

iLearn External User – course enrol error not authorised

Course enrol error message

How to locate courses on iLearn

Login to iLearn: <https://ilearn.health.qld.gov.au/d2l/login>

The following instructions provide an overview on how to search for courses on iLearn.

Step 1: At *My Home* (refer point 1) > click on *Course Catalogue* (refer point 2)

The screenshot shows the iLearn@QHealth Home Page for non-QH users. At the top left, there is a 'My Home' link with a red circle and the number 1 next to it. Below the navigation bar, there is a 'Non QH Employee Course Catalogue' dropdown menu. A large green box with the text 'Course Catalogue Click here to Find Courses and Enrol' is highlighted with a red box and a red circle with the number 2. To the right, there is an 'About' section with a welcome message and instructions on how to find and enrol in new courses. At the bottom left, there is a 'My Courses' dropdown menu, which is highlighted with a red box.

Courses you are enrolled into are listed under 'My Courses'

NOTE: The 2017 version of the Clinical Placement Student Orientation course is available within the course catalogue however ensure that you select the course with the title **Program: Clinical Student Orientation 2017** to access all 5 modules.

The screenshot shows a course card for 'Mandatory Clinical Student Placement Orientation'. The card features a photo of a group of students. The text on the card reads: 'Program: Clinical Student Orientation 2017. All students must complete an orientation before commencing a placement within a Queensland Hospital and Health Service (HHS) facility. Starts 31/01/2017'.

Step 2: In the *Course catalogue* > type e.g. *Placement* > select  search (refer point 3)



Queensland Government
Home Back to iLearn MyHome Browse Courses Manage Catalogue Annie Jackson

Queensland Health

iLearn@QHealth Course Catalogue

Featured Courses and Programs

Search 3

Mandatory	Mandatory	Mandatory
 Clinical Student Placement Orientation 2017 Program: Clinical Student Orientation 2017 All students must complete an orientation before commencing a placement within a Queensland Hospital and Health Service (HHS) facility. Starts 31/01/2017	 Mandatory Training External Program: Department of Health Mandatory Training All Department of Health employees, regardless of role or location, must complete a suite of required training, as mandated by relevant: Commonwealth or State legislation and/or administrative Ongoing	 Contractor (Trades) Safety Induction (DoH Corp-C) Contractor Safety Induction (Trades) 2017 This course is designed to provide contractors, their employees and sub-contractors with an overview of requirements with respect to work health and safety. Ongoing

You can also view and access courses located on the front screen.

Step 3 Select the course heading **Program: Clinical Student Orientation 2017** from the right hand side panel > select *log in to enrol* > select *enrol* > select *launch*

The course is now open and ready to complete and will appear in the *My Courses* list on *My Home* page.

How to complete a course on iLearn

The following instructions provide an overview on how to complete a course on iLearn. Examples are provided on how to complete a quiz, view quiz scores, monitor your progress and access your certificate.

Course completion

You will be able to see all relevant sections of a course from the *Table of Contents*.

There are release conditions set against each content area. When you successfully complete a section of content the next section will appear in your *Table of Contents* menu.

Be mindful that some content may open in a new Tab. Close the Tab when you are finished viewing the content and return to the course page.

If you do not see 'Completion Awards or Certificates' appear in the *Table of Contents* then you have not successfully completed the course.

