RRC Online

Q: How do I navigate around the course?

A: Your starting point is the Home/ My Learning page; here you can access and monitor your course(s). Clicking on a course title will take you to the corresponding Course Home page, where you can find your course content and materials, take your exam, and – if you complete the course successfully – access your certificate.

To start working through the main course content, click on the link in the "Course" section. From here you will be taken to a launch page; click "Enter" and your e-learning course will appear in a new window.

If you are still having problems accessing the course content, ensure you are using the latest version of your browser, and that your pop-up blocker is disabled.

Q: How is the course assessed?

A: At the end of the course you will take a multiple-choice exam to assess your knowledge of the course material. To pass this exam, you will need to gain a result of 75% or more. If you don't pass with your first attempt, you'll be given one free re-sit.

If you complete the exam successfully you'll be able to download and print a personalised certificate as a record of your achievement.

If you don't pass within two attempts you will need to re-enrol on the course.

Q: Why can't I access my exam?

A: You will only be able to take your exam once you've worked through your main course content; until then the "Exam" link will remain "greyed-out". Once you've finished going through the course, you'll be able to click on the link and start your multiple-choice test.

If you are still having problems accessing the exam, ensure you are using the latest version of your browser, and that your pop-up blocker is disabled.

Q: Why can't I access my certificate?

A: You will only be able to view and download your certificate once you've completed your course and passed the exam – to do so you need to score at least 75% within two attempts.

If you've passed, your certificate should be available to download within fifteen minutes. You can then print out a hard copy for your records.

Q: Can I complete the course using my tablet?

A: We think that tablets are perfect for reading over your notes and revising on the go. The RRC Learning Centre has been designed to be compliant with a wide variety of devices, including Android tablets, iPads and other touchscreen devices. For the best experience, we recommend Opera for Android tablets and Mozilla Firefox for iPads.

Please note that although you will be able to access your course through a smart phone, we recommend you have access to a device with a larger screen for some aspects of your study.

The RRC Learning Centre is also suitable for use on a range of operating systems.

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