

Frequently Asked Questions

Do I have to complete the pre-course workbook?

Please follow the instructions provided by your organiser or trainer.

Not all courses require you to complete pre-course work e.g. HLTAID009 Provide CPR.

The below courses require you to complete the online workbook:

HLTAID011 - Provide First Aid (non-refresher)

HLTAID012 - Provide First Aid in an education and care setting (non-refresher)

Where do I find the pre-course workbook?

Login to the Safety Corp Student Portal with your Username and Password provided in the enrolment confirmation email, then click on the **My Learning** icon.

The login page can be accessed using the link in your confirmation email, or simply go to www.safetycorp.com.au and click on Login.

If you need help with using the Student Portal, please click [here](#) .

Why can't I access the online pre-course workbook?

There can be a number of reasons for this, here are some things to check:

1. *Is my internet connection working?* Check your internet is working by going to another website
2. *Is my connection fast enough?* You can do a free online test to see what your connection speed is, simply Google search Speed Test (we recommend using OOKLA speedtest.net) and start a speed test. If it returns a result less than 2mbps (or not at all) your connection is not fast enough to load the required page
3. *Try a different web browser, for example if you are using Firefox try using Google Chrome*
4. *Try a different device to what you currently using e.g. laptop, PC, tablet or phone*

If you continue to experience issues, please feel free to contact Safety Corp for assistance on 1300 799 190.