

## Children's Wellbeing in Scottish Football

### E-Learning FAQ

Question- I have tried to answer a question by 'ticking' all the types of abuse options offered within the answer and they all show incorrect and I am unable to move on. Please can you advise?

Answer – In this instance the question is looking for more than one type of abuse to be ticked. (i.e. it has multiple answers)

Please note when a question states 'please **select all answers** you think are correct' that more than one answer option is required.

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Question – I have selected Children's Wellbeing in Scottish Football E-Learning but no courses are being shown. Please can you advise?

Answer – When selecting the E-Learning course **do not** follow this by selecting a 'Region' as it is not required.

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Question – I have completed the course but the Scottish FA Live says I have not completed. Please can you advise?

Answer – Please go back and ensure that you have completed all questions on all modules and not skipped any areas of any of the modules. If it still shows as incomplete, please screenshot and email [cwsfonlinesupport@scottishfa.co.uk](mailto:cwsfonlinesupport@scottishfa.co.uk)

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Question – I have been unable to log on to the Astute system using new username password.

Answer – Please forward your details to [cwsfonlinesupport@scottishfa.co.uk](mailto:cwsfonlinesupport@scottishfa.co.uk) in order for this issue to be resolved with the Astute platform support team.

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Question – I have been unable to log on to the Astute system using my current username and password.

Answer - Please forward your details to [cwsfonlinesupport@scottishfa.co.uk](mailto:cwsfonlinesupport@scottishfa.co.uk) in order for this issue to be resolved with the Astute platform support team.

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Question – I have deleted the email with my username and password issued from Astute and I cannot login to my e-learning account. What should I do?

Answer – please email [cwsfonlinesupport@scottishfa.co.uk](mailto:cwsfonlinesupport@scottishfa.co.uk) in order for this issue to be resolved with the Astute platform support team.

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Question – How long will the e-learning take me?

Answer – The e-learning should take approximately 50 minutes to 1 hour but you do not have to complete it one sitting; can save your answers and go back in at any time to complete your learning.

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Question – Will I get a certificate for completing this workshop online?

Answer – Yes, once you successfully complete the e-learning, you can download your certificate and print at any time as evidence you have completed this.

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Question – Once I have completed the e – learning will I ever have to complete it again?

Answer – We request that you complete the e-learning every 3 years in order to make sure you are updated if there has been any changes to Scottish FA policies and procedures or legislation.

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Question – How much does this e-learning cost?

Answer – This e-learning is free to anyone registered with Scottish FA.

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Question – Do I have to complete this course?

Answer – Your club will advise you if you **must** complete this e-learning. It will be dependent on your role and your responsibilities with children and young people. Rule of thumb would be, if you are working in any capacity with under 18 years young people, you must complete this e-learning.

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Question – Do you offer any alternative Child Wellbeing courses or workshops?

Answer - Scottish FA do not offer any alternatives but you may wish to attend a face:face workshop as listed: sportscoach UK ‘Safeguarding and Protecting Children’ at a local venue. This may carry a cost unlike the Scottish FA e-learning which is free of charge.

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Question – Can I access the e-learning from any internet friendly device and using any internet browser?

Answer – We have identified problems when trying to launch on a mobile phone and with the Microsoft Edge browser. So, in order to easily access the e-learning please use an alternative browser and from a PC or laptop.

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Question – Where can I find information if I don’t know the answer?

Answer – Please refer back to the module you have just read and the answers should be within. For further support you should use the; tactic icon, rules book icon, flags icon and the resource section. You will also find useful links to website that will support the information within this e-learning.

If there is something you would like further help to understand please email [cwsfonlinesupport@scottishfa.co.uk](mailto:cwsfonlinesupport@scottishfa.co.uk)

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Question – How many do I have to get right in order to pass the e-learning?

Answer – You will need all questions to be answered correctly in order to complete and pass the e-learning.

If you submit a wrong answer – a feedback button will give you information and the opportunity to ‘try again’ will be offered at the end of the module.

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Question – How do I know if I have got all the questions correct?

Answer – You will be congratulated at the end of each module for successful completion and prompted to move on to the next module.

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Question – I find the text difficult to read is there any additional support to complete this e-learning?

Answer – Yes, you have the option to use an audio at the start of each module so that you may listen to the text as scripted.

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Question – Is there explicit information included in this e-learning?

Answer – There is information included around different types of abuse but there is no explicit images or information. Some of the content may be uncomfortable for some individual users but this is not widespread and likely to be minimal.

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