Bushfire Planning- You and the person you care for

A step by step guide to assist with completing the online module V1

Creating a user account and accessing the module
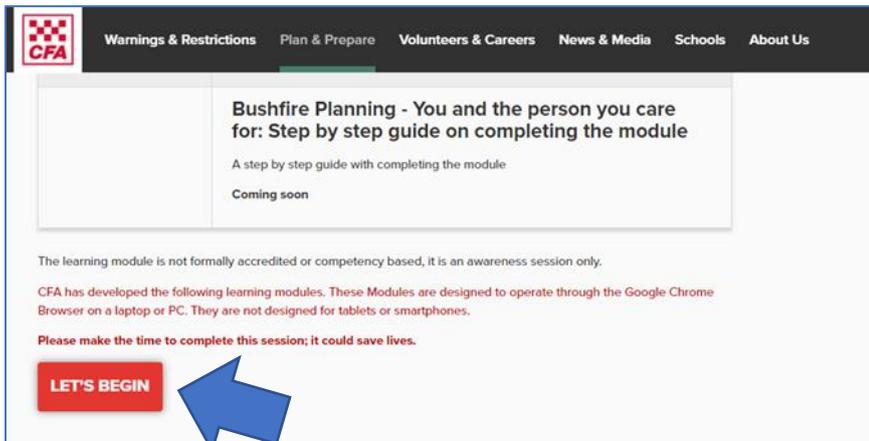
Go to www.cfa.vic.gov.au/carers

Select '**LET'S BEGIN**'.
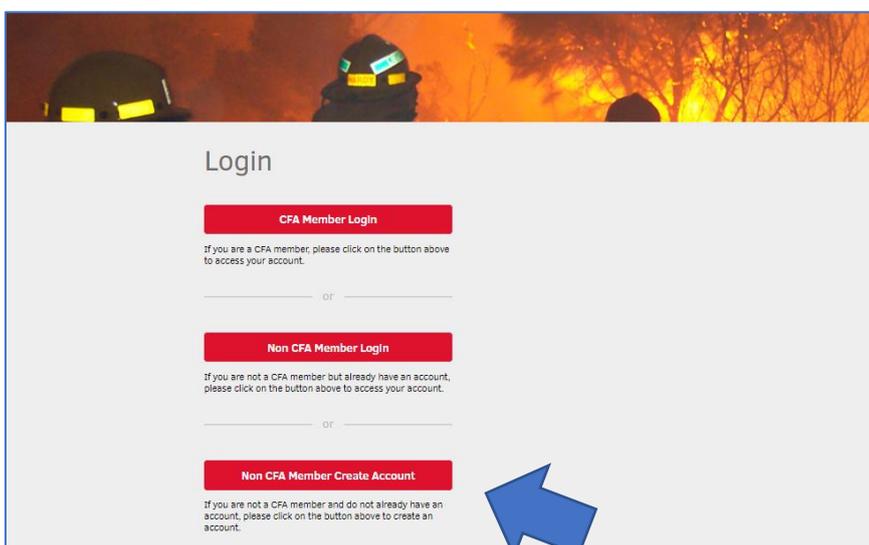
If you are not a CFA member you will need to create an account.

Select '**Non CFA Member Create Account**'.
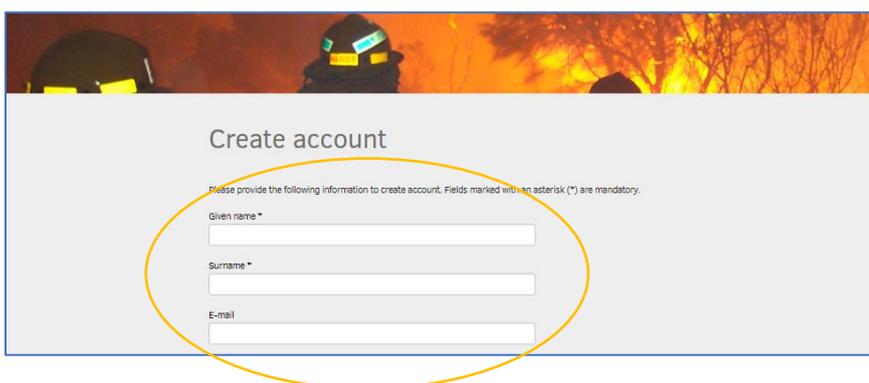
Enter details to create account and set password.
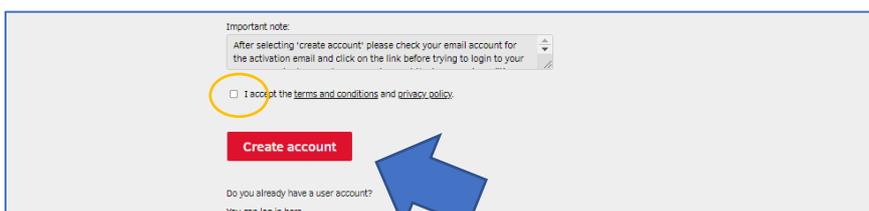
Tick the box '**I accept terms and conditions and privacy policy**'.

