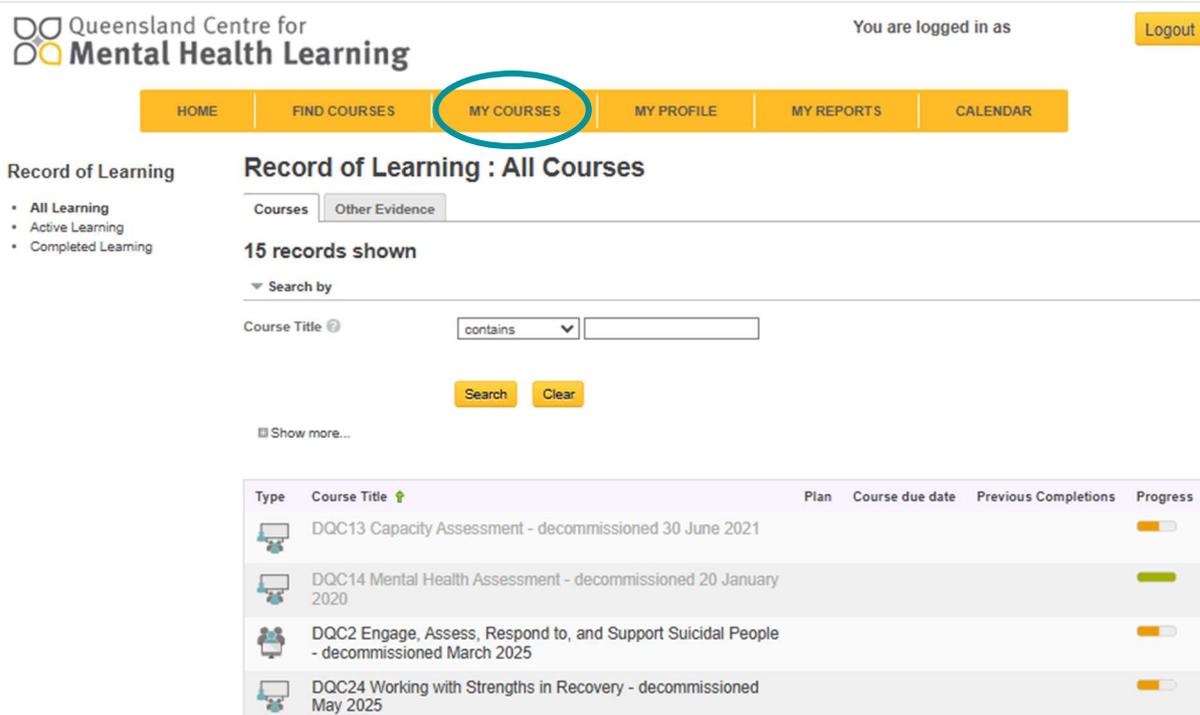# Printing / reprinting a certificate

1. Log into the LMS www.qcmhl.qld.edu.au and navigate to the page of the relevant completed course you require a certificate for.

   Tip: You can find your list of completed courses via the **My Courses** tab. Completed courses show with a green progress bar.

Important: Certificates are **no longer accessible for courses that have been decommissioned** and are faded on your completed courses list.

All decommissioned courses are indicated with a 'D' code prefix and their decommissioned date. All decommissioned courses enter a standby period for up to 6 months (3 months for eLearning, 6 months for workshop courses) from their decommissioned date. A notification is sent to all participants who have completed the decommissioned course informing them of the change, and advising to download and save their certificate before the standby period ends. After which, the decommissioned course is hidden in the LMS courses list, is faded on your completed courses list, and certificates are no longer accessible.

2. Select the course from your list or from the courses menu page, click on the course name to enter the course page.

Queensland Centre for Mental Health Learning
Cnr Ellerton Dr & Court Rd Wacol 4076
ph: (07) 3271 8837 email: qcmhl@health.qld.gov.au
ABN: 64 468 984 022 RTO: 40745

West Moreton
Health

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3. Scroll to the bottom of the course page and locate the certificate element.

