

Sjx Frequently Asked Questions



Q. Why can't I use a laptop during my training?

A. Laptops have the tendency to log out/enter sleep mode, which automatically logs you out of the course.

Whilst mobile devices go to sleep also, the web browser remains open and therefore allowing you to continue with the assessment questions throughout the course.

Q. How much data will I use during my training?

A. Very minimal – the amount of data used in a 1-Day Provide First Aid course is equivalent to scrolling on Facebook for 5 minutes.

Q. What happens if I don't complete the eLearning for Provide First Aid half-day course, prior to course commencement?

A. You will be turned away and be asked to reschedule. Note a rescheduling fee will apply.*

Q. Can I complete my eLearning after attendance at the face-to-face training?

A. No - as your trainer will not be able to deem you competent on the day of training.*

Q. I have completed my eLearning online, will I receive a completion certificate to show my trainer?

A. No - on completion of your eLearning the web browser will advise of completion, and the results will be recorded in our system.*

Q. If I'm having trouble completing my eLearning, can I still attend on the day?

A. No - If you cannot complete your eLearning for any reason, you will be required to reschedule your training for a later date. Note a rescheduling fee will apply.*

Q. I have enrolled into a course that has mandatory eLearning, how long will it take to complete?

A. The eLearning will take approximately 4 hours to complete.*

***Please note:** compulsory eLearning applies to Provide First Aid on Sjx Half Day course, not the full day course.