WHERE IS THE ONLINE LEARNING HOSTED?

- The online learning is accessed through the OPITO Digital Portal, and is located on Atlas Knowledge secure servers in the UK. The online learning is developed and owned by OPITO not ERGT.

WHAT IT REQUIREMENTS ARE REQUIRED TO ACCESS THE OPITO DIGITAL PORTAL?

- You can access the OPITO Digital Portal from any web-enabled device, including a smart phone or tablet. ERGT recommends you use a desktop computer for the best learning experience.

WHAT INFORMATION DOES ERGT REQUIRE IN ORDER TO REGISTER ME FOR OPITO ONLINE LEARNING?

- ERGT requires the following correct information in order to process online learning registration - First name, Last name, Date of Birth, Telephone number, email address course (BOSIET with EBS, BOSIET with CA-EBS or T-BOSIET) and practical date.

- Unique log-in details will then be automatically e-mailed to you by ADMIN@ATLASKNOWLEDGE.COM and you will need to validate these details in order to log in and then create your own password.

- Before starting the online learning modules, please familiarise yourself with the 3 options in the menu bar located in the top right corner; Courses, 'Profile (this will be your name i.e John Smith)' & Help.

WHEN DOES MY LOGIN ACCESS TO THE ONLINE LEARNING PORTAL EXPIRE?

- Once registered for OPITO online learning, you will be able to access the content of the course at any point in time. There is currently no time limit on this access, however you must complete the online learning prior to attending your practical training day at ERGT. The online learning will take around 8 hours to complete.

WHERE CAN I GET IT SUPPORT FOR THE ONLINE LEARNING?

- Once you have logged in to the OPITO Digital Portal, there is a 'Help' menu item in the top bar.

- This 'Help' section offers 3 distinct areas; 'Frequently Asked Questions', 'Help Topics' and 'Contact Support'.

- The 'Contact Support' area provides an online means for anyone accessing the system to seek support. This method automatically collects technical and configuration details of the user's computer system which will assist Atlas Knowledge in providing effective support.

- The form can be used 24/7, but technical response will only be provided during UK working hours.

- Telephone support is also available. Once you have processed a query under 'Contact Support' and selected Phone for 'Reply to me via email or telephone' you will be contacted by this support line on the given contact number within the UK working hours.

DO I NEED TO LET ERGT KNOW THAT I HAVE COMPLETED THE ONLINE LEARNING?

- No. The OPITO Digital Portal will record your completion of the learning and ERGT will be able to see that it has been done.

IF I DON'T SUCCESSFULLY COMPLETE THE PRACTICAL TRAINING / ASSESSMENT, DO I NEED TO REPEAT THE ONLINE LEARNING?

- If you are unsuccessful in completing the practical training day, you will need to return to ERGT within 3 months to repeat the modules that were incomplete.

- Should you be unable to meet this time frame, OPITO requires you to complete the training again. This requires you to be re-registered for the OPITO online learning and to book for a practical training day. Please contact ERGT to complete the re-booking and re-registration process.