Online Training

Student Guide to Completing Your LearnDash Course

How to access your course, work through the required lessons and quizzes, confirm completion, and obtain a certificate when one is included.

This guide supports students taking online courses delivered through LearnDash. Buttons, menus, assessment rules and certificate availability can differ by course or device. Always follow the requirements shown in your own course.

Course Completion Requirements

Course materials

Review the course introduction, instructions, learning objectives and any downloadable materials before starting.

Lessons, topics and knowledge checks

Complete every required course step in the order shown. Some courses require a correct knowledge-check answer or a Mark Complete action before the next step becomes available.

Final assessment

If your course includes a final quiz or assessment, complete it and achieve the pass mark displayed in that course. Some courses use lesson knowledge checks without a separate final assessment.

Certificate

When a certificate is included, it becomes available only after the course records all required steps as complete.

The key distinction: Course requirements are not identical. Use the lesson, quiz, pass-mark and certificate instructions displayed in the course you are taking.

Step-by-Step Instructions

1

Find Your Registration or Enrolment Email

Start with the email sent when you registered, enrolled or purchased the course.

- Keep the email available until you have successfully accessed the course.
- Use the login or course-access information in the email, where provided.
- If you cannot find the message, check Junk, Spam, Promotions or Other folders before requesting assistance.

Important: A downloaded guide is a reference document. You must still complete the required online course steps.

2

Log In to Your Training Account

Open the training website and sign in using the account associated with your registration.

- Use the same email address used to register or purchase the course.
- Enter your password and select the login or sign-in option.
- If needed, use the password-reset option and follow the instructions sent to your email address.

3

Open Your Course

Locate the course in your account and open its course page.

- Review the course introduction, instructions, learning objectives and materials.
- Use the course content list or navigation controls to enter the first required lesson or topic.

4

Complete Lessons and Topics in Order

Work through the required content carefully. Course progression may require each step to be completed before the next step becomes available.

- Read the on-screen information and watch each required video or presentation before attempting its knowledge check.
- Complete each topic within a lesson before moving forward.
- When a Mark Complete button is shown, select it after completing the required content.
- Use Next, Continue or the course navigation controls to move to the next available step.

Important: Viewing a page alone may not record completion. Satisfy every required action shown in the course.

5

Complete Required Knowledge Checks

Quizzes and knowledge checks reinforce important subject matter and confirm understanding before you continue.

- Read each question carefully and select the best answer.
- Submit or check your answer using the on-screen controls.
- If a correct response is required, review the lesson and retry until the requirement is satisfied.
- Complete the required knowledge check before moving to the next lesson or topic.

6

Complete the Final Assessment, If Included

After all required lessons, topics and knowledge checks are complete, open the final assessment when your course includes one.

- Answer every required question before submitting the assessment.
- Review your answers before submission when the course allows it.
- Submit the assessment and review your score and feedback.
- Use the pass mark displayed in your course. If you do not pass, review the material and retry when another attempt is available.

Important: Not every course has a separate final assessment or the same pass mark. Follow the rule shown in your course.

7

Confirm Course Completion

Return to the course page or completion screen and confirm that the course shows as complete.

- Check that the progress indicator shows all required steps as complete.
- If a step appears incomplete, reopen it and complete the required content, quiz or Mark Complete action.
- Do not close the course until the completion status has been recorded.

8

Access Your Certificate, If Included

A certificate becomes available only when the course includes one and all course completion requirements have been met.

- Select the certificate option shown on the completion screen or course page.
- Open the certificate and save a copy for your records.
- Provide the certificate to your employer or training administrator if required.

Helpful Tips for Students

- Use a reliable internet connection and, where practical, complete the course on a desktop or laptop computer.
- Keep your browser open while completing a quiz. Avoid using the browser Back button unless the course specifically directs you to do so.
- Allow videos, pages and quiz results to finish loading before selecting the next course step.
- Complete the course while signed in to your own training account so progress and certificates are recorded correctly.
- Keep your registration email, course materials and certificate for your records.

If Your Course Does Not Show as Complete

If you have finished the content but the course is not showing as complete, check the following before requesting support:

- Confirm that every required lesson and topic shows as complete.
- Look for a Mark Complete button that may still need to be selected.
- Confirm that all required lesson or topic knowledge checks have been completed successfully.
- If a final assessment is included, confirm that it was submitted and the course pass mark was achieved.
- Refresh the course page. If needed, sign out and back in so the progress display updates.
- If the issue continues, contact your training administrator and identify the course and the step where you cannot progress.

Course completion at a glance
Registration or enrolment email > Log in > Review instructions and materials > Complete required lessons, topics and knowledge checks > Complete the final assessment, if included > Confirm completion > Save the certificate, if included.

Student Reminder

Your progress is tied to your training account. Complete the course under the account used for registration and make sure the final completion status is recorded before leaving the course. A certificate confirms course completion only; it does not by itself establish workplace competency or legal compliance.

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