

# IWCF Operations Limited



## Level 1 & WOCRM User Guide

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## 1. Purpose

This user guide explains how to register and begin the two online awareness courses – Level 1 Well Control and Well Operations Crew Resource Management (WOCRM). These programmes are free to complete and are hosted on our online learning management system (LMS).

## 2. Accessing the LMS

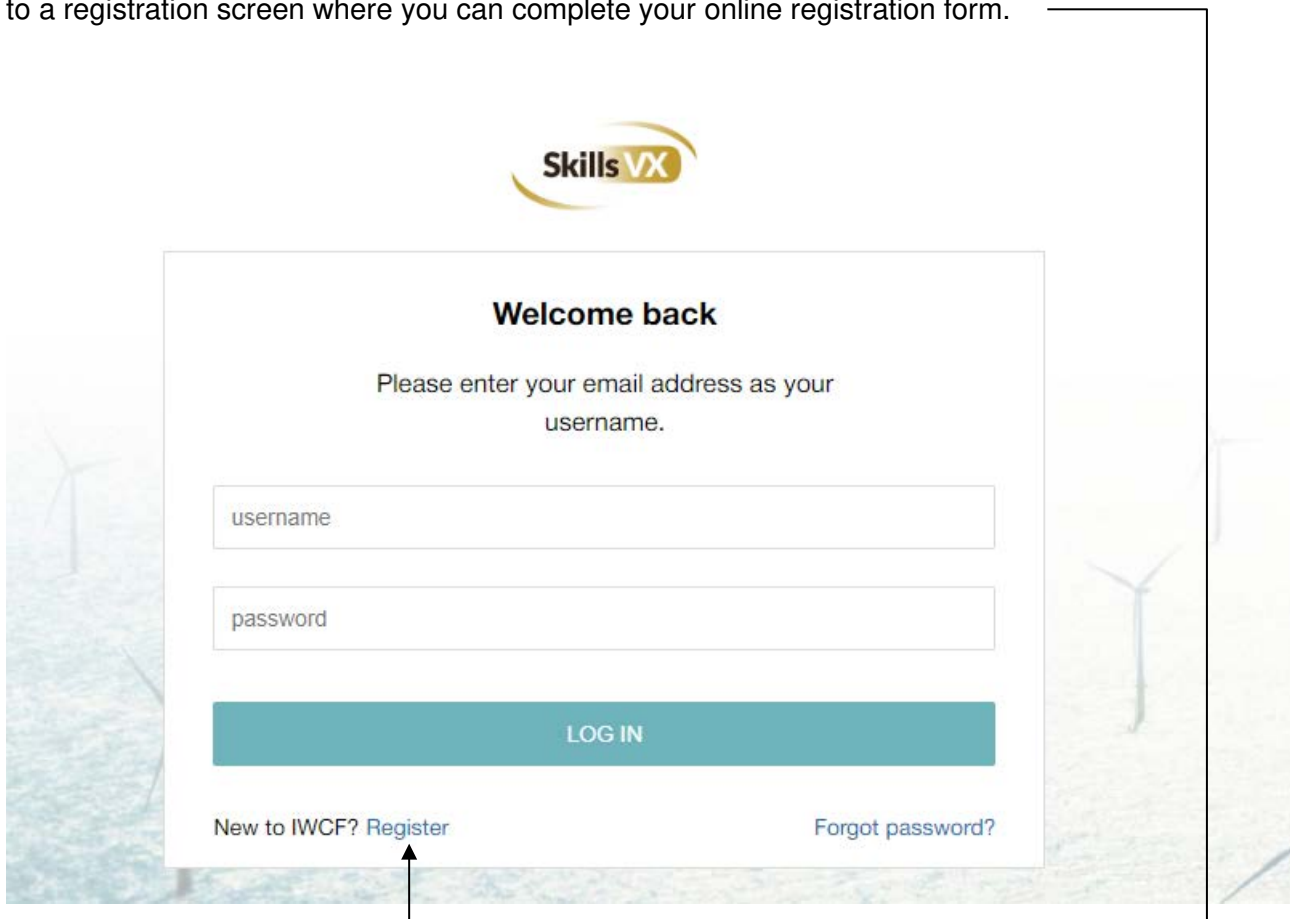
Level 1 and WOCRM can be accessed from any location where a stable internet connection is available. Due to the large amount of content our awareness courses hold, users with a fast internet connection will have the best viewing experience.

