



COLLEGE *of* OPTICIANS
OF BRITISH COLUMBIA
a B.C. Health Regulator

Instruction Manual

Online Learning Plan



**A Support Tool for the Continuing
Competency Program (CCP)**

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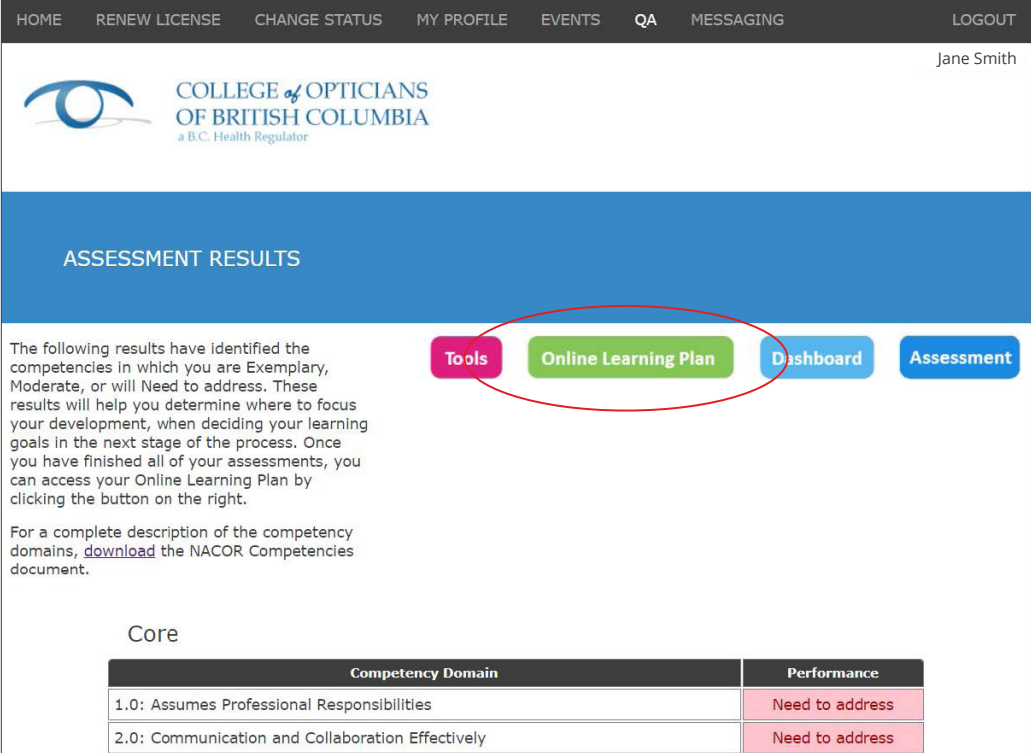
Instruction Manual: Online Learning Plan

This manual is intended to assist registrants in using the online tools necessary for completing the Continuing Competency Program (CCP). It provides step-by-step instructions, as well as tips to consider for an optimal experience.



Accessing the Online Learning Plan

1. Once you have completed all the assessments required of you, you will be given access to the **“Online Learning Plan”** button. This button can be found on the **“QA”** page when you login, or on the **“Assessment Results”** page, seen here:



The screenshot shows the user interface of the College of Opticians of British Columbia. At the top, there is a navigation bar with links: HOME, RENEW LICENSE, CHANGE STATUS, MY PROFILE, EVENTS, QA, MESSAGING, and LOGOUT. The user's name, Jane Smith, is displayed in the top right corner. Below the navigation bar is the college's logo and name: COLLEGE of OPTICIANS OF BRITISH COLUMBIA, a B.C. Health Regulator. The main content area is titled "ASSESSMENT RESULTS". A paragraph explains that the following results have identified competencies in which the user is Exemplary, Moderate, or will Need to address. These results will help the user determine where to focus their development. A row of four buttons is displayed: Tools, Online Learning Plan (circled in red), Dashboard, and Assessment. Below this, there is a section titled "Core" with a table showing competency domains and their performance status.

The following results have identified the competencies in which you are Exemplary, Moderate, or will Need to address. These results will help you determine where to focus your development, when deciding your learning goals in the next stage of the process. Once you have finished all of your assessments, you can access your Online Learning Plan by clicking the button on the right.

For a complete description of the competency domains, [download](#) the NACOR Competencies document.

Core

Competency Domain	Performance
1.0: Assumes Professional Responsibilities	Need to address
2.0: Communication and Collaboration Effectively	Need to address


Creating a Goal

Once you have clicked **“Online Learning Plan,”** you will see the screen below. This is where you will work on the rest of the program, for the remainder of your 3-year cycle. It is here where you will create your goals, work on and update your plan, and reflect on your learning once you are done each goal. You can access your Online Learning Plan whenever needed throughout your cycle.

TIP: For a more detailed explanation on each part of the Learning Plan, please refer to the [CCP Information Guide](#), which you can also access by clicking the **“Tools”** button on your screen.

1. Read the introduction on your screen and when you are ready to get started, create your first goal by clicking **“Add Goal”**:

Jane Smith

 COLLEGE of OPTICIANS OF BRITISH COLUMBIA
a B.C. Health Regulator

ONLINE LEARNING PLAN

Welcome to your Online Learning Plan! This section of the program helps you create and manage your learning plan throughout your 3-year education cycle, to improve on certain competencies from your assessment.

You will:

- Create a minimum of 6 learning goals (try to work on 2 per year)
- Complete some education activities to achieve those goals
- Reflect on what you have learned

For specific guidance and instruction on this program, you are encouraged to click the Tools link below. It will provide you access to the full program information guide, frequently asked questions, instruction manuals, and more.

Some things to remember:

- Be sure to click "Save" every time you make changes or add information to your plan.
- If you do not save your work within 20 minutes of making any changes, the session will log you out due to inactivity and any changes may be lost.
- You may log in and out at any time to work on your plan or update your progress, throughout the entirety of your cycle. The program is self managed.
- You are encouraged to take your time with it. To ensure "continuous" learning, it should be worked on continuously throughout your 3-year cycle.


Tools **Dashboard** **Assessment** **ADD GOAL**

2. You will then see a page called “Create a New Learning Goal”, which will contain instructions on the right side of the screen for guidance.

To create a goal for yourself, you will first need to choose a competency that you want to improve. Step 1 in the instructions box will advise you to click the **dropdown menu** to access a list of competencies you were assessed on, and select a competency from the list:

CREATE A NEW LEARNING GOAL

SAVE CANCEL

Competency: 

Performance: * select a competency

My Goal:
Enter a complete description for the goal you are setting

Instructions

1. Choose a competency that you would like to improve on, by clicking the dropdown menu on the left and selecting one from the list.
2. Create a goal that you would like to achieve, in order to improve that competency. Type your goal into the "My Goal" field on the left. Be sure to make your goal a "SMART" goal by considering the following:
 - S - Is it specific? (Who? What? Where? When? Why?)
 - M - Is it measurable? How will I measure progress? (How many? How much?)
 - A - Is it action-oriented? (Can this really happen? Attainable with enough effort? What steps are involved?)
 - R - Is it realistic? (What knowledge, skills, and abilities are necessary to reach this goal?)
 - T - Is it timebound? (Can I set fixed deadlines? What are the deadlines?)

