

Course Access Instructions

Before you Get Started – iPad Users

Google Chrome

Ensure that pop-up blocker is OFF for training site:

1. On your iPad, open the Chrome app 
2. Tap More ... > Settings 
3. Tap Content Settings > Block Pop-ups
4. Turn Block Pop-ups on or off

Safari

When you ‘refresh’ in Safari browser, the course will close, and you will be re-directed to the feedback form. Use the previous page button in the Safari browser to re-open the course and resume where you left off.

Step One: Log On to Course

1. To log on to the course, go to: <https://training.frameassociates.com>
2. Fill in the username and password fields with the following credentials:

Username: SCAccessible

Password: respectaccessible

Note: The username and password fields are case sensitive

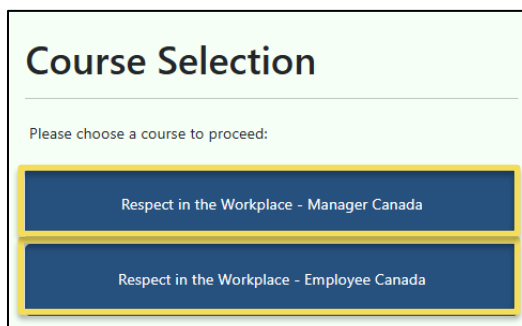
3. Select *Login*

Step Two: Input Your Personal Information

1. Fill in the required fields – please ensure your information is correct!
2. Check off the Terms of Use and Privacy Policy statement
3. Select *Continue to Course Selection*

Step Three: Course Selection

1. Select the correct course



Course Selection

Please choose a course to proceed:

Respect in the Workplace - Manager Canada

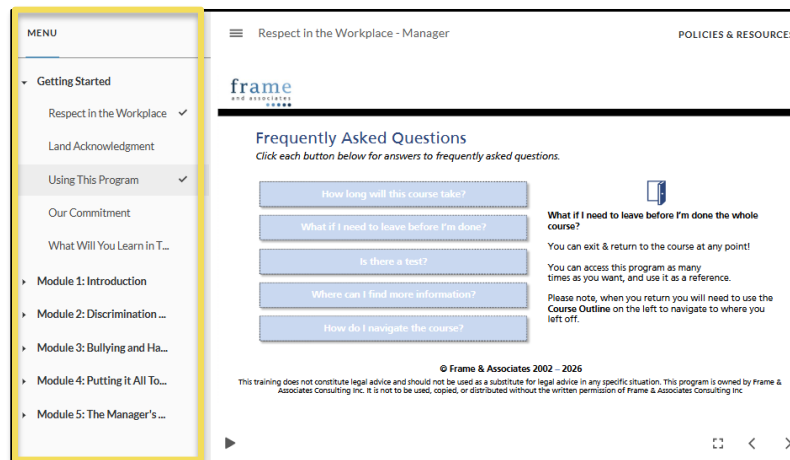
Respect in the Workplace - Employee Canada

Step Four: Review and Complete Course

1. The selected course will open in a new window
2. Navigate through the course modules

Note: There is a required assessment at the end of the course and you will need a score of 80% to successfully complete.

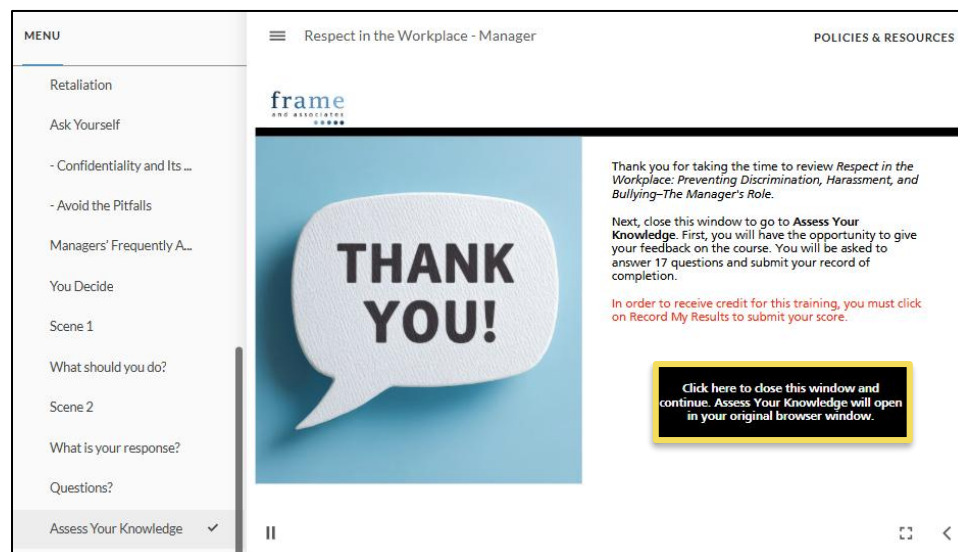
You do not have to complete the program in one sitting – if you leave the course part way through, you may log in again using the steps above, then navigate to where you left off using the Menu pane on the left-hand side of the course player.



