

# e-learning

## Frequently Asked Questions (FAQs)

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### How long does the training take?

All of our training allows the learner to work at their own pace. Foundation courses take approximately 2 hours to complete. Competency Assessments and Refreshers take approximately 1 hour and Bite-size courses take approximately 30 minutes.

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### How many attempts at the test do I get?

You get two attempts at the final test before the test is locked. If you do not pass, you need to contact our support team via email [support@opuspharmserve.com](mailto:support@opuspharmserve.com) or by phone on **0333 577 5017**.

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### What are my computer system requirements for e-learning?

Our e-learning is internet-based so as long as you have a PC or tablet with a Broadband connection, you will be able to access the e-learning with any standard browser.

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### Will I get a certificate and how do I obtain it?

For our Foundation, Refresher and Bite-size training courses you can gain a certificate upon successful completion. This can be printed from the system. The certificate has a recommended refresher date of 2 years from completion.

If you are set up as part of an organisation/group on our system, the group manager will also be able to print out user certificates.

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### How do I get set up?

Simply go to our website [www.opuspharmserve.com](http://www.opuspharmserve.com) and purchase through our shop. For larger orders please give us a call on **0333 939 0053** or email [bookings@opuspharmserve.com](mailto:bookings@opuspharmserve.com).

If you are purchasing more than one licence for an organisation, you may want to assign someone from your organisation to issue passwords to your staff and to print certificates. This person will be termed as a group "manager/instructor".

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### How do I access the training?

You will be issued with a password by email. To access the training, simply log on to our website [www.opuspharmserve.com](http://www.opuspharmserve.com) and click the blue "log in" button in the top navigation bar or green 'E-learning Log in' button on the hero image.

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### How does the training work?

To access the training, each person needs a licence. One licence is issued for each individual user. The user can then access the training for a year from the date of set up.

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### How do we know the training is up-to-date?

Opus Pharmacists, experts in medication training with current medicines experience, have developed our accredited training. It is continually updated as guidance and legislation changes. These changes are automatically uploaded so that you will always access the current information.

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### How can I pay?

You can pay via Debit or Credit card through our online shop or, for orders over 10 licences, you can be invoiced and pay by BACS. Please contact us if you have particular payment requirements and we will do our best to accommodate.

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### What if I have a question to ask during or after the training?

A benefit of **Opus** e-learning is that we provide an e-mail information service by a pharmacist. When you access the training, you can click on the “Ask the pharmacist” button and a pharmacist will respond to your query.

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### How can I monitor the learner’s progress?

The Learning Management System (LMS) allows you to manage learners, monitor and track their progress, and assess the effectiveness of their training.

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### What if I lose my password or I enter it wrongly several times?

On the log in screen you can request a new password from the forgotten password link. You can also contact our friendly technical support team via email [support@opuspharmserve.com](mailto:support@opuspharmserve.com) or by phone on **0333 577 5017** and they will assist you.

If you enter the wrong password too many times then you will be locked out. You will need to contact the technical support team for assistance.

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### What if I start the course but only get half way through?

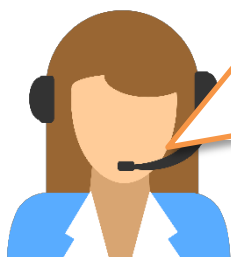
The course is bookmarked which means you will easily be able to tell how far through the course you are. When you return to the course, you will see where you left it. You do not have to return to the beginning.

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### Once I have completed the course, can I log back in?

Yes, you can access the course material as a reference source for a year.

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If you have any further questions, please don't hesitate to e-mail us at [info@opuspharmserve.com](mailto:info@opuspharmserve.com)

Alternatively call us on **0333 939 0053** or visit our website [www.opuspharmserve.com](http://www.opuspharmserve.com).