For SMART Goal examples, [click here](#)

Once you have created your goal above, click Save. You will then be directed to create an Action Plan to achieve this goal.

TIP: For a reminder of what each competency pertains to, please refer to the NACOR competencies document, which can be accessed on the Assessment Results screen.

Once you have selected a competency, the “Performance” field will remind you of your performance level for that competency, from your assessment results. You should first choose a competency that you *Need to address*.

If you want to choose a different competency, simply click the **dropdown menu** again and select a different one.

CREATE A NEW LEARNING GOAL

SAVE CANCEL

Competency:
4 Applies Organizational Management Principles

Performance:
Need to address

My Goal:
Enter a complete description for the goal you are setting

Instructions

1. Choose a competency that you would like to improve on, by clicking the dropdown menu on the left and selecting one from the list.
2. Create a goal that you would like to achieve, in order to improve that competency. Type your goal into the “My Goal” field on the left. Be sure to make your goal a “SMART” goal by considering the following:
 - S - Is it specific? (Who? What? Where? When? Why?)
 - M - Is it measurable? How will I measure progress? (How many? How much?)
 - A - Is it action-oriented? (Can this really happen? Attainable with enough effort? What steps are involved?)
 - R - Is it realistic? (What knowledge, skills, and abilities are necessary to reach this goal?)
 - T - Is it timebound? (Can I set fixed deadlines? What are the deadlines?)

For SMART Goal examples, [click here](#)

Once you have created your goal above, click Save. You will then be directed to create an Action Plan to achieve this goal.

3. Once you have chosen a competency to work on, you need to create a goal for yourself to improve your skills and knowledge in that area. Step 2 on the screen will provide further directions on how to make a SMART goal, and will provide a link to an extensive guide, if needed.
- Once you have decided on a SMART goal you want to achieve for that competency, type it into the **“My Goal”** field:

CREATE A NEW LEARNING GOAL

SAVE CANCEL

Competency:
4 Applies Organizational Management Principles

Performance:
Need to address

My Goal:
Enter a complete description for the goal you are setting

Instructions

1. Choose a competency that you would like to improve on, by clicking the dropdown menu on the left and selecting one from the list.
2. Create a goal that you would like to achieve, in order to improve that competency. Type your goal into the “My Goal” field on the left. Be sure to make your goal a “SMART” goal by considering the following:
 - S - Is it specific? (Who? What? Where? When? Why?)
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 - R - Is it realistic? (What knowledge, skills, and abilities are necessary to reach this goal?)
 - T - Is it timebound? (Can I set fixed deadlines? What are the deadlines?)

For SMART Goal examples, [click here](#)

Once you have created your goal above, click Save. You will then be directed to create an Action Plan to achieve this goal.

TIP: For a detailed explanation of SMART goals, and for some examples, please refer to the [SMART Goals – Guidelines and Examples](#) document.

4. Once you have finished these steps, be sure to click **“Save”** to save your work:

CREATE A NEW LEARNING GOAL

SAVE **CANCEL**

Competency:
4 Applies Organizational Management Principles

Performance:
Need to address

My Goal:
To incorporate different types of marketing into my practice in order to increase sales by 5%, by December 2019.

Instructions

1. Choose a competency that you would like to improve on, by clicking the dropdown menu on the left and selecting one from the list.
2. Create a goal that you would like to achieve, in order to improve that competency. Type your goal into the "My Goal" field on the left. Be sure to make your goal a "SMART" goal by considering the following:
 - S - Is it specific? (Who? What? Where? When? Why?)
 - M - Is it measurable? How will I measure progress? (How many? How much?)
 - A - Is it action-oriented? (Can this really happen? Attainable with enough effort? What steps are involved?)
 - R - Is it realistic? (What knowledge, skills, and abilities are necessary to reach this goal?)
 - T - Is it timebound? (Can I set fixed deadlines? What are the deadlines?)

For SMART Goal examples, [click here](#)

Once you have created your goal above, click Save. You will then be directed to create an Action Plan to achieve this goal.

You will then be taken back to the Online Learning Plan page, where you will see the goal you just created.

If this was your first goal, it will be labelled "Goal #1"; if it was your second goal it will be labelled "Goal #2", etc. It will also state the competency you have chosen, and the progress of the goal. It will first be shown in **red** as "Not Started" – this is simply because you have not added activities to your plan yet. Once you do, it will change to **orange**, and be marked as "In Progress".

You now need to click on the plus sign ("+") to open/expand the goal so you can add further details to it:

The screenshot displays the 'ONLINE LEARNING PLAN' interface. At the top, there is a blue header with the title 'ONLINE LEARNING PLAN'. Below this, a white box contains a welcome message and instructions. The main content area is white and contains a list of instructions and reminders. At the bottom right, there are three blue buttons: 'Tools', 'Dashboard', and 'Assessment'. Below these buttons is a black button labeled 'ADD GOAL'. In the bottom left corner, there is a goal card with a red border and a red plus sign icon. The goal card text is 'Goal #1, Applies Organizational Management Principles, Not Started'. A red oval highlights the plus sign icon and the goal card text.

ONLINE LEARNING PLAN

Welcome to your Online Learning Plan! This section of the program helps you create and manage your learning plan throughout your 3-year education cycle, to improve on certain competencies from your assessment.

You will:

- Create a minimum of 6 learning goals (try to work on 2 per year)
- Complete some education activities to achieve those goals
- Reflect on what you have learned

For specific guidance and instruction on this program, you are encouraged to click the Tools link below. It will provide you access to the full program information guide, frequently asked questions, instruction manuals, and more.

Some things to remember:

- Be sure to click "Save" every time you make changes or add information to your plan.
- If you do not save your work within 20 minutes of making any changes, the session will log you out due to inactivity and any changes may be lost.
- You may log in and out at any time to work on your plan or update your progress, throughout the entirety of your cycle. The program is self-managed.
- You are encouraged to take your time with it. To ensure "continuous" learning, it should be worked on continuously throughout your 3-year cycle.

Tools Dashboard Assessment

ADD GOAL

+ Goal #1, Applies Organizational Management Principles, Not Started

Once you have clicked "+", you will see that the details for that goal have opened. You will see that the "+" sign has turned into a "-" sign, which you can click to close/collapse the goal. You may toggle back and forth as needed.

The screenshot shows a goal card titled "Goal #1" with the text "Applies Organizational Management Principles, Not Started" and a minus sign icon circled in red. The card contains the following sections:

- Goal #1** (with "Edit" and "Delete" links)
- Competency: Performance: Need to address
- My Goal:**
- My Action Plan** (with "ADD ACTIVITY/COURSE" button)
- In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:*
 - Click the icon below to enter (or edit) the description or details of your plan.
 - Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
 - Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.
- Description:
- My Reflection** (with "EDIT MY REFLECTION" button)
- After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning.*

With the goal details open, you can see a summary of your work. The competency you have chosen and the goal you created will be at the top. If you feel you need to edit your goal at any time, you can click **“Edit”** in the top-right corner of that goal. (If you do make changes, be sure to click **“Save”** again after any updates to your work.)

