+IMPAC
Less risk, safe people, better business

IMPAC ONLINE TRAINING GUIDE FOR ĀKONGA (STUDENTS)

CONTENTS

KIA ORA,

Whether it is preparing for a new role, upskilling with some professional development, or refreshing your knowledge in the subject area; we are pleased you have chosen IMPAC as your provider.

This guide is designed to ensure your participation in our online courses are seamless and successful. Whether you're attending a live session, engaging with our self-paced (pre-recorded) versions or completing an eLearning course, this guide will help to enhance your learning experience.

We wish you every success with your learning!

Ngā mihi nui,

The IMPAC Team

TECHNICAL REQUIREMENTS

For the best experience for your online learning, please make sure you have the following:

Requirement	Live with an IMPAC trainer	Pre-recorded	eLearning
A computer*	🔵	🔵	🔵
A stable and strong internet connection	🔵	🔵	🔵
A web camera and microphone - make sure both are turned on	🔵	⚪	⚪
Headphones	🔵	🔵	🔵
PDF Reader or printer (only courses with an assessment)	🔵	🔵	🔵
Zoom installed on your device**	🔵	⚪	⚪
Your unique Zoom meeting link from the course instructions email. Please do not share this link with other attendees.	🔵	⚪	⚪
Ability to download and upload files from a third party on your device.	🔵	🔵	🔵
We highly recommend your computer is running on the latest version of Windows 10, Windows 11 or Mac OS.	🔵	🔵	🔵
While other browsers work, we recommend for our system using Chrome or Firefox web browsers for the best experience.***	🔵	🔵	🔵

Key	Colour
Required	🔵
Highly recommended	🔵
Not required	⚪

* For live online training and eLearning please do not use a phone or small tablet to complete the training.

** Please note that earlier versions of Window e.g. Windows 7 may not be compatible with Zoom.

*** Please note that Internet Explorer and earlier versions of Microsoft Edge are not supported by the system.

Troubleshooting

While our platform is reliable, technology can be complex. Please refer to the Troubleshooting section in this guide if you encounter any issues.

TROUBLESHOOTING / FREQUENTLY ASKED QUESTIONS (FAQS)

COMMON ISSUES / FAQS

Issue / FAQ	Advice
Unsure of user name and password for IMPAC's Learning Management System (LMS)	Please go to https://lms.impac.co.nz/login/forgot_password.php and enter your email address to be sent your unique username and a link to reset your password. Please note the email address linked to your account will be the one that received your IMPAC course confirmation and reminder emails.
How do I get to the LMS	Please go to https://lms.impac.co.nz
Unsure how to download your assessment paper	Please go to the below link to watch a guidance video on how to download the assessment paper: https://lms.impac.co.nz/mod/hvp/view.php?id=3182
Unsure how to upload your assessment paper	Please go to the below link to watch a guidance video on how to upload your assessment paper: https://lms.impac.co.nz/mod/hvp/view.php?id=3183

BEFORE COMMENCING TRAINING

Issue / FAQ	Advice
Device battery is low or unreliable	If the device's battery is low or unreliable please ensure you plug your device in so it has an alternative power source.
No PDF reader installed on your device	To download a free PDF reader go to https://get.adobe.com/reader/ As an alternative you can print the assessment paper and view training resources in the browser.
Poor audio / visual quality	We recommend testing audio and video beforehand. In your device settings adjust as required and contact your organisation's IT team for further assistance.
Unable to install PDF reader	Your organisation may have blocked you from being able to install software due to security requirements. Please contact your organisation's IT team to discuss this. As an alternative you can print the assessment paper and view training resources in the browser.
Unable to install Zoom	Your organisation may have blocked Zoom from being installed due to security requirements. Please contact your organisation's IT team to discuss this. As an alternative you maybe able to access Zoom via the web browser instead.
You are unable to find your unique zoom link to join the live session.	Your unique zoom link is on your course instructions and automated reminders. We recommend checking your spam or junk mail folder. If you are unable to locate the email with the link please contact our team.
Zoom Error Message: Link is already in use	You may have signed in on another tab or device using this link. If you are unable to locate where it is already logged in please contact our team for a new unique zoom meeting link.
Zoom Error Message: Meeting is not ready	Please contact our team for a new unique zoom meeting link.