Users can access the courses by following this link: <https://level1.iwcf.org/>

We recommend using Google Chrome browser to access the programmes on a desktop or laptop device as the courses are not compatible with mobile devices.

## 3. How to register

To register for a new user account, click the 'Register' button on the landing page. You will be taken to a registration screen where you can complete your online registration form.



Please enter a valid email address when registering as you will receive a link to the confirm your account by email.

You only have to register once as both Level 1 and WOCRM are available within the same account. All progress will be saved as you work through the courses so you can learn at your own pace.



Please note that FORUM and the Level 1/WOCRM systems are separate systems, and you will require a separate registration for both systems. These systems are also not linked.

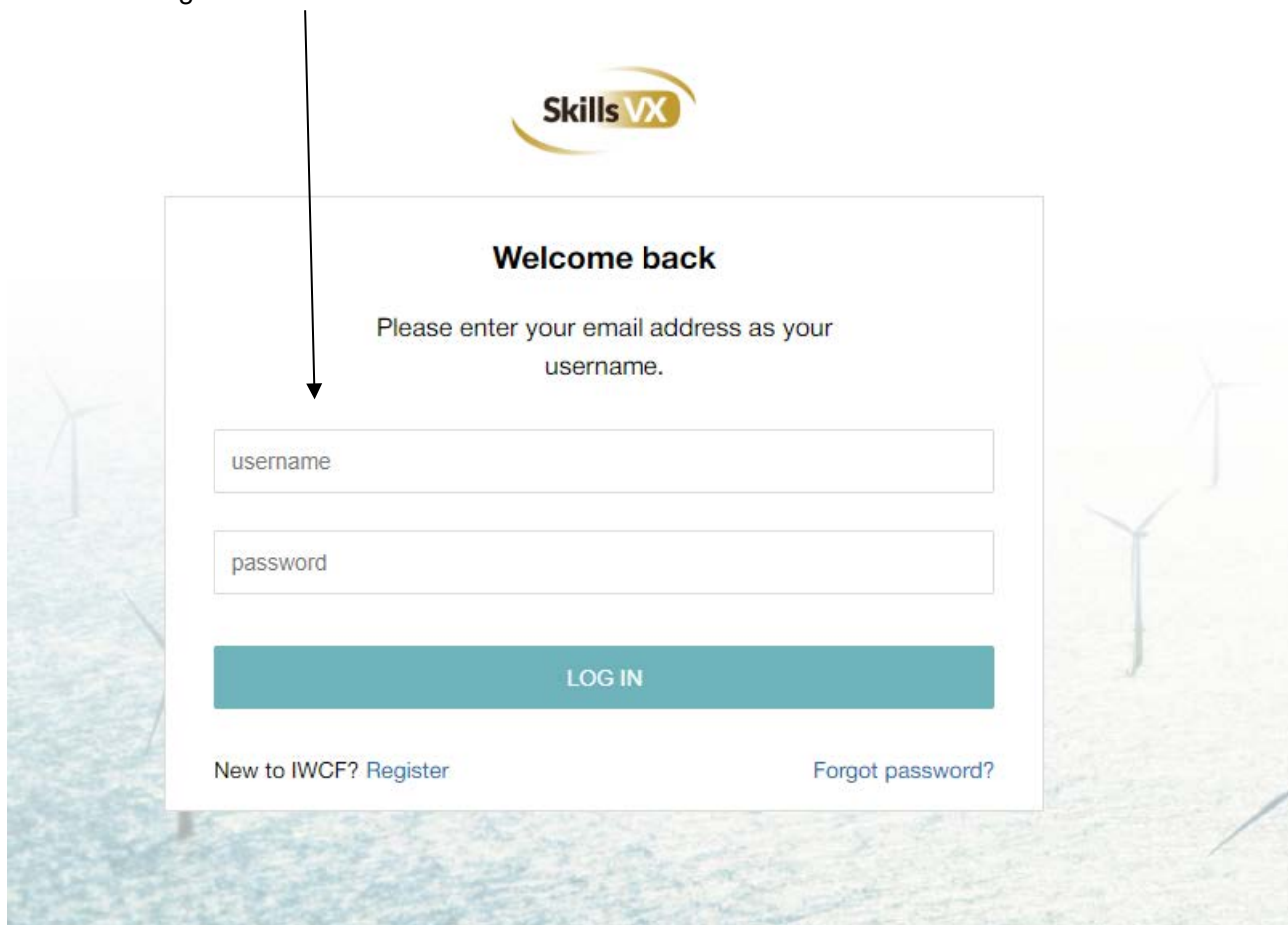
We moved to a new LMS in March 2020. If you registered for an account before March 2020 and have not logged in to the new LMS, please click to reset your password to allow you to login.

