

Continuing Education FAQs - eCourse

Getting the necessary coursework to fulfill one's professional development and meet the requirements for continuing education can be a daunting endeavour for many working adults. eCourses are designed to provide professionals with the ability to obtain quality education quickly, conveniently and affordably.

Distance learning courses can be exciting, challenging, enriching and convenient, but they are not for everyone. They should not be considered an easy way to earn credits. In fact, this learning environment requires a high level of self-motivation, discipline and independence.

1. What is an online eCourse?

An eCourse is an electronic version of a class that meets. The difference between an in person classroom meeting type and an online course is that the meeting takes place in virtual time and space. The instructor and course participants can go online at their own convenient times – making it very desirable for adult learners. This model makes learning across time zones and continents very convenient.

In an eCourse, participants watch videos, listen to podcasts, and read articles within a certain time frame. They interact with others by posting comments and respond to the posting of others. In some courses, they are required to complete a project or assignments. A post test is required.

2. What computer and internet expertise must I have to participate?

The requirements are basic. You must be able to send and receive e-mails and download course materials from this website. Almost all materials are in PDF (Adobe Acrobat) format. Most computers have Adobe Acrobat Reader, but if yours doesn't, you can easily install it for free.

3. How are continuing education (CE) credits assigned?

Credit is awarded according to distance education standards. The exact number of credits offered is based on contact hours and is indicated in each course description. Different professions use a different formula for calculating CEUs. For example, spending 8 hours reading material, watching videos and participating in an online discussion qualifies for 8 hours of credit for Social Workers. Completion of the post test is not included in the calculation of time.

4. What happens once I register for CE course?

You will receive a confirmation of your registration by email. At that time, you will be given the course code and invited to register online. Sometimes servers filter the confirmation e-mail and put it in your Junk Mail folder. If you don't receive your confirmation or invitation, please check there.

5. How much homework is expected for a course?

There are no hand-in assignments for eCourses. However, you are expected to watch videos, read the materials and participate in the discussion. For example, you might be asked to post comments and respond to at least three other postings weekly.

6. How will I receive course materials?

If you register for a course that involves reading articles, you will be provided with a link or they will be made available for download. If the course involves reading a book, you can obtain it from the library or, if you prefer, purchase it.

7. What do I need to do to pass?

In addition to participating in the weekly discussions, you are required to achieve 70% on the post test.

8. How do I submit my post test?

You will complete and submit it online.

9. What if I fail the test?

You will be given three chances to complete the test -- at no additional cost.

10. Can I take the CE post test as I move through the course?

Yes. You will be able to access the CE post test once you've registered for the eCourse. You can print out the test and mark the answers as you go through the course. When you have finished the course, go to the CE post test again, and enter your answers online.

11. How long do I have to complete the post test?

Upon completion of the eCourse you will have one week to complete the post test.

12. How do I get my certificate?

Once you have successfully completed the post test and the course evaluation, you will receive a Certificate of Completion. You can expect to receive it via email within 30 days. Note: Kaizen Solutions does not submit any documentation to licensing boards.

13. Can I cancel my registration and get a refund?

Yes. Full refund is available for cancellation 30 days prior to the start of a course; 50% refund is available for cancellation less than 30 days prior to start of a course; and no refund is available for cancellation once you have received the invitation to participate in the eCourse or the course has started. Please note that a \$50 processing fee is deducted from all refunds. Simply e-mail info@kaizensolutions.org

14. Do I need to complete an evaluation for every course?

After you complete the post test we ask that you fill out a Course Evaluation. It is our only way to obtain feedback so we can continue improving the quality of our course material. It is also a requirement for continuing education courses. Thank you, in advance, for sharing your comments with us. If you have additional questions, comments, complaints or recommendations, please contact us at info@kaizensolutions.org

15. I have a question about the eCourse that is not included on this list. What should I do?

If you need more help, send an e-mail to info@kaizensolutions.org