The screenshot shows a web interface for managing goals. At the top, there is a breadcrumb trail: **Goal #1, Applies Organizational Management Principles, Not Started**. Below this, the main content area is titled **Goal #1**. In the top right corner of this section, there are **Edit** and **Delete** buttons. The **Competency** field is set to "Applies Organizational Management Principles" and the **Performance** field is set to "Need to address". The **My Goal** field contains the text: "To incorporate different types of marketing into my practice in order to increase sales by 5%, by December 2019." Below this is the **My Action Plan** section, which includes an **ADD ACTIVITY/COURSE** button and a list of instructions: "In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:" followed by three bullet points. A **Description:** field with a pencil icon is provided for adding details. The **My Reflection** section includes an **EDIT MY REFLECTION** button and instructions: "After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning." A text input field is located below the reflection instructions.

TIP: You may create as many goals as you want, whenever you want. You will likely be working on 2 or 3 goals at the same time, depending on your plans for each. Each goal may take several months to accomplish, so you will need to think about your timeframes in order to meet your requirements at the end of your 3-year cycle.

Creating an Action Plan

Now that your goal has been created, your next step is to decide on a plan to achieve it. This section (under **“My Action Plan”**) requires you to complete two parts:

You need to

- a) describe your action plan in detail, and
- b) add the activities you have decided to participate in.

The order in which you add the information is up to you, but you will need to complete both parts. You have a couple of options:

- If you already know what you plan to do, you can first enter your plan details by typing out a description of everything you will be doing to accomplish your goal. You can then add all the specific activities you will be completing in your plan.

OR

- If you do not yet know what you are going to do to accomplish your goal, you can first look for educational options or activities that might be available. Once you find some activities, you can then add them first, and then type out your plan in detail next.

You can log in and out of your profile at any time to work on or update your plan.

- Goal #1, Applies Organizational Management Principles, Not Started

Goal #1 Edit Delete

Competency: Performance: Need to address

My Goal:

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

a)

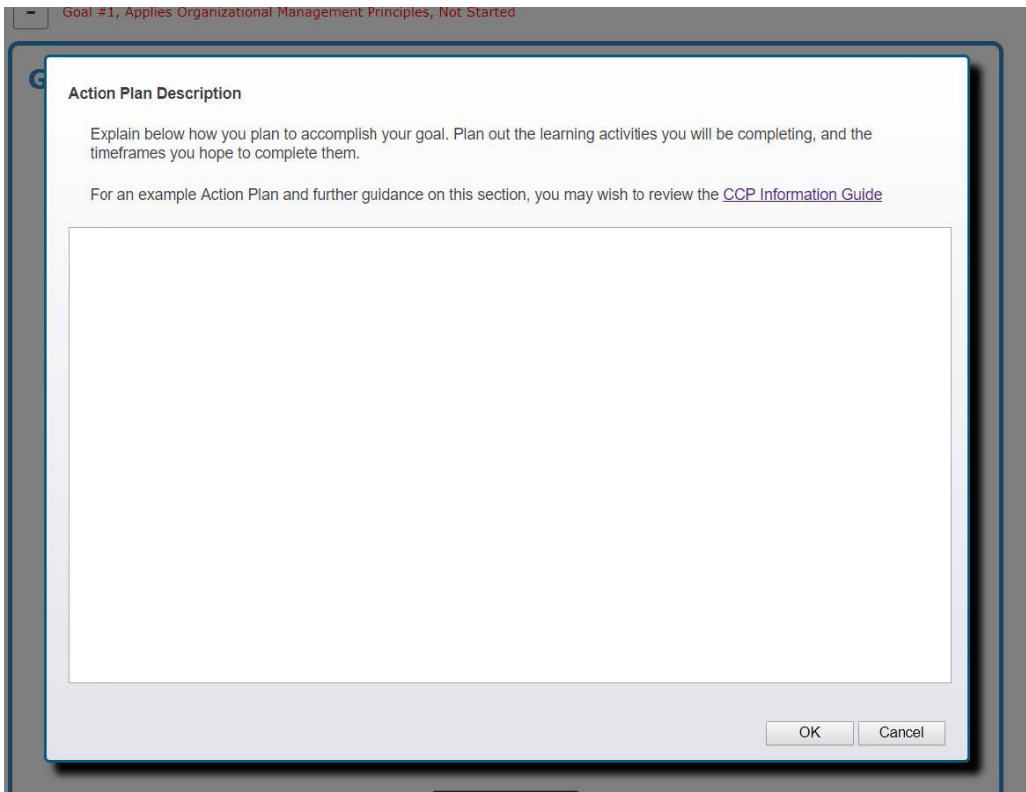
My Reflection EDIT MY REFLECTION

After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning.

TIP: For some examples of detailed action plans, please refer to the [SMART Goals – Guidelines & Examples](#) document.

Describing Your Action Plan Details:

1. To type out your plan, click the icon next to **“Description”**. A new screen will appear, with instructions at the top of the screen:



The screenshot shows a dialog box titled "Action Plan Description" with a blue border. At the top left, there is a small blue circle with a white letter 'G'. The text inside the dialog box reads: "Explain below how you plan to accomplish your goal. Plan out the learning activities you will be completing, and the timeframes you hope to complete them." Below this is a link: "For an example Action Plan and further guidance on this section, you may wish to review the [CCP Information Guide](#)". A large, empty white rectangular area is provided for text entry. At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel". The background of the application window is visible, showing a title bar with the text "Goal #1, Applies Organizational Management Principles, Not Started".

TIP: For further thoughts about making a plan, you may wish to review page 13 of the [CCP Information Guide](#).

2. Type out everything in your action plan. Depending on your goal, you may have several different items in your plan. The format in which you write out your plan is up to you, but you should be as detailed as possible. Once you have entered all the information in your plan, click **"OK"**.

Action Plan Description

Explain below how you plan to accomplish your goal. Plan out the learning activities you will be completing, and the timeframes you hope to complete them.

For an example Action Plan and further guidance on this section, you may wish to review the [CCP Information Guide](#)

- I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)
- I will discuss the marketing needs for my practice with my colleagues by August 2019
- I will create a new marketing plan for my practice by October 2019
- I will implement the new marketing plan by November 2019
- I will find coaching and mentorship to help guide marketing improvements by December 2019

OK Cancel

You will then be taken back to the main screen, where you will see your action plan for that goal. You may click the icon next to **“Description”** if you need to edit it at any time.

Goal #1 Edit Delete

Competency: Performance: Need to address

My Goal:

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

My Reflection EDIT MY REFLECTION

After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning.

Adding Activities into your Action Plan:

Your plan might include several activities, so you will need to add each of them, one at a time.

1. To add an activity into your plan, click **“Add Activity/Course”**. A new screen will appear, with instructions on the right side.

ADD A NEW ACTIVITY

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:

Venue (if applicable):

Start: End:

Anticipated Completion:

*Once you have completed this activity you will need to update your plan, and mark the activity as "Completed"

SAVE **CANCEL**

Instructions

Based on the competency you have chosen to work on, you will need to decide what activity(ies) to complete in order to achieve your goal. To add an activity to your Action Plan, you have two options:

1. Click the box next to "Manually Add an Activity/Course" if you have found an activity that will help you achieve your goal, and then enter the details in the fields provided.
OR
2. Click the box next to "Select a Known Activity/Course" and click the dropdown menu to see if there are any activities available to you. The list is made up of any known activities that are currently aligned with the competency you have chosen to work on. You may then select an activity to add it to your plan.

