

eLearning FAQs

We've made our Safeguarding course as simple and intuitive as possible. Here are a couple of tips to help you get the most out of your eLearning experience.



1

“I’m having trouble viewing the modules on my computer.”

All of the Blue Lamp Trust eLearning modules use video content and elements of interactivity in order to get the most from your eLearning.

Because of this, you will need a few items in order to successfully view the eLearning modules.

● **A fast internet connection.**

Ideally you should have a Broadband connection. Without this the video content will take a long time to load. It will work, but it will be slow.

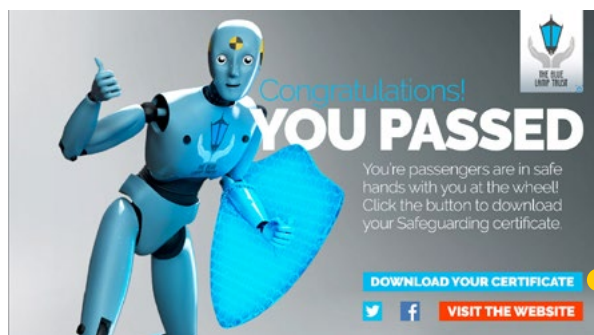
● **An up-to-date web browser**

Because our modules use HTML5, you need a web browser that supports this. Please ensure you have one of these browsers or newer: Microsoft **Internet Explorer** Version 11 or higher, **Firefox** Version 40 or above, **Google Chrome** Version 35 or **Safari** Version 8 or higher.

For more help, visit our Safeguarding elearning site at bluelamptrust.org.uk/safeguarding-eLearning

2

“I need to download my certificate now I’ve taken the module.”

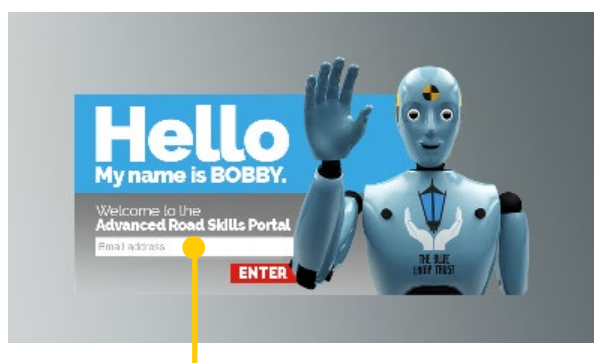


After taking a module and successfully achieving **70%** or above, you will see this screen where you can download your certificate. It will take a few seconds to generate the certificate since it is unique to you, so please be patient.

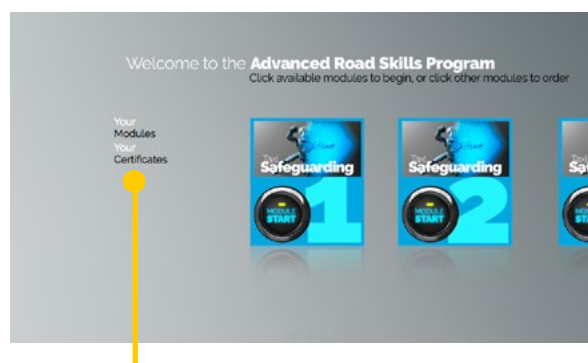
🚫 “I didn’t download my certificate at the time, now what?”

Don't worry, you can still get your certificate by logging into your personal eLearning portal.

Visit <http://elearning.bluelamptrust.org.uk/lms2/Login.aspx>



🚫 Type the email address you provided when you signed up for your eLearning, then press **ENTER**



🚫 Once into your eLearning portal, simply click on the 'Your Certificates' link to view them.



🚫 Click on the name of the certificate to open it in your browser, or right click to save it to your hard drive.

