

MICRO-CREDENTIALS FREQUENTLY ASKED QUESTIONS

What is a Micro-credential?

APTC's micro-credentials are short, highly targeted courses designed to help you improve a specific skill. Our micro-credentials will help you improve your career prospects and maintain currency in your field.

What Micro-credentials are APTC offering?

1. COVID SAFE for Personal Services (Beauty and Nails) (NEW)

This course has been designed for those who work in the beauty, nail salons, massage (therapeutic and non-therapeutic), tanning, tattoo parlours, spas, saunas and bathhouses sector. It will give you a deeper understanding of COVID-19, and how to keep yourself, your colleagues and your customers safe from the virus in the work environment.

2. COVID SAFE for Dining In (NEW)

This course has been designed for those who work in the Hospitality Sector. It will give you a deeper understanding of COVID-19, and how to keep yourself, your colleagues and your customers safe from the virus in the work environment.

3. Digital Literacy Essentials (MCC00013)

This course provides an introduction to modern digital technologies, software and popular social media platforms that are currently in use across many careers and industries. It also explores pathways for learning and ways to keep current with rapid advances in technology in today's modern world.

4. Communication Technologies for Business Success (MCC00015)

Being able to clearly and effectively communicate with colleagues over diverse, dispersed and dynamic organisational structures and environments is more important than ever before.

This course explores some of the most popular digital communication technologies and software used by industry today and how you can use these tools to help improve productivity and collaboration in any workplace.

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How do I study?

All courses are offered online and you **MUST have an individual valid and current email address that you can access on your device.** You can study at home using your computer, laptop or mobile phone.

How do I apply and get enrolled?

[Visit the APTC Website](#) to apply.

How much will it cost?

The APTC micro-credentials are subsidised and are free of charge.

What resources will I need?

In order to successfully complete your online studies you must have access to a device with a reliable internet connection to access APTC's learning management system 'My Village'.

As the content includes audio, using a headset is recommended but not essential.

To ensure the best experience, we recommend using a computer or laptop with Microsoft Office applications. My Village also works well on a tablet or mobile phone but you may not be able to complete some of the activities that require use of Microsoft Excel and Word.

Most web browsers support My Village. For more information on browser support for desktop, tablet and mobile support please visit the [System Requirements for My Village link](#)

When will I get access to my course material?

Once your application has been processed, you will receive an email providing information on how you can gain access to your course on our learning management system called My Village.

You will be given a link that takes you directly to the APTC online learning Platform called My Village. You will also be given a user name and instructions to create your own password to use to log in. You will need to complete this step first. Once you have logged in, you can commence studying immediately.

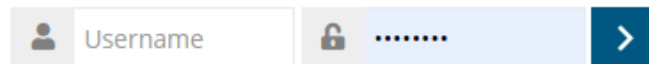
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How long does the course take?

Our Micro-credentials are delivered 100 per cent online, and are self-directed. Each course should take a maximum of 30 days from when you first log in.

How do I reset my password?

Go to the top right hand corner of your My Village Log In page and click on 'Forgotten



your username or password?'

Forgotten your username or password?

Who do I do if I continue to have difficulties logging in?

Contact the My Village Support Team via email - eLearningSupport@aptc.edu.au

What is my username?

first name.last name

After I complete my course do I still have access to My Village?

You will have access to My Village for as long as you are enrolled in an active course.

How do I get my digital badge and certificate?

After completing all the content, successfully completing the course activities, and reviewing the Summary page in your course, your micro-credential badge and certificate will be unlocked. You will receive a notification confirming that you have been awarded the badge and certificate. You will receive an email when your Certificate is ready and a message through the My Village platform when you have earned a digital badge.

Can I reprint my digital badge and certificate more than once?

Your certificate will be generated by My Village in PDF. You can download and save your certificate to your device for printing at any time.

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Your badge is a digital record that you will receive after completing your course. You can download and save your Badge to your device, as well as save it to a 'Badgr Backpack' for storage and sharing with the world.

What is Badgr?

Badgr is an online digital badging service that allows you to import your digital micro-credential badge from My Village and share it with the world. Instructions for setting up a Badgr Backpack Account can be found on My Village. The website can be found [here](http://www.badgr.com) – www.badgr.com.

Do I need My Village to access Badgr?

No, you can set up your Badgr Backpack at any time, before or on completion of your first course.

Can I access Badgr when I have completed studying?

Yes, your Badgr Backpack account is yours to keep and store all the badges you earn from studying with APTC or anywhere else that offers a badge.