

FAQ's for Portal & Courses

- 1. What is the length of time permitted to complete the road safety audit course from commencement (not including practical module)?**

Answer: 6 months from the date of enrolment (not the date of commencement).

- 2. What is the length of time permitted to complete individual road safety audit training modules from commencement?**

Answer: 1 month per module from the date of enrolment (not the date of commencement).

- 3. What is the length of time permitted to complete the road safety engineering course?**

Answer: 6 months from the date of enrolment (not the date of commencement).

- 4. What computer hardware do I need to access and complete the online training courses?**

Answer: The courses are designed to be accessed from either a desktop or laptop computer rather than a tablet or smartphone. The training courses also have audio, so you will need speakers or headphones for the content which has audio. You will see a sound symbol on the left side of the title bar on the slides that have audio.

- 5. When/How can I complete my practical audit component of the audit course?**

Answer: Main Roads will be coordinating this with you. They will take groups of people out throughout the year and once you have successfully completed the practical component you will be issued with your final course certificate.

- 6. I have set up a profile but it won't accept my password, why?**

Answer: You may not have verified/validated your password and activated your account yet. Once you have set up your user profile the system sends a verification email to the email address entered. You must verify/activate your account before you can access the system.

- 7. What if I have not received a verification/validation email request?**

Answer: First, check your spam folders for an email from admin@road-safety-audit-wa.org. If there is no email received, your firewall may not be authorising the email to go through. You will need to set your firewall to allow access from the email address listed and it should then come through.

- 8. I have set up a profile or attempted to log in to my existing profile and have been blocked by the system.**

Answer: Have you tried multiple times to register an account? If so, and you have used the same email address, the system will not allow you to proceed until the account has been verified as it recognises that the email address is already entered into the system. Multiple attempts before verification of the account will result in the user being blocked – if this happens the administrator will need to reset the account. The administrator can be contacted on 08 9321 5740 or rsaudits@ipwea.asn.au

What if you don't receive a verification email? Refer to Question 7.

9. I have completed a module and the system won't let me move onto the next module – it tells me I haven't completed the module prior even though I have.

Answer: Please check the following before contacting the administrator about this issue:

Have you accidentally closed the module windows open in the background? If you have, you may need to restart the module again, as the system may not record completion of the module if you do not, but you should be able to restart the module at the point where you left off.

If you continue to experience issues like this, please contact the administrator on 08 9321 5740 or rsaudits@ipwea.asn.au.

10. What's the difference between completing the course online, or completing the course offline?

Answer: The course can be sent out for completion offline on a USB flash drive for users who are located in remote regional areas who do not have internet access or who have a poor internet service. This option is **only** available to users located in remote regional areas – users in the metropolitan area or located in large regional centres will not be provided with the offline version of the training.

11. I cannot remember my login and/or password?

Answer: You can reset your login and/or password using the following [Link](#)

12. I have tried to reset my login / password and was advised that the email address entered is already in use.

Answer: You may have multiple accounts set up in the portal – this will need to be reviewed by the administrator. The administrator can be contacted on 08 9321 5740 or rsaudits@ipwea.asn.au

13. I have changed organisations and tried to update my details in the portal but I am unable to add the organisation and / or my email address will not update.

Answer: All organisations are listed in a dropdown box for you to select from, which has been provided to ensure consistency with organisation names. If your organisation does not appear, it will need to be added to the list by the administrator before you can update it.

If your email address won't update because it is going to your old organisation email, this will need to be updated by the administrator.

14. How can I tell if I'm logged into the portal?

Answer: When you are logged into the portal your name will be displayed at the top of the screen on the left hand side.

15. How will I know when my auditor accreditation requirements need to be completed?

Answer: There are 2 ways you can find out when your auditor accreditation CPD training requirement needs to be completed: 1) There is a CPD Update Course "countdown" displayed in your auditor profile in the portal; and 2) You will be notified via email about your CPD Update training accreditation renewal date, 1 year, 6 months, 3 months, 1 month and 1 week prior to your expiry date.