*Please note that the list of activities, if available, is only provided as a helpful tool. You are not required to choose from the list, and may seek out other activities that will contribute to achieving your goal.

2. You may either **“Manually Add an Activity/Course”** or **“Select a Known Activity/Course”** from the dropdown menu (if there is one available, based on the competency you have chosen to work on).

i) Manually Adding an Activity/Course:

To manually enter an activity you plan to participate in, simply ensure that the appropriate box on the left is selected, and enter the details in the fields provided. Click **“Save”**.

ADD A NEW ACTIVITY

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:
Engaging Consumers: Experiential Marketing (Digital ECP)

Venue (if applicable):
Online

Start: 05/07/2019 End: 07/23/2019

Anticipated Completion: 07/31/2019

**Once you have completed this activity you will need to update your plan, and mark the activity as "Completed"*

SAVE **CANCEL**

Instructions
Based on the competency you have chosen to work on, you will need to decide what activity(ies) to complete in order to achieve your goal. To add an activity to your Action Plan, you have two options:
1. Click the box next to "Manually Add an Activity/Course" if you have found an activity that will help you achieve your goal, and then enter the details in the fields provided.
OR
2. Click the box next to "Select a Known Activity/Course" and click the dropdown menu to see if there are any activities available to you. The list is made up of any known activities that are currently aligned with the competency you have chosen to work on. You may then select an activity to add it to your plan.

*Please note that the list of activities, if available, is only provided as a helpful tool. You are not required to choose from the list, and may seek out other activities that will contribute to achieving your goal.

You will then be taken back to the main screen, where you will see that the activity has been added to your plan. You may click the icon next to the activity if you need to edit it at any time.

Goal # 1 Edit Delete

Competency: Performance: Need to address

My Goal:

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

Venue:

Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

To add another activity to your action plan, click **"Add Activity/Course"** again.

ii) Selecting a Known Activity/Course:

To look for a known activity to add to your plan, click the box next to “Select a Known Activity/Course”, and click the dropdown menu that appears:

The screenshot shows a form titled "ADD A NEW ACTIVITY" with a blue header. At the top right are "SAVE" and "CANCEL" buttons. Below the header, there are two radio button options: "Manually Add an Activity/Course" and "Select a Known Activity/Course". The second option is selected and circled in red. Below these options are several input fields: "Activity/Course:" with a dropdown menu icon circled in red, "Venue (if applicable):", "Start:" and "End:" (both with "mm/dd/yyyy" placeholders), and "Anticipated Completion:" (with "mm/dd/yyyy" placeholder). A note at the bottom left reads: "*Once you have completed this activity you will need to update your plan, and mark the activity as 'Completed'". On the right side, there is an "Instructions" box with the following text: "Based on the competency you have chosen to work on, you will need to decide what activity(ies) to complete in order to achieve your goal. To add an activity to your Action Plan, you have two options: 1. Click the box next to 'Manually Add an Activity/Course' if you have found an activity that will help you achieve your goal, and then enter the details in the fields provided. OR 2. Click the box next to 'Select a Known Activity/Course' and click the dropdown menu to see if there are any activities available to you. The list is made up of any known activities that are currently aligned with the competency you have chosen to work on. You may then select an activity to add it to your plan." A second note at the bottom of the instructions box reads: "*Please note that the list of activities, if available, is only provided as a helpful tool. You are not required to choose from the list, and may seek out other activities that will contribute to achieving your goal." Red arrows point from the instructions box to the selected radio button and the dropdown menu icon.

TIP: You can also find the list of activities when you first login; look for the Activities/Courses button on the main “QA” page.

Once you click the **dropdown menu**, you will be given a list of any known, accredited activities that are aligned with the competency you have chosen to work on. They are simply options, and you are not required to choose any of them or add them to your plan.

In this example, the following activities are aligned with the competency chosen for this goal:

Activities/Courses

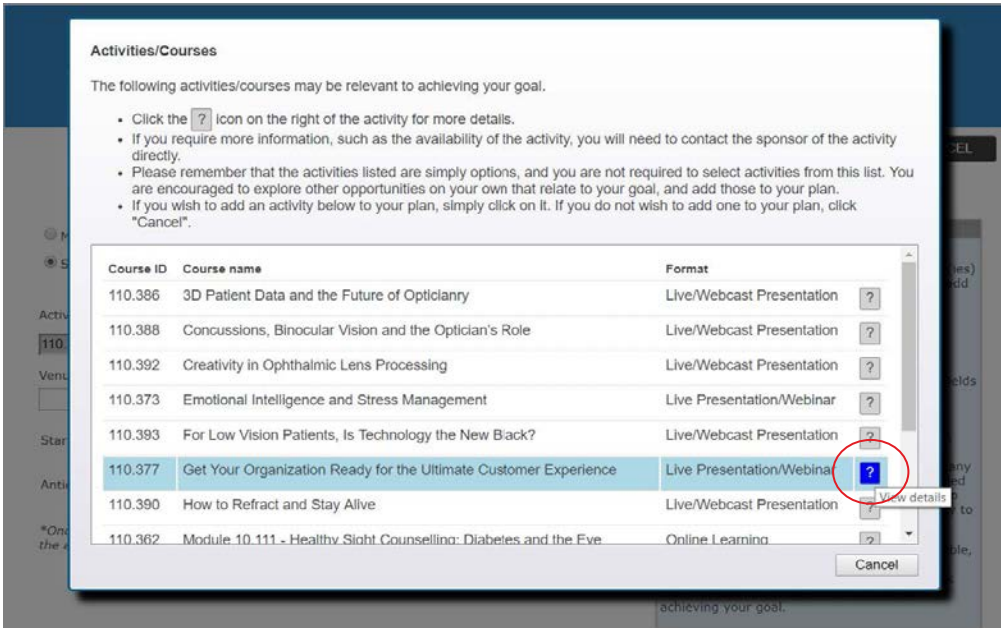
The following activities/courses may be relevant to achieving your goal.

- Click the icon on the right of the activity for more details.
- If you require more information, such as the availability of the activity, you will need to contact the sponsor of the activity directly.
- Please remember that the activities listed are simply options, and you are not required to select activities from this list. You are encouraged to explore other opportunities on your own that relate to your goal, and add those to your plan.
- If you wish to add an activity below to your plan, simply click on it. If you do not wish to add one to your plan, click "Cancel".

