

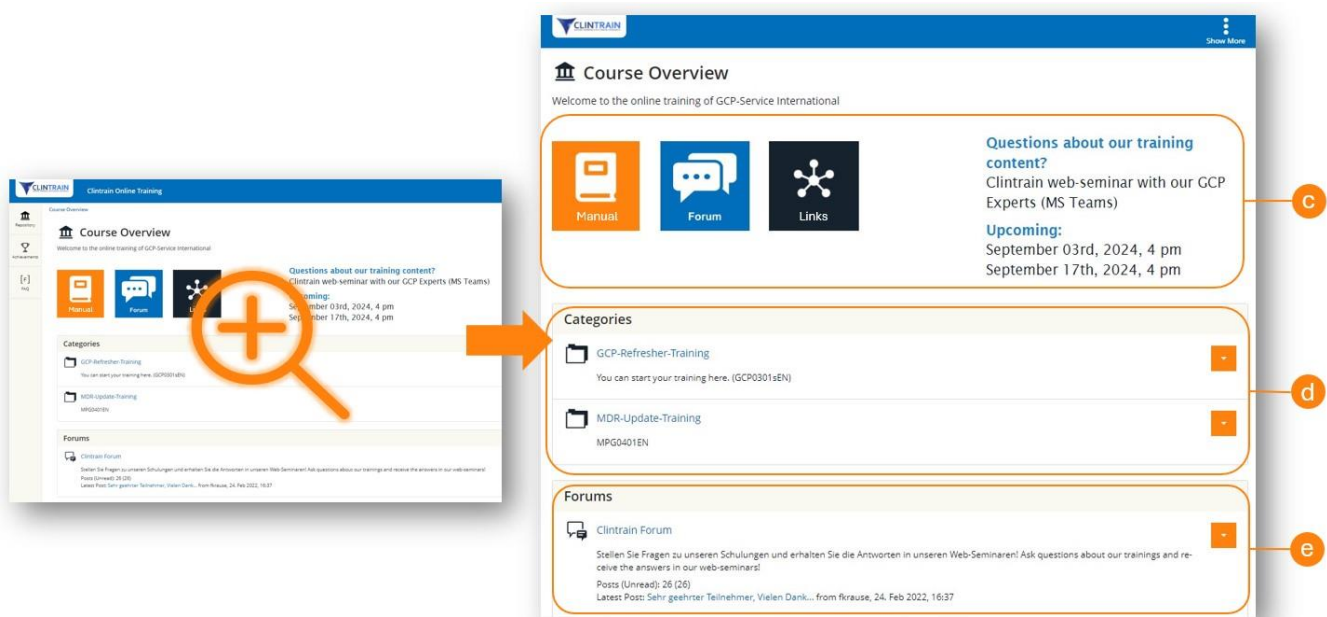
Welcome to the Clintrain online training of GCP-Service International. This document presents a detailed, step-by-step user guide for our eLearning platform.

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## 1. COURSE OVERVIEW

After you logged in to your account, you will see the course overview. Here you will find the most **important information (c)**, your **training course (d)** and the Clintrain **webinar forum (e)**.



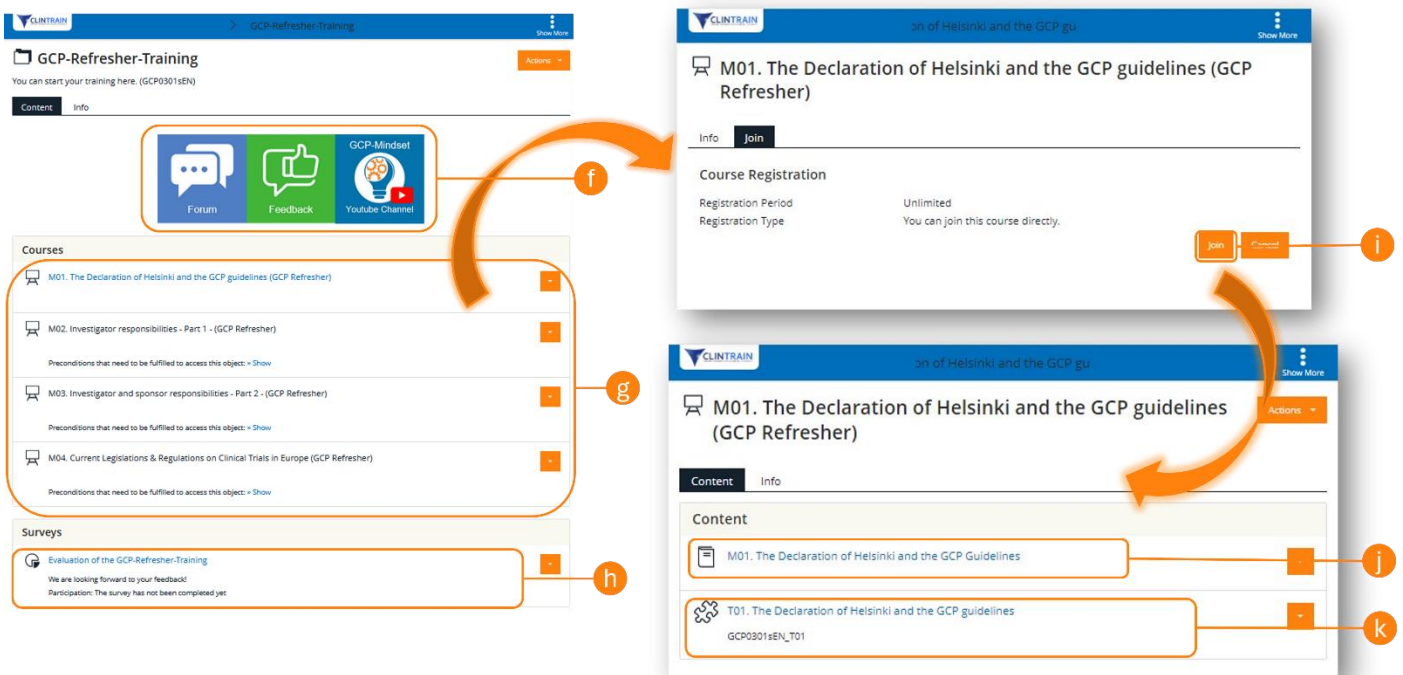
After clicking on one of your courses (e.g. GCP-Refresher-Training) you will see your training modules.

For any questions that might occur during your online training, please check the **FAQs (left in the sidebar)**. Our **forum (e)** provides information on regular web-seminars answering your questions about the training content. Current webinar dates are announced at the top of the **course overview (c)**. For proper planning of the meeting, we encourage you to post your questions in the forum beforehand. This will help us to gain an overview and prepare satisfying answers for you. You can find the Reply button on the bottom right corner of open threads.

## 2. TRAINING MODULES

In your course overview you will find a direct link to the forum, the feedback form and our YouTube channel (f). To edit the course, select your course in the **course overview (g)**. Once you have completed the course, please leave **feedback (h)**.

In the **course overview (g)** you will see the individual learning units of your training course. Select the first module and confirm (i) that you wish to join the module. You can choose between the **learning materials/learning modules (j)** and the **test (k)** to take the test after completing the module.



**Note:** *The individual learning units can only be completed in ascending order. Modules with blue lettering are accessible to you. Modules with black lettering are only automatically activated once you have passed the preceding module test.*

