

New eLearning FAQs

For PADI Pros:

Access Codes and Accessing eLearning

Can I use my existing Touch codes to send codes for the new eLearning?

- Yes, all existing eLearning codes will be mapped to work for the new eLearning as well as the existing eLearning Touch products, depending on the available languages.
- When assigning *Open Water Diver eLearning* codes, you will be prompted to select the eLearning type (new eLearning or eLearning Touch) from a dropdown list based on language availability. Note that if the new eLearning product does not yet exist in a student's language, you'll assign a code for eLearning Touch product.

What languages are available for the new *Open Water Diver eLearning*?

- The launch at the end of February will include ten languages – Chinese (Traditional and Simplified), Dutch, English, French, German, Italian, Japanese, Korean and Spanish.
- Additional languages will launch in the future up to the same 26 languages that exist today.

What about the classic online eLearning?

- The Open Water Diver Online product will no longer be available as it is replaced by the new eLearning.

How do student divers access eLearning?

- Students can access their eLearning products by clicking on – Redeem Your Code – included in the email they receive when you assigned them as access code.
 - Note that the email may take a few minutes to show up. If student divers don't see it, advise them to look in their promotions or spam folders.
- If a student can't locate the email or have deleted it, the student can also redeem the code by visiting learning.padi.com and creating an account using the same email address supplied to you, or if the student already has an account, the student should log in to the learning portal.
 - In the learning portal, the student should scroll to the *Redeem Your Access Code* section and see the access code listed there – waiting for to be redeemed. After selecting the code it takes about 10 seconds for the product to load. By refreshing the page, selecting the appropriate course, and clicking on *Continue Course*, the student is ready to study.
- **Can students jump between languages of the product?**
- Yes, however, in order to get credit for eLearning, All assessments must be completed in the same language. Switching languages will start a new eRecord so any progress on the previous language will be lost.
- A notice is also provided next to the language selector to remind students.

How long do students have access to eLearning products?

- Students will have access to eLearning products indefinitely, however the quizzes and Final Exam will not be accessible after a passing score is achieved (exam has two attempts).

Can family members share the eLearning product?

- No, every student must have a personal version in order to get credit for completing assessments. Also, there is only one certification processing component associated with each product.
- Family members may share a device however each student must log in separately to complete and get credit for assessments.

What happens to students who are already using eLearning Touch?

- Students who have already redeemed their eLearning Touch product will continue to have access to the product through the PADI Library app – nothing will change.

How do students access existing eLearning Touch or Online Learning products?

- All products are accessed using padi.com/Sign In/PADI eLearning for Students. The new eLearning product will be visible on the learning portal dashboard, while the existing eLearning Touch and Online Learning products can be found under *My Courses /See Other Courses*.
- Students will continue to have access within the PADI Library app until mid 2021. After that, students with Touch products will have access to a pdf of the manual through the new learning portal.

Can I still access my student's scores through OLPC?

- Yes, the *Score* button in OLPC allows you to see the student's eRecord.

Product Components

What is included in the new *Open Water Diver eLearning*?

- The new eLearning includes:
 - All content sections, Knowledge Reviews and Quizzes (A and B)
 - All required videos (integrated in the sections)
 - Final exam A and B
 - Dive Computer Simulator (limited languages and online only)
 - RDP Table (PDF) with Instructions for Use
 - eRDPM_L with Instructions for Use
 - RDP/eRDPM_L quiz (metric and imperial combined)
 - RDP/eRDPM_L final exam A and B Metric
 - RDP/eRDPM_L final exam A and B Imperial (Arabic, English, French and Spanish only)

Does the new eLearning navigate the same way as eLearning Touch?

- No, the new eLearning does not navigate the same as the eLearning Touch product. The primary differences are:
 - The new eLearning uses browser tabs to display each new section that is opened. There are no navigation buttons to exit and return to the main page – students simply close the browser tab and return to the main tab to select the next section.
 - The assessments do not require the user to log in each time.
 - The sections, Knowledge Reviews and quizzes can be accessed in any order.
 - The Final Exam is not available until all assessments (Knowledge Reviews and quizzes) have been completed.