Certificate of Attendance

You will be marked as attended once you complete the online classroom training session. You will then receive an email when your certificate is available to download.

Certificate of Attendance ☑

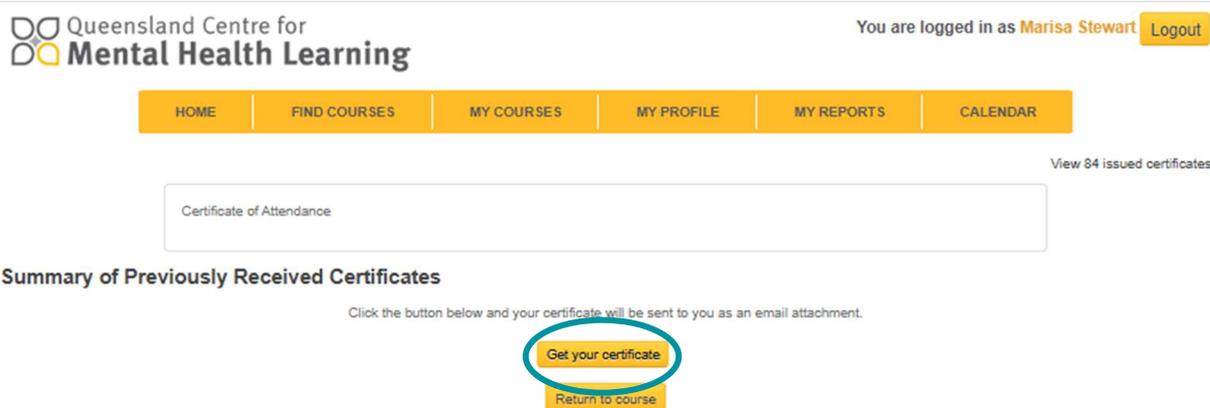Restricted: Not available until the activity **Post-workshop evaluation** is marked complete.
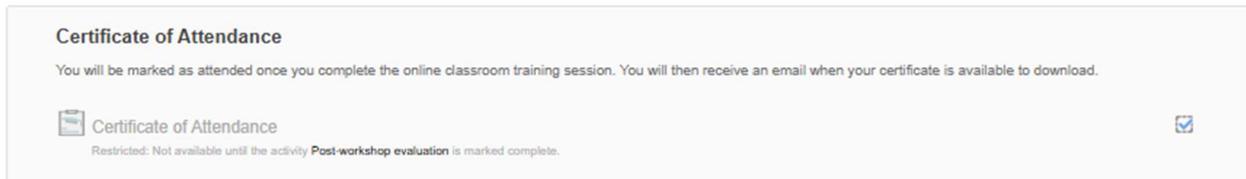
Note: If the certificate is not displayed/is not accessible, check all other elements above to ensure they have been completed in sequence, and in full – indicated by a blue tick.

A message may indicate a missing step, such as a post-workshop evaluation, or attendance may not have yet been captured if your workshop completion was on the same day. For all workshops, when attendance is captured in the LMS by our admin team you will receive an email notification saying your certificate is enabled and accessible.

For completed eLearning courses, sometimes server lag can account for the certificate not being released immediately. In these instances log out and back in, you will usually then find your certificate is released.

For assessable courses that award two different levels of certification, the advanced certificate will not be released until you have achieved a passing grade in the assessment.

4. Click the certificate icon then click the **Get your certificate** button.

Queensland Centre for **Mental Health Learning**

You are logged in as Marisa Stewart Logout

| HOME | FIND COURSES | MY COURSES | MY PROFILE | MY REPORTS | CALENDAR |

View 84 issued certificates

Certificate of Attendance

Summary of Previously Received Certificates

Click the button below and your certificate will be sent to you as an email attachment.

Get your certificate

Return to course

The certificate will open, allowing you to download and save it to your preferred location on your computer. You will also be sent an automated email with the certificate attached (sent to the email address attached to your profile).