DURING TRAINING

Issue / FAQ	Advice
Internet connection - Wi-Fi issue	As a preference, connect to the internet via an Ethernet cable if this option is available. This provides a much more stable connection and is often faster than a Wi-Fi connection. If this is not an option and you are still unable to connect to the Wi-Fi considering turning your phone into a mobile hotspot and use that connection. (Please note this can use a large volume of data). If you are unable to fix this issue please contact our team to let them know of the issues you are experiencing; and your organisation's IT team for assistance.
Natural Disaster event happens (earthquake etc.) Or Other Disaster event happens (fire in the building etc.)	During a live session if time permits and audio: ✚ **Still functions**: Your Trainer will state the situation, and advise that our Training Team will be in touch via email about rescheduling the course. The Trainer will then end the session. ✚ **No audio capability**: Your Trainer will communicate with you using the chat function. If the Chat function does not work but visual still available – the Trainer will communicate the situation by placing a contingency card in front of the camera
Poor Visual or Audio quality	Video playback, and streaming audio require a lot of network bandwidth and processing power to create a smooth viewing experience. Please ensure the devices you use to participate have sufficient RAM and computing power and a strong internet connect. If you are unable to fix this issue please contact our team to let them know of the issues you are experiencing; and your organisation's IT team for assistance.
Unable to locate the course in IMPAC's Learning Management System (LMS)	Once you have signed into the LMS click [My Courses] at the top of the webpage. On this menu you should be able to see your course listed. If your course is not showing please reach out to our team for assistance.
Zoom software crashes or meeting unexpectedly ends.	Unfortunately software issues do occur. We recommend restarting Zoom and rejoining the meeting with your existing meeting link. If you are unable to rejoin the meeting please reach out to our team for assistance.

AFTER TRAINING

| Issue / FAQ	Advice
I submitted my paper but it has not been marked?	Please check that your assessment paper has been fully submitted and is not in "draft". We endeavour to mark assessment papers in a timely manner however due to other circumstances there maybe delays. If your assessment paper has not been marked within 4 weeks please contact our team.
I cannot see my results on my NZQA record of learning?	Please allow two weeks from when you have passed the course for the results to appear on your NZQA record of learning. If they are still not showing on your record after this time please contact our team.
Viewing feedback from marked assessment	To view feedback from the assessor about your assessment please log into the Learning Management System and navigate to the course the assessment relates to. Once in the course please click on the assessment. In the assessment window you will be able to see feedback from the assessor about your assessment and download a copy of your marked paper. If you have been marked not yet achieved you will be able to upload an amended version of your assessment for remarking.
I cannot see my results on my NZQA record of learning?	Please allow two weeks from when you have passed the course for the results to appear on your NZQA record of learning. If they are still not showing on your record after this time please contact our team.

FURTHER INFORMATION

For more information including IMPAC's policy of recognition of prior learning, please go to the below webpage to view IMPAC's full Learner Handbook.

https://impac.co.nz/training/student-health-and-wellbeing

To view our course catalogue and upcoming events please go to www.impac.co.nz.
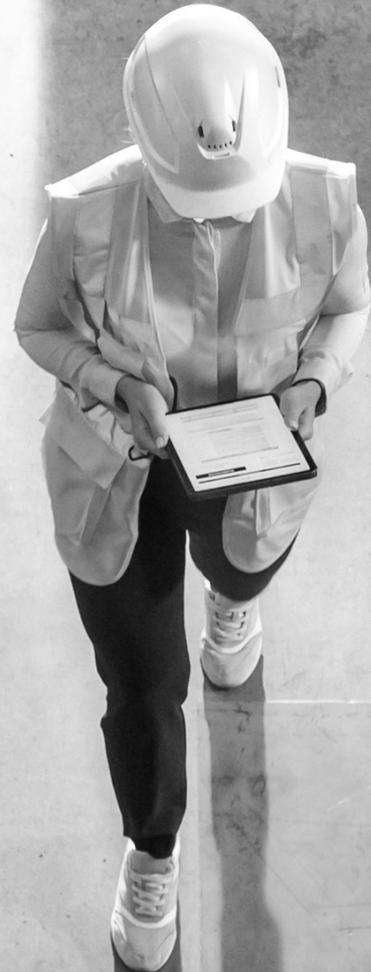
CONTACT DETAILS

Our team can be contacted by phone, email, or in person at our offices.

Please do not hesitate to contact us if you have any questions about any aspect of your training.

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