

E-LEARNING / ADAPTIVE LEARNING

FAQs on subscription, sign in, and others

1 What is e-learning and adaptive learning?

Check out this easy-to-understand comparison table below for insights into e-learning and adaptive learning

E-LEARNING	ADAPTIVE LEARNING
Pre-designed courses and materials - same content and order for every learner	Recreates at scale the optimal teaching approach of one-to-one personal tutor and personalised learning
It's a one-size-fits-all approach that does not consider individual learner's needs, interest and knowledge	Adjusts in real-time to the learner's strengths and weaknesses and respond dynamically to reinforce knowledge over time
The content is generally fixed and the same for all learners in linear fashion	Employs data analytics and intelligent technologies and respond dynamically to strengthen understanding

2 How to purchase an e-learning or adaptive learning course?

You can purchase our courses through website, Business Portal or by contacting our customer service. However, adaptive learning courses only available for purchase on Business Portal and via our customer service.

Method 1: Purchase from website

Step 1:
Visit www.relyonnutec.com/e-learning to view or search available courses

Step 2:
Click **'Read more'** to read details and purchase selected course

Step 3:
Click **'Book E-learning now'** to proceed with the purchase

Step 4:
Go to checkout, check your purchase and click **'checkout as guest'**

Step 5:
Fill up both **billing information and booking details**, accept the terms and conditions and complete the payment. You will receive a **welcome email to sign in** and begin your course

**Only payment with Visa, Mastercard or UnionPay is accepted.*

The screenshot shows the RelyOn Nutec website interface. At the top, there is a navigation bar with links for Sustainability, Solutions, Locations, Contact, About, English, and Sign In. Below the navigation bar, the page title is 'E-learning' and there are tabs for 'E-learning / Courses', 'Courses', 'Services', and 'Pricing'. The main content area is titled 'Step 1' and features a search bar with the text 'Working at Height' and a 'Search' button. Below the search bar, there is a 'Courses' section with a table listing available courses. The table has columns for Name, Duration, Language, Price, and Instant booking. Three courses are listed: 'Safe Transport of Dangerous Goods by Air', 'Working At Height', and 'Abrasive Wheels Awareness'. Each course has a 'Read more' button. A red box highlights the 'Read more' button for the 'Working At Height' course, with an arrow pointing to it labeled 'Step 2'. Below the table, there is a section titled 'Working At Height' with a 'Step 3' label. This section contains the text 'Please find the full course description further down the page.' and two buttons: 'Book E-learning now' and 'Contact us'.

www.msts-my.org

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bookings@msts-my.org

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Method 2: Purchase via Business Portal

Step 1:

Login to your Business Portal account at portal.relyonnutec.com

Step 2:

Click the **'Employees'** tab to select students or **'Add new employee'**

Step 3:

Select the employee and click **'Book course'** button

Step 4:

Search and select for the course(s) needed and click **'Book selected'**

Step 5:

Go to the basket and click **Confirm buton** to confirm the purchase of the e-learning. The assigned employee will received a welcome email and sign in instruction

The screenshot shows the RelyOn Nutec Business Portal interface. The top navigation bar includes 'Dashboard', 'Employees', 'Bookings', 'Digital library', and 'Basket'. A red box highlights the 'Employees' tab, labeled 'Step 2'. Below the navigation bar, there is a 'Book course' button, labeled 'Step 3'. The main content area shows a search for 'Fire safety' in Malaysia, with filters for 'All training centres' and 'All courses'. A table lists courses with prices and 'Book now' buttons. A red box highlights the 'Book selected' button, labeled 'Step 4'. The table contains the following data:

Course	Price	Book now
Fire Safety Awareness	MYR 165	Book now
Fire Safety Awareness (Adaptive)	MYR 165	Book now
Fire Safety Awareness - OSHA Standards	MYR 165	Book now
Fire Warden and Fire Safety Awareness	MYR 270	Book now

Method 3: Purchase via Customer Support

Should you encounter any issues during booking through website / Business Portal or prefer to book via our customer support, please contact:

Email: bookings@msts-my.org

Phone: +606 292 2069

3 How to sign in to the student's portal?

Once the purchase is successful, student will receive a **welcome email with sign in instruction**. Access your training for the **first time** by following the instruction in the email.

