

MY LEARNER HAS REGISTERED WITH THE LEARNINGHUB – WHAT NOW?

STEP #1: The registration has been received by the LearningHUB when the following message is displayed (with course selections listed below):

***Your registration for the LearningHUB has been received.
A practitioner will be in contact with instructions on how to get started.***

**Learner has requested
Live Classes (Centra)**

STEP #2: The registration is processed by the Centra Class Co-ordinator.

Enrolment confirmation and login information will be forwarded to the learner within three business days.

NOTE: A PERSONAL EMAIL ADDRESS FOR EACH LEARNER IS HIGHLY RECOMMENDED AND IS REQUIRED WHEN HOMEWORK IS ASSIGNED TO ACCOMPANY LIVE CLASSES.

**Learner has requested
Short Courses (Moodle)**

STEP #2: An intake assessment will be forwarded to the email account of the learner. Please be sure to have the learner check his/her junkmail if the intake assessment is not received within three business days. If learner has not received the intake assessment within the three day timeframe, email info.learninghub@gmail.com with any questions.

NOTE: A PERSONAL EMAIL ADDRESS FOR EACH LEARNER IS REQUIRED TO PARTICIPATE IN SHORT COURSES AND/OR INDEPENDENT STUDY.

Once the intake assessment has been completed, the learner is assigned to an online practitioner. This online practitioner will be the contact person for the learner for the rest of the time the learner is registered with the LearningHUB.

STEP #3: Login information for the Short Course will be forwarded to the learner by the online practitioner.

**Learner has requested
Independent Study**

STEP #3: Login information for Independent Study programs will be forwarded to the learner by the online practitioner.

If contact information for the classroom practitioner is entered on registration form, the practitioner will be cc'd on all correspondence between HUB practitioner and learner.

IMPORTANT NOTES FOR CLASSROOM PRACTITIONERS!

- The LearningHUB staff endeavour to make the online learning experience as rewarding as possible for both the learner and the classroom practitioner. This requires direct communication between the learner and the HUB practitioner.
- The inability to deal face-to-face with learners presents many challenges. It is extremely important that the learner can communicate via email with his/her HUB practitioner.
- Please ensure your learners have email communication skills before they are registered with the LearningHUB. They should be encouraged to answer any LearningHUB emails in a timely manner.
- If there are questions or comments, please have the learner be specific. This will allow the HUB practitioner to assist the learner without the time-consuming process of emailing back and forth to narrow down the request/problem.

CONTACT INFORMATION



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