



Frequently asked questions

What are the benefits of eLearning?

Utilizing eLearning can yield certain advantages and opportunities, for example:

- Participate in capacity building interventions at lower costs;
- Have access to learning opportunities irrespective of time and place;
- Enrol when you are ready to learn; don't wait for a group to fill up;
- Skill-up without having to leave home or the work-place;
- Be an active participant and receive support throughout the learning process;
- Receive reminders of due dates as well as regular progress updates; and
- Build literacies and competencies required to perform effectively in an information society.

What can you expect when you enrol in an eLearning course?

Our eLearning courses and programmes aim to engage you with course materials and enable you to apply new knowledge, skills and values in the work place. Course materials are presented in manageable chunks of work. You can expect to spend approximately one hour per work day on course related activities.

How do I enrol for an eLearning course?

The NSG Contact Centre issues a quotation for the eLearning course you are interested in attending and then facilitates the payment process. As soon as due processes have been followed, you receive your login details to access the course materials and activities on our eLearning platform.

To obtain a quotation, contact the NSG contact centre at contactcentre@thensg.gov.za or 012 441 6777.

What is the duration of an eLearning course?

Courses typically run for six to eight weeks. During this time you can expect to spend approximately one hour per work day on course related activities.

What is an online learning community?

Online learning communities enable access to information and resources when and where needed. Networked learning in these communities offers quick and cost-effective ways of interacting with experts and peers irrespective of time and place. Participation is tracked and a permanent record of communication, as well as information and resources shared, remains available in the community to support information management.

How do I become part of an online learning community?

Contact us on eLearning@thensg.gov.za if you are interested in joining or starting an online learning community.

What do I need to participate in eLearning interventions?

Our eLearning platform is user-friendly. You need basic computer skills, willingness to participate in eLearning and an enabling work environment, which includes access to a computer and the Internet.

I cannot log in. What do I do?

Follow these steps:

1. Check if you are using the correct Internet address. The following address should be displayed in the address bar: <http://elearning.thensg.gov.za>.
2. Check if your username is correct.
3. Check if you are using the correct password. Remember that passwords are case sensitive. You can retrieve your password if necessary (see the *I forgot my password* section).

I forgot my password. What do I do?

On the eLearning homepage, click on the *Forgotten your username or password* link. The system will generate a new password for you.

I have trouble logging into the eLearning environment / my Internet connection is slow / my Internet connection is interrupted while I'm working on an activity. What do I do?

In the unlikely event that the NSG eLearning server is down, we will notify you immediately. If you have received no notification that our eLearning server is down (or that we are experiencing problems with Internet connectivity), please check your departmental Internet access with your IT department.

There is a video clip in my course; how do I watch it online??

Click on the video clip to open it.

My system prevents me from installing new programmes (e.g. *Apple QuickTime* to watch video clips), what do I do?

It is likely that a setting on your personal computer or your security permissions as a user needs to be changed. Your IT department will have to assist you.