



# **NHHI Learning Management System Instructions for Learners**

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## Welcome

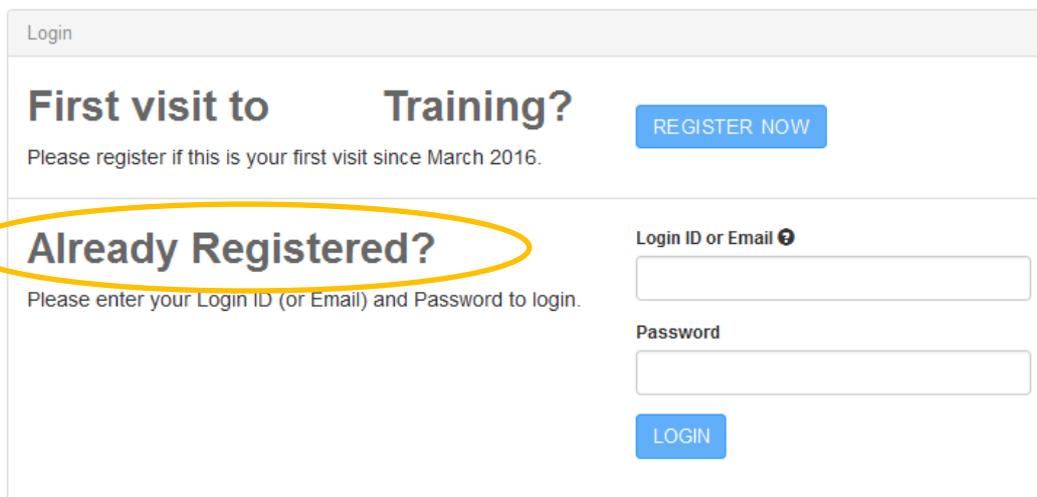
Welcome to the National Hand Hygiene Initiative learning management system!

You are registered as a learner in the NHHI system. This document outlines the essential information for your use of the system.

## Login

### Login screen

Now that you have created your profile by registering to use the NHHI learning management system, you will not need to register again. The next time you use the system you need to login with the credentials you registered with.



Login

**First visit to Training?**

Please register if this is your first visit since March 2016.

**REGISTER NOW**

**Already Registered?**

Please enter your Login ID (or Email) and Password to login.

Login ID or Email ⓘ

Password

**LOGIN**

### Login ID or Email

Enter your email address if you added one on registration, or enter your Login ID that appeared on the screen on registration. For example:

#### Registration Successful

Please note your Login ID is:

**test.learner**

You can login with the email you registered with, or with this Login ID.

If you entered an email address your login details will also be emailed to you.

If you do not receive your login details via email **please check your junk/spam folder** to ensure it is not there before contacting for assistance.

## Password

The password was created on registration. If you cannot remember what this is please use the link on the login page to reset your password:

## Need Help?

If you have forgotten your Login ID or password, please click the button below.



FORGOTTEN LOGIN ID OR PASSWORD

### PLEASE NOTE:

**The forgotten password link will only work if you included an email address on registration.**

If you are **not** receiving an email to reset your password it is likely that you did not provide an email address when you registered OR the email address you provided is now out of date OR incorrect.

The forgotten password email should arrive in your inbox within ½ hour after using the forgotten password function. If you do not receive it after this time please do the following:

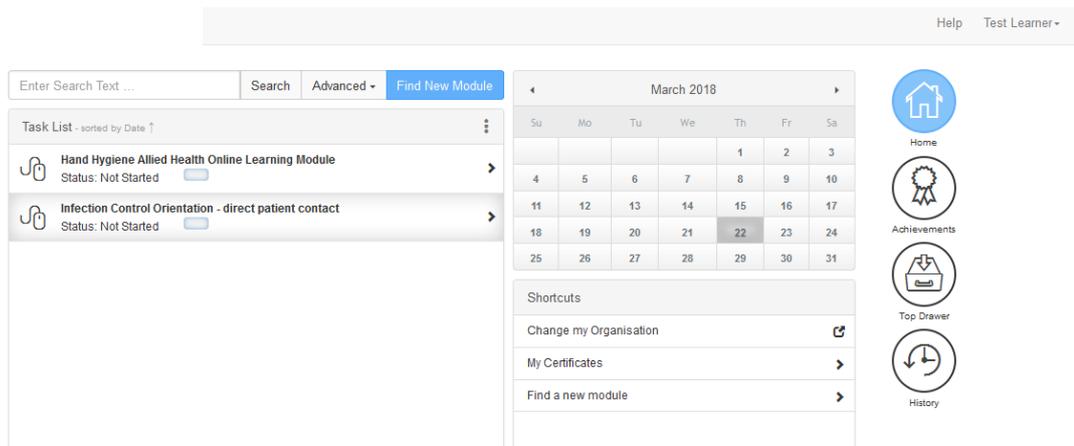
1. Check your junk and spam folders for the forgotten password email – if found, mark the email as “NOT JUNK”, then follow the prompts to login or change your password.
2. Try using the forgotten password again, but this time with an alternate email that you may have registered with. For example, you may have entered your work email for the ‘forgotten password’ however when you registered you may have used a personal email address or vice versa.
3. If you have tried all of the above steps that are relevant to you, it is likely that you may have missed entering an email into your profile, or you entered your email address incorrectly. In this case you need to contact [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)
  - a. Please include the following information in your message:
    - i. Your name
    - ii. Contact number/email
    - iii. A detailed description of your question
    - iv. Relevant login details, organisation name, or employee/student number to assist locating you in our system.

