

Frequently Asked Questions

Q: How can I contact your Support Team?

A: Our Support Team is available Monday to Friday, 8 am – 4 pm AEST. You can reach us by phone at (03) 8344 5673 or by email at mobile-learning@unimelb.edu.au. We aim to respond within 24–48 business hours.

Q: How do I access my course content?

A: All courses are hosted on our online Learning Portal. After enrolling, you'll receive a "Welcome to the Learning Portal" email within 10 minutes, which includes a link to activate your account. Once activated, you can log in using your email and password to access your course immediately.

Q: When can I start?

A: For short courses, you can enrol and start at any time as there are no specific intake dates. For Award courses, please refer to the University of Melbourne's key dates to check semester start and end times.

Q: Are there hands-on learning opportunities?

A: Our courses are delivered entirely online, except for select Ultrasound courses, providing maximum flexibility and accessibility. They include engaging resources such as videos, case studies, and author notes. If you need academic support or have questions about the content, please reach out to us, and we'll connect you with the appropriate assistance.

Many of our Ultrasound short courses offer a blended learning experience, combining online study with self-directed simulator practice. For further details, please refer to the specific course pages.

Q: Do you offer any discounts or scholarships?

A: Unless stated on a specific course page, we do not offer additional discounts or scholarships.

Q: How long do I have to complete my course?

A: Completion timelines vary by course. For short courses, we recommend finishing within 12 weeks. Online workshops requiring case study submissions may take longer. Award course durations depend on your enrolment and study load.

Q: Are your courses accredited?

A: Certain courses are accredited by RACGP and/or ACRRM. For more information, please check the specific course webpage.

Q: What do I receive once I finish my course?

A: Upon successfully completing a short course, you will receive a University of Melbourne Certificate of Completion.

Q: How long can I access my course material?

A: Unless otherwise specified, you have one year from the date you enrol to access the Learning Portal and your course content.

Q: How do I purchase a course?

A: Once you have found the course you would like to purchase, please navigate to the main course overview page, and click 'enrol now' on the right-hand side of the screen. This will take you to our e-commerce page where you can buy the course. From there, you can fill out the relevant details and proceed with payment.

Q: I've enrolled in multiple subjects but can only see one. How do I access the others?

A: If you're an Award course student and can only see one subject in the Learning Portal, click on 'Subject List' to view all your enrolled subjects. From there, you can navigate between them. If you continue to experience issues, please contact our Support Team.

Q: I need to reactivate my Learning Portal as my link has expired, what do I do?

A: Please contact our Support Team by emailing mobile-learning@unimelb.edu.au or calling us. We'll assist you in reactivating your account.

Q: I've finished my course. Where can I find my Certificate of Completion

A: Ensure you've completed all mandatory assessments and any post-course surveys. You can view your progress summary by selecting 'e-PORTFOLIO' on the course tile located on the home page. If issues persist, please contact our Support Team.

Q: I have logged in to the Portal but can't see my course. What should I do?

A: Ensure you're using the same email address you used during registration. Your course content is linked to this email. If you have multiple email addresses (e.g., personal and university emails), check your inbox for your receipt to confirm the correct email. If the issue continues, please contact our Support Team.

Q: How can I request a refund?

A: Refund requests must comply with MLU's Terms and Conditions outlined in [Section 6](#). To request a refund, email mobile-learning@unimelb.edu.au with all relevant details.

Q: How do I contact the academic for queries about the course content?

A: Send an email to mobile-learning@unimelb.edu.au with your query. We will forward your email to the course coordinator and provide you with their response.

Q: What key dates should I be aware of for Graduate Courses?

A: Graduate Courses run during Semester 1 and Semester 2 of the academic year, following the University of Melbourne's key dates. Visit unimelb.edu.au/dates for details on semester start and end dates, exam periods, results release dates, and public holidays.