

Member FAQs

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Navigation

How do I access the new Learning Platform?

From the API website click the **Login** button located in the top navigation bar. This will take you to Felix, the new purchasing platform. Once logged into Felix, you have the option to select either the **My Learning** button from the left-hand menu or the **Learning Platform** button on the dashboard. You will be directed to the new Learning Platform, Absorb.

When you first log into Absorb you will land on the Dashboard. To navigate through the site, use the tiles on the Dashboard or alternatively, the right-hand navigation menu. This is where you can manage all your education-related tasks, including updating your CPD Diary, registering for events, webinars or online courses and tracking your CPD performance through the year.

Login and password details remain the same as the details used to login to the current Member Portal. If you have forgotten your password, please follow the Forgot Password link on <https://felix.api.org.au/user>. If further assistance is required, please contact reception@api.org.au or via 1800 111 274.

Where do I find API Courses, Webinars and Events?

Click the **API Catalogue** tile from the Dashboard. This will redirect you to the API website, where you will see all products available to purchase. The same page to purchase products is accessible via Felix.

How do I search for a specific course or event?

From the API website select **Education**, and then **Events, Webinars and Online Courses**. There are a number of filter options to assist in navigating to products that you are interested in.

- Use the Map View or Grid View – Note: only Events will display in the Map View
- Filter by Online or In-Person – online will display all API Courses, Webinar Recordings and Webinars
- Select the State where you are located to see what Events are upcoming.

To further search for a **specific** Course or Event, hold down the Control key and press 'F'. This will open up a search box. Type in what you're looking for and press enter. If there are any API products matching your search these will be highlighted.

Where do I find and complete my online courses?

To view any courses, events or webinars you are currently registered for or have previously completed, first login to [Felix](#) and click the **Learning Platform** tile on the main dashboard. Once you are in Felix, click the **My Courses** tile from the dashboard. You can begin a course and return to this section at any time. Your course progress will be displayed as a percentage for each course you have registered for.

Should you find that a course you have purchased isn't showing up, please reach out to a member at the API Team who will be able to help you, at reception@api.org.au or call us on 1800 111 274.

How do I view a course I've already started?

Displayed on your Dashboard is a **Resume Courses** ribbon, featuring courses previously started but not yet completed. Click the **Resume** button to recommence the course.

Alternatively, you can select the **My Courses** tile on your Dashboard. This will direct you to all courses, webinars, events and learning programs you've purchased. These will display regardless of their status i.e. completed, not started, or partially completed.

Purchasing Information

How do I purchase an online course, webinar, webinar recording or event?

API courses, webinars, webinar recordings and events can be accessed via the **API website**. From the API website select **Education**, and then **Events, Webinars and Online Courses**

To purchase any of these items, add them to your shopping cart and follow the pathway to purchase. Upon receipt of your payment, you will receive email confirmation with a link to Felix, where the item will automatically be loaded into the **My Products** section.

Note - If you're already an API Member, the products will display as the discounted Member price after you log in or through the checkout process.

How do I receive the API Member Rate for an event, webinar or course?

You must be a Student member or a paid member of the API to receive the Member rate.

If you are logged into your Felix portal and you are a Student or paid Member, you will see Member pricing. If you are logged in as a returning Guest, or non-paid Member, you will see Non-Member pricing.

What payment options are available to me?

We only accept credit card and debit card payments via the purchasing platform. Should you want to pay via an alternate method, please contact API.

NB: EFTPOS cards are not accepted via the online platform.

Are Merchant Service Fees included in each purchase?

Yes, Merchant Service Fees (MSF) are passed on to the purchaser and will be visible on the Tax Invoice.

Where can I access my receipt / tax invoice?

Upon purchasing an API event, webinar or course, you will receive an email with your Tax Invoice attached. You can also locate and download an invoice from your Felix portal, under **My Products**.

For any purchases made prior to 9 July, please go to the **API Member Portal** via Felix and go to the Invoices section.

Is it possible to use multiple Discount Codes in the one transaction?

Unfortunately, at this stage, only 1 discount code can be applied per transaction.

I would like to set up a Payment Plan, how do I do this?

If you are interested in applying for a Payment Plan, whether that be for Membership or a Certification, please contact API.

Are manual payments accepted?

Yes, API still accept manual payment e.g. cheque, cash, invoice

What happens if I don't see a confirmation screen after I attempt a purchase?

The processing of your transaction can take a few minutes after you enter your payment details and click **Pay Now**. If you have waited for at least 5 minutes on the 'processing' screen and still have not progressed to the confirmation screen containing your payment reference number, your purchase may not have been completed. Please check your emails for your transaction invoice and enrolment confirmation for the product/s purchased and review your Purchase history in **My Products** via your Felix Dashboard to confirm if the transaction was completed. If you are unsure or have any concerns, please contact us at reception@api.org.au or call us on 1800 111 274.