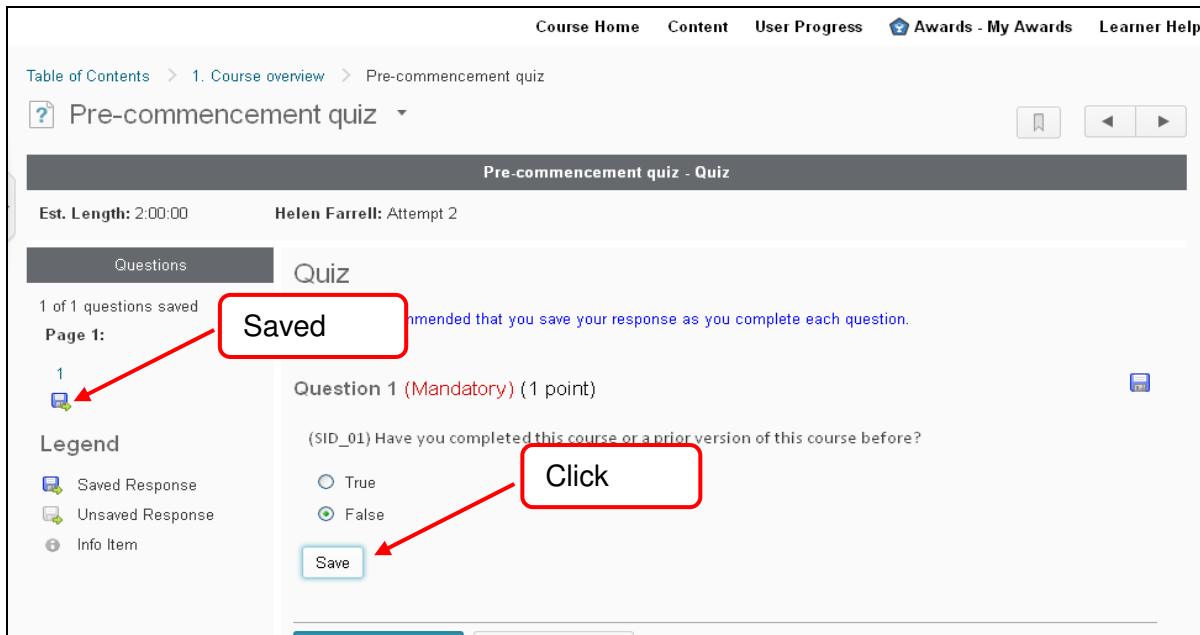
Quiz instructions – how to complete a quiz


The following instructions show how to complete a quiz.

Step 1 Click on the *Quiz* link

Step 2 The *Quiz* opens (refer diagram 1)

Diagram 1

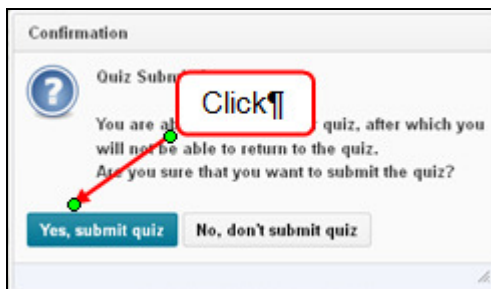


Step 3 Select an answer and select  Save

Step 4 Select  Save All Responses

Step 5 Select  Submit Quiz

Step 6 Select Yes, submit quiz **Note: This is a 3 click process**



How to locate your Awards / Certificates

The following instructions provide an overview on how to access completion certificates on iLearn.

What are badges?

Badges provide additional information on the completion of a training course. The badge lists date of issue, date of expiry and course name. Badges can be converted to PDF and can be saved or printed.

What are Certificates?

Your certificate is a statement of completion. It is not recognised by vocational education organisations [registered training organisation] and does not provide you with credits towards any RTO course.

Certificates can be converted to PDF and can be saved or printed.

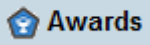
Access Your Awards from the course navigation

From the course navigation you can access any of your **Awards** (badges and certificates)




Note: there is a delay to receiving Certificates

TIP the user is recommended to close their account and wait approximately 15 minutes and reopen their

account and the certificate will be available within the  **Awards** area. If the certificate does not pop up when you reopen your account select your course and select Awards and your certificate will be displayed. Or alternatively select *Awards* on your *My Home page* and your certificate will be displayed.

If however your certificate is not displayed please check that you have completed all required modules, quizzes and surveys within the **Class Progress** area.

NOTE The green ticks  do not indicate that you have completed the course. The green ticks indicate that a module has been opened and viewed in it's entirety.