



+IMPAC

**IMPAC SELF-PACED
WEBINAR GUIDE FOR
ĀKONGA (STUDENTS)**

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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 experience with our self-paced (pre-recorded) webinars and our Learning Management System (LMS) are seamless and successful.

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	Pre-recorded
A computer	●
A stable and strong internet connection	●
Headphones	●
PDF Reader or printer (only courses with an assessment)	●
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	●

** 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.

FREQUENTLY ASKED QUESTIONS (FAQS)

FAQ	Advice
How do I get to IMPAC's LMS?	Please go to https://lms.impac.co.nz
What is my username and / password is for IMPAC's LMS?	Please go to https://lms.impac.co.nz/login/forgot_password.php . On this page enter your email address to be sent your unique username and a link to reset your password. The email address linked to your account will be the one that received your IMPAC course confirmation.
How do I reset my password for IMPAC's LMS?	
How do I locate the course in IMPAC's 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 the course listed. If the course is not showing please reach out to our team for assistance.
How do I download a copy of the assessment paper?	Please go to the below link to watch a guidance video: https://lms.impac.co.nz/mod/hvp/view.php?id=3182
How do I upload my completed assessment paper?	Please go to the below link to watch a guidance video: https://lms.impac.co.nz/mod/hvp/view.php?id=3183
How do I view feedback for my marked assessment?	To view feedback from the assessor about your assessment please log into the LMS 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 submitted my assessment 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 the unit standard I passed on my NZQA record of learning?	Please allow two weeks from when you have passed the assessment for the unit standard to appear on your NZQA record of learning. If they are still not showing on your record after this time please contact our team.

TROUBLESHOOTING

Issue	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.
Internet connection - Wi-Fi issue	<p>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.</p> <p>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).</p> <p>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.</p>
No PDF reader installed on your device	<p>To download a free PDF reader go to https://get.adobe.com/reader/</p> <p>As an alternative you can print the assessment paper and view training resources in the browser.</p>
Poor Visual or Audio quality	<p>Video playback, and streaming audio require a lot of network bandwidth and processing power to create a smooth viewing experience.</p> <p>Please ensure the devices you use to participate have sufficient RAM and computing power and a strong internet connect.</p> <p>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.</p>
Unable to install PDF reader	<p>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.</p> <p>As an alternative you can print the assessment paper and view training resources in the browser.</p>

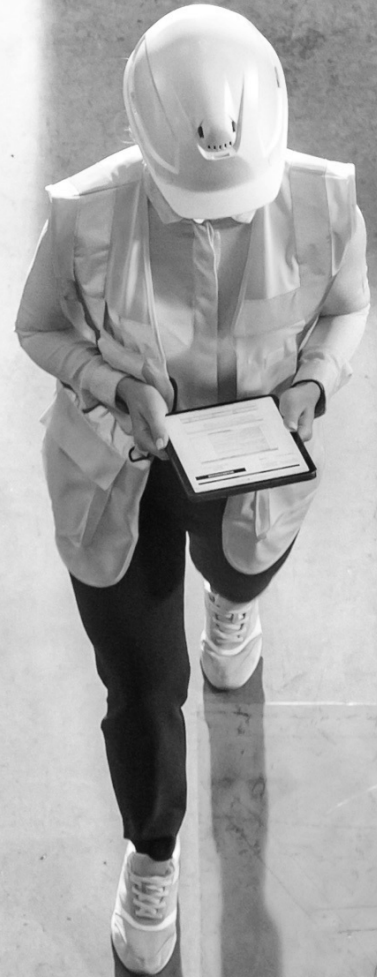


FURTHER INFORMATION

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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