CPD Information

How do I view my CPD Diary?

The CPD Diary is accessible from the **CPD Diary** tile on your Learning Platform Dashboard or via the hamburger menu on the upper right side of your screen. The CPD Diary holds all training records, CPD points for attendance at API events or completion of online courses and webinars and is where you will be able to access your Certificates of Completion.

What are my annual Continuing Professional Development (CPD) requirements?

The API requires members to achieve 20 Continuing Professional Development (CPD) points per calendar year. The following membership classes must satisfy the API's CPD requirements:

- Life Fellow
- Fellow
- Associate
- Provisional

MAPI Members have a CPD requirement of 10 points per calendar year.

For further information please refer to the [CPD Rules & Requirements](#) page or contact our [Team](#).

Where do I find my course results?

Course results when passed will show up in your CPD diary. If you are still completing a course this will show under the **My Courses** tile.

I am missing CPD Points, where are they?

Before migrating to the new system, we made copies of everyone's records. Whilst most records have been migrated across successfully, some may have been lost along the way. If you believe you have records that are missing, please contact the team via reception@api.org.au

Where do I locate a Certificate of Completion for online learning?

When a course is completed, and a certificate has been assigned to that course, the certificate will display in your CPD Diary.

Can I print off my CPD Diary?

Yes! Navigate to your CPD Diary. In the upper right side of the screen, you will see a **Print CPD Diary** option.

How do I record CPD points for a course taken outside of the API?

CPD points can be recorded for courses and events outside of the API by using the **Manual CPD Entry** function.

Click the hamburger menu on the upper right side of your screen > select **Manual CPD Entry**. A box will pop up, complete all the required fields, including uploading a supporting document as evidence of your CPD activities. Only one file can be uploaded for each entry. If you need to upload more documents, you will need to create a new submission for each document you wish to attach.

External Training submissions are permitted as many times as required, however please note, that after each submission there is no way to edit an existing submission.

- **Course Name** – be specific about the training you have completed e.g. Internal risk management workshop
- **Completion Date** – enter the date you completed this activity
- **CPD Points** – the number of CPD points relate directly to the time you spent on this activity e.g. if the workshop went for 2 hours, then 2 CPD points will be awarded
- ***Credit Type – Structured or Unstructured** - a CPD activity can either be structured or unstructured. *See the below explanation for further detail.
- **File Upload** – upload supporting material as evidence of this CPD activity

*A CPD activity can either be structured or unstructured.

Structured CPD can include attendance and participation at a Seminar, workshop or conference; completion of a short course or on-line learning program; a technical site visit; higher education coursework; or preparation and presentation of materials for teaching.

Unstructured CPD includes attendance at informal knowledge sharing events, attending API committee meetings or approved API working groups. Unstructured CPD can include self-managed learning, such as reading journal articles.

The limits on unstructured CPD are outlined in Table 3 on [CPD Rules & Requirements - Australian Property Institute \(api.org.au\)](#).

How does a Member calculate their annual CPD Points?

Until future phases of Felix are developed, this is a manual process for API Members.

- Navigate to the **CPD Diary** and scroll down to the **Courses** section.
- Sort the **Completed Date** by alphabetical order. This will allow you to see what courses you have completed this calendar year.
- Manually add up the CPD Points.
- Once this step is complete, scroll further down to the **External Activities** section. This will display any training external to API you've logged. You will be required to open each entry to understand the Completion Date as well as the CPD Points attributed to that entry.

Alternatively, contact reception@api.org.au where the API team will be able to facilitate this on your behalf.

How do I locate my CPD Compliance Certificate?

In this initial phase there will be no way for you to access your Certificate of Compliance. Please contact reception@api.org.au and we will facilitate this request for you. In time, you will be able to download your own certificate; we will advise you when this is possible.

To be 100% compliant you must ensure you are completing your compulsory modules and that a minimum of 15 of your 20-point requirement are structured.

Courses and Learning Programs

I can't find a course purchased on the old Learning Platform

All courses previously purchased in the previous Learning Platform have been migrated across to the new Learning Platform and can be found in the **My Courses** section. If you find that something is missing, please reach out to a member at the API Team who will be able to help you, at reception@api.org.au or call us on 1800 111 274.

Where can I view my course results?

Results can be seen in the CPD diary. If the course is yet to be commenced, it will display as 'In Progress'. If a course hasn't yet been started, it will show as 'Not Started'.

View your Course results two ways:

1. Select **CPD Diary** from a tile on your dashboard.
2. Select **CPD Diary** from the hamburger menu on the upper right side of your screen.

How long do I have to complete a course?

Most API courses do not expire and can be completed in your own time. You may however find that some recordings and other learnings do have an expiry date. The expiry date is noted on the course header in the 'My Courses' section of the learning platform.

