



cancelling a course and retrieving Learner Access Passes

The ability to cancel a course offering is now available with the introduction of Learner Access Passes.

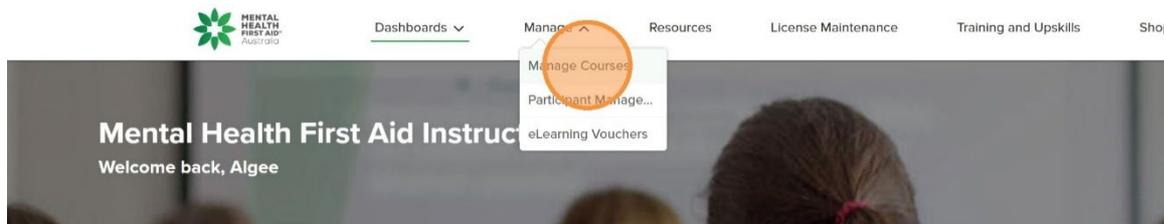
To create a course, an Instructor must use 6 Learner Access Passes, which are reserved for the first 6 participants added to the course.

Sometimes, the course does not go ahead as planned. To ensure Instructors are not disadvantaged by this, you now have the ability to cancel a course and retrieve the 6 Learner Access Passes that were associated with the creation of the course.

Courses can only be cancelled if there are no Enrolled or Attended participants in the course.

In this example, we are going to cancel the course **Standard MHFA for Community Settings Bear 28-2-2026**.

From the "Manage" menu, select "Manage Courses"



Notice the current inventory of Learner Access Passes.

In this example, there are:

- 0 passes available
- 23 reserved passes
- 15 assigned passes

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.



We will review this tally after we cancel the course.

In this example, there are 5 upcoming courses. To see which courses have participants in them, navigate to the “Participant Management” screen from the “Manage” menu.

Learning Course	Delivery Method	Capacity	Course Date	Location	Manage
Standard MHFA for Community Settings	Blended Online	10	23/02/2026		Manage
Standard MHFA for Community Settings Bear 25-2-2026					
Standard MHFA for Community Settings	Blended Online	12	25/02/2026		Manage
Standard MHFA for Community Settings Bear 28-2-2026					
Standard MHFA for Community Settings	Blended Online	12	28/02/2026		Manage
Standard MHFA for Community Settings Bear 23-3-2026					
Standard MHFA for Community Settings	Blended Online	12	02/03/2026		Manage
Standard MHFA for Community Settings Bear 23-3-2026					
Standard MHFA for Community Settings	Blended Online	12	23/03/2026		Manage
Standard MHFA for Community Settings Bear 30-3-2026					

Navigation: Dashboards, Manage (selected), Resources, License Maintenance, Training and Upskills, Shop

Filter Course: All

Dropdown: Manage Courses, Participant Manage... (highlighted), eLearning Vouchers

The **Standard MHFA for Community Settings Bear 23-2-2026** has 8 enrolled participants in it. So I will NOT be able to cancel this course (this will be demonstrated shortly).

Learning Course	Delivery Method	Enrolled / Capacity	Course Date	Location	Advertise on Website
Standard MHFA for Community Settings	Blended Online	8 / 10	23/02/2026		Yes

Buttons: Learner Access Pass-MHFAKider - (Available LAPs: 0), View Participants

The **Standard MHFA for Community Settings Bear 28-2-2026** has 0 enrolled participants in it. We will be able to cancel this course.

Learning Course	Delivery Method	Enrolled / Capacity	Course Date	Location	Advertise on Website
Standard MHFA for Community Settings	Blended Online	/ 12	28/02/2026		Yes

