Frequently Asked Questions

How long is the course duration?
The course comprises five modules delivered over a period of five weeks. Modules are designed to be completed within one week.

Please be sure to complete the learning activities within the scheduled timeframe.

What do I need to do to be awarded a certificate of completion?
To be awarded a certificate of completion, you will need to complete all module activities. You can check your progress by ensuring each activity has a green tick against it. The My Progress tab at the left of the screen provides you with module-by-module progress information.

How much work is involved to complete the course successfully?
Each module requires approximately 3-4 hours of learning including 90-minute webinars, videos, suggested reading and completing all learning activities.

What is expected of the text-based reflection activities?
Many activities in the course require you to respond using free text. The facilitators expect you to write full and complete responses.

The activities are a valuable opportunity to learn from others and contribute to the ideas and thoughts of others. So, do take the opportunity to read and respond to others.

Are the course learning activities mandatory to complete?
The learning activities are aligned to the learning outcomes of the course. All mandatory learning activities are awarded a green tick in the element navigation when completed. You are required to complete all mandatory activities to be awarded a certificate of completion.

Is it mandatory to attend a site tour?
The site tours made available in some capital cities of Australia have been organised to enrich your learning process. The site tours hosted by ARA member organisations have been arranged in those locations where we have more than 10 learners in this course. Each site has specific requirements and capacity is sometimes limited due to COVID-19 restrictions or operational requirements. They are not mandatory to participate.

What if I have a question about the course content, activities or assignment?
Post a new discussion in General Discussion. A facilitator will respond to your question.

Can I email the course facilitators directly?
All communication is managed by the Cahoot platform, either via General Discussion or the Support tab.

How do I obtain my copy of the certificate of completion?
Once you have completed the course and your progress is sitting at 100%, you will be able to download your certificate.

The certificate download feature is located under the Wrap up tab.
Your certificate will also be emailed to the address you have used throughout the course.

How and when can I use the Live Chat feature in Cahoot?
During the course, live chats may be scheduled to provide opportunity to connect and network with your peers. Outside of this schedule the course facilitators do not moderate the Live Chat.

I have a technical question about the Cahoot environment. Who should I contact?
Use the Support tab to the right of the screen to flag any technical issues or request assistance.

When do the Live webinars start for my location?
For reference, the webinar schedule is located under the Info and Support tab. A countdown timer to the live event is located under the webinar element for each module.

Is it mandatory to attend the live webinars?
No. However, we strongly advise you attend, as it's a great time to ask questions directly to the subject experts. We also expect you to participate and share your perspective with others in the course.

To be awarded a certificate of completion, you must either attend each webinar or watch 100% of the webinar recording.

When will the webinar recordings become available?
One webinar recording from each module will be made available on the Cahoot platform 24-48 hours after the live event.

How can I provide feedback about the course?
You have opportunity to evaluate the course and provide frequent feedback, including:

- Optional feedback at the end of each Module.
- A final feedback questionnaire in the Wrap up module. This is a mandatory item.

You may also provide feedback through the "Support" tab at any time. Your feedback is very valuable.