NB: For valuer compulsory modules you have until the 31st December each year to complete them to 100%.

What are the Valuer Compulsory Modules?

- **API Ethics and Rules Module**
All Members (with the exclusion of [Student](#), [Retired](#) and [Connect](#) Members) will be required to complete an Ethics module **annually, by the end of the calendar year**.
- **Risk Management Module**
All API [Certified Practising Valuer \(CPV\)](#) and [Residential Property Valuer \(RPV\)](#) Members must hold a current RMM Certificate and complete an updated module **annually, by the end of the calendar year**.
- **International Valuation Standards Training Module**
To ensure that our Members are meeting their compliance obligations and have fully absorbed the requirements of any changes to the standards, we release a mandatory training module whenever there are any updates to the standards.
Note: The next effective date for IVS is Jan 2025 so the next IVS update module released by the API is Q4 2024
- **Residential Valuation Standing Instructions**
All API Members who undertake residential mortgage valuations using the [PropertyPRO](#) report format must complete the Residential Valuation Standing Instructions Training Module. The Residential Valuation Industry Group periodically releases updates to the Standing Instructions and in response, the API develops and releases a new version of the module, which must be completed by our residential valuer Members.

Do all Valuers need to complete all compulsory modules?

No, not all valuers need to complete the VCMs. Depending on your area of practise you may be exempt from certain modules. Please check our most current ZCPD policy to identify your specific circumstances.

A course I purchased has expired. What do I do?

Reach out to a member at the API Team at reception@api.org.au who will be able to see if you can be re-enrolled in the course.

I failed my quiz; how do I get it reset?

Contact the API Team at reception@api.org.au who will be able to assist you.

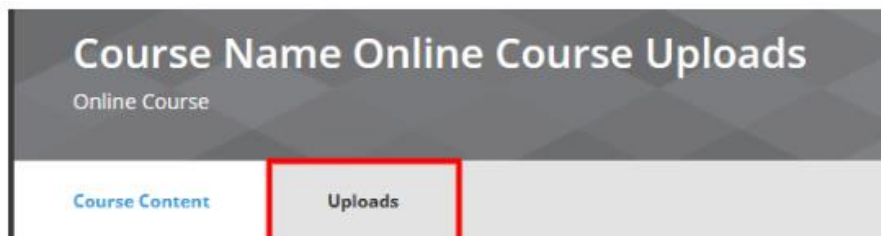
Why can't I jump from one course to another in my Learning Program?

A Learning Program is a managed learning path for working through a selection of modules. You will need to complete one course at a time for subsequent modules to unlock.

How do I submit my Assessment?

Navigate to the course of which the assessment is linked to. You will see the **Uploads** tab underneath the name of the course.

Click the **Uploads** tab – this will open the Upload File option.



Upload File

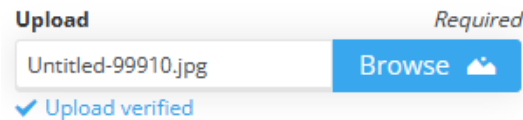
Course Upload 1

Upload *Required*

Notes

To upload your submission, select the Browse button to select a file from their computer for the upload. Use the **Notes** section to offer insight or confirm something to the examiner.
Note: PLEASE UPLOAD A ZIP FILE IF INCLUDING MORE THAN ONE FILE.

Once the intended file has been completed and any **Notes** are added, click **Save** to finalise the **Course Upload**. A successfully uploaded file will be indicated underneath the **Upload** setting.



After the Course Upload is saved, the Uploads section will update to showcase related information.

Are there restrictions to the size of a Course Upload?

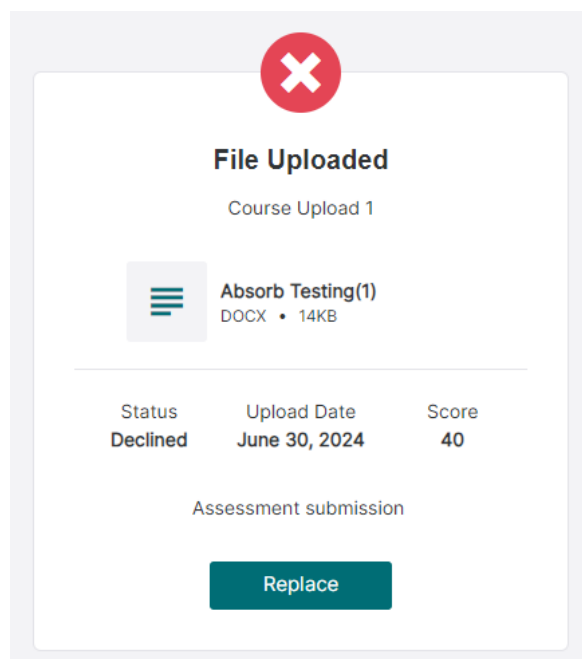
Yes, you are able to upload a file up to 10MB.

