SeizureSmart Learning Frequently asked questions

Purchasing FAQs

How do I purchase more courses?

if you click on this link you will be taken to the course catalogue where you can see additional courses that you can purchase.

Less

How do I access the course I just purchased?

After you have completed the purchase process for your training course you can go back to the homepage of Epilepsy Smart Learning by clicking on the **Home** tab in the top left of the screen.
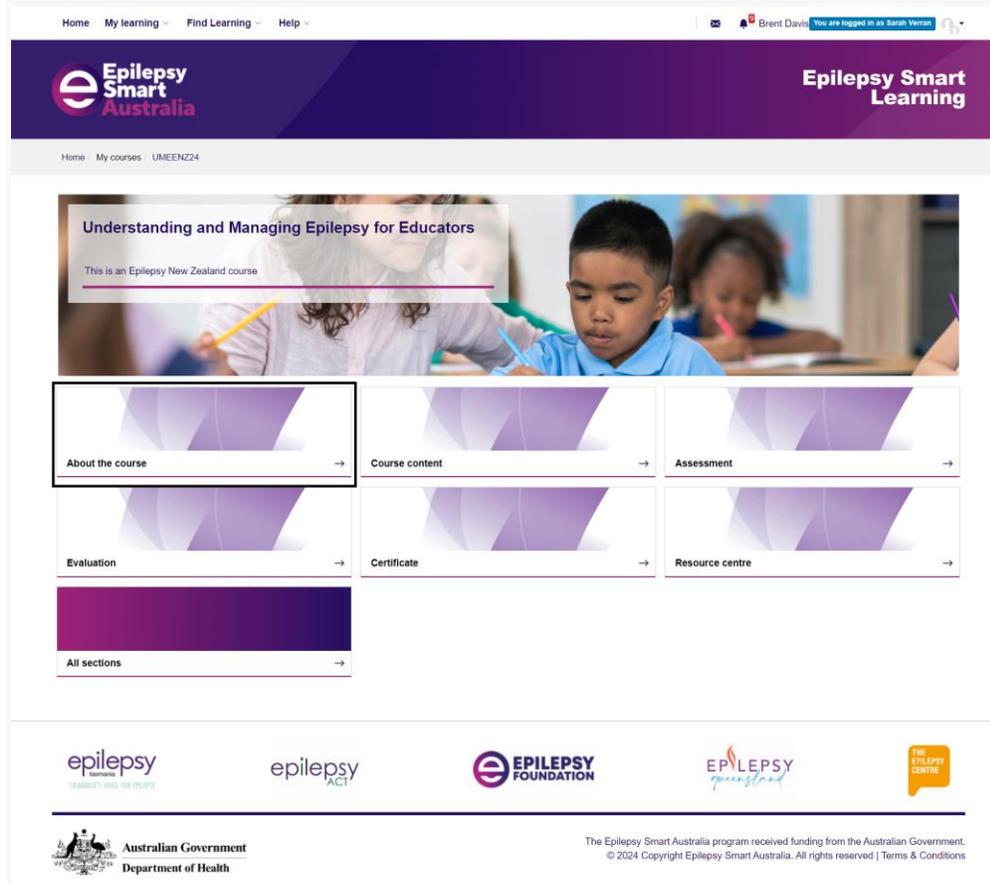
To access your course from the home page, click on the **My Learning** tile.

Navigating your way through a course.

