Candidates' FAQs & User Guide for the Generic Instructor Course (GIC) Learning Management System (LMS)

www.gic-online.org/vle

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1.   Introduction

The Advanced Life Support Group (ALSG) and the Resuscitation Council (UK) (RC (UK)) have jointly developed the Generic Instructor Course (GIC) Learning Management System (LMS), **the ALSG and RC (UK) GIC LMS**.

The site has been established to streamline the administration of the course across both organisations and also houses the new GIC e-learning modules.

You can navigate to relevant sections by clicking on the coloured text

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2.   What are the minimum hardware specifications?

The platform will run on the following minimum hardware specifications and above. However, the faster your computer, the better the content will run.

We recommend the following minimum specifications:

Processor	1 GHz or faster
RAM	512MB or higher
Screen resolution	1024x768 monitor display size
Audio	16 bit audio; speakers or headphones are required
Video	16 bit graphics
Input devices	Keyboard and Mouse
Assistive technologies	Jaws 10 (for visually impaired users)

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3.   What software do I need to access the GIC LMS?

The GIC LMS is a web-based platform (**http://www.gic-online.org/vle**) and can be accessed using most popular web-browsers. However, its performance and usability may differ depending on the browser version being used.

The platform has been specifically designed to work on the following operating systems and browser versions:

3.1   Operating systems:
- Windows XP
- Windows Vista
- Windows 7
- Mac OSX 10.4 and 10.5

3.2   Browser versions:
- Internet Explorer 8 and above
- Firefox 4
- Safari 5
- Google Chrome 11

You will also need the following players and plug-ins to access some of the resources on the platform including the GIC e-modules.

Adobe Flash Player 8 or higher:

We recommend updating to the latest version. To do this, copy and paste the link below into a web-browser:

http://get.adobe.com/flashplayer/

Adobe Acrobat Reader 6 or higher:

To view PDF resources, please ensure you have this software installed on your machine. You can download this from the internet by copying and pasting the link below into a web-browser:

http://get.adobe.com/uk/reader/

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4. Login page

The GIC LMS web address is: **www.gic-online.org/vle**

Please bookmark this address for easy access.

Your account will be created by the approving organisation (ALSG or the RC (UK)). You will receive an email containing your login details. If you do not receive this email, contact the approving organisation. *Refer to section 13 for contact details.*

4.1   Forgotten username or password?

You can reset your own password by clicking on the highlighted link, indicated in figure 4.1 and submitting your registered email address (username).
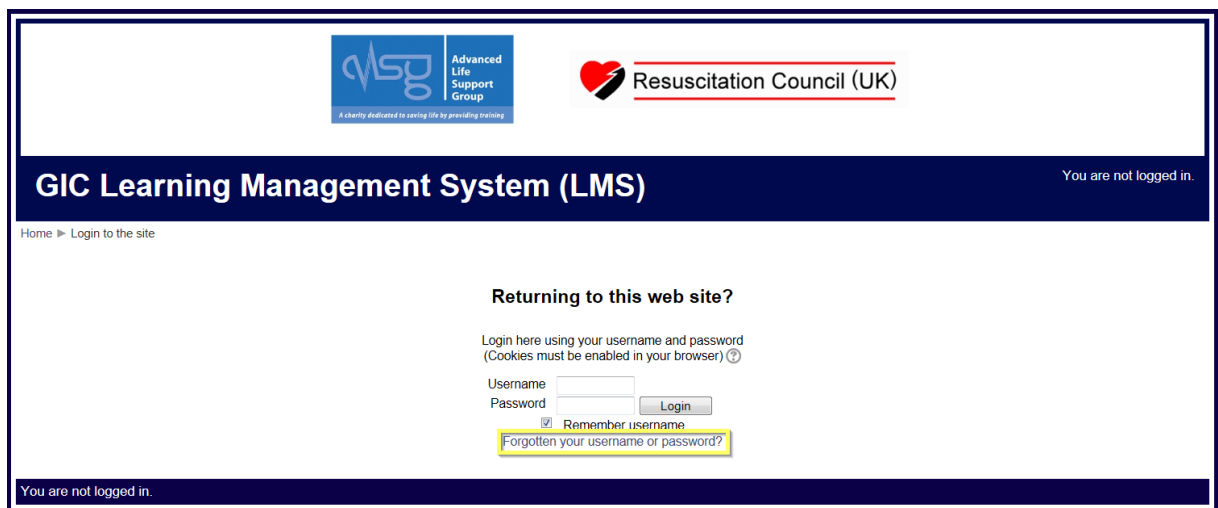

Fig 4.1

The system will search for your details and once found, it will send you an email with instructions on how to access your account.