Is the digital log book included?

- Not in the February release, but it will added soon.

Will the digital log book include training dives?

- Yes, for those students who purchase an eLearning product. There will also be a location for logging recreational dives which will be available for all divers regardless of having purchased eLearning.

Is a pdf of the manual included?

- No, students have continual access to the eLearning content, which is the same as in the manual, so a pdf is not included.

Is closed captioning available in the new eLearning product?

- Yes, closed captioning is currently available in English and Spanish, and other languages will be added as they become available.

Assessments

Can students review the Knowledge Review after completing it?

- Yes, once a Knowledge Review is completed, students may review it unlimited times.

Can students complete the sections and assessments in any order?

- Yes, students can complete sections, Knowledge Reviews and quizzes in any order they choose, with exception of the Final Exam. They are guided to complete sections in sequential order for a better learning experience.

How many times can students take a quiz?

- Students may retake a quiz unlimited times until a score of 75 percent or greater is achieved. Remediation is provided after every incorrect answer.

Can students review a quiz after passing it?

- No, once a passing score of 75 percent or greater is achieved, the quiz it can't be retaken or reviewed.

When can students take the Final Exam?

- The Final Exam is only available after all Knowledge Reviews and quizzes have been completed.

How many times can students take the Final Exam?

- Students will be given two attempts to achieve a score of 75 percent or greater on the Final Exam.
- If the second attempt is not successful, students are directed to meet with their instructor to review any material they don't understand.
- You then administer the Final Exam to verify student understanding.

Can students go back and review the Final Exam after passing it?

- No, once a passing score of 75 percent or greater is achieved with the Final Exam can't be retaken or reviewed.

Can I use the new eLearning for PADI Scuba Diver certification?

- Yes, the eLearning product can be used to certify a PADI Scuba Diver. The remaining material and assessments can be completed when students decide to pursue the Open Water Diver certification. However, you'll need to obtain a PIC online credit to process this second certification.



PADI Training App

How can students access eLearning offline?

- The best path for using eLearning is for students to complete their learning online from a desktop or laptop however, if students plan to travel to a destination with poor internet they can download all the content.
- The product must be redeemed online before it will be visible for download in the app. Have students ensure they have a strong internet connection and then follow these steps to access material offline:
 - Redeem the eLearning product using the link in the email link
 - Visit the Apple app or Android Play store to download the PADI Training app
 - Open the app and log in
 - Select the appropriate product and language
 - Select *Continue Course* button
 - Select the + or expand icon to show all components in the section
 - Download components separately to view offline (download "all" option is not available)
- **Note:** Although the Final Exam can be downloaded and taken offline, it's best to take it online.

What are the device requirements for the PADI Training app?

- The app is available for Android and Apple devices and is intended for offline use only— it's not a streaming app. For the ideal experience, devices should be no more than 3 models old and updated with the most current OS.

How large are the files for *Open Water Diver eLearning*?

- File sizes differ per section. Students are notified of the file size prior to download, and can also use the *Download Manager* tool within the app to see file sizes and remove unwanted content from a device. To download everything including the optional section, the estimated size is approximately 1.8GB.

How will progress of sections completed offline be captured?

- Once connected to the internet, progress completed offline will be pushed to the student's learning portal.
- Refreshing the *Performance* page in the learning portal should display results.

Can students view performance from the PADI Training app?

- No, the *Performance* page and progress data is only available online from the learning portal.

Do you need the PADI Training app to access eLearning?

- No, the PADI Training app is not required to access eLearning. It's intended only for students who plan to travel to a location with little or no internet, and choose to work offline.

Can students view products online from the PADI Training app?

- No, the PADI Training app is not a streaming app. It's designed for downloading content to a device and viewing offline.
- Students may use a browser from any device to access eLearning online, and the content will adjust to fit the device.

Can students access existing eLearning Touch products from the PADI Training app?

- No, existing eLearning Touch products can only be accessed using the PADI Library app.

Can students access the new eLearning products through the PADI Library app?

- No, the new eLearning product can only be accessed and downloaded using the PADI Training app.