Where do I see submitted assessment / Capstone Assessment feedback & results?

Whilst your Assessment is being reviewed, it will display as **In Progress** against the Course in your CPD Diary.

Once your Assessment has been reviewed by the examiner, you will see the results in the CPD Diary against this course.

- If you have passed the Assessment, the Course will be marked as **Complete**. You will see this in your CPD Diary.
- If the examiner does not approve your Assessment and has provided feedback, this will show up under the My Courses page as **denied**. You will be able to replace your initial submission with an amended one via the Upload function.



Webinars, Events and Online Workshops

Where can I find a list of upcoming API events?

The API runs a wide range of educational and networking events around the country. Our face-to-face events program is delivered as workshops, seminars and conferences with a range of online options also available.

To find upcoming API events, navigate to the [Events, Webinars & Online Courses](#) page.

From here, you can navigate between Events, Webinars and Online Courses from one page. Use the filters to search for a category of event.

How do I register for an API event?

Visit the [Events, Webinars and Online Courses](#) section of our website and using the tabs choose an event you would like to attend. Click on the **Buy Tickets** or **Register Now** button to go to the purchase page for the event. You will be prompted to login to your Felix portal if you have not already done so. Fill in your details in the Register Now section at the bottom of the page and follow the prompts.

Once you have successfully registered the event will appear in your **My Products** section of Felix as well as the **My Courses** section in your Learning Platform. To get to your Learning Platform, click the **My Learning** button on your Dashboard. You will also be sent an email confirmation containing a calendar invite to add to your personal electronic diary.

I have registered for a webinar or workshop. When do I receive the Teams link?

As soon as you enrol into a session you will an Enrolment Email which includes details about the speaker, date and time of the webinar and the Teams link that you will use to join the webinar. If Outlook is used as your preferred email, you will be able to add this event to your Outlook Calendar.

On the day of the event, if you have misplaced the link, you can locate it in your Learning Platform, via the **My Courses** or **Calendar** tiles on the Dashboard.

How can I change or cancel my attendance to a webinar or event?

If you are unable to attend an Event or Webinar you've registered for, please contact a member at the API Team who will be able to help you, via reception@api.org.au. There may be certain charges incurred for late cancellations. Refer to the Terms and Conditions as outlined [here](#).

Where can I see a list of past events I have attended?

Login to your Learning Platform. Once logged in, go to **My Courses**. Ensure **Completed** is toggled to **ON**. Alternatively, you can see all your enrolments via the CPD Diary.

Profile Information

My personal information is incorrect, can I update it myself?

As the information in your profile is linked to your Member details, you can only make changes to this information by logging into the Felix portal and making changes there. If you require any assistance, please contact us via reception@api.org.au.

My email has changed, how do I change it?

The primary email address is able to be changed via the **My Profile** function on your Felix portal. This will change your login across all API systems.

How do I change my password?

1. Go to the [Felix login page](#) and click the **Forgot Password** link
2. Enter the email address / username > click **Send verification code**
3. Access the verification code via the inbox related to the email address
4. Enter the verification code > click **Verify Code** > click Continue
5. You will be prompted to reset a new password
6. Login using your updated details

Miscellaneous

Where do I go to view email messages in the system?

Messages are displayed in the header and within the **My Profile** section of the Learning Platform.

Why aren't I receiving emails?

If you have enrolled in a course or completed course content and have not been receiving notifications through email, verify that your email address is correct in your profile.

The system sends out emails to two locations:

1. The registered email address on your profile
2. Your Messages in your profile.

If you are not receiving emails in either location, reach out to reception@api.org.au or call us on 1800 111 274 for support.

What is the optimal screen size and resolution for viewing content on a computer?

There are no specific system requirements; the Learning Platform will display on a multitude of devices and runs on screens of all sizes.

Can I access the Learning Platform on two devices?

Running the Learning Platform in multiple browsers or windows/tabs concurrently is not recommended. Doing so may result in unexpected behaviour. Manipulating browser cookies can cause issues with the normal execution of the Learning Platform operations.

Why did you change the system? The old one worked fine!

Each year technology improves. We understand from your feedback how frustrating our current/old Learning system was to use and navigate. With this in mind, we have invested in you by delivering a new, technologically advanced platform that houses a catalogue of all learning opportunities and products, personalised dashboard housing your tracked CPD points, easy to navigate saved learning programs and visible progress bars to keep you on top of your learning journey. With automated certificates of completion in real-time, you no longer have to call or email us for access to these necessary documents. Consider it your one-stop shop for your learning needs!

Technical Issues on the Learning Platform? Where to go next for help.

If you are experiencing a technical issue that can't be resolved using the FAQ resources, please reach out to a member at the API Team who will be able to help you, at reception@api.org.au or call us on 1800 111 274.