Expectations for Practice FAQs

1. How can I access the Expectations for Practice Module?

You may access the online Expectations for Practice Module using the hyperlink provided in your membership renewal package. You may also access the module on the College's website at http://www.college-ece.ca/en/Members/Pages/Expectations-for-Practice.aspx.

2. What is the best way I can view the module?

It is recommended that you view the module on a laptop or computer rather than a mobile device. This way, you will be able to view the module in its entirety and are less likely to encounter technical issues.

3. Why won't the page load?

There may be a few reasons why the Expectations for Practice Module pages will not load. You may want to check the pop-up blocker feature in your web browser settings to ensure that it isn't viewing the page as a pop-up. In addition, you can check your security features to see if they need to be adjusted.

4. Why can't I hear any sound?

If there is no sound when you open the module, ensure that your computer speakers are plugged in and turned on. If they are, check the sound function on your task bar to make sure the volume is not all the way down or muted. If these are working fine, you may want to check the sound settings in your control panel, or check for any active buttons on your keyboard that could be muting the sound.

5. Why can't I see anything on the page I have opened?

Check the zoom feature on your browser to ensure the module is in the proper range. You can do this by clicking view -> zoom -> make smaller and adjust the sizing to fit your screen accordingly.

6. How can I see the closed captioning during the module?

On the bottom left corner of any page of the module, you will find a button labeled "CC"; this is the closed-captioning button. By clicking this button, you may read the module script. To hide the close captioning text, ensure that the button is clicked off.

7. Why is the module frozen?

There are a few reasons why the module may be frozen. You may first want to check that the "pause" button has not been clicked in error.

In addition, check to see whether any other tabs or windows are open that could be causing the module to process slowly or freeze. You can also open your task manager and check the

number of programs running and shut down any of the ones you are not currently using. By doing this, you may be able to better accommodate the module.

Those with slow internet connections may also have to wait longer for the module to fully load.

8. Will you be keeping track of my score? Is my information confidential?

The College will not be keeping track of your answers, score or any other information you provide. The information you provide during the module is not saved or recorded by the College.

9. Will you be keeping track of the feedback I provide in the survey?

Any feedback you provide during the survey portion of the module will be reported anonymously. The College will receive your feedback but will not be able to identify you.

10. Can I save my certificate once I have completed the module?

To save your certificate of completion for the Expectations for Practice Module, you will need to have **Adobe Reader XI**. If you do not have version 11, you can download a free version from Adobe's website at http://get.adobe.com/reader/.

Once you have Adobe Reader XI, you should be able to open up the certificate on your computer.

To save a version of your certificate, click the floppy disk icon in the top right corner of the document and change the name to something you can recognize in future (i.e. Rajiv's Expectations for Practice Module Certificate).

Click "save" and choose the area where you would like to store the document. There should be an area titled "save in" which allows you to choose any place on your computer to save your document. An easy place to save it is the desktop.

Once you have saved the document, be sure to fill out the blank slot of the certificate with your name.

Print or save a copy on your desktop for future reference. Please note that you do not need Adobe Reader X1 to print your certificate; that version is only needed to save a personalized copy of your certificate.