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5.   Getting around the site

Once you have logged into your account, you will land on the '**HOME**' page.

On the next page, figure 5.1 is a screen shot of the home page which consists of a Banner (1), Menus (2) and Course Overview (3)

5.1   *Banner*

This should display your **full name** and a link to **logging out** of the system. Please ensure you are logged in as yourself.

5.2   *Menus*

This area gives you quick access to your **course** and to useful documents to getting around the site, **Candidate and Instructor's FAQs and User Guide**.

5.3   *Course Overview*

Under this area, you will have quick access to the following pages:

- Book a Generic Instructor Course
- Your Course Allocation *(e.g. ALS candidate will only see ALS course allocation)*
- Your Course - *(your enrolled course)*

The next few sections will provide details and screen shots of what is found under each page listed above.

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5.4   Home Page

Fig 5.1

6.   Book a Generic Instructor Course

Once you have accessed your GIC LMS account, you can start to apply for a course via the system. This page will give you access to the course list which is available in Word and PDF format as shown in figure 6.1
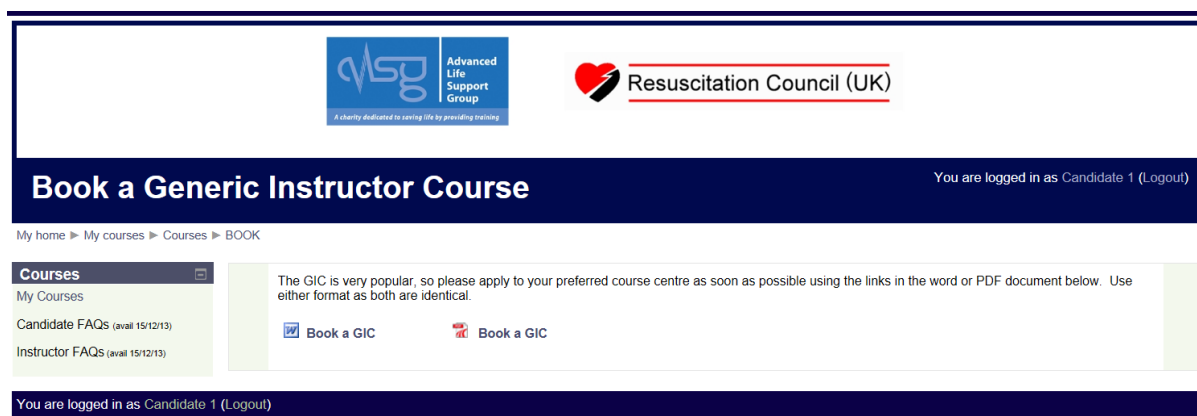

Fig 6.1

The documents will contain links to the Centre's online application form. Once completed, system will send it directly to the Centre for processing and approving.

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7.   My Course Specific Allocation

You should have immediate access to your course's specific allocation page whether or not you have been enrolled onto a GIC. For example, if you are an ALS candidate, you will have access to the ALS course allocation page. As mentioned in *section 5.3*, allocations will be listed under the '**Course Overview**' menu.

If your allocation page is not visible, contact the approving organisation who will provide access. Refer to section 13 for contact details.
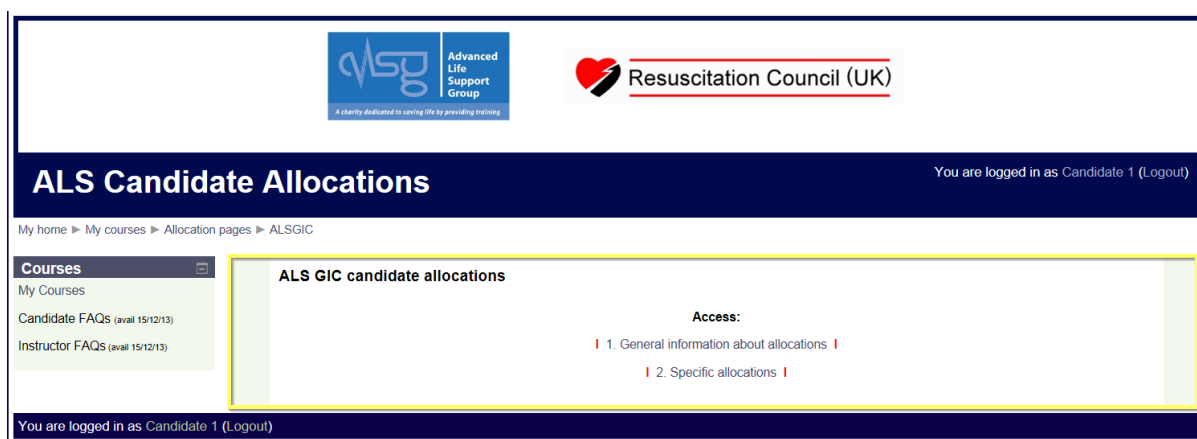
Figure 7.1 shows the **ALS** course allocation page:

Fig 7.1

Figure 7.2 shows general information about allocations

ALS GIC candidate allocations

Access:
I 1. General information about allocations I
I 2. Specific allocations I

General items for all candidates

The GIC is a two day face-to-face course. You will be required to prepare sessions covering various teaching modalities such as:

◦ Lecture

◦ Skill teaching and assessment

◦ Simulation teaching

◦ Simulation assessment

◦ Discussion

To enable your preparation, you will be given a specific allocation number. This will be included in your pre-course instructions from the course centre. This will contain all the materials you will require to deliver each session listed above.

The general items required by all candidates are linked below:

◦ Feedback forms and matrices
◦ FAQ - The role of the instructor

The current provider manual is 6th Edition, ISBN number 978-1-903812-22-8.

Fig 7.2

Please read this section carefully before attending the enrolled course.

Figure 7.3 shows specific allocation numbers for the **ALS** course:

ALS GIC candidate allocations

Access:
I 1. General information about allocations I
I 2. Specific allocations I

◄ General items for all candidates   **ALS allocations**

You will be informed by the course centre on the allocation number which you need to prepare for your enrolled course.

Summary of Allocations

Allocation 1
Allocation 2
Allocation 3
Allocation 4
Allocation 5
Allocation 6
Allocation 7
Allocation 8
Allocation 9
Allocation 10
Allocation 11
Allocation 12
Allocation 13
Allocation 14
Allocation 15
Allocation 16

Fig 7.3

You are only required to prepare for the allocation number which has been allocated to you by your registered course centre (course which you are enrolled onto)

Fig 7.2

8. My Generic Instructor Course (GIC)

The registered course Centre will process and approve your course application form received. They will enrol you onto the course and confirm your place by email. At the same time, they will also confirm the course allocation number which you need to prepare for the course.

Your enrolled course will appear under the '**Course overview**' page, *refer section 5.3.* Note that the course will have the course date as highlighted in figure 8.1
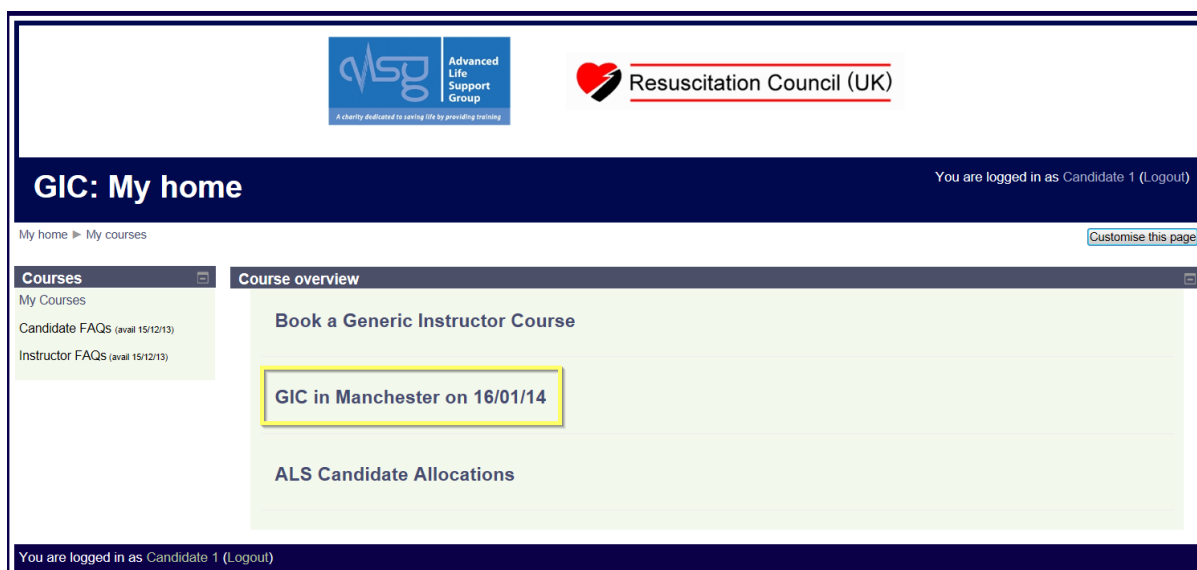