Without this information we may not be able to help you.

# Navigation

## Home screen

Once you have logged in to the system, you will be presented with your homescreen. You can always return to the home screen by clicking on the **Home** icon on the right of the screen. There are a range of other icons below the **Home** icon. In the following sections we'll describe how to use the most important and useful features.

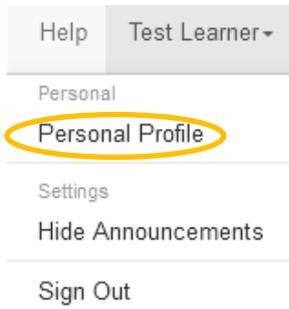


## Update My Profile

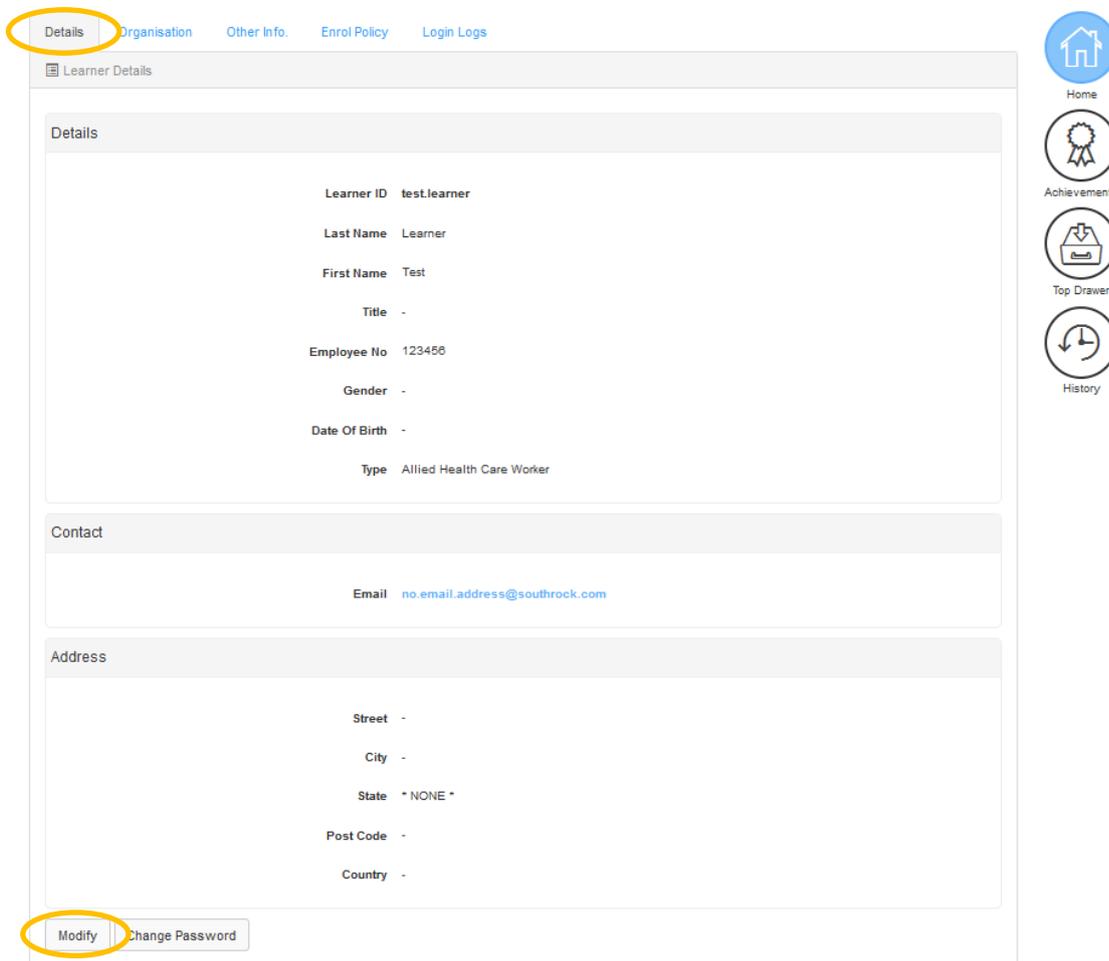
If you need to update any information saved in your learner profile, then click on **your name** in the top right hand corner of the screen:



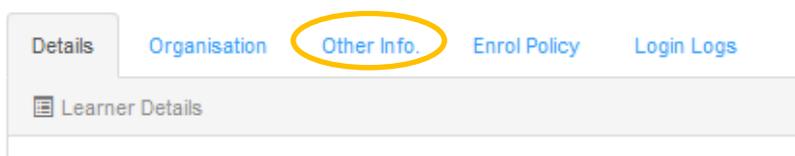
1. Select 'Personal Profile'



2. Select 'Modify' on the 'Details' tab, then update the required information and press save



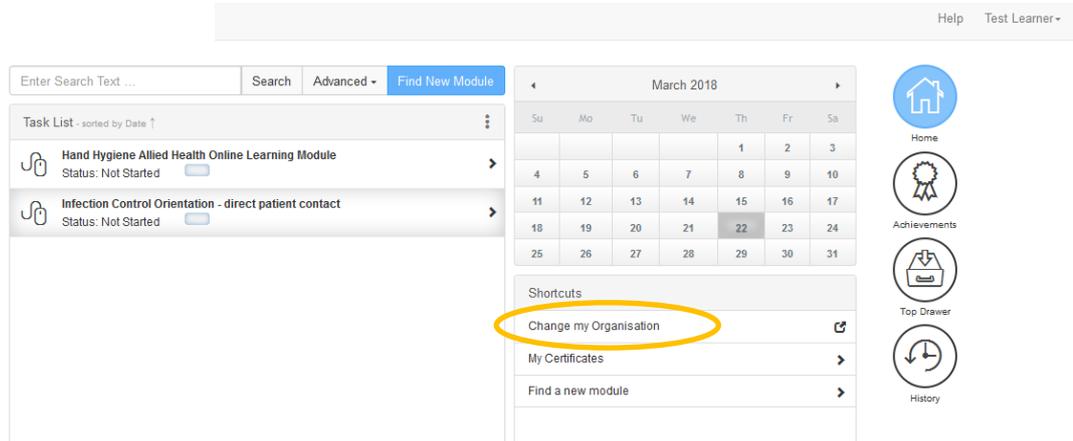
3. Select Other Info to update other aspects of your profile



# Change My Organisation

You can change the organisation you are attached to for reporting purposes.

1. From the Home screen you can select the 'Change my Organisation' tab from the Shortcuts menu:



2. The pop-up box will indicate the organisation you are currently attached to. If you didn't select an organisation from the list on registration you will see:

## Change Organisation

You are currently not attached to an organisation.

Step 1

Please answer the following questions, then click Continue:

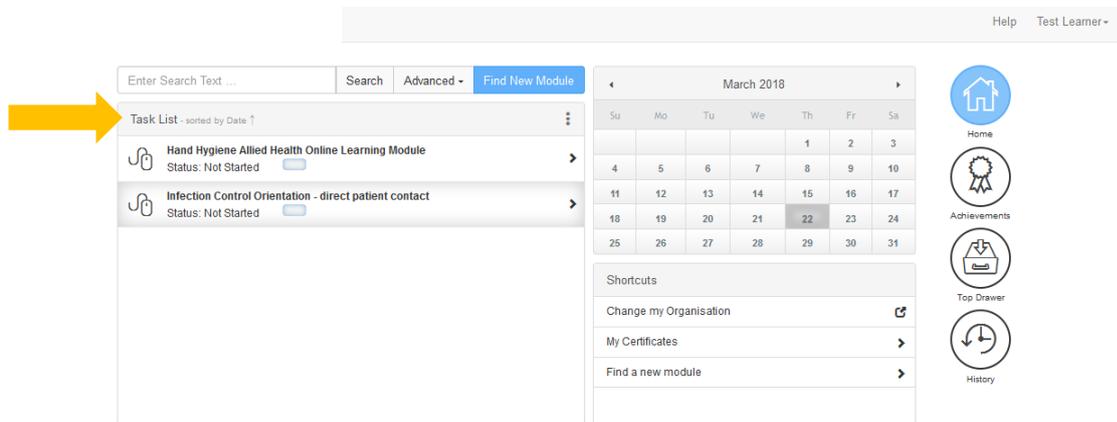
What country are you in?

