

Frequently Asked Questions

Why can't I go onto the next module?

All lessons within the module must be completed before you can proceed to the next module in the course. Lessons may include video, written documentation, and interactive activities. You will need to complete every part of the lesson to mark it as completed.

If you are not able to move on to the next module, it means you have missed a lesson. Once you complete all lessons, the "Start" button in the next module will become available to you.

How do I let you know there is a broken link in the module?

Email help-desk@mindshift.works with any issues you are experiencing, and our internal IT team will help to resolve them.

I have more questions; can I email someone?

If you have questions about how to use your learning portal or are experiencing technical difficulties, email help-desk@mindshift.works.

If you have questions about lesson content, complete activities, cohort meetings, email your Employment Services Manager.