

LSV Offline Trainer App Trainer FAQs

Q. Do I need to do the training; I've already used an iPad for years?

- Yes you do and please take your time this application is imperative to quality assurance
- understand and ask questions
- Less errors occur from those who have reviewed the videos in detail

Q. I don't have time to complete the iPad as I go how do I make sure it's done before a candidate departs?

- Time management is key
- We have preselected all of your checklists so you only have to mark those candidates who are unsuccessful
- Upload the evidence as you receive it as part of the grading process
- Validate candidates before they leave it only takes a moment to check you have everything in order by pressing a button

Q. I have to take the photo three times to get it right I don't have time how can I fix this?

- Take your time on course so you don't have to repeat tasks
- Getting it right the first time is the fastest way
- Better results when you stand to take a photo
- Focus the screen
- Ensure you get all four edges of the document
- Make sure you are in the right candidate file/ item file before photographing
- Keep your presenters table clear so its east to create a workflow

Q. Do I need to check the screen before my candidate signs off?

- Imagine this is a resit notice you want to make sure the information is correct
- Is the candidate supposed to be successful, check before signatory that the correct result is outlined
- If the candidate is deemed non competent you will still need to issue a hard copy resit

Q. I did validate but my candidates had already left so I couldn't fix anything.

- Don't wait until your candidates have left the room to press the validate button
- You can do this as many times as you want at any point in the course
- You can validate before a candidate departs
- A validation does not check that you have unticked unsuccessful items so make sure your candidate results are correct

Q. I have someone resitting from another course what do I do?

- If they have enrolled online mark them as no show from the add remove candidate menu
- Check your aXcelerate notes for what the components they need to resit
- Use your hard copy checklist for this candidate only and submit with the hard copy evidence



Q. Is everyone on my list up to date?

- Download your candidates the day prior in case your internet speed is slow
- You can download as many times as you like
- Refresh the morning of the course
- You can also see your enrolled candidate list on aXcelerate
- Data such as signatures and checklists is retained when you refresh a download should you need to do this after a candidate has arrived
- Check your list twice to ensure that your candidate doesn't end up doing a hard copy enrolment when they already enrolled online

Q. Why do I need to outline my mistakes in the course report form?

- These are a map for the person processing the course, include all necessary information here so that it reaches the right person at head office?
- Did you make a mistake? Note it on the course report form
- Will your mistake impact processing, photograph your course report form and email to training@lsv.com.au before submitting it with your hard copy kit
- Keep everything in one place

Q. Can I do a hard copy paper backup? Why do I have paper checklists if I am not supposed to use them?

- You don't need to do hard copy paperwork and the app please do one or the other so your candidates don't get frustrated
- If your candidate has enrolled online don't also get a hard copy enrolment
- Paper checklists are only in your kit so that you are prepared in the event that the app isn't working, we must prepare for the worst case scenario

Q. How do I mark someone who hasn't attended one day of a multi-day course when they can't sign in but I still want records to be kept of their successful items from when they did attend?

- How do I mark someone who hasn't attended one day of a multi-day course when they can't sign in but I still want records to be kept of their successful items from when they did attend?
- Untick the items they have missed so that they feed through as part of the resit
- Cross the signature panel for the missed day and write a comment (absent)

Q. Why is my iPad so slow?

- Your iPad should be specific to the purpose of assessing, remove any unnecessary data
- Is your IOS up to date? Go to Settings> General> Software update
- I recommend setting an appointment to update your software on a quarterly basis

Q. People haven't provided their PFA pre-requisite on course will I be able to successfully validate?

- This evidence field is optional and won't show up as part of your validation, no need to take blank photos

Q. My iPad isn't working and I am on course what do I do?

- Please revert to paper assessment using your hard copy backup supplied in the kit. Notify the office either by email or SMS on the day of the course so that the processing team area aware.



