

# New eLearning FAQs

## For PADI Pros:

### Access Codes and Accessing eLearning

#### **Can I use my existing Touch codes to send codes for the new eLearning?**

- Yes, all existing eLearning codes will be mapped to work for the new eLearning as well as the existing eLearning Touch products, depending on the available languages.
- When assigning *Open Water Diver eLearning* codes, you will be prompted to select the eLearning type (new eLearning or eLearning Touch) from a dropdown list based on language availability. Note that if the new eLearning product does not yet exist in a student's language, you'll assign a code for eLearning Touch product.

#### **What languages are available for the new *Open Water Diver eLearning*?**

- The launch at the end of February will include ten languages – Chinese (Traditional and Simplified), Dutch, English, French, German, Italian, Japanese, Korean and Spanish.
- Additional languages will launch in the future up to the same 26 languages that exist today.

#### **What about the classic online eLearning?**

- The Open Water Diver Online product will no longer be available as it is replaced by the new eLearning.

#### **How do student divers access eLearning?**

- Students can access their eLearning products by clicking on – Redeem Your Code – included in the email they receive when you assigned them as access code.
  - Note that the email may take a few minutes to show up. If student divers don't see it, advise them to look in their promotions or spam folders.
- If a student can't locate the email or have deleted it, the student can also redeem the code by visiting [learning.padi.com](http://learning.padi.com) and creating an account using the same email address supplied to you, or if the student already has an account, the student should log in to the learning portal.
  - In the learning portal, the student should scroll to the *Redeem Your Access Code* section and see the access code listed there – waiting for to be redeemed. After selecting the code it takes about 10 seconds for the product to load. By refreshing the page, selecting the appropriate course, and clicking on *Continue Course*, the student is ready to study.
- **Can students jump between languages of the product?**
- Yes, however, in order to get credit for eLearning, All assessments must be completed in the same language. Switching languages will start a new eRecord so any progress on the previous language will be lost.
- A notice is also provided next to the language selector to remind students.

#### **How long do students have access to eLearning products?**

- Students will have access to eLearning products indefinitely, however the quizzes and Final Exam will not be accessible after a passing score is achieved (exam has two attempts).

#### **Can family members share the eLearning product?**

- No, every student must have a personal version in order to get credit for completing assessments. Also, there is only one certification processing component associated with each product.
- Family members may share a device however each student must log in separately to complete and get credit for assessments.

#### **What happens to students who are already using eLearning Touch?**

- Students who have already redeemed their eLearning Touch product will continue to have access to the product through the PADI Library app – nothing will change.

#### **How do students access existing eLearning Touch or Online Learning products?**

- All products are accessed using padi.com/Sign In/PADI eLearning for Students. The new eLearning product will be visible on the learning portal dashboard, while the existing eLearning Touch and Online Learning products can be found under *My Courses /See Other Courses*.
- Students will continue to have access within the PADI Library app until mid 2021. After that, students with Touch products will have access to a pdf of the manual through the new learning portal.

#### **Can I still access my student's scores through OLPC?**

- Yes, the *Score* button in OLPC allows you to see the student's eRecord.

### **Product Components**

#### **What is included in the new *Open Water Diver eLearning*?**

- The new eLearning includes:
  - All content sections, Knowledge Reviews and Quizzes (A and B)
  - All required videos (integrated in the sections)
  - Final exam A and B
  - Dive Computer Simulator (limited languages and online only)
  - RDP Table (PDF) with Instructions for Use
  - eRDPML with Instructions for Use
  - RDP/eRDPML quiz (metric and imperial combined)
  - RDP/eRDPML final exam A and B Metric
  - RDP/eRDPML final exam A and B Imperial (Arabic, English, French and Spanish only)

#### **Does the new eLearning navigate the same way as eLearning Touch?**

- No, the new eLearning does not navigate the same as the eLearning Touch product. The primary differences are:
  - The new eLearning uses browser tabs to display each new section that is opened. There are no navigation buttons to exit and return to the main page – students simply close the browser tab and return to the main tab to select the next section.
  - The assessments do not require the user to log in each time.
  - The sections, Knowledge Reviews and quizzes can be accessed in any order.
  - The Final Exam is not available until all assessments (Knowledge Reviews and quizzes) have been completed.

