Expectations for Practice Module 2016 FAQs

1. How can I access the Expectations for Practice Module 2016?

You can access the module on the College's website at https://www.college-ece.ca/en/Members/Expectations-for-Practice

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

There are two links for the module available on our website. It is recommended that you view the module on the device that corresponds with the link you have selected

The first link is intended to be viewed on a desktop or laptop computer. You may view this version of the module on a desktop or laptop computer: http://curriculum.org/cece/English/

The second link is intended to be viewed on a mobile device. You may view this version of the module on a tablet or other mobile device: http://curriculum.org/cece/mEnglish

In addition to selecting the appropriate link, a fast internet connection is ideal for running the module. We recommend using the following desktop browsers:

- Internet Explorer (version 11 and later)
- Firefox (version 48 and later)
- Google Chrome (version 53 and later)

3. Why won't the page load?

There may be a few reasons why the module page will not load.

Try the following:

- Check the pop-up blocker feature in your web browser settings to ensure that it isn't viewing the page as a pop-up
- Check your security features to see if they need to be adjusted
- Switch browsers

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.

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.

Try the following:

- Check that the "pause" button has not been clicked in error.
- Check to see whether any other tabs or windows are open that could be causing the module to process slowly or freeze. Open your task manager and check the number of programs running and shut down any of the ones you are not currently using.
- Check if your internet connection is slow. If so, you may have to wait longer for the module to fully load.
- Click "refresh" and return to the point in the module where you left off.

8. Will you be keeping track of my answers and scores?

The College will not be keeping track of your answers or scores.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. How do I access and save the Certificate of Completion once I have finished the survey?

To open and save your certificate of completion for the Expectations for Practice Module 2016, 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.

In order to access and save the Certificate of Completion, you must complete the following steps:

1. Return to the window with the module after completing the survey (the survey will open in a new window/web page)
2. Click on the module certificate button (the certificate will open as a pdf file)
3. Type in your full name on the certifcate
4. Print certificate by clicking printer icon in top right corner of document and keep printed copy for your own records

5. To save your certificate on your computer, click the down facing arrow 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).

Make sure to choose a location on your computer where you would like to store the document so that you can find it in the event that the College requests a copy. An easy place to save it is on the desktop.