



# ONLINE CERTIFICATE IN INTEGRATED CARE

## Frequently Asked Questions (FAQ)

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## 1 REGISTRATION AND PAYMENT

## 2 STARTING THE COURSE

### 2.1 This is my first Online learning experience. How do I interact with my peers online?

Discussion boards are a great place to demonstrate your synthesis and application of the course materials, as well as a place to learn from others by engaging in collegial discussion and develop and nurture professional networks and relationships with your fellow students. To ensure that everyone gets the most out of these learning activities, we ask students to bear the following expectations in mind:

- Enjoy the opportunity to discuss your learning with others. Conversations help us grow and learn together. Commit to making the forum experience a positive activity.
- Check before you post – has the topic or discussion come up before? If so, don't repeat the same topic.
- Your posts should add to the conversation.
- Remember we are all learning. Everyone is here to make mistakes and learn and grow together. Be excellent to your fellow students, to your faculty and your course coordinators. Be encouraging, be respectful, be open, be kind. Do not use inappropriate language. Do not engage in personal attacks. Disagree with ideas, not people.
- Please use citations and references appropriately, as it helps your colleagues and instructors follow your thinking back to the source.
- Humour is harder to appreciate online than it is in real life. Be sure you clearly mark posts intended as being humorous to avoid misunderstandings.
- Remember that English may not be the main communication language for all the participants. Please ask for clarification respectfully if needed.

### 2.2 Login Details

Login details will be automatically sent to students via the platform. If you do not receive your login details by the time the course has begun please email Niamh at [academy@integratedcarefoundation.org](mailto:academy@integratedcarefoundation.org) and we will be able to get you set up.

Please, make sure you have all the login details and check you can access at least 72h before the course start so we can solve the problem in time if you cannot.

### 2.3 What technology requirements do I need to access the course?

We have tried to make access to the course as simple as possible, but some technology proficiency and technical requirements are needed to ensure you can follow the course.

- Technology proficiency

You should be capable and comfortable with some basic computer skills:

- o Using a web browser
  - o Sending and receiving emails
  - o Using an online learning platform
  - o Self-directed in learning new technology skills (e.g. following a handout, a step-by-step tutorial, online video help, or access to support to learn necessary skills)
  - o Using browser plug-ins (e.g. PDF reader, video, audio)
  - o Using online meeting portals (we will use Zoom in this course)
  - o Participating in online meetings and adjusting features like audio and video
- Computer minimum requirements
    - o Hardware: PC, Mac, Chromebook or tablet. We do not recommend using only a smartphone for the whole course due to the size. You also need to have a microphone, webcam and speakers to join the live sessions.
    - o Software: usually MacOS version 10.14 or newer, Linux operating system, and Windows 10 or newer should support the platform.
    - o Internet connection: you need to have a High-speed Broadband Internet Connection. Usually the following internet speeds give an optimal experience: Download speed of at least 25 mbps, Upload speed of at least 3 mbps, Ping response of less than 100ms
      - Important considerations for the best internet connection:
        - Using a shared Internet connection will impact connectivity. If your connection is not good, consider other devices connected.
        - Wireless connections may worsen with the distance from the router and interference from other devices. Make sure you find the best spot.
  - Browser:
    - o The updated Chrome or Firefox versions should perform correctly.
  - Security and access
    - o If you are using your work computer and have specific access limitations to external sources, please make sure you get the permissions you need before you access the course. We cannot help with this issues as they are external to our organisation or Talent LMS Platform.

### 2.4 How do we navigate the Talent LMS Platform?

In order to guide you navigate the platform, we will provide a platform run-through video at the guiding session at the beginning of the course.



## **2.5 What is the time commitment of this course?**

The course requires 30 hours study time minimum.

## **3 LIVE SESSIONS**

### **3.1 What are the Live Panel Discussions?**

This course includes live panel discussions, which are live interactive events that are the equivalent of classroom lectures and discussions. Here you will have exclusive access to global experts in the field of Integrated Care according to the module. To participate, you are asked to turn on your webcam and, when asked to share, your microphone. Attendance is an important part of the class, and live participation is preferred. All these sessions are recorded. If students cannot attend the live session – the recording of the session must be accessed. Students should allow 90 minutes for live panel discussions.

### **3.2 What do the Tutorials entail?**

There are two group tutorial sessions; one at the beginning of the course and one toward the end. We will provide several options to accommodate different time zones. You are to sign up for both tutorial slots and please sign up to the same tutor for both sessions. You will be given a preparatory topic to have ready for discussion. The number of people participating in the group tutorial may vary depending on the time zone but there can be up to 14 people. Tutorials are spaces for the participants to know each other and share their experiences, so we invite you to engage in the conversations and bring your own experience to the table. Please have your camera on and be ready to share your opinion and add to the discussion.