Buttons: Learner Access Pass-MHFAKider - (Available LAPs: 0), View Participants

East Asia
Japan • Hong Kong • Taiwan

North America
Canada • United States

United Kingdom
England • Wales • Scotland • Northern Ireland

South East Asia
Malaysia • Singapore

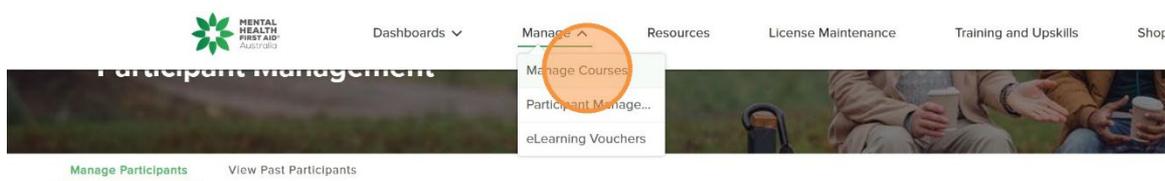
South Asia
India

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

Cancelling a course is performed in the Manage Courses menu.
From the “Manage” menu, select "Manage Courses"



Definition of Participation Terms

Navigate to the course that you wish to cancel and select the "Manage" button.

Capacity	Course Date	Location	
12	25/02/2026		Manage
-2-2026			
Capacity	Course Date	Location	
12	28/02/2026		Manage
1-2026			
Capacity	Course Date	Location	
12	02/03/2026		Manage

You will notice a checkbox titled “Cancel Course”.

**** This will only appear on this screen on the condition that you have no Enrolled or Attended participants in the course. ****

28 Feb 2026

End Date: 28 Feb 2026

Advertise On Website: Yes

Price per participant: 500

Session Date Time:

Intended Audience: Public

Capacity: 12

Workplace Or School:

Closing Date: 28 Feb 2026

Registration Status: Registration Open

Cancel Course

Contact Details

If you are sure that you wish to cancel the course, select the “Cancel Course” checkbox and then scroll to the bottom of the screen and select the “Save” button.

28 Feb 2026

Cancel Course

[Save](#)

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

Your screen will refresh and the course you cancelled will disappear from view.

Filter Course
All

Learning Course	Delivery Method	Capacity	Course Date	Location	
Standard MHFA for Community Settings	Blended Online	10	23/02/2026		Manage
Standard MHFA for Community Settings	Blended Online	12	25/02/2026		Manage
Standard MHFA for Community Settings	Blended Online	12	02/03/2026		Manage
Standard MHFA for Community Settings	Blended Online	12	23/03/2026		Manage
Standard MHFA for Community Settings	Blended Online	12	30/03/2026		Manage

You will also notice that the Learner Access Passes inventory has updated.

In this example, the 6 Learner Access Passes previously reserved for the course **Standard MHFA for Community Settings Bear 28-2-2026** (now cancelled) have been returned to the inventory as available passes.

Once you have created a course, refresh the page to view it in your Listed Courses.

Learner Access Pass-MHFAlder

Available : 6
Reserved: 17
Assigned : 15

Create New Course Listing >>

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

Before cancelling the course

Learner Access Pass-MHFAlder

Available : 0
Reserved: 23
Assigned : 15

Buy Learner Access Passes >>

After cancelling the course

Learner Access Pass-MHFAlder

Available : 6
Reserved: 17
Assigned : 15

Create New Course Listing >>

6 of the reserved passes (allocated during course creation for **Standard MHFA for Community Settings Bear 28-2-2026**) have now been made available after the course cancellation. Notice the change in Reserved and Available Learner Access Passes.

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

To demonstrate that courses with enrolled participants cannot be cancelled, we'll go back to the course **Standard MHFA for Community Settings Bear 23-2-2026**.

2026			
Capacity	Course Date	Location	
10	23/02/2026		
2026			
Capacity	Course Date	Location	
12	25/02/2026		
2026			
Capacity	Course Date	Location	
12	28/02/2026		
2026			

Notice that the “Cancel Course” checkbox does not appear.

Co-facilitator	Start Date
	23 Feb 2026
End Date	Advertise On Website
23 Feb 2026	Yes
Price per participant	Session Date Time
500	
Intended Audience	Capacity
Public	10
Workplace Or School	Closing Date
	23 Feb 2026
Registration Status	
Registration Open	
Contact Details	
Name	Email
Algeo Test Bear	19684726193test@gmail.com.invalid
Phone	
Instructor Administrator Access	

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