

# Centre FAQs for the ALSG learning site

[www.alsg.org/vle](http://www.alsg.org/vle)

# FAQs

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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](http://www.alsg.org/uk/More_about_ALSG)

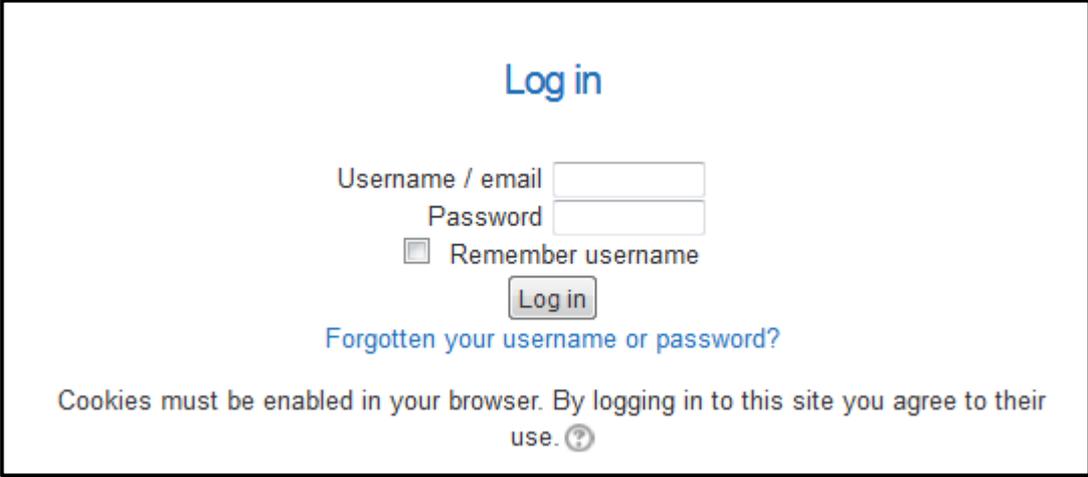
The ALSG Learning site has been established so both Instructors & Candidates can access the teaching materials & E Learning modules required for our courses. [Back to top](#)

## 2. Login page

The ALSG Learning site web address is [www.alsg.org/vle](http://www.alsg.org/vle)

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

Figure 1



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## 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. Candidates/instructors can't launch the e-modules in their internet browser



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'

If using Internet **Explorer 9**

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

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## 5. Candidates/instructors 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](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

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## 6. 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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## 7. A candidate didn't pass the post course MCQ, what should I do?

If a candidate did not pass your post course MCQ, they have 6 weeks to re-sit.

This can be done at any course centre with an ALSG co-ordinator but doesn't have to be during a course as the re-sit is done online.

The re-sit MCQ's are done electronically on the VLE. Arrange a suitable time for the candidate to attend your centre for their re-sit MCQ. As a co-ordinator, you can enrol your candidate into the re-sit area by using the enrolment key/password on your course centre page.

To do this:

- ask the candidate to log into the VLE
- click on 'enrol on a new course' and click the course they need to re-sit the MCQ for
- the re-sit MCQ page will be at the end of the course list. Click on the re-sit MCQ page and input the enrolment key/password. This will enrol the candidate to the re-sit page
- once the candidate is ready to start the MCQ, click on the link and enter the enrolment key/password again to start the attempt.

Do not give the enrolment key/password to the candidate; just enter it for them. Once they have completed and submitted their MCQ attempt they will get a score. If they do not submit their MCQ in time the VLE will automatically submit and mark the questions they have completed. ALSG will automatically be notified of their attempt and if they have passed they will receive an email from our returns team when their completion certificate is available.

If you cannot facilitate the online MCQ, there are PDFs of the re-sit MCQs and blank answer templates available on the centre pages of the VLE, for course organisers to download. The candidate must take the re-sit under examination conditions and stop writing after the allotted time has expired. When the candidate has finished the paper, take a photocopy of their answer template and forward the original template to ALSG for marking. ALSG will mark the paper and contact you with the result, so that you can contact the candidate. Please also include the re-sit details on your returns submissions form post course.

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## 8. A candidate didn't pass a practical or skill test, what should I do?

They should attend a course to re-sit this. Advise them to access the Dates and Venues page of the ALSG website [www.alsg.org](http://www.alsg.org) for dates of forthcoming courses. The candidate should contact their chosen centre to arrange the re-sit themselves. The re-sit must be taken within 6 months of the original course date, if they had an immediate retest on the course, and then only one further retest is allowed. You should fill in an incomplete attendance form and give it to the candidate at the end of

your course. The candidate should take this form with them to the centre that is facilitating the re-sit. The centre who is facilitating the re-sit should advise ALSG of the outcome of re-sit, using [this link](#) to the e-form which is also located on the centre page of the VLE. Please also include the resit details on your course returns submissions form post course.

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## **9. A Candidate needs to attend a session they missed on my course or a session which they scored remedial on, how do I advise?**

They should attend a course to re-sit this. Advise them to access the Dates and Venues page of the ALSG website [www.alsg.org](http://www.alsg.org) for dates of forthcoming courses. The candidate should contact their chosen centre to arrange to attend the necessary session(s). This should be undertaken within 6 months of the course date. You should fill in an incomplete attendance form and give it to the candidate at the end of your course. The candidate should take this form with them to the centre that is facilitating the completion of the missed session(s). The centre who is facilitating the completion of the missed session(s) should advise ALSG of the outcome, using this link [this link](#) to e-form which is also located on the centre page of the VLE.

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## **10. How do I submit my post-course returns to ALSG?**

All post-course returns should be submitted on-line, via the ALSG VLE. Log on to [www.alsg.org/vle](http://www.alsg.org/vle) using your user name and password and navigate to your specific course. Click on the links in the section called 'Centres' and follow the instructions provided.

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## **11. 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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## **12. A course I am running is not showing in 'my home page' in the VLE**

The person listed as the co-ordinator on the approval form submitted to ALSG will be enrolled as the lead centre person for that course. If your course is missing from your 'home page' please email

[approvals@alsg.org](mailto:approvals@alsg.org)

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## **13. I would like to run another type of ALSG course**

If you would like to run a different course type to the one you currently run, you can apply by emailing ALSG and we can add you to the relevant centre page in the VLE or you can apply via the link below

[http://www.alsg.org/uk/Existing\\_centre](http://www.alsg.org/uk/Existing_centre)

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## **14. My candidates and faculty are requesting their certificates for a course I have run**

Once the course has run and you have submitted the candidate's grades within the VLE then your candidate's certificates will be released. you should send them the email located on your centre page in the generic items. Once you have submitted your post course returns, via the VLE, your course returns will be processed in order of receipt. This will include the release of instructor certificates. Please note they can take 6 weeks to process.

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## **15. Do I need a director's report**

A director's report for ALSG courses is optional except on a GIC, where this is mandatory. We only recommend that one is submitted with the post course returns if there is anything that you feel need to be reported back to ALSG or to the working group. If not, you can submit your returns without the report.

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## **16. Is there a director's report template?**

There is not template for a director's report; your directors can use a word document.

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## **17. When are my instructors due to recertify?**

If your instructors would like to know when they are due to recertify, you can advise them to log into the VLE and they will be attached as an instructor to a year group for their course type. They are due to recertify 4 years after this year.

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## **18. Where do shadow directors find the director application form?**

Once your potential directors have shadow directed a course please advise them to fill in the director application form, this is housed in the instructor page under general resources.

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## **19. User Guide for the VLE**

If you require guidance for use of the VLE learning site then please refer to the centre user guide, this is located at the top of each centre page.

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