Senior Auditors and Auditors will also be notified regarding their audit report registration accreditation requirements by email 1 year, 6 months, 3 months, 1 month and 1 week prior to their audit report registration expiry date.

Auditors who do not comply with all accreditation requirements within the notified timeframe will lose their auditor accreditation and be automatically removed from the Road Safety Audit Portal website the day after the applicable expiry date.

16. What do I need to do if I have lost my auditor accreditation and want to reapply to become an accredited auditor again?

Answer: You should refer to the training and accreditation flow chart provided on the [Training and Development](#) webpage and follow the application process outlined in the [Become a Road Safety Auditor](#) webpages to reapply.

17. Why won't the video's in the course let me skip through them / continue to the next slide?

Answer: We have found that some users are having issues with the videos not allowing them to continue on. Upon investigation, we found that some users were trying to skip or fast forward through the videos by dragging the video progress slider to the end. All of the videos are on a timer and must play through to the end before delegates can commence onto the next slide.

You should also refer to the answers to Question 18.

18. I am going through the course and keep getting stuck on the video's – the next button won't appear.

Answer: Please ensure that your video/flash player is updated – we have found that most people experiencing this issue do not have the most current flash players.

- It is also suggested that you try completing the course using a different device/computer.
- While Internet Explorer 11 is the preferred platform for the online courses, it is slowly being phased out by Microsoft and therefore you should try using Microsoft Edge (Microsoft's replacement for Internet Explorer 11) or Chrome.
- If you are using Chrome and are having issues with the video's you may need to type <chrome://settings/content> into your Chrome website address bar, and then click on the option **Flash**. From there add <https://www.road-safety-audit-wa.org> to the list of allowed sites which should resolve this issue on Chrome.
- Check whether you're clicking on the video image or the Play button. If you are clicking on the video image, the Next button will not appear. Once you click the Play button, the Next button should appear once the video has ended.

19. I have started an online training course but have logged into the portal and the course is no longer showing under my courses. Why?

Answer: Your course may have expired. The courses have an expiry date of six (6) months from the time of enrolment. We may be able to extend your course, but any extensions are at the discretion of the administrator and are not guaranteed.

20. I am unable to correctly answer one of the assessment questions or am unable to successfully complete an online training exercise?

Answer: All of the online training assessment questions and exercises have been set based on the training content. This means that students should be able to answer all the assessment questions and successfully complete all the training exercises by reviewing the course content.

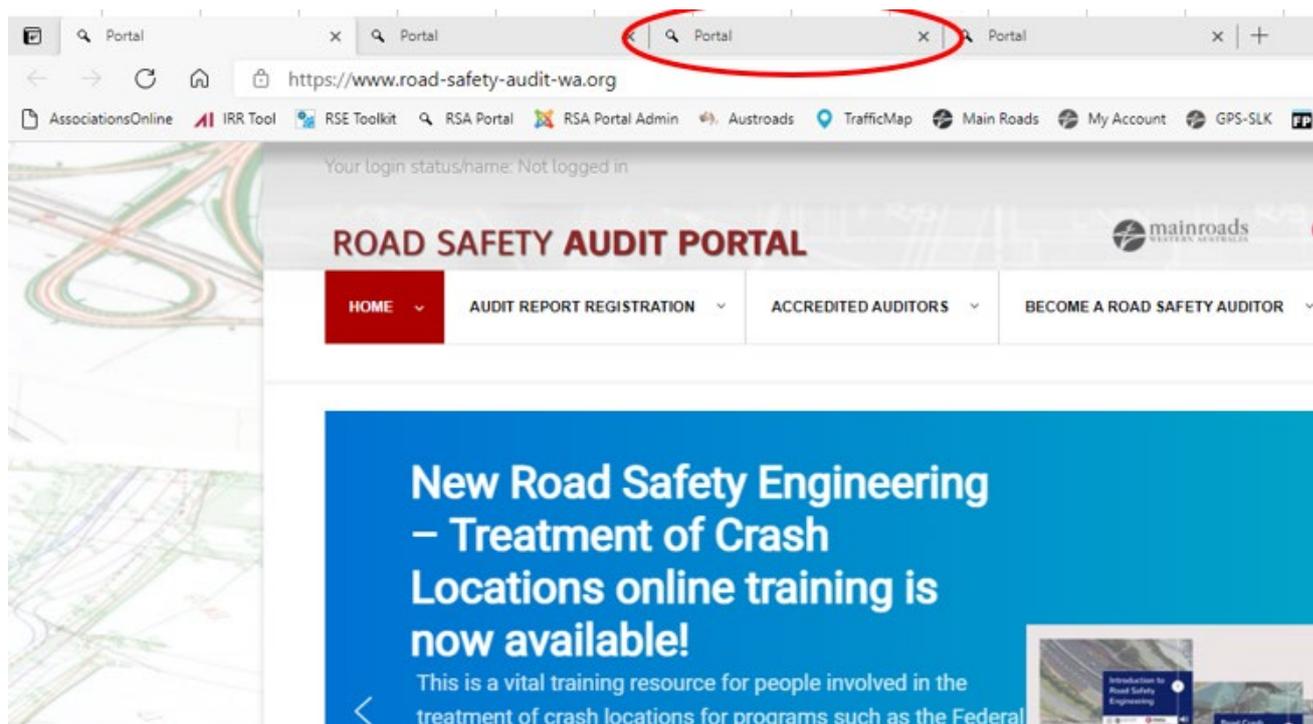
There are also resource documents available for all training modules to assist students complete the training and to provide training resource references for your use following completion of the training.