Continue »

3. Follow the steps to select a new organisation. The organisation you select will now have access to your online learning completion data, if they choose to run reports from the NHHI system.

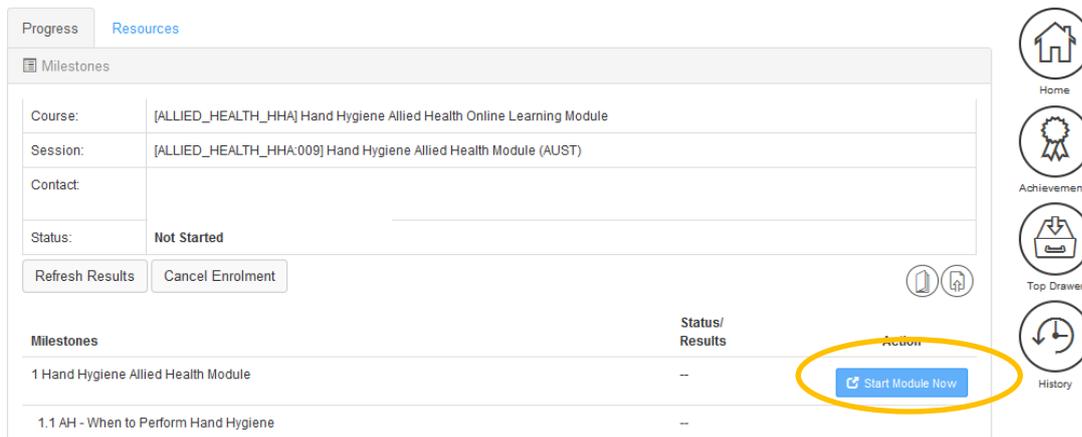
# Learning Modules

On your initial registration you selected the **Hand Hygiene** learning module you wanted to complete. All modules that you are currently enrolled in are visible on your Task List on the Home screen:

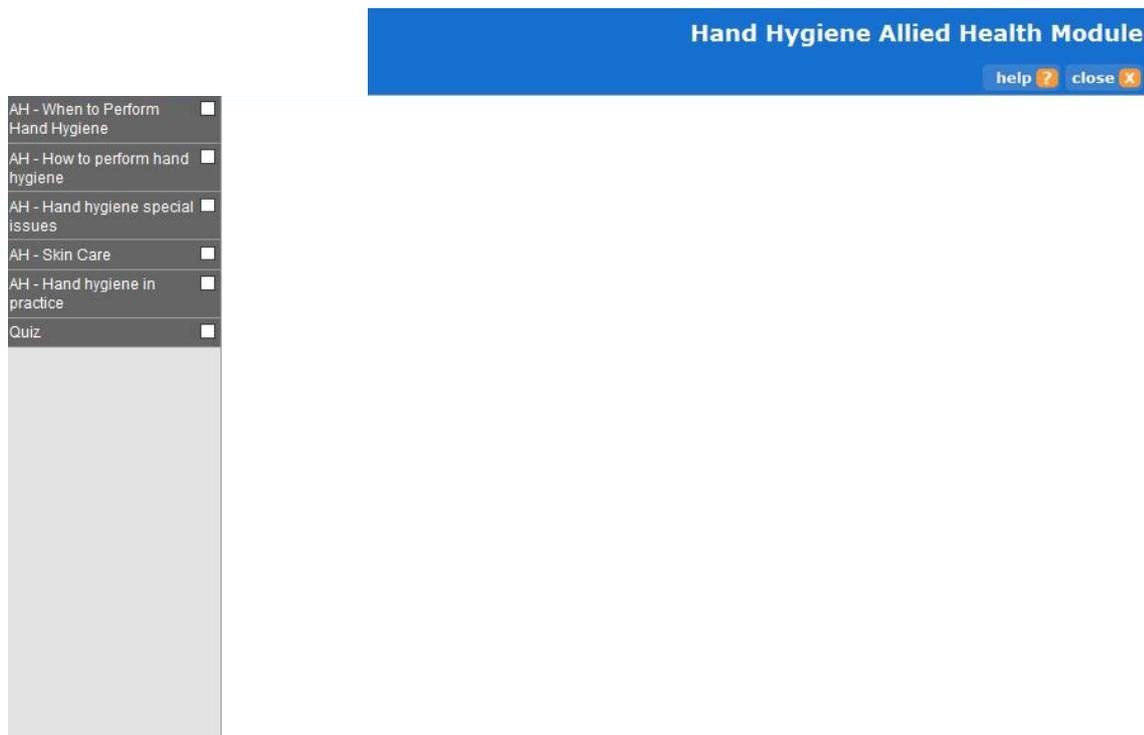


## How to complete a learning module

1. Click on the module you wish to complete from your task list
2. Press the Start Module Now button:



3. A new window will open with the module content



4. Click on the 'Start' button
5. Read the content on each page, use the navigation buttons to move between pages, and answer the quiz questions correctly (100%) for each section

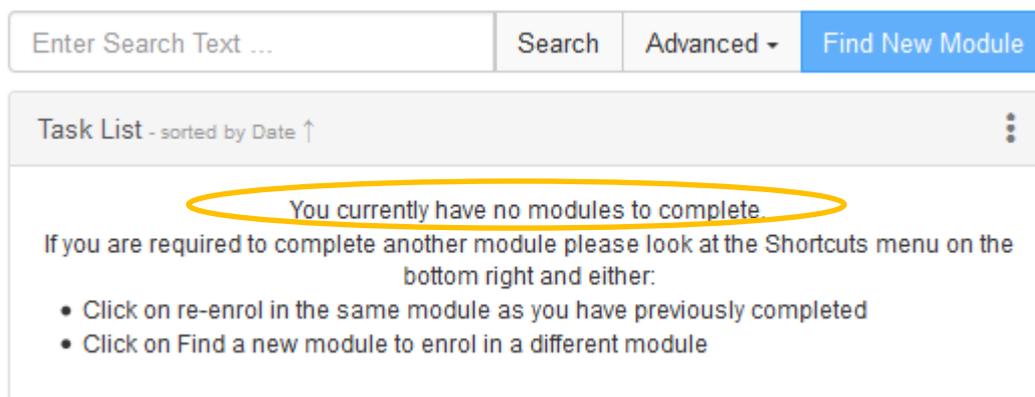
### Troubleshooting

If the module is not opening when you press 'Start Module Now' please check if your internet browser is set to 'block pop-ups'. This could be the reason why you are unable to open the module. Check and reset your internet browser security options to allow pop-ups from the NHHI learning site, and the module should open.

The Infection Control modules are currently being revised. We apologise for any inconvenience.

## My task list does not have any modules to complete

If you have completed the module(s) that you chose on registration, then you will not have any active modules on your task list.



It is the responsibility of the individual learner to enrol in the module required for completion, the NHHI learning management system does not know the required module, nor required frequency for completion of a module for individual users. Please read on for instructions on how to enrol in a module:

## How to re-enrol in the same learning module

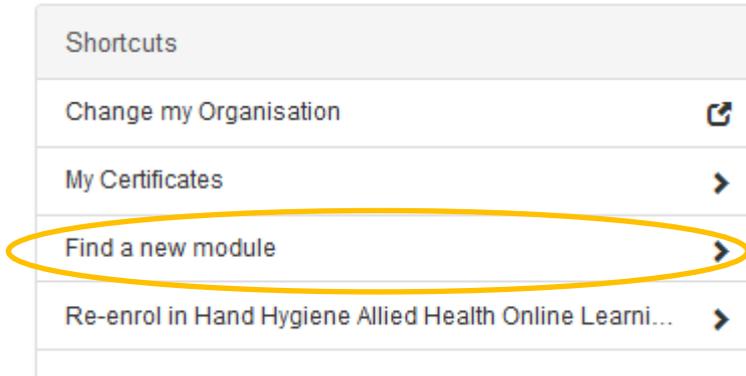
If you have previously completed a learning module, then you are able to re-enrol in the same module by using the menu item in the Shortcuts menu.



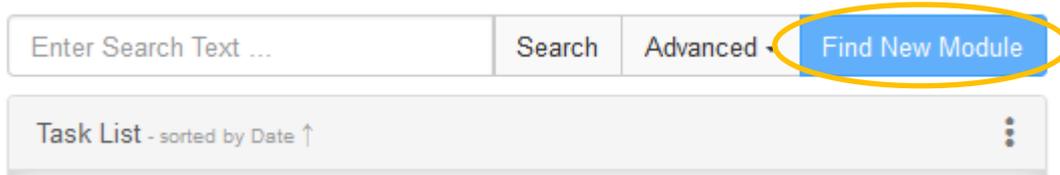
Pressing the re-enrol button automatically enrolls you in the module and takes you to the 'Start Module Now' screen (see Section: How to complete a learning module).

