

<p>How long does the course take?</p>	<p>The course takes approximately one and a half to 2 hours to complete and allows the learners to complete the course at their own pace. The course is modular and may be undertaken as bite-size learning or as a whole.</p>
<p>What are my computer system requirements for e-learning?</p>	<p>Our e-learning is internet based so as long as you have a PC with a Broadband connection, you will be able to access the e-learning with any standard browser.</p>
<p>Will I get a certificate and how do I obtain it?</p>	<p>Yes. On successful completion of the course, a certificate will be issued. If you are part of an organisation and have an “instructor”, your instructor will be able to print out your certificate for you. If you are undertaking the e-learning as an individual user, once you have completed the course, you need to contact our technical support team by emailing support@opuspharmserve.com or phone 0333 577 5017 and they will issue your certificate.</p>
<p>How do I get set up?</p>	<p>As an individual user purchasing one licence, simply go to our website www.opuspharmserve.com and click on “Booking Enquiries” and fill in the form and submit to us and we will arrange for you to be set up.</p> <p>If you are purchasing more than one licence for an organisation, you may want to assign someone from your organisation to issue passwords to your staff and to print certificates. This person will be termed an “instructor”.</p> <p>You need to go to our website www.opuspharmserve.com and click on “Booking Enquiries” fill in the form and submit to us and we will arrange for the instructor to be set up.</p>
<p>How do I access the training?</p>	<p>You will be issued with a password by email. To access the training, simply log on to our website www.opuspharmserve.com and click the “log in” button on the top right hand corner.</p>
<p>How does the training work?</p>	<p>To have access to the training, each person needs a licence. One licence is issued for each individual user. The user can then access the training for a year from the date of set up.</p>
<p>What if I only want to train a small number of people?</p>	<p>To get the discounted price, you may wish to consider buying more licences than you currently require to get the best value. You can “store” licences as you have a year to use each individual licence and the year only starts once the licence has been allocated to the user, not from the date of purchase.</p>

How do we know the training is up to date?	Opus Pharmacists, experts in medication training, with current medicines experience have developed our accredited training. It is continually updated as guidance and legislation changes. These changes are automatically uploaded so that you will always access the current information (unlike training on DVDs).
How can I pay?	We have an online payment facility via Paypal. Alternatively you can pay by BACS or cheque.
What if I have a question to ask during or after the training?	The benefit of Opus e-learning is that we provide an e-mail back up service by a pharmacist. When you access the training, this entitles you to click on the “Ask the pharmacist” button and a pharmacist will respond to your query.
How can I monitor the learner’s progress?	The Learning Management System (LMS) allows you to easily manage learners, monitor and track their progress and assess the effectiveness of their training, which is essential in medication handling.
We already use e-learning and have a LMS. Will your courses work on our system?	Yes. Our e-learning is SCORM compliant and will fit into most recognised systems.
What if I lose my password or I enter it wrongly several times?	You can contact our friendly technical support team on support@opuspharmserve.com or call 0333 577 5017 and they will assist you.
What if I start the course but only get half way through?	The course is bookmarked which means you will easily be able to tell how far through the course you are. When you return to the course, you will see where you left it. You do not have to return to the beginning.
Once I have completed the course, can I log back in?	Yes, you can access the course material as a reference source for a year.
<p>If you have any further questions, please don’t hesitate to e-mail us at info@opuspharmserve.com</p> <p>Alternatively call: 0845 130 9029 or Judith (07976 898 324) or Shelagh (07818 064 992)</p> <p>Look at our website www.opuspharmserve.com</p>	