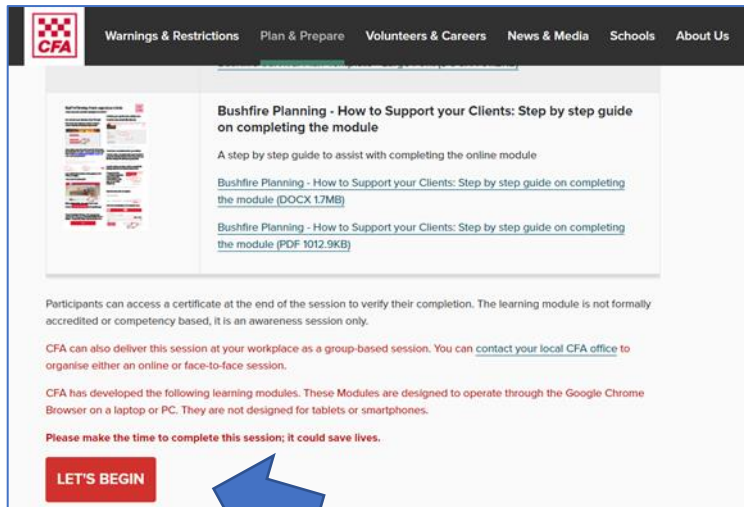


# Bushfire Planning- How to support your clients

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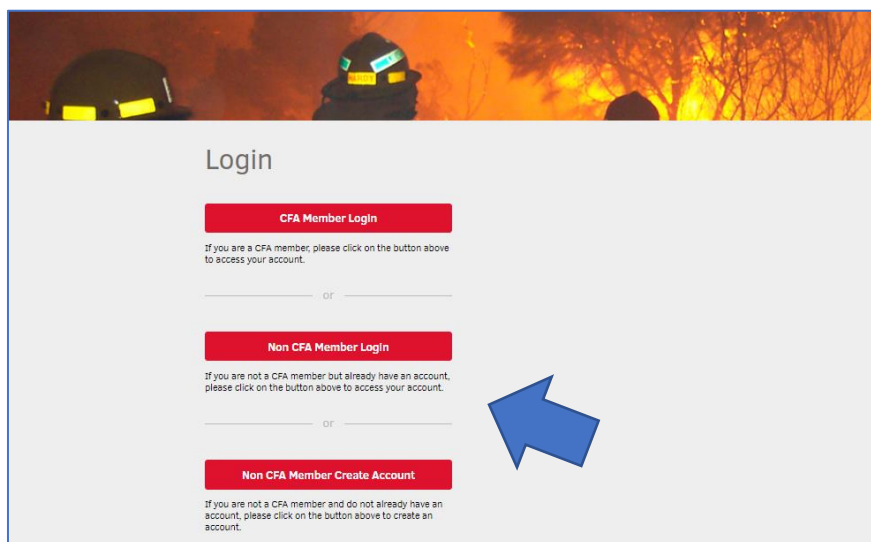


## Creating a user account and accessing the module



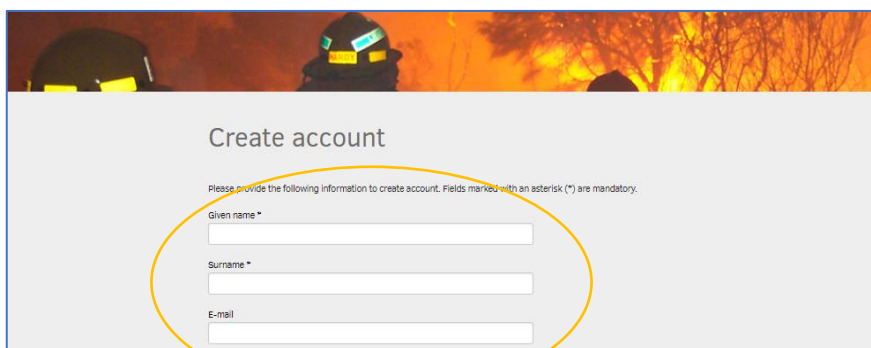
Go to [www.cfa.vic.gov.au/workers](http://www.cfa.vic.gov.au/workers)

Select '**LET'S BEGIN**'.