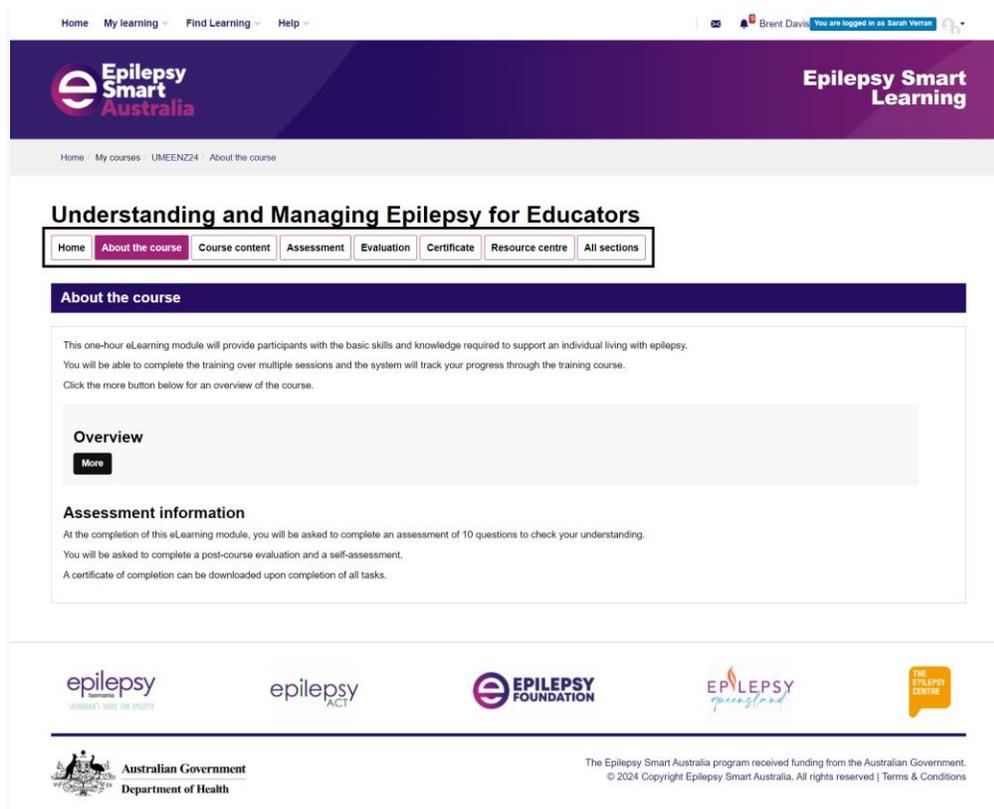Navigating your way through the course you are enrolled in is quite simple.

You will see several tiles on your course screen when you first open it and you can enter the course by clicking on the first tile.

Once you have entered the course you will see tabs at the top of the course screen. These tabs allow you to navigate through the different sections of the course.

Epilepsy Smart Australia

Epilepsy Smart Learning

Home / My courses / UMEENZ24 / About the course

Understanding and Managing Epilepsy for Educators

| Home | About the course | Course content | Assessment | Evaluation | Certificate | Resource centre | All sections |

About the course

This one-hour eLearning module will provide participants with the basic skills and knowledge required to support an individual living with epilepsy.

You will be able to complete the training over multiple sessions and the system will track your progress through the training course.

Click the more button below for an overview of the course.

Overview

More

Assessment information

At the completion of this eLearning module, you will be asked to complete an assessment of 10 questions to check your understanding.

You will be asked to complete a post-course evaluation and a self-assessment.

A certificate of completion can be downloaded upon completion of all tasks.

epilepsy tasmania   epilepsy ACT   EPILEPSY FOUNDATION   EPILEPSY queensland   THE EPILEPSY CENTRE

Australian Government
Department of Health

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Work your way through each section of the course by reading each section and clicking on links as required.

If you have not completed part of the required work in a section, you will not be able to progress to the next section and will see the warning icon below.

I didn't receive a password/have forgotten my password.

If you do not have a password or have forgotten your password you can reset it easily.

Click **on this link** and you will be taken to a page where you can enter your email address.

Once you submit your details you will receive an email with instructions on how to reset your password.

Do I receive a certificate for completing the course?

Yes, you will receive a certificate that you can download and use as evidence that you have completed your course.

If you can't access the certificate section in your course please ensure that you have completed all sections of the course.

If you are still having trouble, **please submit a support request** and we will assist you.

Is my progress automatically saved?

Yes, your progress through the course will automatically be saved.

When you log in the next time you will be able to resume the course at the last section you accessed.

I am having trouble logging in, what should I do?

Some of the common problems people may have logging in and potential solutions are outlined below.

1. Make sure you are clicking on the Learners login button and **NOT** the Epilepsy Smart Australia Staff login button
2. When using the "Forgot username or password" link, make sure you are entering your email address into the search field.
3. Only enter your email address into **ONE** of the search fields and **NOT** both.
4. Check your junk mail folder for any emails you may have missed

If you are still having trouble, please submit a support request using this link.

Please contact seizuresmart@epilepsy.org.nz if you need further assistance