#### **Is the digital log book included?**

- Not in the February release, but it will be added soon.

#### **Will the digital log book include training dives?**

- Yes, for those students who purchase an eLearning product. There will also be a location for logging recreational dives which will be available for all divers regardless of having purchased eLearning.

#### **Is a pdf of the manual included?**

- No, students have continual access to the eLearning content, which is the same as in the manual, so a pdf is not included.

#### **Is closed captioning available in the new eLearning product?**

- Yes, closed captioning is currently available in English and Spanish, and other languages will be added as they become available.

### **Assessments**

#### **Can students review the Knowledge Review after completing it?**

- Yes, once a Knowledge Review is completed, students may review it unlimited times.

#### **Can students complete the sections and assessments in any order?**

- Yes, students can complete sections, Knowledge Reviews and quizzes in any order they choose, with exception of the Final Exam. They are guided to complete sections in sequential order for a better learning experience.

#### **How many times can students take a quiz?**

- Students may retake a quiz unlimited times until a score of 75 percent or greater is achieved. Remediation is provided after every incorrect answer.

#### **Can students review a quiz after passing it?**

- No, once a passing score of 75 percent or greater is achieved, the quiz it can't be retaken or reviewed.

#### **When can students take the Final Exam?**

- The Final Exam is only available after all Knowledge Reviews and quizzes have been completed.

#### **How many times can students take the Final Exam?**

- Students will be given two attempts to achieve a score of 75 percent or greater on the Final Exam.
- If the second attempt is not successful, students are directed to meet with their instructor to review any material they don't understand.
- You then administer the Final Exam to verify student understanding.

#### **Can students go back and review the Final Exam after passing it?**

- No, once a passing score of 75 percent or greater is achieved with the Final Exam can't be retaken or reviewed.

#### **Can I use the new eLearning for PADI Scuba Diver certification?**

- Yes, the eLearning product can be used to certify a PADI Scuba Diver. The remaining material and assessments can be completed when students decide to pursue the Open Water Diver certification. However, you'll need to obtain a PIC online credit to process this second certification.



#### **PADI Training App**

#### **How can students access eLearning offline?**

- The best path for using eLearning is for students to complete their learning online from a desktop or laptop however, if students plan to travel to a destination with poor internet they can download all the content.
- The product must be redeemed online before it will be visible for download in the app. Have students ensure they have a strong internet connection and then follow these steps to access material offline:
  - Redeem the eLearning product using the link in the email link
  - Visit the Apple app or Android Play store to download the PADI Training app
  - Open the app and log in
  - Select the appropriate product and language
  - Select *Continue Course* button
  - Select the + or expand icon to show all components in the section
  - Download components separately to view offline (download “all” option is not available)
- **Note:** Although the Final Exam can be downloaded and taken offline, it's best to take it online.

#### **What are the device requirements for the PADI Training app?**

- The app is available for Android and Apple devices and is intended for offline use only—it's not a streaming app. For the ideal experience, devices should be no more than 3 models old and updated with the most current OS.

#### **How large are the files for Open Water Diver eLearning?**

- File sizes differ per section. Students are notified of the file size prior to download, and can also use the *Download Manager* tool within the app to see file sizes and remove unwanted content from a device. To download everything including the optional section, the estimated size is approximately 1.8GB.

#### **How will progress of sections completed offline be captured?**

- Once connected to the internet, progress completed offline will be pushed to the student's learning portal.
- Refreshing the *Performance* page in the learning portal should display results.

#### **Can students view performance from the PADI Training app?**

- No, the *Performance* page and progress data is only available online from the learning portal.

#### **Do you need the PADI Training app to access eLearning?**

- No, the PADI Training app is not required to access eLearning. It's intended only for students who plan to travel to a location with little or no internet, and choose to work offline.

**Can students view products online from the PADI Training app?**

- No, the PADI Training app is not a streaming app. It's designed for downloading content to a device and viewing offline.
- Students may use a browser from any device to access eLearning online, and the content will adjust to fit the device.

**Can students access existing eLearning Touch products from the PADI Training app?**

- No, existing eLearning Touch products can only be accessed using the PADI Library app.

**Can students access the new eLearning products through the PADI Library app?**

- No, the new eLearning product can only be accessed and downloaded using the PADI Training app.