## How to enrol in a new learning module

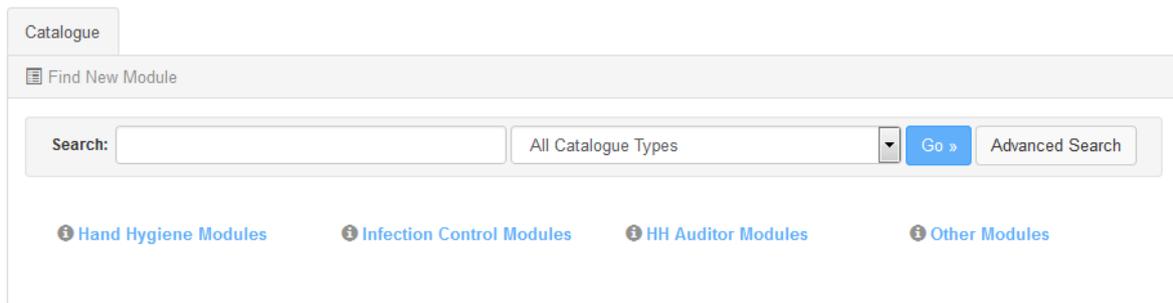
To enrol in a module that you have not previously completed: choose the 'Find a New Module' option in the Shortcuts menu located on the bottom right of your screen once you have logged in, or the button at the top of the Home page



OR



1. Choose from the categories listed to find the appropriate module.



**Please note:** Auditor modules are recommended only for those who are about to attend face to face auditor training, or have already completed the auditor training workshop.

2. Scroll through the module listings to select the module you require.
3. Click on the name of the module

#### 4. Click on the Enrol button

**Hand Hygiene Student Health Practitioners Online Learning Module**

**Overview**  
The Student Hand Hygiene Education Package has been developed to improve knowledge of hand hygiene practices required in clinical practice, prior to clinical placement as:

**Effective hand hygiene is the single most important strategy in preventing healthcare associated infections**

The aims of the program are to:

- Ensure students integrate evidence based practice related to hand hygiene into their clinical practices
- Encourage awareness of personal hand hygiene practices

Credits: No information entered

Course Contact: No information entered

Vendor: No information entered

**Booking Details**

**Hand Hygiene Student Health Practitioners Module (AUST) (from: Australia)** ⓘ  
Dates: 03-NOV-2016 09:00 AM to 31-JAN-2019 05:00 PM

Capacity: 28401/Unlimited Enrolments

**Enrol**

## How to cancel your enrolment in a learning module

If you have accidentally enrolled in the wrong module, you are able to delete your enrolment at any stage.

#### 1. Click on the module on your task list that you wish to delete:

Help Test Learner -

Enter Search Text ... Search Advanced - Find New Module

Task List - sorted by Date ↑

- Hand Hygiene Allied Health Online Learning Module  
Status: Not Started
- Infection Control Orientation - direct patient contact**  
Status: Not Started

March 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Shortcuts

- Change my Organisation
- My Certificates
- Find a new module

Home

Achievements

Top Drawer

History

2. Click on the 'cancel enrolment' button

Progress Resources

Milestones

Course: [ALLIED\_HEALTH\_HHA] Hand Hygiene Allied Health Online Learning Module

Session: [ALLIED\_HEALTH\_HHA:009] Hand Hygiene Allied Health Module (AUST)

Contact:

Status: **Not Started**

Refresh Results Cancel Enrolment

Milestones	Status/Results	Action
1 Hand Hygiene Allied Health Module	--	<a href="#">Start Module Now</a>
1.1 AH - When to Perform Hand Hygiene	--	

Home Achievements Top Drawer History

3. Type a 'cancellation reason' and press 'cancel enrolment'

Progress Resources

Cancel Enrolment

Course: [ALLIED\_HEALTH\_HHA] Hand Hygiene Allied Health Online Learning Module

Session: [ALLIED\_HEALTH\_HHA:009] Hand Hygiene Allied Health Module (AUST)

Contact:

Status: **In Progress**

You are about to cancel your Enrolment in this Course. If you wish to proceed, please enter comments regarding your cancellation below:

**Cancellation Reason** Incorrect module chosen

« Return to Map Cancel Enrolment »

Home Achievements Top Drawer History

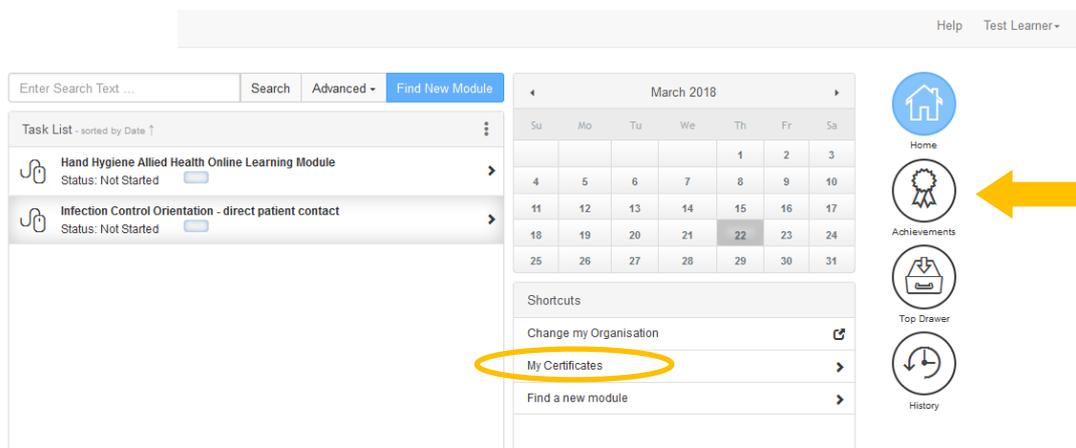
# Learning Module Certificates

Each time a learner completes a module, a certificate is issued from the Learning Management System. This certificate is emailed to the learner if a correct email was provided on registration.

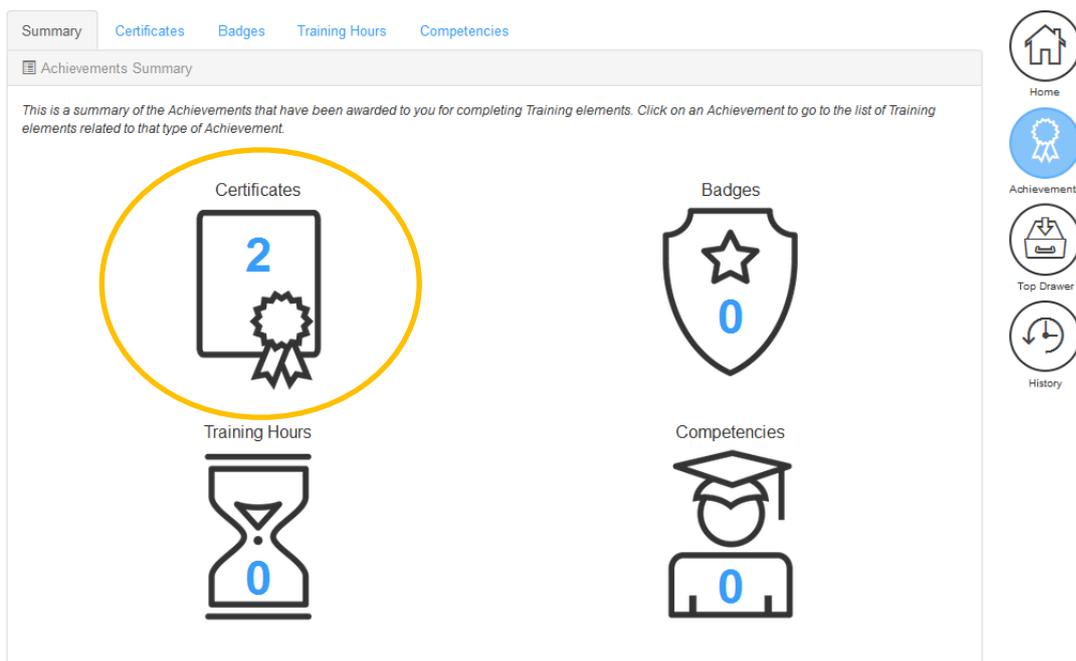
## View my certificates

Your most **recent** certificate for each individual module that you complete is available to download at any time.