Fig 8.1

A GIC will have a date (MM/DD/YY) to indicate that it is an actual course for attendance.
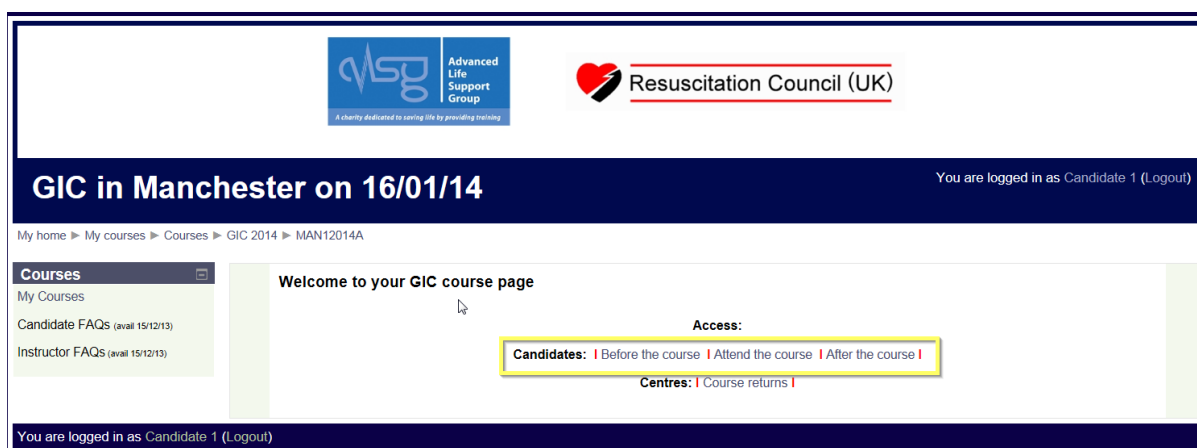
Figure 8.2 is a screen shot of a GIC page:

Fig 8.2

As a Candidate, you only have access to the areas highlighted in figure 8.2

For your course preparation, we have grouped items for quick and easy access:

8.1   Candidates – Before the course

You can access the e-modules (15 topics) from here.

Fig 8.3

You must *read the manual, complete the online modules and prepare for the course allocation number assigned by the Centre, before attending the face-to-face day of the course.*

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8.2   Candidates – Attend the course

You can access the Centre's details from here (venue's address and maps) provided that information has been supplied by the Centre to the approving organisation for add onto the GIC LMS.

Fig 8.4

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8.3   Candidates – After the course

Here, you will have access to the online course feedback and personal information questionnaire as shown in figure 8.5
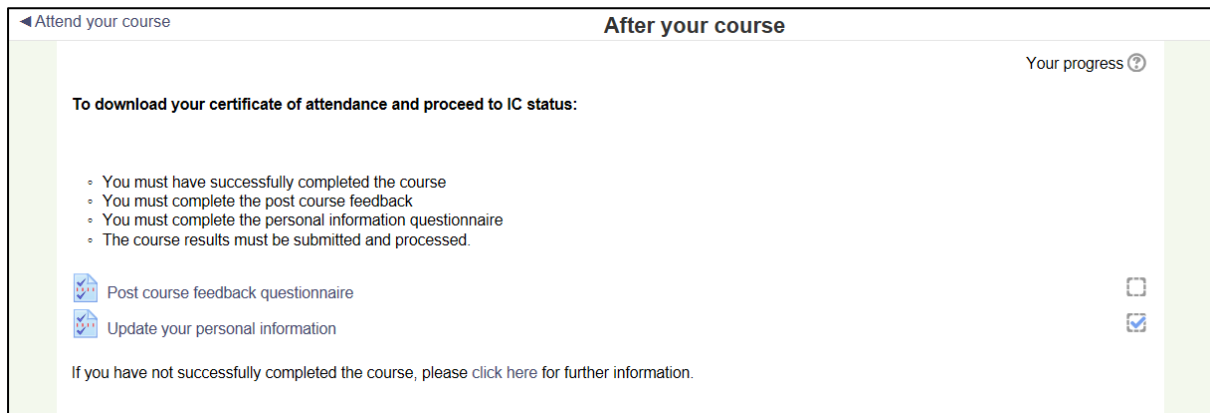