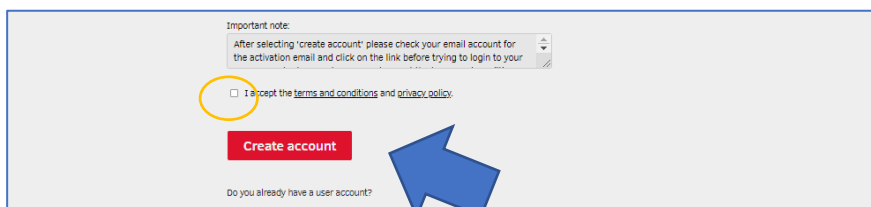


If you are not a CFA member you will need to create an account.

Select '**Non CFA Member Create Account**'.



Enter details to create account and set password.

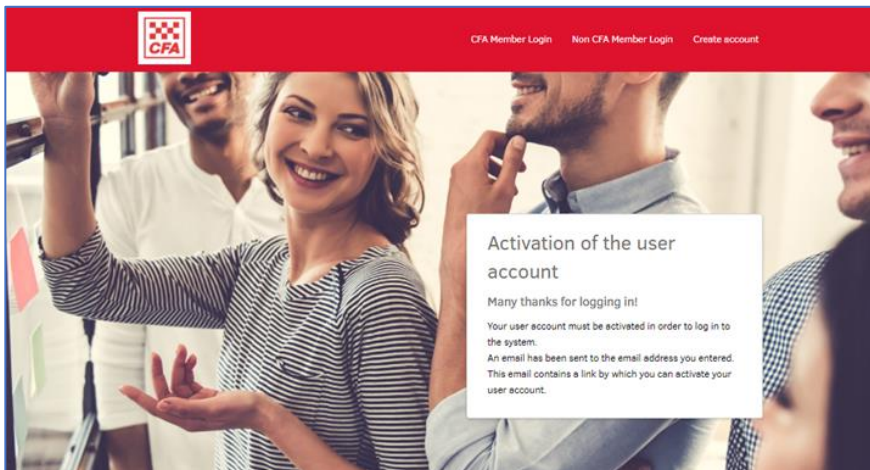


Tick the box '**I accept terms and conditions and privacy policy**'.

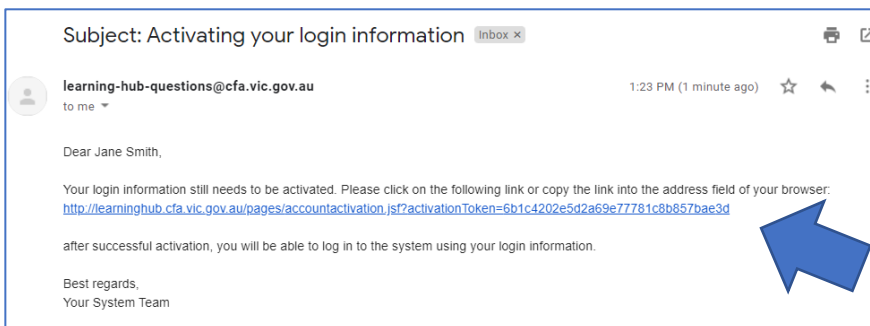
Click '**Create account**'.

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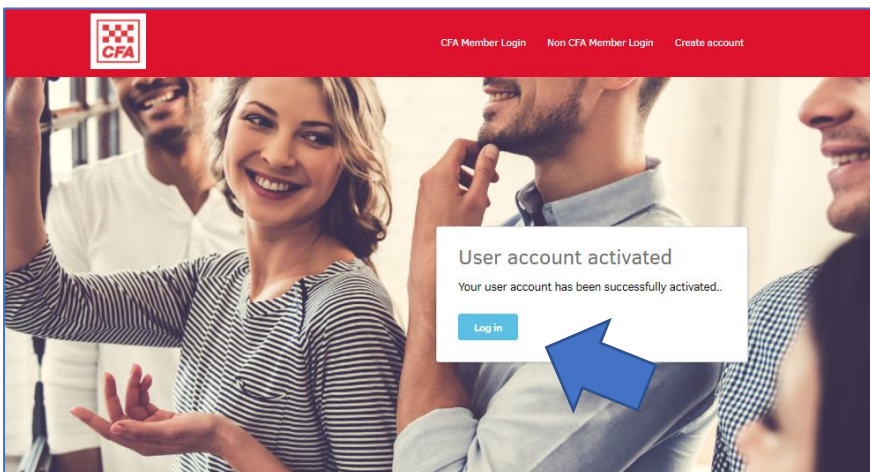
When this screen appears you need to go to your emails to activate the account.



