



**YOUTH
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LIMITS**

Learning Platform – Frequently Asked Questions

Q. Do I still have to book learning via the DofE website?

A. Yes - all adults will need to use the Opportunity finder to register for a pathway. When their request for registration is received, they will be allocated the appropriate pathway(s) in the platform and sent an email with the link to the platform. If they wish to do additional pathways in the future then they will need to request these through the opportunities finder, and this will be added on the platform, where they will be able to access it using their existing platform account.

Adults are registering for the pathway, not for a course on a specific date and time.

Q. How do I access the platform?

A. Once you have received your invite email click on '**Take me there**' at the bottom of the email and follow the instructions to complete the sign-up process.

Q. What devices can the platform be used on?

A. The platform can be used on PCs and MACs, Chromebooks, tablets and mobile phones. It is entirely internet based and can be accessed through normal browsers.

Q. How do I use the platform and find courses?

A. You will find 2 orientation videos under the Announcements banner that will show you around the platform.

Q. Where do I find the courses?

A. Each assigned bite-size module will appear under the "Must do" banner. Once completed, close the webpage and click the "For you" menu. The next bite-size module will appear.

Q. How do I book a facilitated discussion?

A. The Delivering the DofE and Expedition Assessor and Supervisor pathways each have a facilitated discussion as part of the learning journey. This is the second to last nugget, just before the Final Assessment. Once all the previous nuggets have been completed, the facilitated discussion nugget will appear in your 'Must do' ribbon.

Once you've read the Information Pack, you'll be able to select a facilitated discussion from the calendar and book one of the 15 participant slots on the session. We ask that you join the discussion 10 mins before the start time to ensure your audio and video is working so that we can start promptly. Delegates who are more than 5 mins late to the start will not be able to join the session and will need to rebook.



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Q. What will the facilitated discussion look like?

A. The facilitated discussion will be 90 minutes within Adobe Connect, with microphones and cameras on (unless individual adjustments are specified in advance), discussing case studies, scenarios and applying the knowledge gained to the real-life environments that the delegates are from. This is more than three times the face-to-face contact of our current IttDofE course and EASTC courses where delegates spend about 20 minutes in breakout rooms. Numbers on facilitated discussions will be limited to 15 (half the current course size) to ensure that everyone is able to engage with the discussions.

We'll do our best to meet the individual learning needs of delegates where this is identified to the team in advance. We ask all delegates to enable cameras and microphones for the sessions in order to meet the learning outcomes. Delegates who may have an issue with these IT requirements will be asked to contact the team in advance of the session.

Unless there is a reason shared with the facilitator in advance, we'll ask any delegates who don't actively participate using cameras or microphones to repeat the session.

Q. How accessible is the platform for those with additional needs?

A. The platform conforms to all digital accessibility standards, is compatible with screen readers and our content has been designed to be read with screen readers. Where necessary, delegates will be able to zoom in and out on screen if this will help them to read material.

Q. Is the material available in other languages?

A. Users can set a language preference for the platform which will display the platform labels and instructions in the language of their choice. This will include English, Welsh and Scottish Gaelic. Learning content will be in English, later in the year course materials and resources will be translated into Welsh. Facilitated discussions will also be held in Welsh as required.

Q. Do delegates have a time in which everything has to be completed, will they receive a reminder if they haven't done the modules or facilitated discussion?

A. The ethos of our learning platform is that delegates can work through the learning modules at their own speed, accessing it when and where they like. They will not be prompted to complete the learning, but if they have booked a facilitated discussion, they will receive an email reminder and a further email reminder 1 hour before the discussion starts.

Q. The delegates can always see the next steps, how will they know how long it will take to complete modules and the full course?

A. We will give a guide to the length of time that the modules and courses will take, but everyone will work through them at their own pace, as more people complete the modules, we will be able to establish a better estimate of how long it will take to complete.

Q. Will people have to do it all at once or will it save their progress as they go through?

A. Progress will be saved as each nugget is completed, and delegates can return to where they left off. Some delegates may choose to do all the learning in one day, others may take several visits to the platform to complete the learning.



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Q. How will the assessor accreditation work after they have completed the Expedition Assessor and Supervisor pathway within the platform?

A. The EASTC and EAS pathway are the same, and on completion of the pathway delegates will be able to access their eDofE account and progress to accreditation as normal.

Q. Will LOs be able to see the progress of their leaders through their learning pathways?

A. We are currently working on solutions for this and will keep you updated. Completion records will remain in eDofE in the meantime.

Q. Does this mean that a leader will need to have an eDofE account to access the new system and the learning?

A. Yes, the DofE needs to know where the learners are from if our records are to make sense, so anyone wanting to access our learning will need to have an eDofE account. This will also mean that they can be given access to the right pathway and information. When their eDofE account is created, they will get an email within 24 hours to enable them to access the learning platform.

Q. What about organisations which haven't been licensed yet, or AAPs, they won't have an eDofE account?

A. Accounts can be created directly on the platform to give access to training for those that will not have an eDofE account, if in the future they have an account created on eDofE this will link to their learning platform account using their email address as the unique identifier.

Q. What if we create them an account to access the new learning but they have already done training from the MTF on a training account?

A. In this instance when their eDofE account is created, the leader should merge their accounts if they know the username and password for the account. This will transfer their learning on to their eDofE account. If they don't know the username and password then the DofE manager should contact their operations officer and either the leader can be provided with the information, or the Operations Officer can link the two accounts together via the training search function within eDofE. Once this is done, they should email the UK Training Team at training@dofe.org and the training team will update their record within the Learning Platform.