Fig 8.5

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9. I can't launch the course using my browser

In order to launch the course content, you need to have **JavaScript enabled**. This should be enabled by default, but if you need to change your
browser settings, please follow these steps:

 Internet Explorer	1. Go to the 'Tools' menu and select 'Internet Options' 2. Select the 'Security' tab 3. If the security level is set to 'Medium-high' or lower JavaScript will already be enabled. 4. If the security level is set to 'Custom' click on the 'Custom level' button, scroll down to the 'scripting' section and enable 'Active scripting' If using Internet **Explorer 9** 1. Select the **Tools** menu (represented by the cog icon) at the top of the screen. (If this is not visible, press the **ALT + X** keys, to the left of your spacebar on your keyboard.) Next, select **Internet Options**. 2. Select the 'Security' tab on the new window. 3. Security should be set to 'Medium-High'. Click on 'Custom Level' 4. In the new window, scroll down to the scripting section and select 'Enable'. 5. Click on 'OK', and then click on 'OK' on the Internet options window 6. Re-start your browser.
 Firefox	1. Go to the 'Tools' menu and select 'Options' 2. Select the 'Content' tab 3. Make sure the 'Enable JavaScript' check box is ticked

Google Chrome	1. Click on the spanner icon in the top right of the browser, and select 'Options'. 2. A new tab will open. On the left side of the browser, select 'Under the Hood'. 3. In the 'Privacy' section, select 'Content Settings'. 4. In the JavaScript section, select 'Allow all sites to run JavaScript (recommended)'. 5. Close the tab down. Refresh the page. JavaScript should now be enabled.
Safari	1. Go to the 'Edit' menu and select 'Preferences' 2. Select the 'Security' tab 3. Make sure the 'Enable JavaScript' check box is ticked.

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10. I can't review the course after launching

If the course content is not displayed, the most likely reason is that you do not have the **Flash Player plug-in** installed, or you may have an older version of the Flash Player.

If this is the case, a message will be displayed in the browser window instructing you to visit the Flash Player download site to get the latest version (**http://www.adobe.com/products/Flashplayer/**).

We recommend that you always have the latest version of the player installed. Alternatively you may receive a message saying that your Flash player has blocked access to the content.

To change your Flash Player security settings, follow these steps:

1. In your browser, go to:

   http://www.macromedia.com/support/documentation/en/Flashplayer/help/settings_manager04.html.

   This launches the Global Security Settings panel on the Adobe/Macromedia website, which controls the security settings of Flash Player on your PC.

2. In the Global Security Settings tab, tick the box 'Always Allow'.
3. There is no Confirm or OK button, so just close your browser to save the settings.
4. Re-launch the course; the content should now be displayed correctly.

11. My course attendance certificate

The release of your course attendance certificate is subject to the following conditions:

- You have successfully completed the course
- You have completed the post course feedback
- You have completed the personal information questionnaire
- Your course results have been submitted and processed

Course attendance certificate is stored within your **specific GIC page**, under the link '**Candidates – after the course'**. *Refer to section 8.3*

12. My name is spelt incorrectly on my course attendance certificate

Once you click on the '**certificate**' link, your certificate is produced in PDF form and is therefore unchangeable.

*Before you view and print your course attendance certificate, please update your personal information first by editing your account through '**my profile'**

13. Support and Contacts

Solutions to most technical problems experienced can be resolved by referring to this document, **FAQs and User Guide**. However, if you experience a problem that is not covered here, email the appropriate approving organisation:

Advanced Life Support Group, the **ALSG: GICadmin@alsg.org**

Resuscitation Council (UK), the **RC (UK): GIC@resus.org.uk**

Office opening times:
Monday to Friday
10:00 till 16:00
(Excluding Bank holidays and Christmas period)