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Frequently Asked Questions

Updated December 2021

We often receive similar questions from students, especially at the start of a new course. This page features some of the common questions and answers.

Webinars

Heartwood webinars are live events, but they are always recorded and archived so that they are available for all learners to view at any time. When you view a recorded webinar, the fact that you have watched it is 'logged' on the LMS, and counts as attendance for assessment purposes.

Moreover, you are still able to post questions to the webinar leader after you have viewed a recording, so missing a live webinar session (because of family, work or other prior commitments) will neither detract from your learning nor adversely affect your fulfilment of assessment criteria.

Computer equipment

The courses have been designed to be cross-platform, and are accessible to both Mac and PC users.

The learning platform we use is Moodle. Moodle does not guarantee compatibility with Internet Explorer, but works with its replacement browser, Microsoft Edge. We test the user experience on Chrome, Firefox and Safari browsers, so if you have problems on another browser, we recommend that you use one of these when accessing the course. You should try to use only the most up-to-date versions of these browsers, and your operating system must be the most up to date that your computer allows.

The only thing that may limit ease of access to the course materials is the speed of your internet connection. Basic broadband packages are usually more than adequate, but slower systems can work better when there is a direct connection to the router, via an Ethernet cable, rather than using wi-fi.

Heartwood courses are also compatible with Android and iOS (and phones and tablets can be great ways to watch video content), but in general we recommend using a computer whenever possible.

Downloadable materials are in .ppt or .pptx format for slides, and .doc, .docx and pdf format for documents; .doc and .docx materials can be read by Microsoft Office, LibreOffice and iWork suites. On mobile platforms, you may need to download an app to read them.

All further questions about compatibility can be sent to support@heartwoodteam.net mailto:support@heartwoodteam.net.

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Last update: **2021/12/07 13:53**