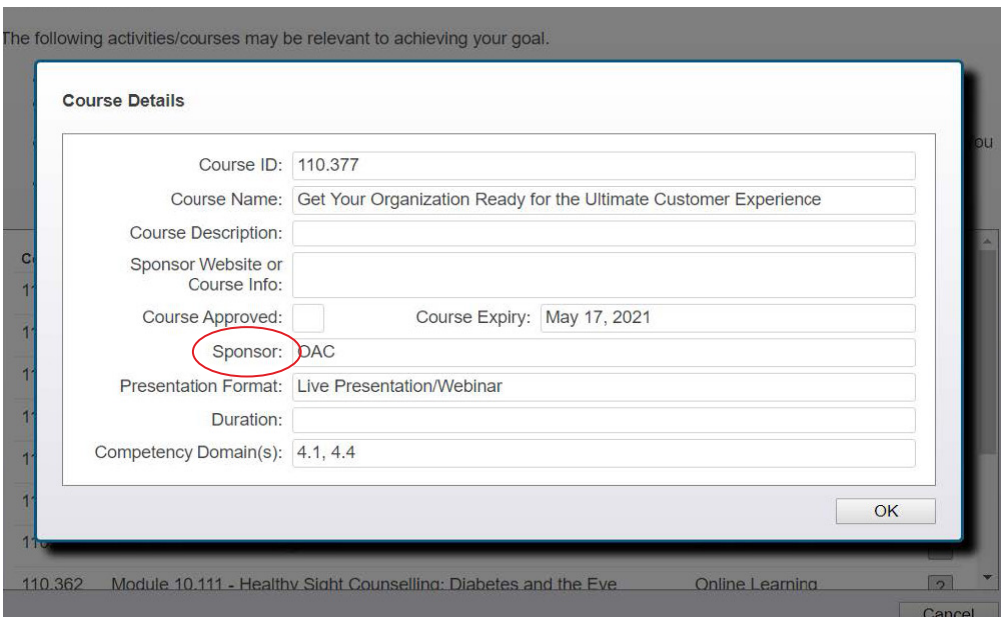
Course ID	Course name	Format	
110.386	3D Patient Data and the Future of Opticianry	Live/Webcast Presentation	
110.388	Concussions, Binocular Vision and the Optician's Role	Live/Webcast Presentation	
110.392	Creativity in Ophthalmic Lens Processing	Live/Webcast Presentation	
110.373	Emotional Intelligence and Stress Management	Live Presentation/Webinar	
110.393	For Low Vision Patients, Is Technology the New Black?	Live/Webcast Presentation	
110.377	Get Your Organization Ready for the Ultimate Customer Experience	Live Presentation/Webinar	
110.390	How to Refract and Stay Alive	Live/Webcast Presentation	
110.362	Module 10.111 - Healthy Sight Counselling: Diabetes and the Eye	Online Learning	

Cancel

As per the instructions at the top of your screen, you may click the “?” next to an activity to find more information about it:



This will show you who the sponsor of the activity is. You may need to contact them directly for more information, or for details on completing it if you decide to add it to your plan:



If you find one you would like to add to your plan, simply select it, and it will show up in the appropriate field. If you have more details to add into the other fields, particularly your anticipated completion of the activity, you should enter the information. Be sure to click **“Save”** when ready.

ADD A NEW ACTIVITY

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:
 Get Your Organization Ready for the Ultimate Customer Experience

Venue (if applicable):

Start: End:

Anticipated Completion:

**Once you have completed this activity you will need to update your plan, and mark the activity as "Completed"*

Instructions

Based on the competency you have chosen to work on, you will need to decide what activity(ies) to complete in order to achieve your goal. To add an activity to your Action Plan, you have two options:

1. Click the box next to "Manually Add an Activity/Course" if you have found an activity that will help you achieve your goal, and then enter the details in the fields provided.
OR
2. Click the box next to "Select a Known Activity/Course" and click the dropdown menu to see if there are any activities available to you. The list is made up of any known activities that are currently aligned with the competency you have chosen to work on. You may then select an activity to add it to your plan.

**Please note that the list of activities, if available, is only provided as a helpful tool. You are not required to choose from the list, and may seek out other activities that will contribute to achieving your goal.*


You will then be taken back to the main screen, where you will see that the second activity has now been added to your plan. You may click the **icon** next to the activity if you need to edit it at any time.

My Action Plan ADD ACTIVITY/COURSE


In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

 -I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)
-I will discuss the marketing needs for my practice with my colleagues by August 2019
-I will create a new marketing plan for my practice by October 2019
-I will implement the new marketing plan by November 2019
-I will find coaching and mentorship to help guide marketing improvements by December 2019


Activity/Course: Venue:

 Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

Activity/Course: Venue:

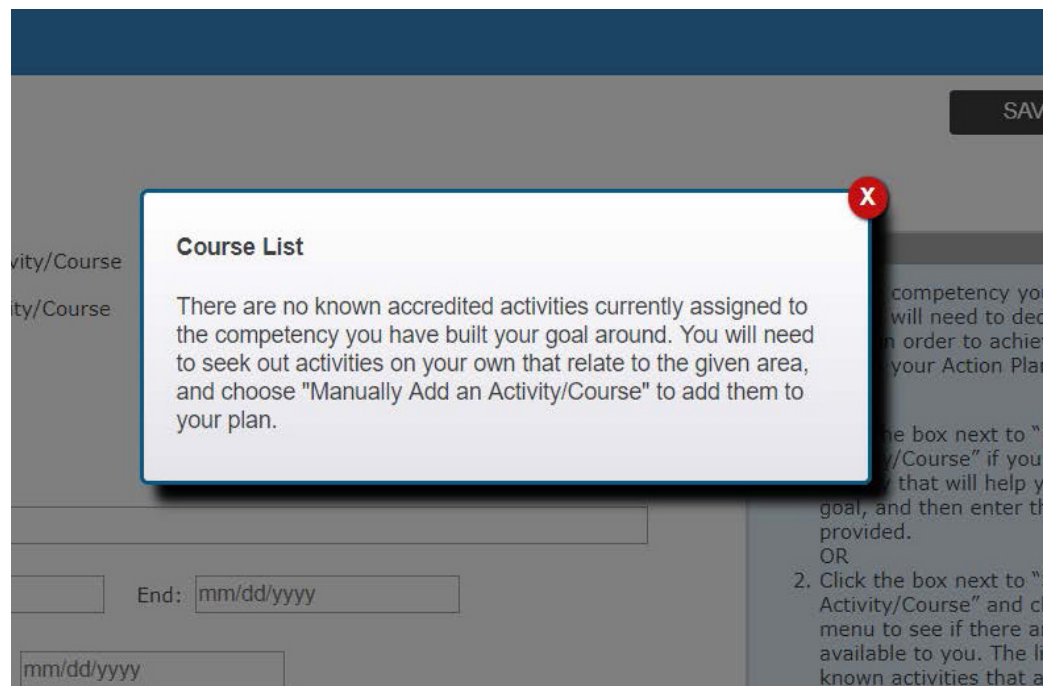
 Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

To add another activity to your action plan, click **"Add Activity/Course"** again. Do this as many times as needed until all activities in your plan are added.

If you click on the “Select a Known Activity/Course” **dropdown menu**, and there are no known, accredited activities for the competency you have chosen to work on, you will instead see the screen below. This simply means you will need to seek out activities on your own and add them manually instead.



TIP: For more clarification on creating your plan and adding activities, you may wish to review the [Frequently Asked Questions](#) document for additional reference.

Updating/Editing your Action Plan

Throughout your cycle, you will need to update the information in your action plan as you make progress. Whenever you need to do so, you can simply login and update it. There will be edit icons next to each item in your plan.