#### 4. Confirm your account

Once you have submitted your account registration form, you will receive an email with a link to confirm your account. Click on the link in the email to confirm this is correct.

#### 5. Log In

If you have an existing account, visit <https://level1.iwcf.org/> and enter your username and password under the 'Log In' section.



If you require a password reset for your account, please select the 'Reset Password' link. You will then receive an email with a link to update your details.

If you do not receive a password reset email, please contact [level1@iwcf.org](mailto:level1@iwcf.org) and we can reset your password for you.



## 6. Course Information

### 6.1. Launching a module

Once you have logged in, within a few moments the Level 1 and WOCRM courses will appear on the dashboard. If you don't want to wait or they don't appear, please follow the below steps to access the modules:

- Click 'Request new e-learning'
- Untick 'Relevant to my profile' and click 'Apply'
- Click 'New Request' on either the Level 1 or WOCRM course
- Review the description of the course and click 'Create and Start'

### 6.2. Modules

You must complete all the modules and pass your assessments with a score of 70% or more to be able to access your certificate.

#### 6.2.1. Level 1 modules

The Level 1 modules are:

- Introduction
- An overview of oil and gas
- Life cycle of a well
- Drilling rigs
- Well control during drilling operations
- Well intervention and workover
- Pressure control during well intervention
- Conclusion.

#### 6.2.2. WOCRM modules:

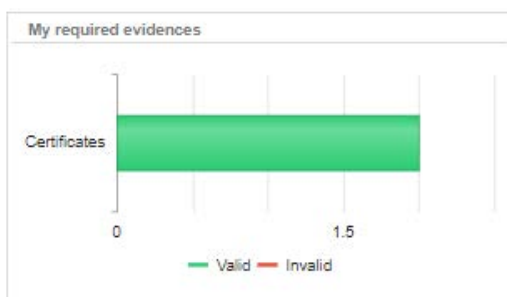
The WOCRM modules are:

- Situational awareness
- Decision making
- Communication
- Teamwork
- Leadership
- Performance factors.