Click '**Create account**'.

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When this screen appears you need to go to your emails to activate the account.
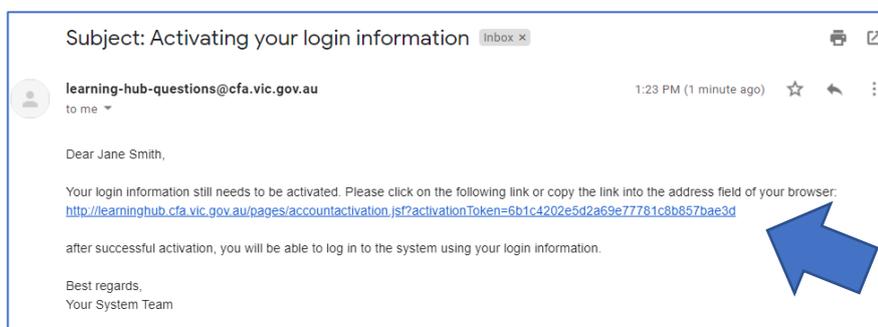
When you receive an email to access the CFA Learning Hub **click the link** in the email.

Check your junk mail if you can't find it.

Contact learning-hub-questions@cfa.vic.gov.au if you are having any problems.
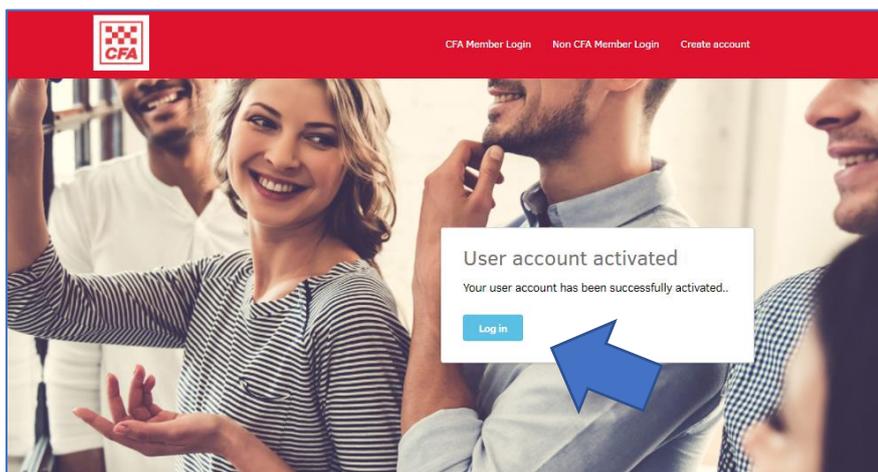
Your account has been activated.

Click '**Log in**'.
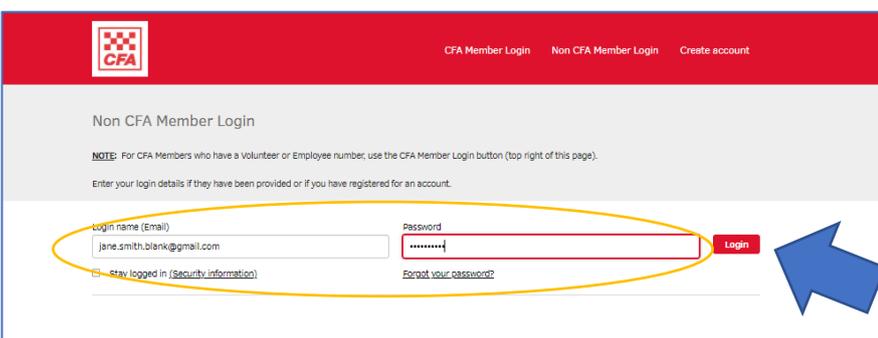
Enter your **Login name** (your email address) and your **password** (which you created during account set up).

Click '**Login**'.