Updating the Description of your Action Plan:


1. If you need to add or change anything in the details of your plan, simply click the icon next to the text box that shows your description of your plan. You can then edit the description how you wish and click **“Save”**:

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:


- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

 -I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)
-I will discuss the marketing needs for my practice with my colleagues by August 2019
-I will create a new marketing plan for my practice by October 2019
-I will implement the new marketing plan by November 2019
-I will find coaching and mentorship to help guide marketing improvements by December 2019

Activity/Course: Venue:


Start: End: Activity Completed: Documents:

 Anticipated Completion:

Reflection Notes:

Activity/Course: Venue:

Start: End: Activity Completed: Documents:

 Anticipated Completion:

Reflection Notes:

Updating an Activity:


1. If/when you need to update an activity in your action plan, click the appropriate **icon** next to the activity you wish to update:

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:


- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

 -I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)
-I will discuss the marketing needs for my practice with my colleagues by August 2019
-I will create a new marketing plan for my practice by October 2019
-I will implement the new marketing plan by November 2019
-I will find coaching and mentorship to help guide marketing improvements by December 2019

Activity/Course: Venue:


Start: End: Activity Completed: Documents:

 Anticipated Completion:

Reflection Notes:

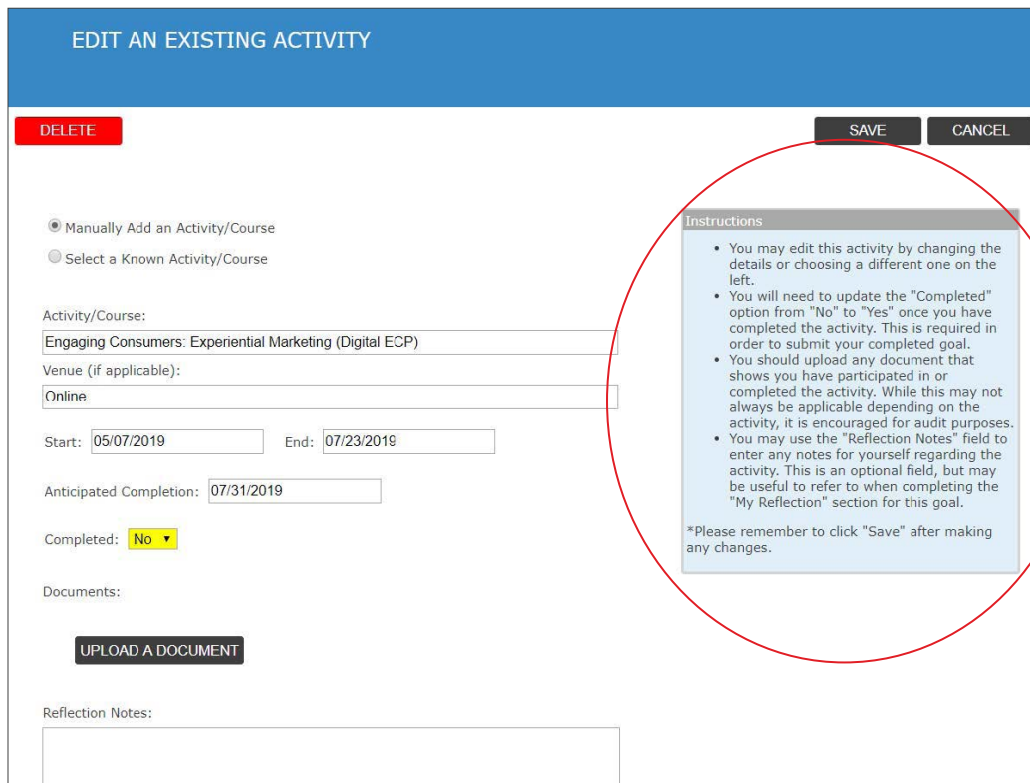
Activity/Course: Venue:

Start: End: Activity Completed: Documents:

 Anticipated Completion:

Reflection Notes:

Once you have done so, a new screen will appear called “Edit an Existing Activity” with instructions/options on the right side of the screen:



The screenshot shows a web interface titled "EDIT AN EXISTING ACTIVITY". At the top, there are three buttons: "DELETE" (red), "SAVE" (black), and "CANCEL" (black). Below the buttons are two radio button options: "Manually Add an Activity/Course" (selected) and "Select a Known Activity/Course". The form includes several input fields: "Activity/Course:" with the text "Engaging Consumers: Experiential Marketing (Digital ECP)", "Venue (if applicable):" with the text "Online", "Start:" with the date "05/07/2019", "End:" with the date "07/23/2019", "Anticipated Completion:" with the date "07/31/2019", and "Completed:" with a dropdown menu showing "No". There is also an "UPLOAD A DOCUMENT" button and a "Reflection Notes:" text area. A red circle highlights the "Instructions" pop-up window on the right side of the form. The "Instructions" window contains the following text:

Instructions

- You may edit this activity by changing the details or choosing a different one on the left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may not always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but may be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.

i) Changing the Details of the Activity:

If you decide to edit the details of this activity, such as the name of the activity or your anticipated completion date, simply change the details in the appropriate fields and click **“Save”**. Doing so will take you back to the main screen where you will see that your changes have been updated.

ii) Removing/Deleting an Activity from your Action Plan:

If you decide to remove an activity from your plan, you may do so by clicking “Delete” at the top of the screen. Doing so will take you back to the main screen where you will see that it is no longer part of your action plan for that goal.

EDIT AN EXISTING ACTIVITY

DELETE **SAVE** **CANCEL**

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:

Venue (if applicable):

Start: End:

Anticipated Completion:

Completed:

Documents:
UPLOAD A DOCUMENT

Reflection Notes:

Instructions

- You may edit this activity by changing the details or choosing a different one on the left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may not always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but may be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.

iii) Updating the Activity as “Completed”:

If you have completed the activity, you will need to click the dropdown menu next to “Completed”, change the selection to Yes, and then click **“Save”**.

This is a required step each time you have completed an activity in your action plan – failure to update this will prevent you from submitting the goal later.

EDIT AN EXISTING ACTIVITY

DELETE **SAVE** **CA**

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:
Engaging Consumers: Experiential Marketing (Digital ECP)

Venue (if applicable):
Online

Start: 05/07/2019 End: 07/23/2019

Anticipated Completion: 07/31/2019

Completed: **No** ▼

Documents:
UPLOAD A DOCUMENT

Reflection Notes:

Instructions

- You may edit this activity by changing details or choosing a different one on left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but it can be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.

Doing so will take you back to the main screen where you will see that the activity has been marked as completed.

My Action Plan ADD ACTIVITY/COURSE

In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

-I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)

-I will discuss the marketing needs for my practice with my colleagues by August 2019

-I will create a new marketing plan for my practice by October 2019

-I will implement the new marketing plan by November 2019

-I will find coaching and mentorship to help guide marketing improvements by December 2019

Activity/Course: Venue:

Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

Activity/Course: Venue:

Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

iv) Uploading a Document for an Activity:

If you have completed an activity, you can upload a document to show proof of completion or attendance. While this may not always be applicable for every type of activity, you are encouraged to upload documents if you have them. To do so, click "Upload a Document", and follow the instructions.