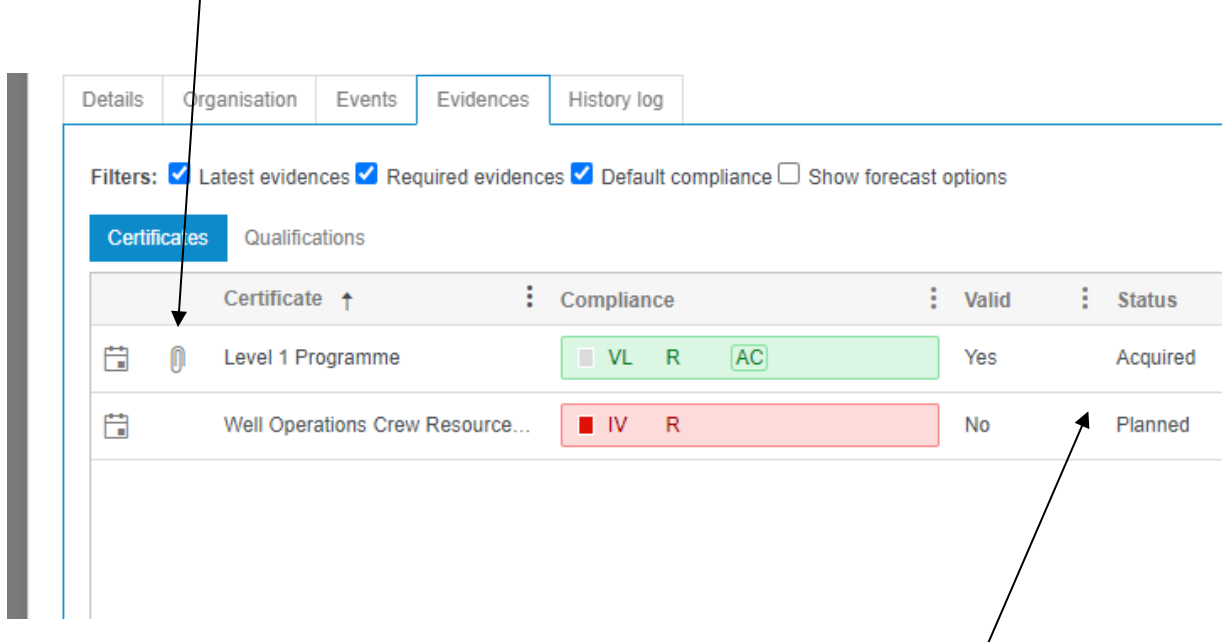
## 7. Access your certificate

Once you have completed all modules of the course and passed the final assessment with a score of 70% or more, you can access your online certificate.

On the homepage, click on the graph under 'My required evidences.' The graph will be green if you have completed all modules and gained your certificate.



This will open a pop-up that will show your certificates. The courses that you have completed will have a paper clip icon next to them. Click on the paperclip to download your certificate.

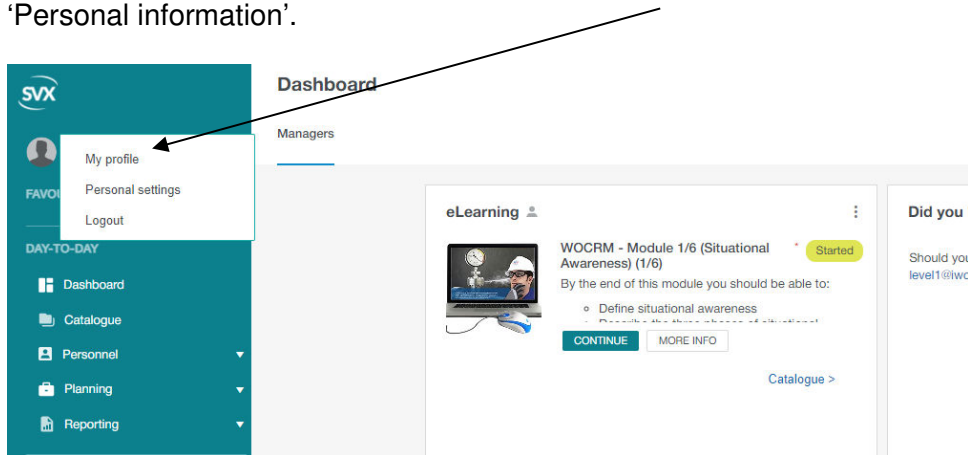


For courses that you have completed the status will also show as 'Acquired'. If you are still in progress with the course, the status will show as 'Planned'.

Once you have completed the course you can begin a fresh attempt at the course at any time. Your previous certification will still be shown within your account, and your second attempt at the course will be logged separately, giving you a new certificate with an updated date on it.

### 8. Edit your account

To edit any of your account settings click on the 'My Profile' link at the top of the homepage, then 'Personal information'.



### 9. Update your certificate name

If you need to update the name on your certificate, please email [level1@iwcf.org](mailto:level1@iwcf.org)

### 10. FAQs

We have an FAQ page on our website that we update regularly with frequently asked questions: <https://www.iwcf.org/level1-wocrm-faq/>. Alternatively, please email [level1@iwcf.org](mailto:level1@iwcf.org) for assistance.