You have been granted access to a new training course

You can access the course by following the details below

Course name:
Behavior Based Safety

Access your training today

Go to training course

NOTE: If you observe any error in the course, please click on the 'CHALLENGE US' link or button within the course to tell us about it.



Need assistance?

Contact us if you have any questions or comments.
servicedesk@relyonnutec.com

Student may also access training at my.relyonnutec.com and enter the sign in email and passwords.

The screenshot shows the 'Sign in' page. The title is 'Sign in'. Below the title, it says 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the 'Password' field, there is a link 'Forgot your password?'. There is a 'Sign in' button. Below the 'Sign in' button, there is a section for 'Company single sign on' with an 'Organization sign in' button.

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4 How to start the course?

Click **Start training button**. Select the course on the **dashboard** and start your learning journey!

Course Name ▲	Status ▾	
Anti-Bribery and Corruption - Global (Adaptive) CPBSADL008	Completed	Refresh
Behavior Based Safety CNBSRD001	Completed	Refresh
Cyber Security Awareness (Adaptive) CPBSADL002	Completed	Refresh
Equality and Diversity CPBSRD004	Active	Start training
Fire Safety Awareness (Adaptive) COBSADL022	Completed	Refresh

5 Is there a time limit for completing the course?

Both e-learning and adaptive learning courses are accessible for **12 months**.

On the adaptive, refresher will be available for the **12 months**.

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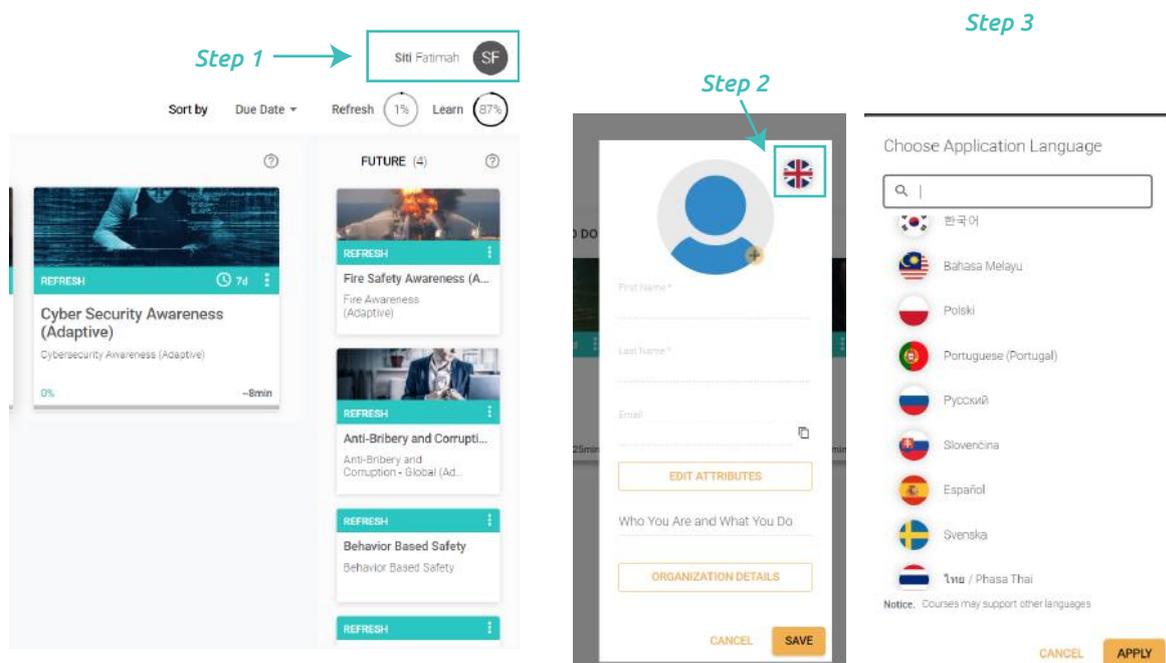
6 Can I change the language?

To change the application language:

Step 1: Click your profile at the top right of the Dashboard.