EDIT AN EXISTING ACTIVITY

DELETE **SAVE** **CANCEL**

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:

Venue (if applicable):

Start: End:

Anticipated Completion:

Completed:

Documents:
UPLOAD A DOCUMENT

Reflection Notes:

Instructions

- You may edit this activity by changing the details or choosing a different one on the left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may not always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but may be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.

Once you have uploaded your document, you will see it appear on the screen. Click **“Save”**.

EDIT AN EXISTING ACTIVITY

DELETE **SAVE** **CANCEL**

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:

Venue (if applicable):

Start: End:

Anticipated Completion:

Completed:

Documents:
[Stages of Change.pdf](#) **X**

UPLOAD A DOCUMENT

Reflection Notes:

Instructions

- You may edit this activity by changing the details or choosing a different one on the left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may not always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but may be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.


Doing so will take you back to the main screen, where you will see that the number of documents for that activity has changed to reflect the number of documents you uploaded.

My Action Plan ADD ACTIVITY/COURSE


In order to achieve a goal, an action plan needs to be in place, and then updated as you make progress:

- Click the icon below to enter (or edit) the description or details of your plan.
- Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.
- Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as "Completed" (once you have done so), or upload any document related to that activity.

Description:

 -I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)
-I will discuss the marketing needs for my practice with my colleagues by August 2019
-I will create a new marketing plan for my practice by October 2019
-I will implement the new marketing plan by November 2019
-I will find coaching and mentorship to help guide marketing improvements by December 2019


Activity/Course: Venue:

 Start: End: Activity Completed: Documents:

Anticipated Completion:

Reflection Notes:

Activity/Course: Venue:

 Start: End: Activity Completed: Documents:

Anticipated Completion:

If you wish to remove a document, you may simply click the edit icon again, and click the "x" next to the document.

v) Making Notes about an Activity:

If you wish to make notes for yourself regarding the activity, you may use the field called "Reflection Notes" at the bottom of the screen. This is an optional field, but you may find it useful to add some thoughts or ideas about the activity, so you have something to refer to later when completing your reflection section prior to submitting the goal. If you do add notes to this field, be sure to click **"Save"** when finished.

EDIT AN EXISTING ACTIVITY

DELETE **SAVE** **CANCEL**

Manually Add an Activity/Course
 Select a Known Activity/Course

Activity/Course:

Venue (if applicable):

Start: End:

Anticipated Completion:

Completed:

Documents:
[Stages of Change.pdf](#) **X**

UPLOAD A DOCUMENT

Reflection Notes:

Instructions

- You may edit this activity by changing the details or choosing a different one on the left.
- You will need to update the "Completed" option from "No" to "Yes" once you have completed the activity. This is required in order to submit your completed goal.
- You should upload any document that shows you have participated in or completed the activity. While this may not always be applicable depending on the activity, it is encouraged for audit purposes.
- You may use the "Reflection Notes" field to enter any notes for yourself regarding the activity. This is an optional field, but may be useful to refer to when completing the "My Reflection" section for this goal.

*Please remember to click "Save" after making any changes.

Goal Reflection

After you have finished everything in your action plan, including all the activities you added, you need to complete one final step in order to submit that goal. At the bottom of your goal, there is a section called “My Reflection” which needs to be completed.

1. To reflect on your learning, click the **“Edit My Reflection”** button on the right side on the screen.

Activity/Course: Engaging Consumers: Experiential Marketing (Digital ECP) Venue: Online
Start: May 7, 2019 End: Jul 23, 2019 Activity Completed: **Yes** Documents: 1
Anticipated Completion: Jul 31, 2019
Reflection Notes:

Activity/Course: Get Your Organization Ready for the Ultimate Customer Experience Venue:
Start: End: Activity Completed: **Yes** Documents: 0
Anticipated Completion: Aug 14, 2019
Reflection Notes:

My Reflection **EDIT MY REFLECTION**

After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning.

GOAL COMPLETED

Doing so will open a new screen, where you will need to reflect on your learning for this goal. There are some guided questions to assist you, and a link to a more expanded list of questions to consider answering in this section.

TIP: For a more detailed explanation on this section, and more questions to help you complete it, please refer to the Reflection section of the [CCP Information Guide](#).

2. In the field provided, type out a summary of your experience in trying to accomplish the goal. The format in which you write out your reflection is up to you, but you should be as detailed as possible. If you had added any notes in your activities (in Reflection Notes), you may want to re-visit those to help you with this section.

Once you have entered all the information in your plan, click **“OK”**:

My Reflection

You may wish to consider the following questions when reflecting:

- How did this help improve my patient care?
- What worked well?
- What didn't work well?
- What can I do differently next time?
- For more guidance and other questions to consider, please review the Reflection section of the [CCP Information Guide](#)

I feel as though I have mostly accomplished this goal, and am excited to try and put my learning into practice. There were some great new ideas for me, but also some things I wish I learned more about.

Specifically, in my first activity, I learned... (etc etc...)

OK Cancel

TIP: If you are typing a lengthy reflection, it is a good idea to click **“Ok”** every few minutes to save your work. Failure to do so after a long period might cause your session to timeout, and you may lose your work.

You will then be taken back to the main screen, where you will see the **“My Reflection”** section has been filled. You may click on **“Edit My Reflection”** if you need to update or edit the information.

The screenshot shows a web interface for a reflection activity. At the top, there are date pickers for 'Start' (May 7, 2019) and 'End' (Jul 23, 2019), and a status indicator 'Activity Completed: Yes' with a green box. Below this is another date picker for 'Anticipated Completion: Jul 31, 2019' and a 'Documents: 0' counter. A 'Reflection Notes' section contains a text area. Below that, the 'Activity/Course' is 'Get Your Organization Ready for the Ultimate Customer Experience', with a 'Venue' field. Another set of date pickers shows 'Start' and 'End' fields, and 'Anticipated Completion: Aug 14, 2019'. A second 'Reflection Notes' section is present. The 'My Reflection' section features an 'EDIT MY REFLECTION' button. A red circle highlights the reflection text: 'I feel as though I have mostly accomplished this goal, and am excited to try and put my learning into practice. There were some great new ideas for me, but also some things I wish I learned more about. Specifically, in my first activity, I learned... (etc etc...)'. At the bottom, a 'GOAL COMPLETED' button is visible.

Marking a Goal as Completed

Once you have accomplished your goal - completing your plan and all the activities you set out to, and properly reflected on your experience and learning - you may mark the goal as completed.

At the bottom of the goal, you may click the **“Goal Completed”** button.

The screenshot displays a goal management interface. At the top, there are date fields for 'Start' (May 7, 2019), 'End' (Jul 23, 2019), and 'Anticipated Completion' (Jul 31, 2019). The status 'Activity Completed' is set to 'Yes' and 'Documents' is '0'. Below this is a 'Reflection Notes' text area. The first activity is 'Get Your Organization Ready for the Ultimate Customer Experience' with a 'Venue' field, 'Start' and 'End' date pickers, and 'Anticipated Completion' (Aug 14, 2019). Its status is 'Activity Completed: Yes' and 'Documents: 0'. A second 'Reflection Notes' text area follows. At the bottom, there is a 'My Reflection' section with an 'EDIT MY REFLECTION' button. A text box contains the reflection: 'I feel as though I have mostly accomplished this goal, and am excited to try and put my learning into practice. There were some great new ideas for me, but also some things I wish I learned more about. Specifically, in my first activity, I learned... (etc etc...)'. A red circle highlights the 'GOAL COMPLETED' button at the bottom center.