When you receive an email to access the CFA Learning Hub **click the link** in the email.

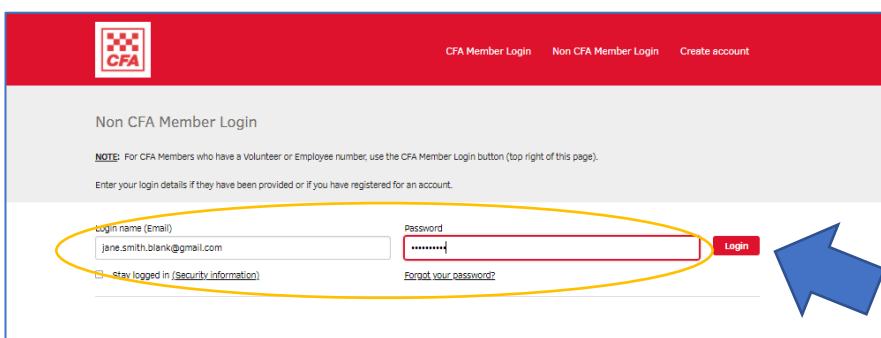
Check your junk mail if you can't find it.

Contact [learning-hub-questions@cfa.vic.gov.au](mailto:learning-hub-questions@cfa.vic.gov.au) if you are having any problems.



Your account has been activated.

Click '**Log in**'.



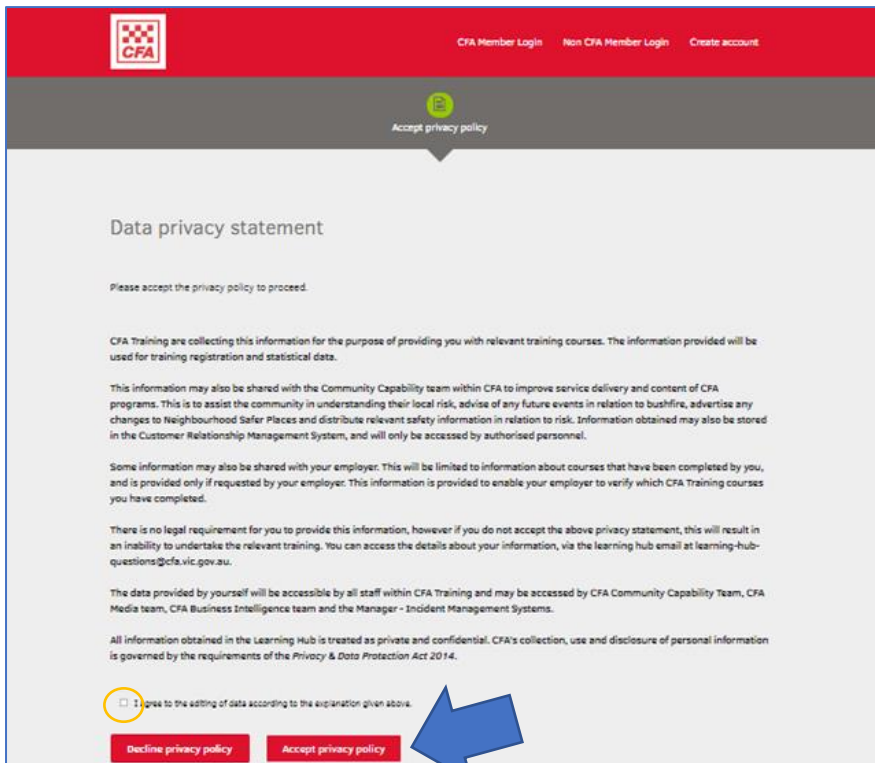
Enter your **Login name** (your email address) and your **password** (which you created during account set up).

