

Frequently asked questions

New Learning Management System

I am currently studying an IWFM Direct qualification, how will this affect my studies?

Please be assured that the changes we are making will not affect your studies. If your registration ends this year, we encourage you to complete your studies on the current platform. For those whose registration expires after the 30 September, you will be registered onto the new system to allow you to pick up and conclude your studies. Please retain a copy of your work on your own system as your previous submissions will not be showing on the new system. Your unit(s) achievement(s) are recorded in a separate system so we will know of your progress and the records will be transferred to the new LMS but IWFM will not transfer copies of your assignments.

We will be working hard to ensure you don't notice any disruption whilst we make the changes and transition to the new learning platform, and we will keep you informed of progress throughout the year.

Will I be provided new log in details?

When the time comes to continue your studies in the new system, you will be provided with all the details you need to log in and orientate to the new platform.

What can I expect from the new platform?

We will provide more updates on the benefits of the new platform in due course, but it is designed to enhance your learning experience.

Am I still able to extend my studies during this time?

If your studying period expires before 31 December 2023 and you have not achieved the necessary units to qualify for the award of a qualification, then 'Yes'. You will need to apply to re-register in order to continue your learning and you will be registered onto the new system. Again, please retain a copy of your original work on your own system, as previously completed work on the current platform may not be moved across.

Will my work be saved to the new platform?

Existing/completed learner work is unlikely to be migrated to the new system. We encourage you to keep a record of your own assessments as a matter of best practice. Records of unit completions will be transferred over but IWFM will not transfer copies of your actual assignments.

During the migration will there be any time I will not be able to access my studies?

We will be working to ensure there is minimal disruption to your studies. As the time nears to migrate you to the new system, we will communicate with you about the transfer process. The current system will close on the 16 October and you will be given access to the new system w/c 6 November 2023.

What happens if I don't finish my studies and my registration expires?

If you haven't completed your studies in the required timeframe and you need to continue studying, you will need to apply to re-register in order to continue your learning and you will be registered onto the new system.

What changes are you making?

- We will be making changes to the existing learning platform such as removing the Atkins resource for Level 4 learners
- We will be updating the Wiggins resource to the latest edition of the book for all levels
- We will be making necessary changes to enhance the learning experience through the new tools that are available to us on the new system

Could my work get lost as part of the migration?

We wanted to reassure you that the changes we are making will not affect your studies and you will simply be migrated over to the new system, however, please ensure you retain a copy of your assessment on your own system as a matter of best practice.

Can I submit my first assessment when the new system is up and running?

We would encourage you to submit your first assignment through the new system when it is up and running.

What do I do if I have submitted an initial assessment through the existing system but required to resubmit?

We would ask you to work on your resubmission but upload to the new system.

I have been signed up for a while now, what do I do.

We would ask you to work on your assessment and submit on the new system.

When I commenced my course, I completed one unit and submitted it for marking. Should I work on my other units?

We would ask you to work on your assessment but submit through the new system.

I have had to extend my registration period due to unforeseen circumstances. How does the new system affect me?

You will be transferred to the new system to continue your studies, we would advise that you wait until you have access and submit your assessment on the new LMS

I have extended my qualification registration for another two years. Would I be able to log in with the same password and log in as I currently have?

All the details you need to log in and orientate to the new platform will be provided.

If I have submitted enough units through the existing system, will I be transferred to the new system?

If you have completed your qualification, you will not be transferred to the new system and will receive your certificate in due course.

If I only have one unit left to complete, do I have to submit this through the new system or can it be submitted through the current system.

Any further submissions will be required to be uploaded onto the new system as the existing system is being decommissioned.

I thought I had two years to complete my qualification?

All learners have a two year registration period to complete qualifications. The submission dates are to ensure work isn't lost through the new system transmission. There is no change to the registration expiry date.

I haven't started my assessment. Do I need to do anything?

We would ask you to work on your assessment but submit through the new system.

When does the new system go live?

The new system will go live w/c 6 November 2023. Further information on how to log in will be provided during that week.

Will the content and structure remain the same so that I can continue working offline through the information I have downloaded?

Content and structure will remain the same. There are no intended changes to these at the present time.

During October, will I still be able to work on the course (without submitting work) or will the site be inaccessible?

You will not be able to access the current system from 16 October 2023 and will be given access to the new system w/c 6 November 2023. During the interim period, learners are able to work on their assignments if you download the questions prior to access being revoked. We would ask learners to submit their work from November onwards on the new system.