21. I am in the middle of completing my course and the Next Button won't appear on the slides

Answer: We have found that this issue basically occurs due to a fairly new default setting within windows – if you go Start Menu > Settings > Personalization > Taskbar you should see a setting called “Combine taskbar buttons”. The new default setting is “Always, hide labels” – the old default behaved a lot more like when this option is set to “Never”.

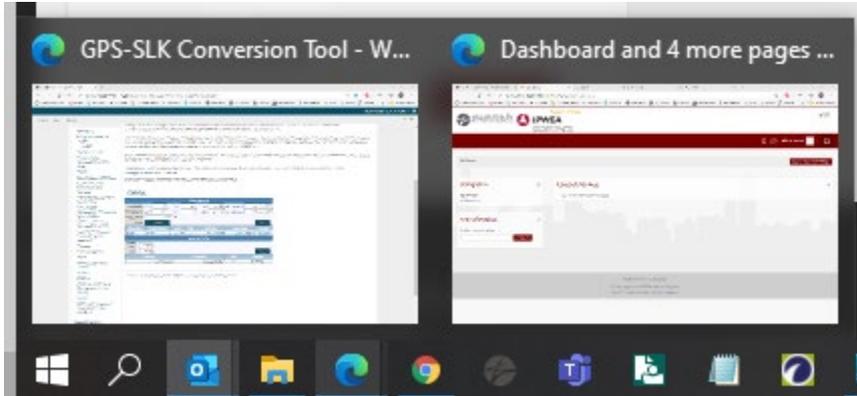
When taskbar buttons are combined, a user can be working on the course and click on a link which will take them away to another window. To resume the course, they need to navigate back to the window from where they clicked the link.

The common mistake people make is that they try and navigate back to the window via the tabs along the top of the screen:



We can't recreate it here unfortunately, but if you do this, you will end up on the Portal where you access the Course from, but it will have the module title and the “Enter” button. DON'T CLICK THIS. If you click the button, it asks if you want to resume where you left off, and if you do, it will take you back to where you were up to, but with no “Next” button.

What you need to do is look at the browser button on your Taskbar  - it will appear "doubled up" like 2 buttons stacked on top of each other. This indicates that there is more than 1 window open. If you hover over it, some small versions of all windows that you have open will pop-up like this:



One of those will be at the point you got to on the course. If you click on the correct window, it will take you back to where you were and the "Next" button will be displayed.

Alternatively, if this does not work, it is suggested you go to Start Menu > Settings > Personalization > Taskbar and change your "Combine taskbar button" setting from "Always, hide labels" to "Never" and the different windows will show up as 2 very distinct open applications on your task bar and will be much more obvious for you to find:

