



**HERO HQ FIRST AID TRAINING:
GET STARTED TODAY!**

Online learning will be issued 2 weeks prior to your course date, using the email address provided by organiser.



UPDATE YOUR PROFILE INFORMATION

Fill in or update your profile information in your Hero HQ account.
Your USI number will be required.



HERO HQ REMINDER EMAILS

Hero HQ will send a reminder email to complete your online learning 3 days before the course commences.

ONLINE LEARNING COMPLETED

COMPLETING YOUR MODULES

Your answers will be graded as you complete them.
You will have 5 attempts to answer each question.
You can see if you have passed and your final score once you submit your assessment.

Please allow up to 7 business days for Hero HQ to send you and your organiser a copy of your certificate.

ONLINE LEARNING FAILED

FAILED ATTEMPTS

If you do not pass your first attempt of your online learning module, Hero HQ will be in touch to assist you with completing a second attempt.

MISSING INFORMATION

Certificate wasn't issued due to missing information, error with USI / Enrolment Form. Hero HQ will email you to advise what the issue is and send another reminder one week later.

HERO HQ TIPS FOR SUCCESS

Do not use Internet Explorer/Microsoft Edge or your mobile device to complete online learning, forms etc. Bring your mobile to your session to QR check in.

Enter your Full Name on all documents - this helps all forms link and match up. No nicknames / marital changes / full DOB with year of birth.

A USI number is a Government requirement that Hero HQ must comply with.

Visit www.usi.gov.au/students/find-your-usi for further assistance.

NEED HELP? Please contact our friendly Customer Experience Team via support@heroHQ.co or 1300 054 563