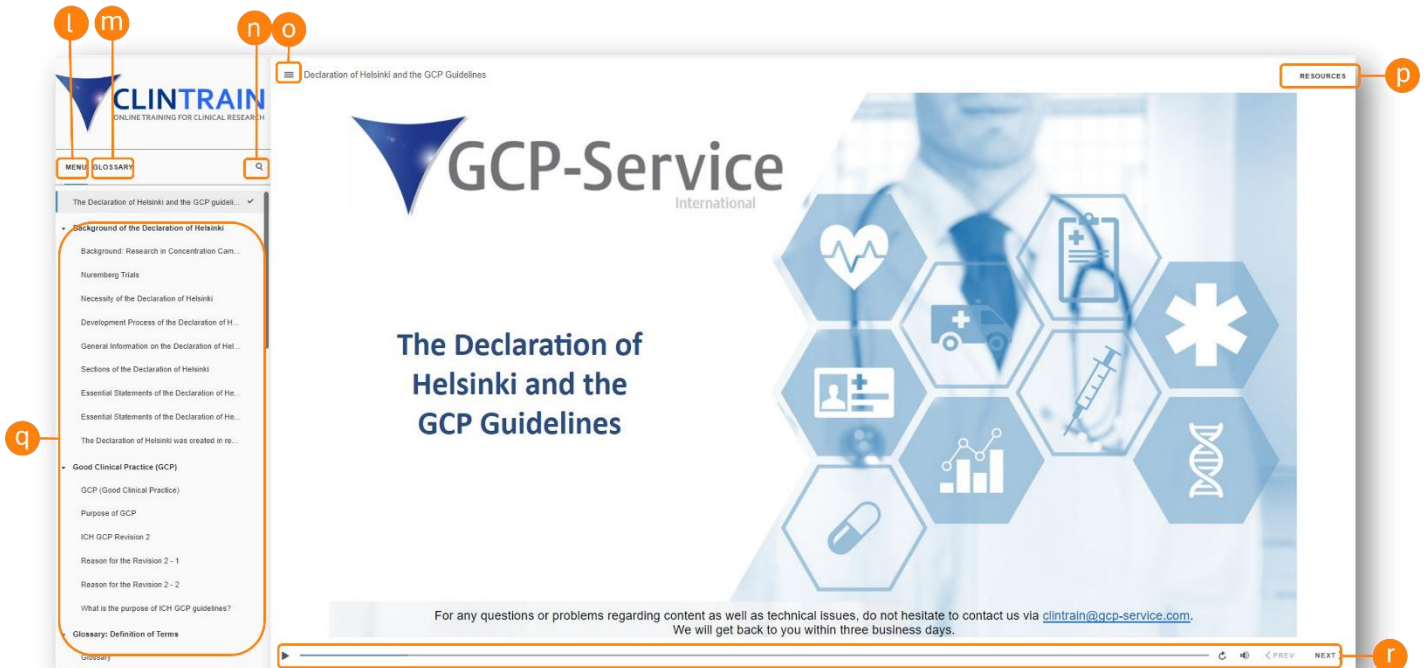
## 3. LEARNING MATERIALS / MODULES

If you click on the learning module within a module, you will be taken to the training course. The respective module opens in a new tab. The audio lecture starts automatically, but you can pause it, fast-forward and rewind, adjust the volume and navigate forwards and backwards (r).

The **menu (l/q)** provides you with an overview of the current learning module and another navigation option. Here you will also find the **glossary (m)** with helpful terms and explanations of the module as well as the **search function (n)**, which you can use to search the learning module content for specific terms.

You can show or hide the menu bar at any time during the lecture (o).

You can download the training documents and relevant legal texts as PDF files via the **resources (p)**.



At the end of each learning module, simply close the browser tab with the presentation to return to the previous browser tab with the overview of learning materials and the test.

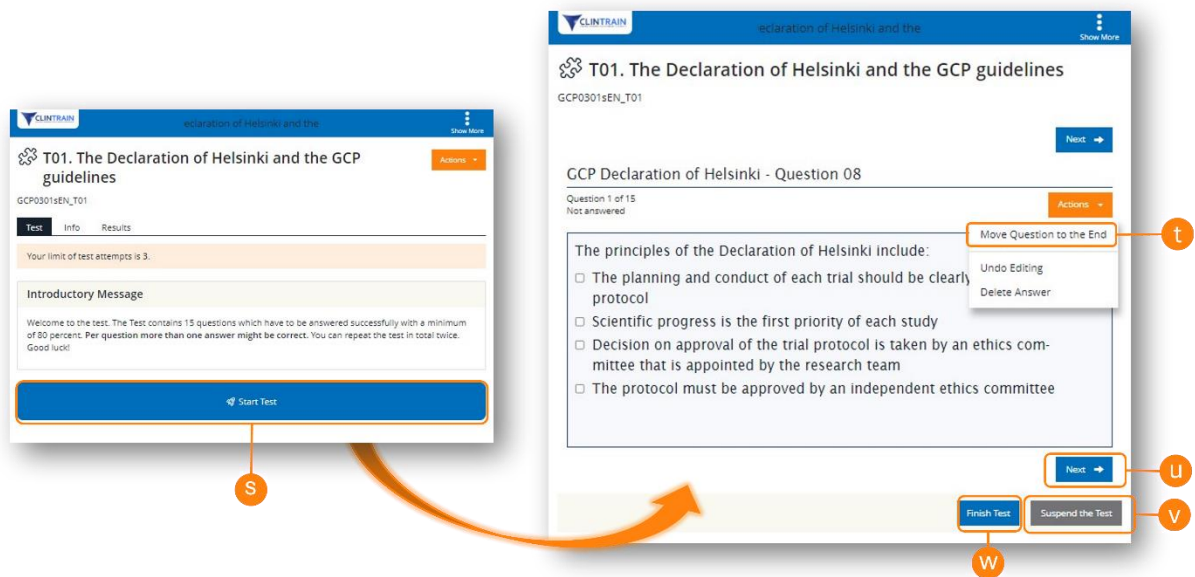
#### 4. TESTS

After clicking on the test in the module overview (see training modules), you will be taken to the test. Each test consists of 15 random questions, whereby 80% of the questions (90% in the practical exercise) must be answered correctly in order to pass.

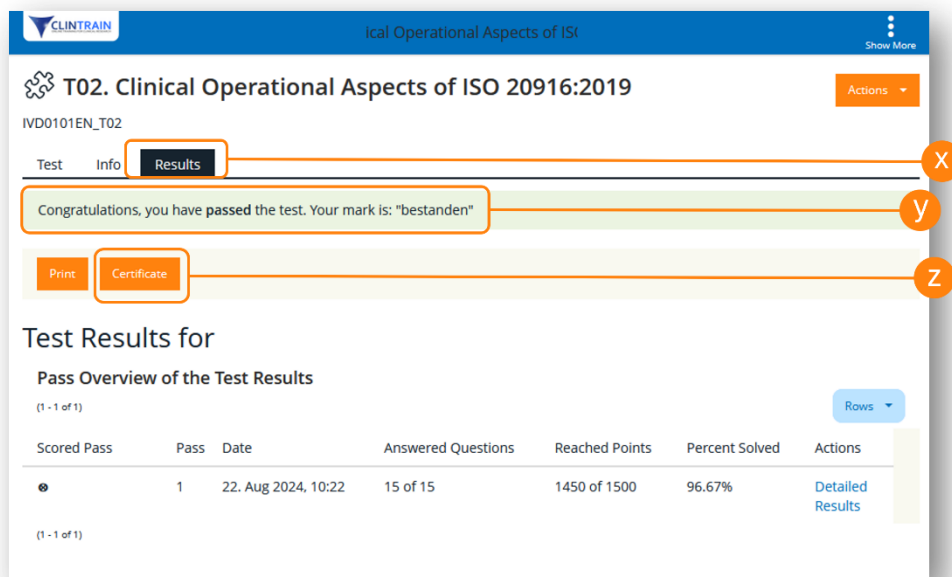
You will be given three attempts to successfully complete each test. Therefore, before starting the test, make sure that you have thoroughly familiarised yourself with the learning content. Simply click on **Start test (s)** as soon as you are ready. If you fail a test three times, the course will be blocked as 'unsuccessful' and the course will be cancelled.

You can use the **Suspend the test (v)** option to pause the test and resume it later. Another option allows you to skip the question for the time being in order to answer it last. To do this, click on Actions and select **Move question to the end (t)** from the drop-down menu.

Click on **Next (u)** to move on to the next question. As soon as you have answered all questions to your satisfaction, you can select the option **Finish test (w)** with the last question. Once you have completed the test, click on **Next** to access the test results overview.