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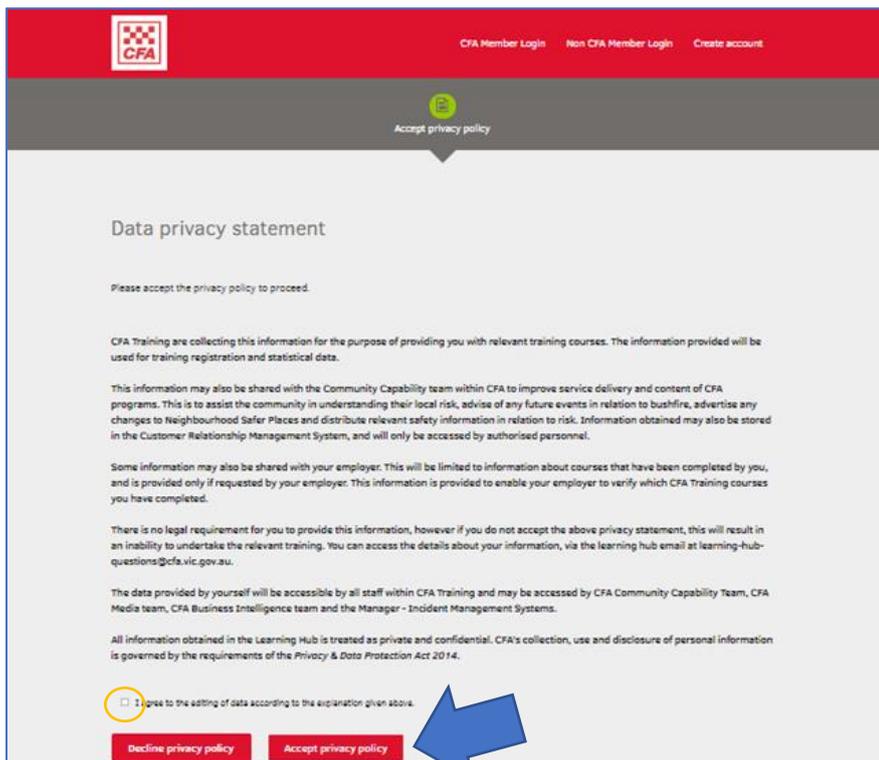
Read the Data privacy statement.

Tick the box '**I agree to the editing of data according to the explanation given above**'.

Click '**Accept privacy policy**'.
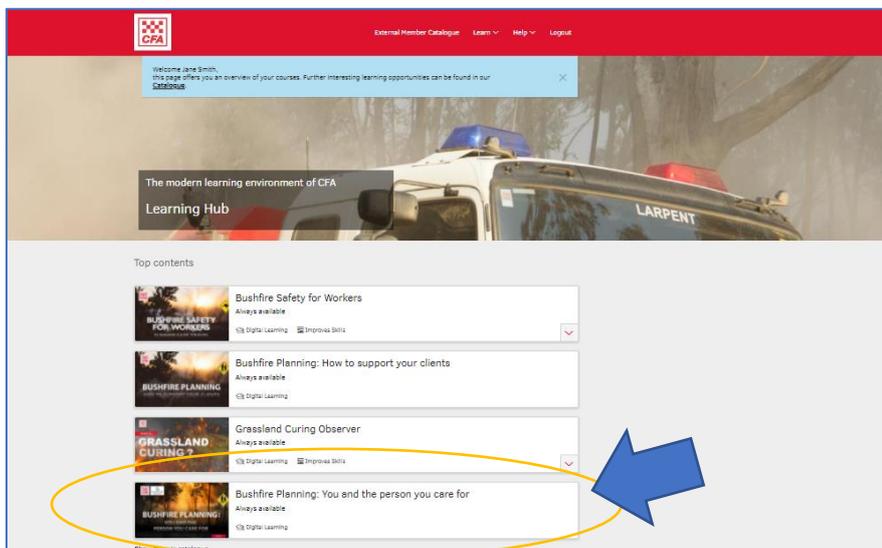
You are now in the Learning Hub.

Scroll down to '**Bushfire Planning: You and the person you care for**' and click on it.

Click '**Request now**'.