Click '**Log in**'.

# Bushfire Planning- How to support your clients



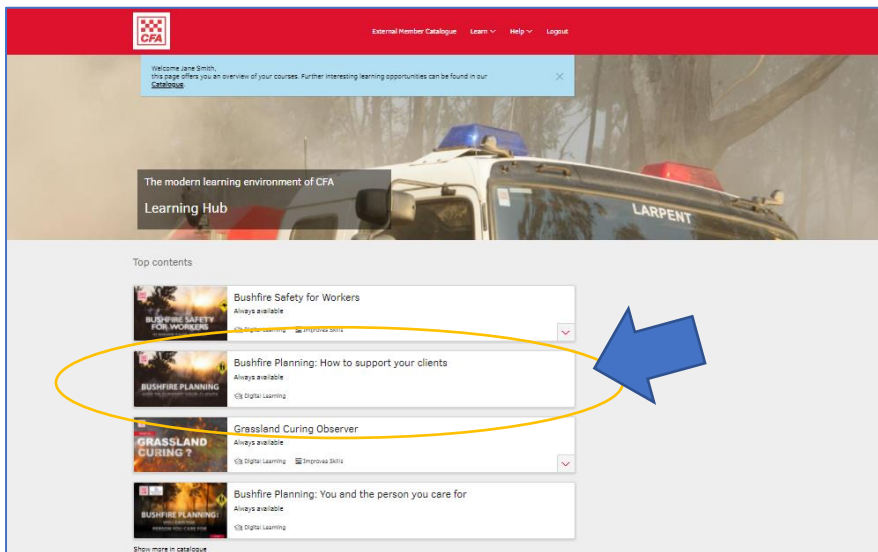
A step by step guide to assist with completing the online module V2



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.

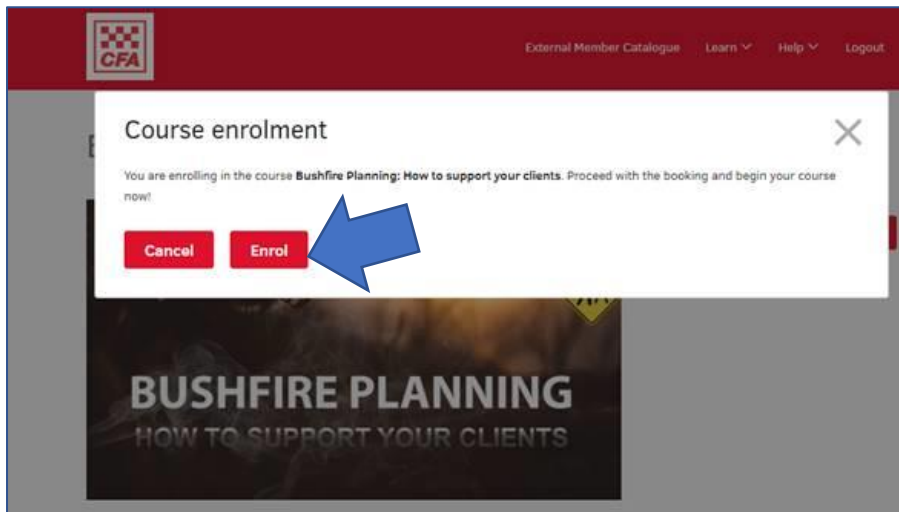
Scroll down to '**Bushfire Planning: How to support your clients**' and click on it.



