FAQs – Instructors

I have completed my instructor course however I am not registered as an instructor on the MTS website?
Once you have completed your instructor course, if you are not already registered on the MTS website, you will be sent your log in details for your MTS page. If you are already registered, you will continue to use your existing log in details. You will only be given access to the instructor area, once the instructor course invoice has been settled by your Trust. If you are still having problems use the ‘contact us’ on the website and we will look into it for you.

How do I enrol my candidates onto the MTS website?
Your candidates will need to enrol themselves onto the MTS website by clicking on the main menu at the top of the page and selecting ‘Enrol on my page’ for their relevant course. This will take them through the registration process.
There is an email in your training materials ‘Pre course instructions’ which you can send to your candidates to explain how they register on the website and ask them to complete any e-modules if you are using these with your training.

Do I have to teach the full one day provider course?
The provider slides are divided into chapters so you can tailor your course to suit your own needs. This can be done as a full one day session or you can ask your candidates to complete certain e-modules prior to attending your course. You can then choose which training slides you need to go through during your course.
For staff already familiar with MTS you may wish to use only e-modules, however this is not recommended for anyone new to MTS. It is also recommended that scenarios are done in a classroom setting as this allows for discussion between candidates and instructors.
Full training summaries and course programmes can be found in your teaching materials.

I am teaching the Telephone Triage course, how can I make this more interactive?
The telephone triage course can be done in a number of ways. If you have the time it is a good idea to split the course into two days, to allow plenty of time for role plays. It is also helpful if you are able to have some pre-recorded calls to play for your candidates to allow them to hear how the assessments should be done.

How can I keep track of my candidates and know when to sign them off as providers?
In your instructor area there is a section named ‘Confirm completion of pre-course learning and triage practitioner assessment’. Follow the instructions from here to sign off your candidates as independent triage practitioners. Once signed off, their certificate will be available to them on their own page.

You should only sign your candidates off once they have completed any required e-modules and you are happy they have completed all of their supervised practice and audit requirements.