

How to Complete a Course

Access the Pennsylvania Victim Services Training (PVST) Website at: <https://pavictimservicestraining.org/>

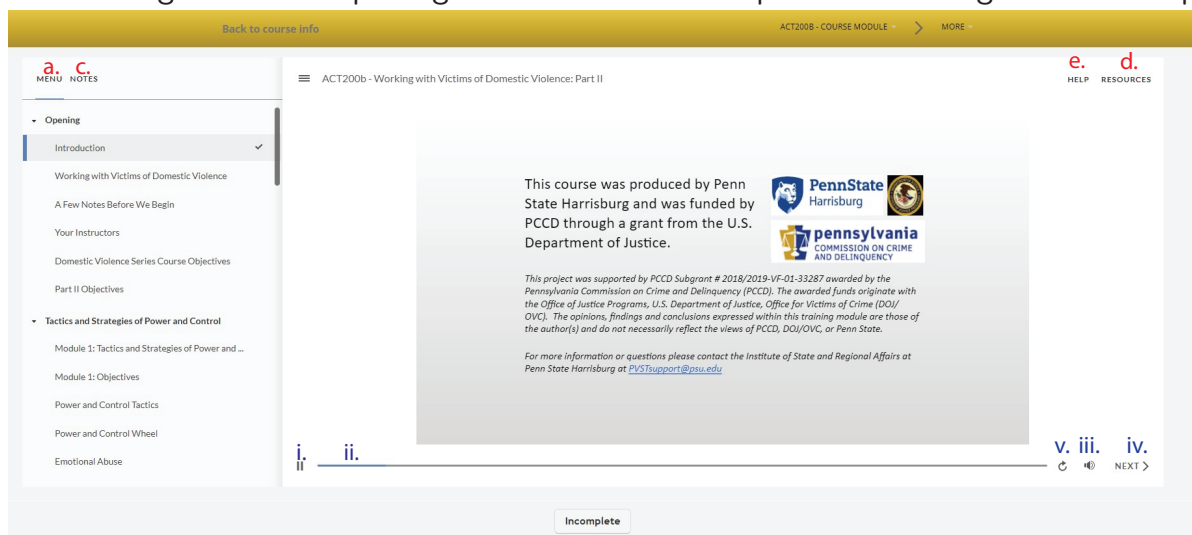
- Your list of registered courses can be found on your home screen after you first log into your PVST learner account. If you need help registering for a course, see the help guides titled [How to Access Attorney Trainings](#), [How to Access Leadership and Governance Trainings Without an Account](#), or [How to Access Victim Services Trainings](#).
- Click on the course you want to complete.
- The page for the course will show the course name, course number, and an overview of the course content. Click on the blue button “Start course” to begin.



- The course presentation is displayed in a media player.

NOTE: Some features of this website are not compatible with Firefox. Please use a different browser, such as Chrome, Edge, or Safari.

- Navigate to specific slides or sections using the menu at the left.
- At the bottom of the screen, use the controls to:
 - play/pause
 - view slide progress on the seekbar
 - adjust the volume
 - navigate to the previous and next slide
 - restart the slide
- See closed captioning for the audio on each slide by clicking on the Notes tab at the top.
- See resources for the course by clicking on the resources tab.
- If you are having trouble completing a course, click the help button to navigate to the Help Center.



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Need additional help? Email PVSTSupport@psu.edu for assistance.

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- For Knowledge Check questions and other interactive exercises throughout the course, click the screen in the media player to choose your answer, then click submit to continue with the course. You have unlimited attempts at each Knowledge Check, and they will not count towards your final assessment score.



NOTE: If you are completing a leadership and Governance or Attorney Training, once you finish reviewing the materials, you have completed the training. If you are completing a Victim Services Training, continue reading this help guide for instructions on how to complete the final assessment and course evaluation.

- When you have finished reviewing the materials in a Victim Services Training, you will need to pass a final assessment and score at least 80% to complete the course and access your completion certificate.
- When you reach the end of the Victim Services Training, click the “Completed. Let’s continue.” button to access the final assessment.

Completed. Let's continue.

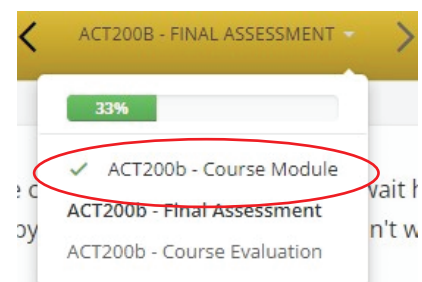
- If you successfully completed the assessment with at least a score of 80%, click “Passed, let’s continue.”

Passed. Let's continue.

- If you did not successfully complete the assessment with a score of at least 80%, review the answers to the test then click the button “Not passed. Click to try again.” to retake the assessment. If you would like to review the course material before retaking the assessment, it can be accessed by hovering over the course number at the top right and clicking on “Course Module”.

Not passed. Click to try again.

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- When you pass the assessment, complete the course survey. You must complete this survey in order to get credit for the course and receive the completion certificate.

This survey has 4 questions

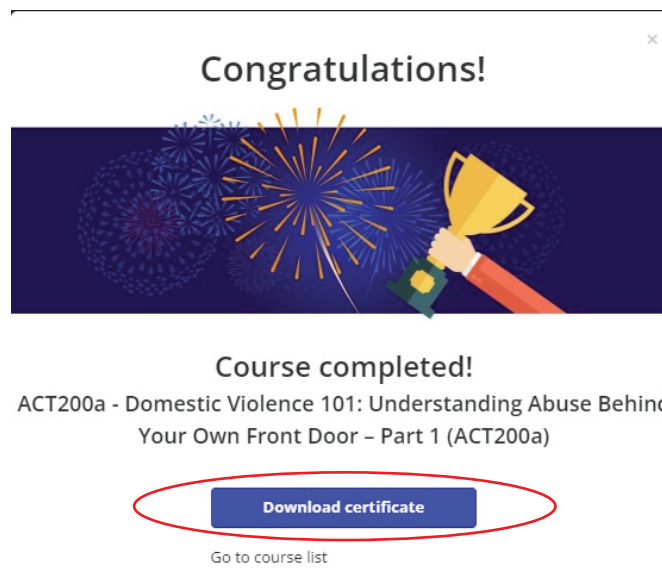
Start survey

- Fill out each question, then click “Submit answer” to submit the question. You can navigate back to previous questions by clicking the arrows.

Submit answer

< Question 2 of 4 >

- After you submit the course survey, you have completed the course. You will see a button to download the completion certificate immediately. You can download your completion certificate now, or access it later. For help accessing completion certificates, see the help guide [How to View Your Training Certificates](#).



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