog' button to be directed to your available courses.

Q: What devices are compatible with the LMS?

A: Our learner interface runs on screens of all sizes while the admin interface works on desktops, laptops, and tablets.

Q: What do I do after a course expires?

A: Reach out to your System Administrator to see if you can be re-enrolled in the course.

Q: Why should I use the LMS?

A: An LMS can provide your organisation and learners with a variety of benefits, no matter your company's size or your learners' goals. Your company can save time and



money by delivering and administering large amounts of information on an intuitive platform. An LMS allows you to improve and expand upon traditional instructional methods through its support of different learning styles, including face-to-face, online and social learning.

Q: Why aren't I receiving emails?

A: If you have enrolled in a course or completed course content and have not been receiving notifications through email, verify that your email address is correct in your profile. The system sends out emails to two locations:

1. The registered email address on your profile
2. Your Messages in your profile.

If you are not receiving emails in either location, reach out to your System Administrator for support.