

# FAQs for Accessing & Using the On-Demand Training Center



Training for Ombudsman staff and volunteers is critical for maintaining an effective long-term care Ombudsman program. This on-demand training platform is a learning center for all individuals interested in achieving quality long-term care and is available through your computer. The training center allows you to delve into important topics through online courses. Find additional frequently asked questions by visiting [https://ltcombudsman.org/omb\\_support/training/certificates](https://ltcombudsman.org/omb_support/training/certificates) or email your question to [ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org).

## How do I access the training center?

Login or create an account by visiting <https://consumervoice.talentlms.com/>. You will receive a confirmation email after your account is created.

## What accessibility options are available for the *Initial Certification Training Course*? Is there voiceover narration?

We worked with the platform and our contractors to ensure as much accessibility as possible (e.g., videos include optional captions, many activities have voiceovers). There are "Accessibility Tips" describing how to use keyboard and screen reader navigation in the Welcome and Introduction of each module.

## How do I access the courses?

Once you are logged in, select Course Catalog, and then select the course you would like to take. If you are taking the *Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs*, select the module your trainer/supervisor told you to take to begin the course.

## The modules are out of order, how do I put them in order?

When you visit the Course Catalog you will see in the top left corner it says, "Sort by" and then next to that it says "Date," if you click on "Date" you'll see a dropdown comes up and you can either sort them by Date, Name, or Price. If you select Name, it will sort them alphabetically and they will be in the correct order.

## **How do I access my certificate?**

Each module has its own certificate. Once you complete the course quiz at the end of the module you will receive a certificate. You must receive an 80% or higher on the quiz to receive your certificate. You will be able to immediately download the certificate, and you will receive an email with a link to your certificate. You can also access a list of all your certificates through the “My Certificates” tab in the Achievements section of the home page and the “My Progress” page through the drop down in the top right corner of your screen.

## **What should I do with the certificate?**

Once you download the certificate, email it to your supervisor to get credit for the course.

## **Does receiving all 10 module certificates mean I am certified?**

No, completing the modules does not certify you as a representative of the Ombudsman program. This online course is part of the training process and does not meet minimum federal training requirements for certification. You must complete all certification requirements and be designated by your State Ombudsman to perform duties as a representative.

## **Can my State Ombudsman see my progress and quiz results?**

Yes, your State Ombudsman can login and see reports, each trainee’s progress, and quiz results for each course. Your State Ombudsman receives a monthly email report that identifies each trainee that received at least one certificate.