### **3.3 Do I need to prepare for the live panel discussion and tutorials?**

Please come to the live session having read and/ or watched the learning material for that module. Please come to the tutorial with your preparatory question in mind.

### **3.4 What do I do if the live panel discussion does not start on time?**

1. Wait 5 minutes after the event is scheduled to begin. Then contact the course coordinator.
2. If you do not receive a response, contact a classmate.
3. If 15 minutes have passed and the live panel discussion has not begun, or you have not received a response from the coordinator you can assume that for an unexpected reason the session is not available or the event has been canceled. A good practice is to email your instructor to document your effort to attend the live session including a screenshot with a timestamp to help prove your efforts to attend.



## 4 COMMUNICATION AND INTERACTION DURING THE COURSE

### 4.1 How will I receive the notifications from the course coordinators?

Before the course has started, you will receive all the notifications by email. During the course, you will get notifications in the platform, but you can still get some information by email. Please make sure you check the platform and the provided email regularly.

### 4.2 I have contacted the course coordinators, when should I expect a response?

During the course, we make an effort to respond all the emails sent to the [academy@integratedcarefoundation.org](mailto:academy@integratedcarefoundation.org) within 48h during the working days.

[If your query is related to a technical problem related to a session happening at that moment, we will try to contact you as soon as we can.](#)

## 5 ASSIGNMENT

### 5.1 What is the Assignment?

The assignment is an exercise to guide you to reflect on person-centred care and community assets. We will provide a template with some guiding principles to support your exercise.

The assignment has two parts: in the first part you will create a Persona, and in the second part you will create the Web of Care for your Persona. It normally requires a total of 1 – 2 hours to complete the two exercises, i.e. between 0.5 - 1hr maximum per exercise.

The Persona and the Web of Care does not have to be real examples, but you can use your own experience (personal or professional) as a starting point of your reflection.

### 5.2 What type of feedback do I get for the Assignment?

The Assignments are not marked. The objective is to do a reflective exercise where you can create a persona and their web of care, considering individual needs, strengths, desires and preferences, as well as the assets and support in their context.

We do read all the exercises with high interest, and you will also have the opportunity to share your exercise in the second tutorial. We will send you a feedback of your exercise at the end of the course, usually within a month since the closure of the course.



### **5.3 Do I need to hand in the Assignment?**

This course is CPD accredited (Continued Professional Development) and it is a requirement to have an assignment at the end of the course to provide this accreditation. If you don't hand in your assignment you won't be able to receive your CPD Certificate.

### **5.4 When do I need to hand in the Assignment?**

Your assignment must be handed in **by 12 pm GMT the last day of the course.**

### **5.5 Can I get an extension for the Assignment?**

Unfortunately we cannot grant extensions unless there are extenuating circumstances. Please email [academy@integratedcarefoundation.org](mailto:academy@integratedcarefoundation.org) no later than two weeks before the end of the course to discuss your situation. In some circumstances we may be able to extend the deadline for a few days.

We will be unable to provide any extension if the request for extension is sent in the last two weeks of the course or when the course is closed.

## **6 ENDING THE COURSE**

### **6.1 How long will the platform be open so I can access the material?**

The platform will only be accessible during the period of the course. The starting and closing date will usually be published on our website before the course starts and they will also be sent to you in your welcome email. If you have not received this information in the welcome email, please ask about it as soon as possible.

Unfortunately, access to the platform cannot be extended in any case after the last day of the course.

### **6.2 When will I receive the certificate after completion of the course?**

If you have handed in the Assignment on time and it is satisfactory, you are entitled to have your CPD Certificate. We will usually send the certificate in the 6-weeks after the course is completed. If you have not received it after 6 weeks and we have not informed you of a delay or reason, please contact us at [academy@integratedcarefoundation.org](mailto:academy@integratedcarefoundation.org)



## 7 CANCELLATIONS AND REFUND

### 7.1 What can I do if for extenuating circumstances I cannot continue with the course?

Please check our cancellation and refund policy [here](#).

*“If you are unable to attend a course due to illness or other relevant personal circumstances, please notify us as soon as possible. Providing you notify us in advance and after considering the individual circumstances, we may offer you a full or partial refund or transfer to another course. We may request a valid medical certificate stating that you are unfit to work.*

*Once the course has started no cancellation or transfer will be applicable, regardless of the reason for non-attendance.”*

## 8 AFTER THE COURSE

After you finish the course, we will invite you to join our LinkedIn Integrated Care Academy group where you will be able to link your peers and previous alumni.

And we hope you will join us in the wider IFIC network in this movement of change towards integrated care!