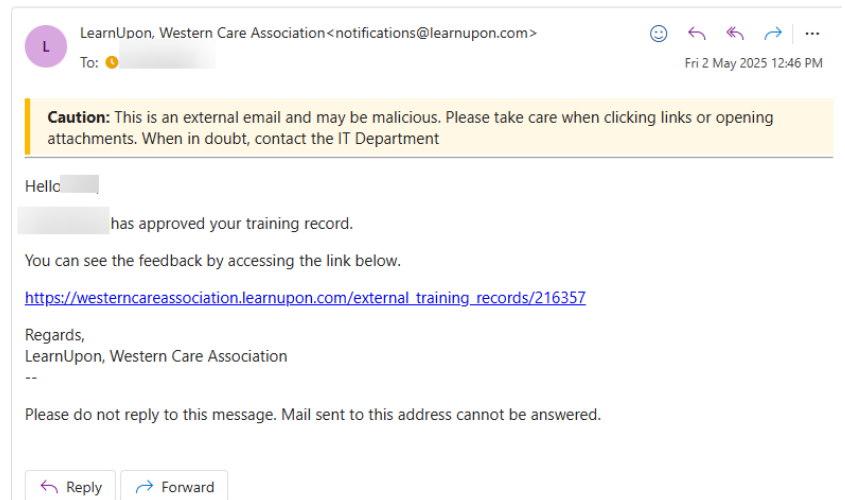


TROUBLESHOOTING TIPS IN LEARNUPON

When you add a record in “My Learning” on to LearnUpon - <https://westerncareassociation.learnupon.com>

It is then sent to the admin staff for approval. Once it has been reviewed, you will receive a confirmation email to inform you if your document has been approved or rejected. (Example here)

Admin staff will provide an explanation on why your document is rejected. The following are the reasons why it may be done:



1. The certificate is Out of Date.

Please note: not all certificates have an expiration date, so you will only be alerted regarding those that do. The mandatory HSELand Certificates have an expiry period of 3 years, see the list below:

HSELand Online Mandatory Training

(access via link - <https://www.hseland.ie/dash/Account/Login>):

- Safeguarding Adults at Risk of Abuse
- An Introduction to Children First
- The Fundamentals of GDPR
- Manual Handling and People Handling E-Learning Theory Module
- HSE Open Disclosure: Module 1 - Communicating Effectively through Open Disclosure
- AMRIC Hand Hygiene

SOLUTION: amend the record and attach the new certificate. Alternatively, delete the record and create a new activity record with a new certificate. Refer to “How to amend a record in LearnUpon” guidance document.

2. The certificate is missing

If you created an activity record but forgot to attach a certificate you will receive an email informing you of this.

SOLUTION: amend the record and attach the certificate. Refer to “How to amend a record in LearnUpon” guidance document. (refer to “How to upload a certificate in LearnUpon” document)

3. Multiple certificates attached to one record

You can only attach one certificate per activity record. If you attached multiples ones, you will be informed of this.

SOLUTION: delete the record. Create a separate record for each course/certificate. Refer to “How to add a certificate in LearnUpon” guidance document.

4. The wrong certificate was attached

Example: If you created an activity record for “GDPR fundamentals” but attached a certificate for “Children First” you will get an email informing you of this.

SOLUTION: amend the record and attach the new certificate. Alternatively, delete the record and create a new activity record with a new certificate. Refer to “How to amend a record in LearnUpon” guidance document.

5. LearnUpon Certificate was uploaded (rejected)

There is no need to upload LearnUpon courses’ certificates as they are already a part of your learning history.

SOLUTION: delete the record. Refer to “How to amend a record in LearnUpon” guidance document.

6. Duplicate certificates in one record or duplicate activity records

If you created an activity record but forgot to attach a certificate you will receive an email informing you of this.

SOLUTION: amend the record and attach the certificate. Refer to “How to amend a record in LearnUpon” guidance document

NOTE: HIQA and other certificates for non-mandatory courses

HIQA certificates are not mandatory, they will, however, be approved and stored in My Documents.