

DAVID HUESTIS Learning Centre - FAQ

[1: Why is there a new Learning Management System \(LMS\)?](#)

[2: What will I need to use the new LMS?](#)

[3: How do I access the new LMS?](#)

[4: What modules do I have to take to complete my training?](#)

[5: Do I have to complete all of my training at once?](#)

[6: How do I find my modules?](#)

[7: How do I take my training?](#)

[8: How will I know if I have successfully completed my training?](#)

[9: I accidentally requested the wrong module. How do I remove it from my Requested Modules list?](#)

[10: I completed a session, but it still shows in My Learning Gateway on the Home Page. Why doesn't it show in My Completed Learning?](#)

[11: On the Home Page \(My Learning Gateway\), I see three tabs: Priorities, Volunteer Ready, Assigned Modules and Requested Modules. What are these tabs for?](#)

[12: Can I review a module after it has been completed?](#)

[13: Can I access the LMS using a mobile device?](#)

[14: Many of the modules in the new LMS are the same as the ones from the old LMS. When can we expect to see updated training materials?](#)

[15: Is there a user guide or manual for the system?](#)

[16: I still have questions. Who should I direct my questions to?](#)

Q1: Why is there a new Learning Management System (LMS)?

Every Scouter is required to complete Wood Badge training within their first year as a volunteer. eLearning makes it convenient and easy to gain the knowledge needed to plan and deliver a quality Scouting program. With this in mind, Scouts Canada launched its first Learning Management System (LMS) in 2009. Our training needs have grown since then. In order for Scouts Canada to provide better quality training for our Volunteers, a new LMS was necessary. This new system will allow us to offer higher quality, interactive training as well as a wider range of communication and reporting tools.

[Top](#)

Q2: What will I need to use the new LMS?

To access the LMS, you must have a Myscouts account. The LMS supports browser IE9+, Chrome, Firefox, Safari and other advanced web browsers. It is recommended that you have at least two of these browsers available for use on your computer. Additionally, please ensure that you have Adobe Flash Player installed. You can install the Flash Player by clicking here.

[Top](#)

Q3: How do I access the new LMS?

1. Log in to www.Myscouts.ca.
2. Under My Menu, click on the eLearning button

You can also access the LMS through the TRAINING TAB.

1. Log in to www.Myscouts.ca.
2. From the top navigation menu bar, click the TRAINING tab.
3. To the left of the screen, click E-LEARNING

[Top](#)



Q4: What modules do I have to take to complete my training?

Every Scouter is required to complete Wood Badge I training. Wood Badge I consists of 5 modules:

- Wood Badge I, Module 1
 - This training must be completed by all Scouters
 - Module 1 contains seven (7) sessions. These sessions provide information on accessibility, ongoing safety, support networks and tips for how to be successful in your new role. This module should take 3.5 hrs to complete.
- Wood Badge I, Module 2 -5 (program-specific)
 - You must also complete training specific to your program
 - Modules 2-5 can contain anywhere from 1-10 sessions.
 - Each module will take between 30-75 minutes to complete.

[Top](#)

Q5: Do I have to complete all of my training at once?

No. The modules can be completed in separate sittings. If you are working on a session, it is strongly recommended that you complete the session before closing the course. If you need to close the training window, be sure to click "Save and Exit" in the course launch window.

[Top](#)

Q6: How do I find my modules?

You can find your modules by using the Course Catalogue.

1. Log into the LMS.
2. From the top navigation menu bar, click the Course Catalogue tab.
3. Subject: For Wood Badge Training, select Scouts Canada Training.
4. Topic: From the dropdown, select the appropriate program.
5. Language: To refine research results, select English from the drop-down.

[Top](#)

Q7: How do I take my training?

First, you will need to add the training to your Learning Page.

1. Find your module using the Course Catalogue.
2. Click Request Package.
3. You will see the following notice: "You are requesting all the learning objects in this package. Continue requesting package?" Select OK.
4. In the next screen, "Where do you want to go now?", select My Learning.
 - You can also view your My Learning gateway by selecting the Home tab in the top navigation menu bar.
5. Click on the Requested Modules Tab. Your requested module with all associated sessions will appear here.
6. To take the training, click on the Launch button to the right of each session.
7. A course launch/table of contents window will open. Click Launch. The training will open in a new window.

[Top](#)

Q8: How will I know if I have successfully completed my training?

There are several ways to verify that you have successfully completed your training.

1. The course launch/table of contents status will change from "incomplete" to "complete" or "passed".
2. Go back to your Requested Modules tab. Click the refresh button. The session that you just completed should no longer appear under this tab.
3. From the top navigation menu bar, select My Completed Learning. The session that you just completed should now appear here.
 - You can sort your completed learning items by ID, Course Title and completion date.
4. Go back to Myscouts.ca > My Profile > My Training. Once you have completed a module, it should appear here.

[Top](#)



Q9: I accidentally requested the wrong module. How do I remove it from my Requested Modules list?

The new LMS allowo remove unnecessary training from your Requested Modules list.

1. Locate the session that you would like to remove and check the box to the far right.
 - To uncheck a box, click on the box again.
 - To select all checkboxes, scroll down and click Check All.
 - To uncheck all boxes, scroll down and click Uncheck All.
2. To the bottom of the screen, click Remove Checked Opportunities.

The module should now be removed from your Requested Modules list.

[Top](#)

Q10: I completed a session, but it still shows in My Learning Gateway on the Home Page. Why doesn't it show in My Completed Learning?

*Please note that we are still in the early stages of launching the new LMS. If you encounter issues with completing your training, please try these best practices and tips for trouble shooting:

1. Complete the entire session before closing the training session window.
2. Once you make it to the final slide of the training session, minimize the training window (do not close it).
3. Go back to the course launch/table of contents window. Next to the Launch button, the training status should change from "incomplete" to "complete" or "passed". Wait for this status to change and then click Save and Exit.
4. If this status does not change after 15 seconds, close the training window and course launch/table of contents window. Delete your browser history (delete cookies and clear caches), log out and back into eLearning, launch the session and try again (repeat steps 1-3).
5. If the status still does not change, repeat steps 1-4 using a different browser.
6. If you continue to experience issues with completing a session, please contact the Help Centre.

[Top](#)

Q11: On the Home Page (My Learning Gateway), I see three tabs: Priorities, Volunteer Ready, Assigned Modules and Requested Modules. What are these tabs for?

To help you find your training more easily, the LMS will group your modules into categories.

- The Volunteer Ready tab will contain mandatory training that must be completed by all Scouters.
- The Assigned Modules tab will contain modules that have been assigned to you.

The Requested Modules tab will contain modules that you have selected from the Course Catalogue.

- The Priorities tab will display sessions that have associated completion deadlines.

Once you complete a session, use the refresh icon to see the most up-to-date list of pending sessions.

[Top](#)

Q12: Can I review a module after it has been completed?

Yes. After you have completed a module, go to My Completed Learning in the top navigation menu bar. Locate the session that you would like to take again and click the Take Course button to the left of the session. Please note that once you complete an entire module, the completion record will be sent to MyScouts.ca, where it will appear in your Training Tab. If you complete the module again, this will update the completion date in your MyScouts.ca Training Tab records.

[Top](#)

Q13: Can I access the LMS using a mobile device?

Yes. The LMS can be accessed using most mobile devices. You can also use your iPad to review Wood Badge I, Module 1. *To obtain course completion, you must use a laptop or computer.

*Please note that many of our existing courses will need to be converted to a different format before they can open on mobile devices. We will be focusing on this, as well as mobile functionality in the next phase of the LMS implementation. Thank you for your patience!

[Top](#)



Q14: Many of the modules in the new LMS are the same as the ones from the old LMS. When can we expect to see updated training materials?

Over the next year, we will be focusing on reviewing and updating Modules 2-5 for each program. You can expect to see updated training materials as early as January 2015. We will communicate changes as modules are updated and replaced.

[Top](#)

Q15: Is there a user guide or manual for the system?

Yes. You can access and view this user guide from the new LMS.

- Log into the new LMS.
- In the top navigation menu bar, click Help Info.
- From the drop-down menu, click LMS FAQ.

[Top](#)

Q16: I still have questions. Who should I direct my questions to?

If you have additional questions about eLearning, please go to MyScouts.ca and select the TRAINING Tab for instructions. Additional resources and support can be found on the Online Support Centre. You can access this site by going to helpcentre@scouts.ca.

[Top](#)