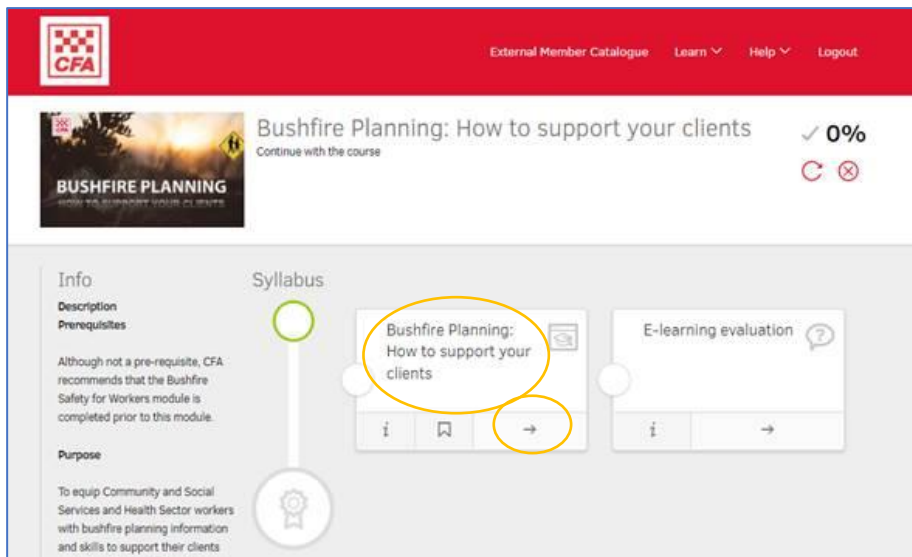
Click '**Request now**'.

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Click '**Enrol**'.

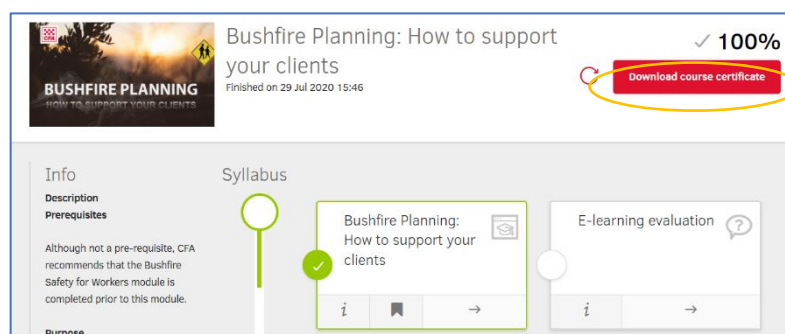


To start the module click on the **title** or the **arrow**.

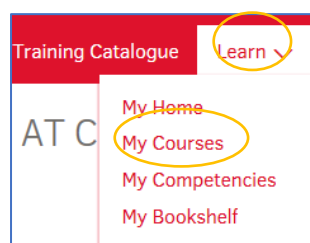
Once the module is completed it will turn green with a tick.

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.



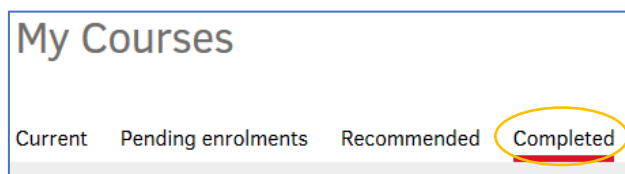
You can download the certificate by clicking on '**Learn**' then '**My Courses**' at the top of the page.

You can do this straight away or later.

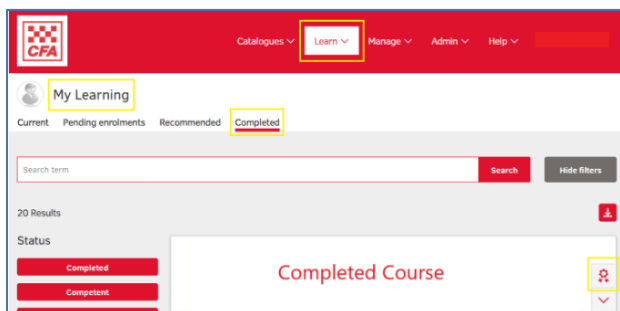
# Bushfire Planning- How to support your clients



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Click on '**Completed**'.



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](mailto:communityprograms@cfa.vic.gov.au) to email us any feedback or questions you have.