

Learner FAQs

This short guide will support you to roll out the learning pathways assigned to your learners.

I have received my login details but they're not working: When students receive their login details, sometimes learners try to copy and paste their username and password which means it adds an extra space to their login details and means they will not work. Please ask learners to ensure they don't have an extra space after their username/ password and if they're still struggling, they can request a new password. Alternatively, tutors can send the emails of learners that have login issues to [Lucy](#) and we can change their password on their behalf.

I haven't received my login details: The login email will come from this email address: noreply@supplychainschool.co.uk, please check this is not in junk mail and if the login has not been received it may be they already have an account or their account has not been created. If this is the case, please contact [Lucy](#).

I have completed the resource and it isn't marking off as complete: This occasionally happens on the platform but please rest assured that learners do not need to re-complete resources. Their progress will be logged, and tutors will be able to track learner progress. Please contact [Lucy](#) with the learner's details and resource name so we can ensure learners receive the relevant certificates/ badges.

I have logged in but can't find the resources: Please refer learners to this guide: [Accessing Learning Pathways Guide](#)

Where can I find my certificates?: Learners can find their downloadable certificates/badges under their name on their personal dashboard.

