RRC Learning Centre - FAQs

Frequently Asked Questions

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. For the best experience, we recommend Opera for Android tablets and Mozilla Firefox for iPads.