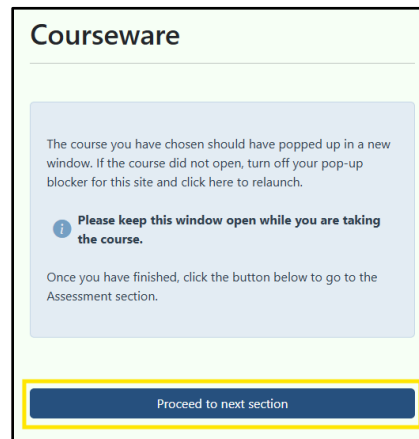
Step Five: Assess Your Knowledge

Once you have completed each course module, it's time to assess your knowledge!

1. Select the button at the bottom of the final *Assess Your Knowledge* slide to close the course player



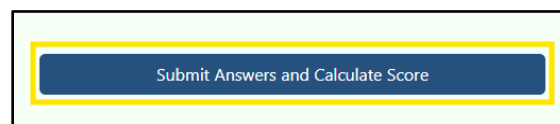
2. Navigate back your original browser window – on the Courseware screen select Proceed to next section



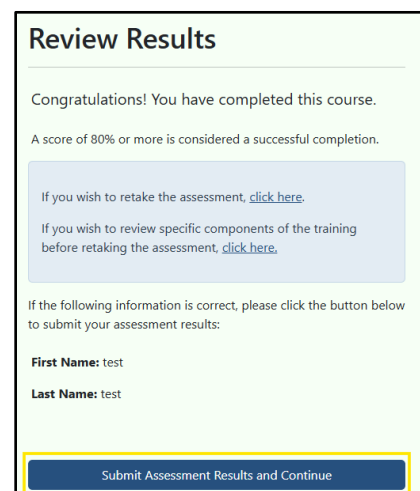
3. On the Assess Your Knowledge screen, you will be asked to complete a multiple-choice assessment – you need to achieve a score of 80% or more to successfully complete the course

Note: You will need to complete the assessment portion of the course in one sitting as it will not save your progress. Your score will be calculated based on your FIRST answer attempt for each question. You'll be given the opportunity to change your original response to the correct answer if you get it wrong, however this will NOT be counted towards your total score.

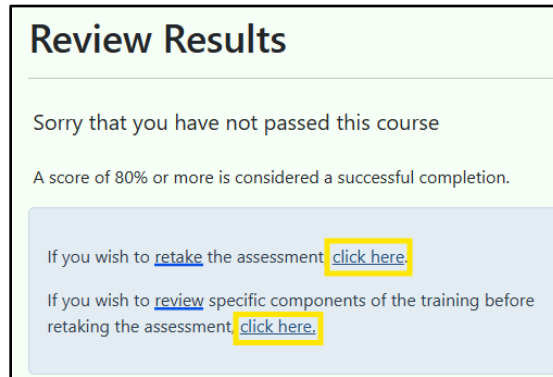
4. Once you've completed the assessment questions, select *Submit Answers and Calculate Score* at the bottom of the screen



5. Submit your results or retake the assessment
 - a. If you receive a score of 80% or higher, select *Submit Assessment Results and Continue* at the bottom of the screen



- b. If you receive a score below 80% you will need to retake the assessment by navigating to “... retake the assessment” and selecting *here*. You may choose to review the course content before making another attempt by navigating to “review specific components...” and selecting *here*



6. You can download your course certificate for your records then log out.

