

FAQs

Do I receive a certificate when I've completed all the modules?

Certificates on completion are not issued, as there is no formal assessment of work completed.

Is there a cost for me to complete the learning resource?

No, there is no cost to you, it is a free resource.

Do I need to register to use the learning resource?

No, there is no need to register. You can work through the modules at your own pace.

Can I use the videos or other information to present it to others at my work or training?

Yes, so long as it is clear that you are presenting information from the Every Moment Has Potential website.

Will my work be marked?

There are no assessments as part of this resource. However, if you would like some feedback, input or to share ideas, you are welcome to email us, via the Contact page.

I'm having difficulty understanding some of the information

Discuss the issue with your supervisor or manager at work; they should be able to help you. Or you can email us via the Contacts page.

If I complete this learning resource will that contribute to my Cert III or Cert IV in Disability?

This online learning resource does not replace any of your subjects. However, some registered Teaching Organisations may use the learning modules as part of the subject: CHCDIS302A Maintain an environment to empower people with disabilities.

What are the benefits of doing this?

By working your way through the resource, you will be able to learn some new skills and ideas. You will learn about Person Centred Active Support. It will also help you to think about the way you currently support people and how you can do this better. The videos show a wide range of people with disability, with different support needs, you will be able to get ideas for the people you support.

I can't open the workbook or other resources.

Some of the resources require Adobe to be installed on your computer. Check to ensure Adobe is installed and the version you have is up to date.

I can't view the videos. What are the technical requirements of being able to view the videos?

There are no specific technical requirements to view the videos. They should play on any computer, tablet or smartphone. All the videos are also available on YouTube, so perhaps check if you are able to play other videos on YouTube. If you cannot, perhaps try a different browser, such as internet explorer, Mozilla Firefox etc, to see if the videos play on those web browsers.

If you are using Chrome, there are some known issues with playing videos on this platform, and you should try disabling the extension Auto HD for YouTube. If that does not work, this site offers some solutions; <https://support.google.com/chrome/answer/6138475?hl=en>

If your work has an IT department, it may be worth contacting them, as they should be able to fix it if none of the above work. Please do email us via the Contacts page if you think it is an issue with our website.