

RMIT Creds: Information for students

RMIT Creds have been embedded into your course and program to help you build skills to improve your employability, career outcomes and life skills. When you complete a Cred successfully, you can claim and share a digital badge. Please read the information below to assist you.

Getting help with your Cred

Technical issues

For enrolment issues or technical issues with your Cred, complete the ITS [Raise an Incident](#) form and select *RMIT Creds* in the *Business service* field.

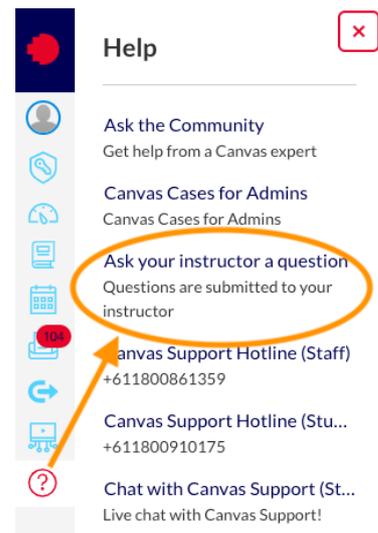
Content issues

For content issues within the Cred, select the *Ask your instructor a question* feature in Canvas using the instructions below:

- Click on the *Help* icon found in the navigation menu on the left of Canvas (see image).
- Click on the *Ask your instructor a question* option.
- Select the name of the Cred in the field marked '*Which course is this question about?*'.

Your message will be sent to the staff who manage the Cred (which is not your Course Coordinator).

Do not use the *Canvas Support Chat* or *Hotline* features.



Creds listed on your Canvas dashboard

Creds affiliated with your courses can be located on your Canvas dashboard. Please do not complete them until instructed by your Course Coordinator or Teacher.

Attempts at the final assessment

The Cred module in your course will clarify how many attempts you have for the final assessment. In general:

- Creds with an online quiz as the final assessment allow *two quiz attempts*,
- Creds with a submission as the final assessment allow *only one attempt*, and
- most Creds require you to have an 80% pass mark.

Some Creds however have different pass rates and attempts. For example, Vocational Education Creds require a 100% score and offer three attempts. The Cred module will clarify this information.

Additional attempts

Extra attempts for the final assessment cannot be requested. If you do not pass the Cred, you must wait until next semester before re-enrolling.

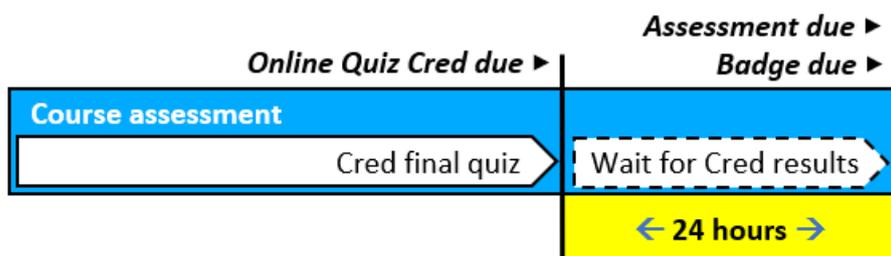
The only exception is if a Cred is part of a course assessment, in which case you may be eligible to apply for [Special Consideration](#). The Special Consideration process enables students to request an additional attempt or an extension of time if there are reasonable grounds for the request, e.g. illness or personal reasons.

If you experience technical issues during the final assessment quiz, do not click Submit – you need to contact ITS to resolve the issue before submitting your answers.

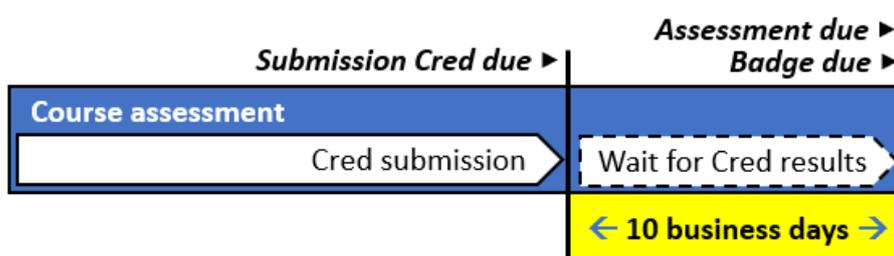
Badge turnaround times

There are two types of Creds which have different turnaround times for providing the badge. The Cred module in your course will confirm what type of assessment is in the Cred.

A Cred with an **online quiz** as the final assessment is automatically assessed. **Allow up to 24 hours for the badge to be issued.**



A Cred with a **submission** as the final assessment requires marking by teaching staff. **Allow up to 10 business days for your submission to be marked.**



If you are required to submit the Cred badge as part of your course assessment, ensure you allow enough time for the badge to be issued. That is, complete the online quiz at least 24 hours beforehand, or for Creds with a submission, submit this final assessment two weeks before the badge is due.

Recognition of a Cred badge previously awarded

If the Cred is part of a course assessment and you have successfully completed the Cred previously, you do not need to do the Cred again. You can submit the badge you were previously awarded.

Claiming and sharing a badge

Once you have successfully passed your Cred, you will be able to claim a digital badge and share it. If your Cred forms part of your course assessment, you may be required to submit a unique URL as evidence of completion in your course assessment. Follow the instructions outlined in the [YouTube video](#) on how to claim a badge.

There is also step-by-step guide on how to claim and share your badge in the [Claiming your badge](#) instructions.

More information

Visit [RMIT Creds](#) for more information.