TIP: Make sure that you have updated each activity in your goal to *Activity Completed: Yes* after completing those activities. If you have not done so, you will not be able to mark your goal as completed.

Now that your goal has been marked as “Completed”, it is essentially “closed” and you can focus on your other goals. However, if you need to reopen this goal to add or change some information, you may do so by clicking the **“Reopen Goal”** button at the bottom of the goal, at any time. If you do reopen the goal to make changes, be sure to click “Goal Completed” again when completed.

The screenshot shows a web interface for goal reflection. At the top, there is a text input field labeled "Reflection Notes:". Below this is a horizontal line. The main section contains a form with the following elements: "Activity/Course:" with a dropdown menu showing "Get Your Organization Ready for the Ultimate Customer Experience"; "Venue:" with an empty text input; "Start:" and "End:" with empty date pickers; "Anticipated Completion:" with a date picker showing "Aug 14, 2019"; "Activity Completed:" with a green "Yes" button; and "Documents:" with a counter showing "0". Below the form is another "Reflection Notes:" text input field. A section titled "My Reflection" contains an "EDIT MY REFLECTION" button and a paragraph of instructional text: "After completing the activities in your plan, you will reflect on your learning and how it contributed to the achievement of your goal. Click the button on the right to summarize your experience and reflect on your learning." Below this is a text area containing the text: "I feel as though I have mostly accomplished this goal, and am excited to try and put my learning into practice. There were some great new ideas for me, but also some things I wish I learned more about. Specifically, in my first activity, I learned... (etc etc...)" At the bottom center of the form, a button labeled "REOPEN GOAL" is circled in red.

You may now wish to toggle the “-” button at the top of the goal to close/collapse the details for this goal. You will also see that the text has turned to **green**, as it is marked as “**Completed**”.

The screenshot displays a user interface for goal management. At the top right, there are three buttons: "Tools" (pink), "Dashboard" (blue), and "Assessment" (blue). Below these is a black button labeled "ADD GOAL". On the left side, a list of goals is shown. The first goal, "Goal #1, Applies Organizational Management Principles, Completed", is highlighted with a red circle around a minus sign icon (-) to its left. The details for this goal are expanded below. The goal title is "Goal #1". The competency is "Applies Organizational Management Principles" and the performance status is "Need to address" (in a pink box). The "My Goal" section contains the text: "To incorporate different types of marketing into my practice in order to increase sales by 5%, by December 2019." The "My Action Plan" section includes an "ADD ACTIVITY/COURSE" button and a list of instructions: "Click the icon below to enter (or edit) the description or details of your plan.", "Also click the button on the right to add activities into your plan. Add as many activities as you need to achieve your goal.", and "Once you have added an activity, you may click the icon that appears next to it to edit it, mark it as 'Completed' (once you have done so), or upload any document related to that activity." Below these instructions is a "Description:" field with a list of activities: "-I will complete marketing seminars to learn experiential marketing concepts by July 2019 (i.e. Engaging Consumers: Experiential Marketing (Digital ECP) and digital marketing boot camp)", "-I will discuss the marketing needs for my practice with my colleagues by August 2019", and "-I will create a new marketing plan for my practice by October 2019".

Once you have created more goals, you will see them all listed together, each with its own button to expand/collapse the details for each.

Welcome to your Online Learning Plan! This section of the program helps you create and manage your learning plan throughout your 3-year education cycle, to improve on certain competencies from your assessment.

You will:

- Create a minimum of 6 learning goals (try to work on 2 per year)
- Complete some education activities to achieve those goals
- Reflect on what you have learned

For specific guidance and instruction on this program, you are encouraged to click the Tools link below. It will provide you access to the full program information guide, frequently asked questions, instruction manuals, and more.

Some things to remember:

- Be sure to click "Save" every time you make changes or add information to your plan.
- If you do not save your work within 20 minutes of making any changes, the session will log you out due to inactivity and any changes may be lost.
- You may log in and out at any time to work on your plan or update your progress, throughout the entirety of your cycle. The program is self-managed.
- You are encouraged to take your time with it. To ensure "continuous" learning, it should be worked on continuously throughout your 3-year cycle.

Tools

Dashboard

Assessment

ADD GOAL

+

Goal #1, Applies Organizational Management Principles, Completed

+

Goal #2, Demonstrates Clinical Knowledge, Not Started

+

Goal #3, Demonstrate ability to fit the eyeglasses to the patient/client., Not Started

Meeting your Requirements

With the Continuing Competency Program, there is no need for you to send us anything to meet your requirements at the end of your cycle. You simply need to have 6 goals marked as "Completed" in your program, with all the necessary details filled out for each.

Once you have completed at least 6 goals, the COBC will be able to see that you have met your requirements and may review your details.

TIP: Your requirement is to complete a minimum of 6 goals in your 3-year cycle. If you wish to complete more, you may certainly do so.

Dashboard Access

You will see on the Online Learning Plan page that you have access to a button called **“Dashboard”**. This button can also be found on your main QA page when you login, and also your Assessment Results page.

You will gain access to your Dashboard at the same time you gain access to your Online Learning Plan – once you have completed your assessments.

Clicking on the button will take you to the following screen:

The screenshot displays a dashboard interface with a blue header. The header contains the title "DASHBOARD" and a text box explaining the dashboard's purpose: "This is your Dashboard, where you will find a quick snapshot of your progress for the current cycle. This will also be where you can access your past CCP work (once this cycle is over) for reference purposes if needed. There will also be news from the College on this page, so be sure to check back from time to time for any updates." Below the header, there are three navigation buttons: "Online Learning Plan" (green), "Tools" (pink), and "Assessment" (blue). The main content area is divided into sections: "Current Goals: Tracking My Progress" with three goal cards (Goal #1: Completed, Goal #2: Not Started, Goal #3: Not Started); "News/Updates" with an empty text box; "Past Cycles" with an empty text box; and a large green button at the bottom labeled "Activities/Courses" with a computer icon.

The Dashboard is simply a place for you to quickly see your own progress throughout your current cycle, with the goals you have been working on.

You will also find recent news that the COBC may have added; access to your past CCP cycles (in future); and further access to the Activities list, should you wish to look through them for further planning.

FINAL TIP: When logged in to your QA profile at any time, please know that you will be logged out if you do not change pages/screens, or save your work, after **20 minutes** of idle screen time. This includes any work in the Online Learning Program. If you are typing a lengthy plan description or reflection, it is a good idea to click **“Save”** every few minutes to ensure you do not lose your work. Failure to do so might cause your session to timeout, and you may lose your work.

For more information or guidance on this program, please be sure to review the other CCP materials mentioned in this document, which can also be found on the COBC [website](#). In particular, you may find answers to any further questions in the Frequently Asked Questions document.

You are also encouraged to contact the COBC office directly with any questions, or if assistance is needed.

