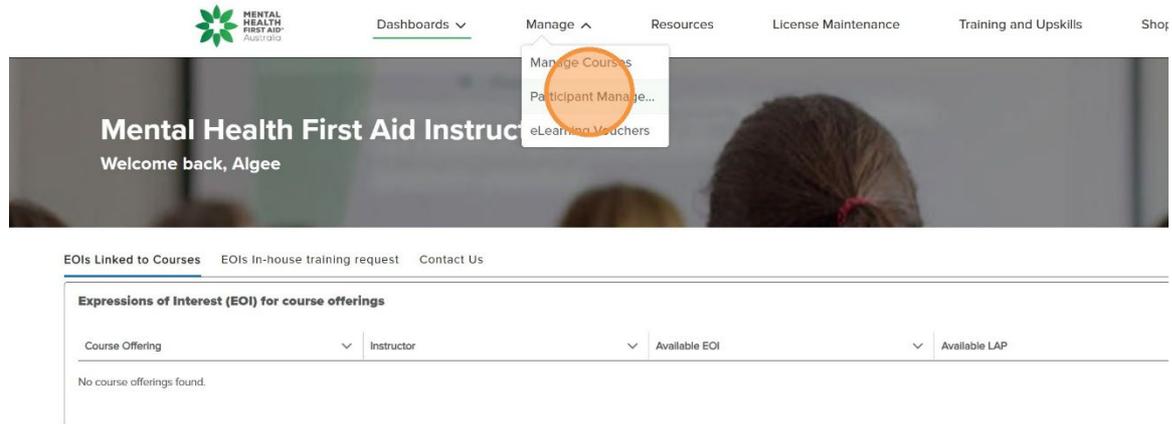




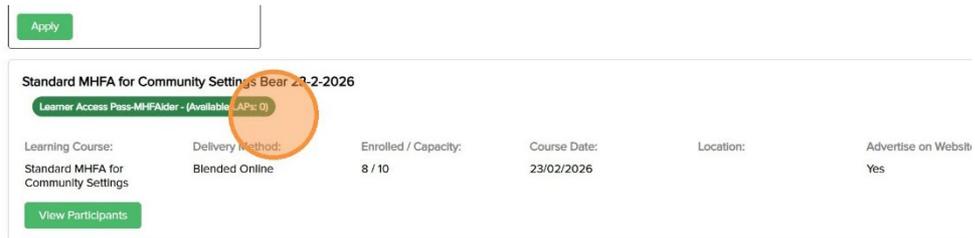
### Retrieving Learner Access Passes for participants who withdraw from courses

Learner Access Passes are returned to Instructors in real time when a participant either withdraws from a course or does not attend a course. This occurs when the Instructor updates the status in the Instructor Portal.

From the Manage menu, select "Participant Management"



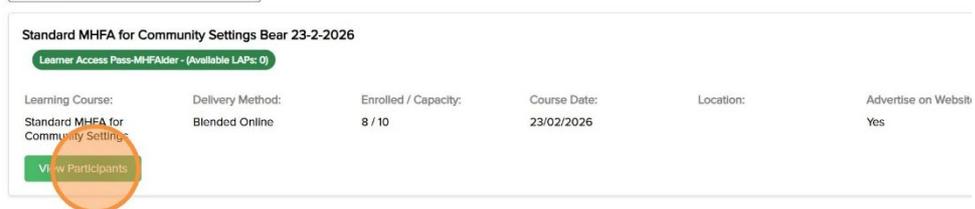
The current Learner Access Passes available is 0.



There are 8 participants currently enrolled in this course. We are about to mark 1 of them as "Withdrawn".



Click the "View Participants" button



In this example, we will select Test8 User8 and change their stats to "Withdraw". Before we start - Notice that the Add New Participant and Bulk Upload Participant buttons are greyed-out/disabled. This is because we have no Learner Access Passes available.

Standard MHFA for Community Settings Bear 23-2-2026

Learner Access Pass-MHFAlder - (Available LAPs: 0)

Add New Participant

Bulk Participant Upload

<input type="checkbox"/>	Name	Email	Phone	Enrolment Status	eLearning Status	Last Activity Date	Survey Resp
<input type="checkbox"/>	Test1 User1	testuser1@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test2 User2	testuser2@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test3 User3	testuser3@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test4 User4	testuser4@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test5 User5	testuser5@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test6 User6	testuser6@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test7 User7	testuser7@email.com.au		Enrolled	Voucher not assigned		Not Complet

Select the participant and then select the "Withdraw" button.

<input type="checkbox"/>	Name	Email	Phone	Enrolment Status	eLearning Status	Last Activity Date	Survey Resp
<input type="checkbox"/>	Test1 User1	testuser1@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test2 User2	testuser2@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test3 User3	testuser3@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test4 User4	testuser4@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test5 User5	testuser5@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test6 User6	testuser6@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test7 User7	testuser7@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test8 User8	testuser8@email.com.au		Enrolled	Voucher not assigned		Not Complet

Remove Withdraw Did not attend Transfer Mark enrolled Mark Attended Did Not Complete

Back To Course List

<input type="checkbox"/>	Test6 User6	testuser6@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test7 User7	testuser7@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input checked="" type="checkbox"/>	Test8 User8	testuser8@email.com.au		Enrolled	Voucher not assigned		Not Complet

Remove Withdraw Did not attend Transfer Mark enrolled Mark Attended Did Not Complete

Back To Course List

You will be presented with a confirmation pop-up. Select "Yes, I'm sure" to confirm your action, or select "Go Back" if you are unsure.

Are you sure you want to withdraw participants?

