

Disability Standards for Education eLearning courses for school staff

Frequently Asked Questions

VIC Government Schools, Victorian Catholic Schools & Victorian Independent Schools are covered by a Licence agreement with VIC DET, so all Victorian schools can access the eLearning courses on the Disability Standards of Education (DSE).

Who do I contact if I experience difficulty in accessing the eLearning courses?

For difficulties *accessing* the eLearning courses, contact your organisation's dedicated helpdesk support:

- Department of Education and Training (DET) school staff: contact Rachel Young on (03) 9637 2881 or via email at young.rachel.r1@edumail.vic.gov.au
- Catholic school staff: contact Frieda Lai on (03) 9267 0228 or via email at flai@ceomelb.catholic.edu.au
- Independent school staff: contact Elspeth Adamson on (03) 9825 7204 or via email at Elspeth.adamson@is.vic.edu.au

For difficulties *navigating* the eLearning courses, the following helpdesk support options are available from the University of Canberra:

- Help! Video is available on the Welcome page and also at the bottom toolbar in the lessons to assist participants navigate through the eLearning courses.
- Call 0458 373 373 or (02) 6201 5649 or SMS to 0458 373 373 (between 9:30am and 5:00pm AEST), or lodge a ticket at the [University of Canberra Help Desk](#) via the support ticket system.

I can't log in and I need a new password

- Click the "Forgotten your username or password?" link directly below the password field, and this will lead to a password reset page. Enter the email address that you used when creating your account and you should receive an email with a new password. If this email does not reach your Inbox, please check your Junk folder.
- The alternative solutions if the password reset does not work are to either call the Help Desk on (02) 6201 5649 or 0458 373 373 (between 9:30am and 5:00pm AEST), or lodge a ticket at the [University of Canberra Help Desk](#) via the support ticket system.

When I try to use the Password Reset form, it says "Invalid email address"

This occurs when the email address you have entered is not registered in our system, this can be because:

- a) You misspelled your email address.
- b) You used a different email address to create your account.
- c) You don't yet have an account and will have to create one.

If you are certain that you have already created an account, check to see if you used a different email address like your personal or home email. If you are certain that you used your Work email address and you are still receiving the error, please either call the Help Desk on (02) 6201 5649 or 0458 373 373 (between 9:30am and 5:00pm AEST), or lodge a ticket at the [University of Canberra Help Desk](#) via the support ticket system.

Are the DSE eLearning courses accessible for people with disability?

Yes, the DSE eLearning courses have been developed for people with visual or auditory impairments with closed captioning provided for audio.

- Accessibility by participants
 - The presentations are developed to Web Content Accessibility Guidelines (WCAG) 2.0 for learners with visual or auditory impairments.
 - **Closed Captioning** is provided for narration audio.

How long will the first three lessons take to complete?

Each of the lessons takes between 20-30 minutes to complete or 80 minutes to complete all three lessons.

Can I complete the lessons at my own pace?

Yes. The program will save the lessons you have completed and when you resume, it will open at the lesson you last visited.

Will I get a certificate at the end of the lessons?

Yes, when you have completed the three lessons, you will be awarded a Certificate of Completion. Just follow the prompts to print out the certificate with your name on it.

Who will have access to my progress in the lessons?

Important information about individuals' progress will not be accessible to Principals or other school staff.

How can I be sure that my lesson progress is kept confidential?

The University of Canberra has a Privacy Policy process for managing the collection of personal information provided by individuals undertaking its courses. See their Privacy Policy for further details.