TeachNet CPD - Frequently Asked Questions

What courses are available?

The following TeachNet courses are available for enrolment…

- Getting Started - Computer Basics for Teachers
- Getting the Most from your Interactive Whiteboard
- Teacher Toolkit: Integrating ICT into Teaching Learning & Assessment
- Enhancing Literacy and Numeracy with the iPad or Tablet
- ICT and Special Education Needs

How are the courses structured?

All courses are delivered over 5 distinct modules. Each module is interactive and participatory and encourages participants to reflect upon the material presented and on their own experiences and interactions. The modules are presented in a logical sequence that guides participants in their learning and development.

Each module contains a distinct public discussion forum to which participants are asked to contribute their views, opinions, experiences and ideas on particular topics directly related to each module and the overall theme of each course.

Do I need broadband to complete an online course?

All our courses require broadband Internet access (Min of 2mb recommended). While you are logged into the course, the learning management system keeps a record of the time you have spent online.

What Web Browser do you recommend

We recommend using Internet Internet Explorer 8+/ Microsoft Edge / Mozilla Firefox 3+/ Safari 4+ or Chrome 10+

Please Note: A small number of participants reported issues accessing our course modules with Internet Explorer previously. This was due to particular configuration settings on the user's PC. In these cases participants were advised to use another browser and asked to download and install Mozilla Firefox, which resolved the issue.

What other technical issues should I be aware of?

Screen Resolution: For optimal viewing your screen resolution should be set to a minimum of 1024 x 768.

Click here to learn how to do this with Windows [2000/XP](#) and with [Vista](#) & Windows 7.

Pop-up Windows: All module presentations open in a new browser window and your browser may be set to block these. Click here to learn more for [Mozilla](#), [Internet Explorer](#), [Microsoft Edge](#) and [Chrome](#).

Cross-Platform: All our course materials will run on PC, Mac, Linux, iOS (iPad), Android and Windows tablets except for "[Getting Started – Computer Basics for Teachers](#)" which requires Flash support so it is best suited to PCs, Macs and Windows based tablets.

What is your refund policy?

Once paid, course fees will only be refunded if the withdrawal request is received prior to starting the course. Any refunds granted will be subjected to an administration charge of €10. This will be taken from the original fee.

Participants wishing to withdraw from a Summer Course after the course start date may not make any claim for a full or partial refund.

What support do I get while I am doing my course?

An online facilitator is allocated to each course and will interact with participants via each module's discussion forum. For specific content queries, the facilitator can be contacted via email. This email address is posted on the course homepage and was sent to you in the course welcome email.

Technical queries relating to passwords, course access, registration and downloading of modules should be emailed to cpd@teachnet.ie. Our support helpline number is 01-4806208, available from 9.00am to 2pm on weekdays.