Go Back Yes, I'm sure

Assessment Completion Date

**East Asia**  
Japan • Hong Kong • Taiwan

**North America**  
Canada • United States

**United Kingdom**  
England • Wales • Scotland • Northern Ireland

**South East Asia**  
Malaysia • Singapore

**South Asia**  
India

**Pacific**  
Australia • New Zealand

**Middle East**  
Israel • Saudi Arabia • United Arab Emirates

**Europe**  
Austria • Denmark • Finland • France • Germany • Ireland • Luxembourg • Malta • Netherlands • Slovakia • Sweden • Switzerland

The selected user has now been marked as “Withdraw”

<input type="checkbox"/>	Test4 User4	testuser4@email.com.au	Enrolled	Voucher not assigned	Not Completed
<input type="checkbox"/>	Test5 User5	testuser5@email.com.au	Enrolled	Voucher not assigned	Not Completed
<input type="checkbox"/>	Test6 User6	testuser6@email.com.au	Enrolled	Voucher not assigned	Not Completed
<input type="checkbox"/>	Test7 User7	testuser7@email.com.au	Enrolled	Voucher not assigned	Not Completed
<input type="checkbox"/>	Test8 User8	testuser8@email.com.au	Withdraw	Voucher not assigned	Not Completed

Notice that the Add New Participant and Bulk Upload Participant buttons are green/enabled. This is because you have 1 available Learner Access Pass as a result of withdrawing this participant.

Standard MHFA for Community Settings Bear 23-2-2026

Learner Access Pass-MHFAider - (Available LAPs: 1)

<input type="checkbox"/>	Name	Email	Phone	Enrolment Status	eLearning Status	Last Activity Date	Survey Resp
<input type="checkbox"/>	Test1 User1	testuser1@email.com.au		Enrolled	Voucher not assigned		Not Complet
<input type="checkbox"/>	Test2 User2	testuser2@email.com.au		Enrolled	Voucher not assigned		Not Complet

To confirm the update to your Learner Access Pass inventory, select the “Back To Course List” button.

<input type="checkbox"/>	Test3 User3	testuser3@email.com.au	Enrolled	Voucher not assigned	Not Complet
<input type="checkbox"/>	Test4 User4	testuser4@email.com.au	Enrolled	Voucher not assigned	Not Complet
<input type="checkbox"/>	Test5 User5	testuser5@email.com.au	Enrolled	Voucher not assigned	Not Complet
<input type="checkbox"/>	Test6 User6	testuser6@email.com.au	Enrolled	Voucher not assigned	Not Complet
<input type="checkbox"/>	Test7 User7	testuser7@email.com.au	Enrolled	Voucher not assigned	Not Complet
<input type="checkbox"/>	Test8 User8	testuser8@email.com.au	Withdraw	Voucher not assigned	Not Complet

In your course list, you can see that you have 1 available Learner Access Pass to use for this course.

Filter Course:

Sort Course Date:

Standard MHFA for Community Settings Bear 23-2-2026

Learner Access Pass-MHFAider - (Available LAPs: 1)

Learning Course:	Delivery Method:	Enrolled / Capacity:	Course Date:	Location:	Advertise on Website:
Standard MHFA for Community Settings	Blended Online	7 / 10	23/02/2026		Yes

**East Asia**  
Japan • Hong Kong • Taiwan

**North America**  
Canada • United States

**United Kingdom**  
England • Wales • Scotland • Northern Ireland

**South East Asia**  
Malaysia • Singapore

**South Asia**  
India

**Pacific**  
Australia • New Zealand

**Middle East**  
Israel • Saudi Arabia • United Arab Emirates

**Europe**  
Austria • Denmark • Finland • France • Germany • Ireland • Luxembourg • Malta • Netherlands • Slovakia • Sweden • Switzerland

You can also see that the number of enrolled participants is now 7 (it was previously 8).

Filter Course  
All

Sort Course Date  
Descending

Apply

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**Standard MHFA for Community Settings Bear 23-2-2026**

Learner Access Pass-MHFAider - (Available LAPs: 1)

Learning Course:	Delivery Method:	Enrolled / Capacity:	Course Date:	Location:	Advertise on Website:
Standard MHFA for Community Settings	Blended Online	7 / 10	23/02/2026		Yes

View Participants

To check your inventory, navigate to the "Manage" menu and select "Manage Courses"

MENTAL HEALTHY FIRST AID AUSTRALIA

Dashboards ▾ Manage ▾ Resources License Maintenance Training and Upskills Sh

Participant Management

Manage Participants View Past Participants

Definition of Participation Terms

You now have 1 Learner Access Pass available, which can be used for any course.

### Manage Courses

Upcoming Courses Current Courses Complete Courses Course Reports

Click on "Create a new course listing" to bring up the course creation screen. Alternatively, you can choose a course from your complete list and Clone it. Once you have created a course, refresh the page to view it in your Listed courses.

Learner Access Pass-MHFAider  
Available : 1  
Reserved : 0  
Assigned : 7  
Buy Learner Access Passes >>

Learner Access Pass-Working Mind  
Available : 0  
Reserved : 0  
Assigned : 0  
Buy Learner Access Passes >>

Create a New Teen Course Listing

Listed Course Offering List

Filter Course  
All

Learning Course	Delivery Method	Capacity	Course Date	Location	Manage
Standard MHFA for Community Settings	Blended Online	10	23/02/2026		Manage

**East Asia**  
Japan • Hong Kong • Taiwan

**North America**  
Canada • United States

**United Kingdom**  
England • Wales • Scotland • Northern Ireland

**South East Asia**  
Malaysia • Singapore

**South Asia**  
India

**Pacific**  
Australia • New Zealand

**Middle East**  
Israel • Saudi Arabia • United Arab Emirates

**Europe**  
Austria • Denmark • Finland • France • Germany • Ireland • Luxembourg • Malta • Netherlands • Slovakia • Sweden • Switzerland