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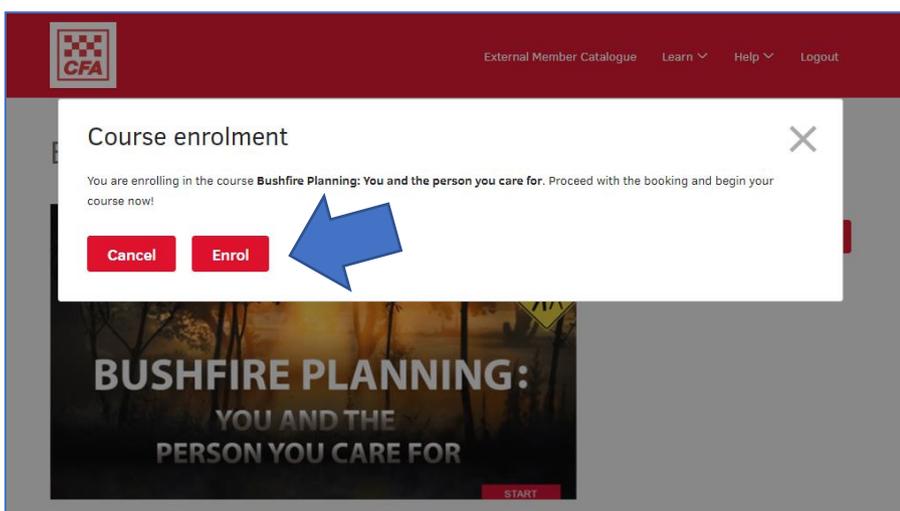
Click '**Enrol**'.
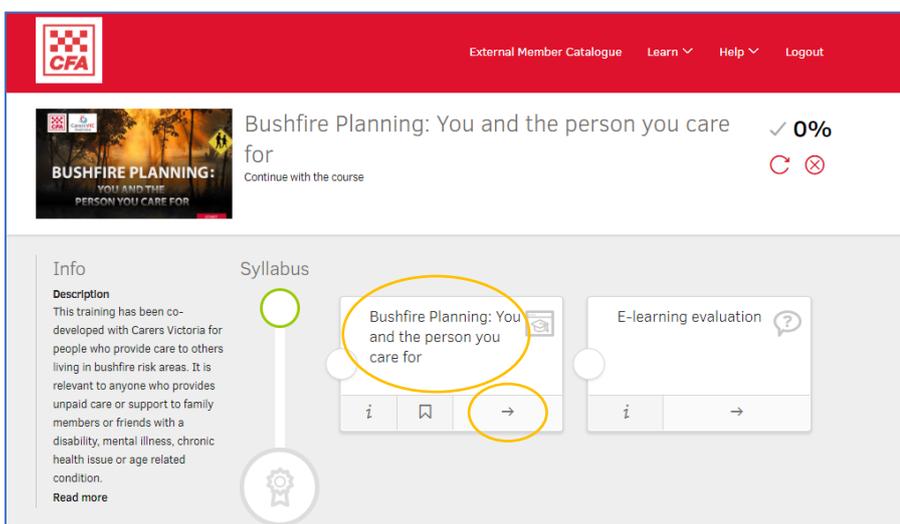
To start the module click on the **title** or the **arrow**.

Once the module is completed it will turn green with a tick.

If you exit and return at a later time you can resume where you left off by clicking on the (in progress) module.

Accessing a certificate of completion

When you have completed the module you can get a certificate.

You can download the certificate by clicking on '**Learn**' then '**My Courses**' at the top of the page.

You can do this straight away or later.
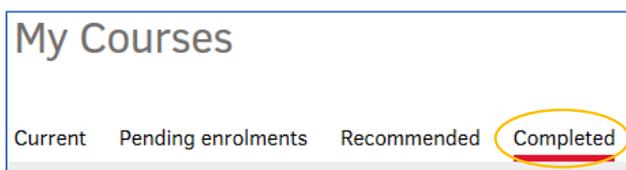
Click on '**Completed**'.

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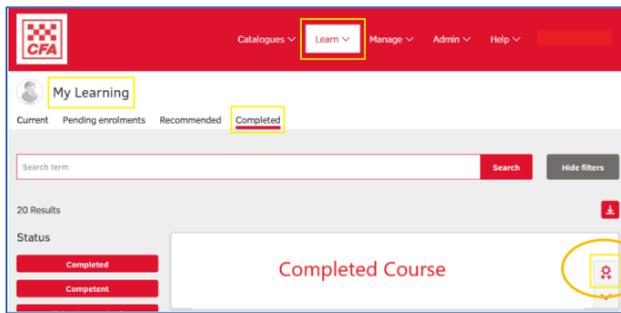
Click on the certificate button on the completed course.

Frequently Asked Questions

1. **What if the module is not working properly on my computer?**

   Most likely it is a problem with your internet browser. Make sure you are using a recent version of either Chrome or Firefox as Internet Explorer may not run the module properly.

2. **Can I do the module on my phone?**

   This online module is designed to operate from a computer or laptop and may not work effectively from your phone. It will also make it hard to see some of the text on a small phone screen.

3. **Can I do the module again?**

   Once completed you can still go back and do the module again. In fact, CFA recommends you do a refresher every year. However, once you have completed it, it will list your record as completed.

4. **Who do I contact with any feedback?**

   You can contact communityprograms@cfa.vic.gov.au to email us any feedback or questions you have.