Step 2: A window with the student's profile will pop up. Click the country flag to choose application language

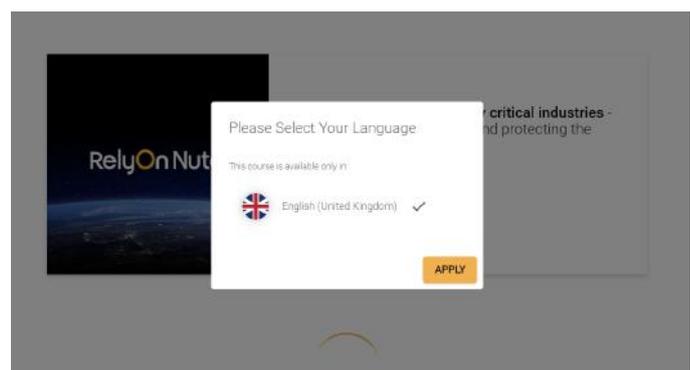
Step 3: Select your language preference and click apply



To change the course language:

Upon starting your course, you will be prompted to choose the language. Please select your language preference.

You can check the course language(s) via the link below. For more details, you can also contact our customer service.



<https://relyonnutec.knack.com/e-learning-library#relyon-nutec-e-learning-library/>

8 I have ran out of attempts, who do I contact to get more?

Please contact our customer support to ask about a new attempt. Or email to servicedesk@digital.relyonnutec.com if you purchased the course yourself.

For **adaptive learning**, there is no passing mark. Learners will work towards **100% mastery**. In other words, it is an ongoing process towards automaticity.

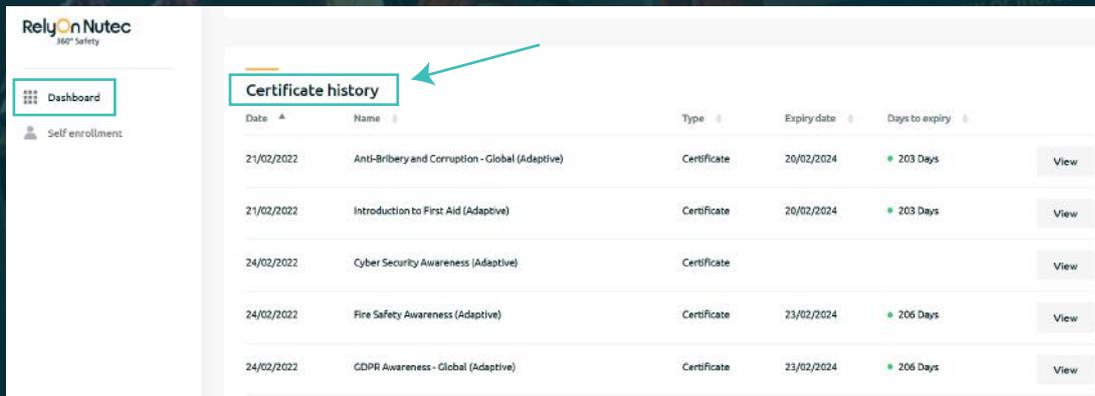
9 I have failed my course, who do I contact to re-sit?

Please contact our customer support to ask about a new attempt. Or email to servicedesk@digital.relyonnutec.com if you purchased the course yourself.

For **adaptive learning**, there is no passing mark. Learners will work towards **100% mastery**. In other words, it is an ongoing process towards automaticity. You will be sent **reminders to refresh** your course to ensure **continuous improvement**.

10 Where I can find my certificate?

You can find, view and download your certificate in **Certificate history** section of the **dashboard**. The expiry date and days to expiry are also displayed.



Date	Name	Type	Expiry date	Days to expiry	
21/02/2022	Anti-Bribery and Corruption - Global (Adaptive)	Certificate	20/02/2024	203 Days	View
21/02/2022	Introduction to First Aid (Adaptive)	Certificate	20/02/2024	203 Days	View
24/02/2022	Cyber Security Awareness (Adaptive)	Certificate			View
24/02/2022	Fire Safety Awareness (Adaptive)	Certificate	23/02/2024	206 Days	View
24/02/2022	GDPR Awareness - Global (Adaptive)	Certificate	23/02/2024	206 Days	View

11 How to contact support service?

Please contact our customer support via:

Email: bookings@msts-my.org

Phone: **+606 292 2069**

For any other issues or concerns, please contact support@digital.relyonnutec.com with the following information:

Name, what is the issue regarding? (e.g. courses, connection, accessibility), and a description of the issue you are having or the question you would like answered

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