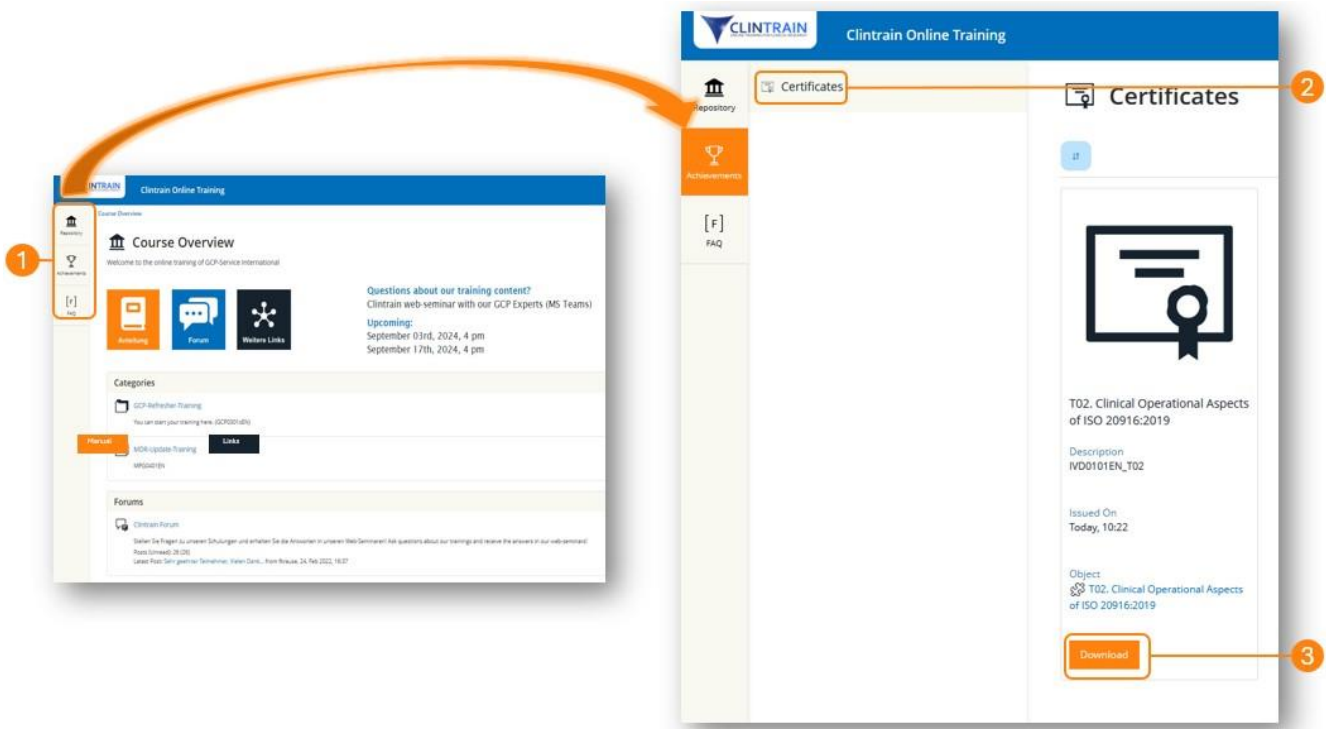
After completing the test, the message 'passed' appears in green or 'failed' in red (y). You can see the percentage of correctly answered questions at the bottom of your screen. To take the test again, continue as before and click on 'Start test' (s). If you have already completed the test, you can see your test results under **Results** (x).



## 5. CERTIFICATE

After successfully passing the last test of your training course, you will receive a certificate of participation. You will find this in the last test in the **Results tab (x)**. Click on **Certificate (z)** to open or download it (depending on your browser settings). Save the certificate on your PC and add a printed copy to your documents.

Alternatively, after completing the last test, click on **Achievements (1)** in the menu bar and then on **Certificates (2)**. There you can download any certificate you have received **(3)**.



**We wish you every success with the online training and good luck with your studies!**

**Your Clintrain team for online training**

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