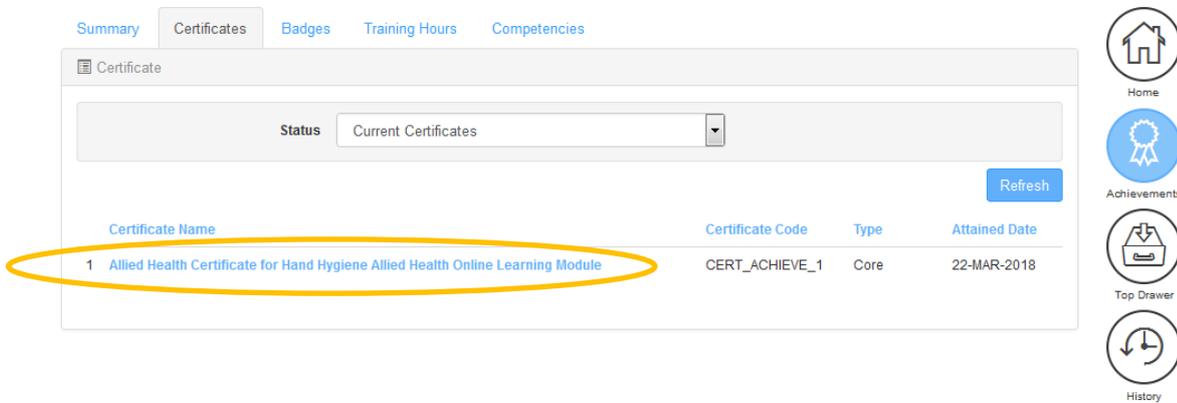
1. Select either 'My certificates' from the Shortcut Menu, or select 'Achievements' in the main menu.



2. Click on the certificates icon



- Click on the name of the **current** certificate that you wish to download, then you will be able to save or print the PDF that opens.

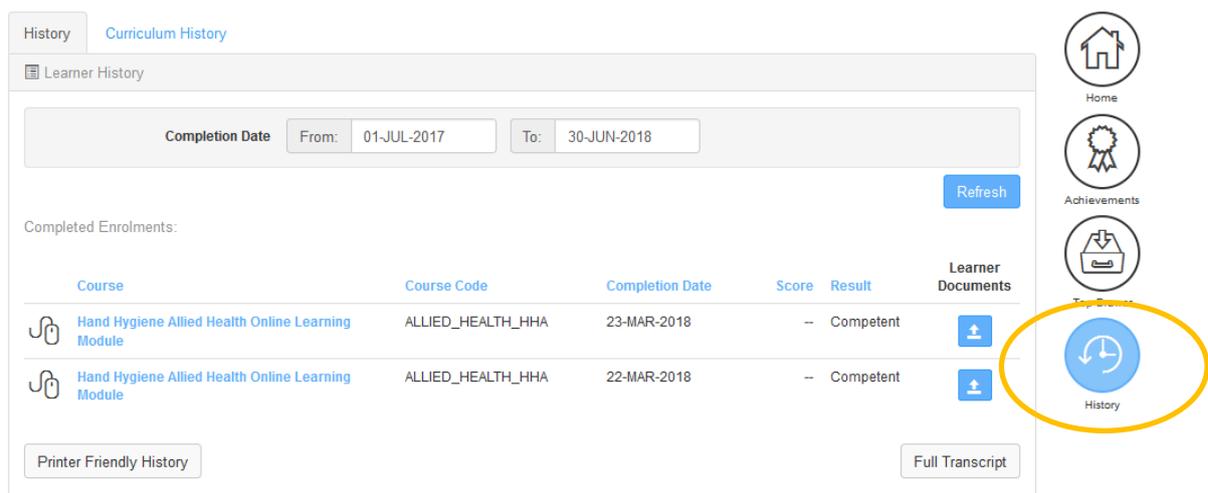


**Please note:**

If no certificate is available, please select 'Home' from the menu on the right of the screen and check if there is a module on your Task List. If yes, then you have not completed the learning module yet. Once completed, your certificate will be available via the steps above.

## View my learner transcript

Only the current certificate for each module is available to download as a PDF. If you are requiring a transcript of all modules completed, then you need to view the History tab.



**Please note:** You may need to change the completion date search fields to ensure your full history appears on a single transcript.

## **General certificate information**

### **Certificate expiry**

The Commission recommends annual completion of general learning modules, and have annual reminders built into the learning system to ensure you stay current. However, please note that your local requirements for your organisation may differ. Please refer to your directives for your organisation from your jurisdiction or governing body.

Auditor certificates are only valid for one year.

### **CPD Points for learning modules**

The NHHI learning modules do not have an allocated number of CPD points. Self-directed learning earns 1 CPD point per hour of study, therefore each learner should keep a record of the length of time taken to complete the module for their own records.

## **Frequently Asked Questions**

**Q: Why was a new learning management system (LMS) released in 2016?**

A: The new LMS provides:

- Improved reporting capabilities;
- An improved learner experience, with learners being able to save and return to e-modules and access historical records and certificates;
- A modern interface with added functionality including email reminders.

**Q: Will there be updates to the content of the existing online learning packages (OLP)?**

A: A complete review of the content of all the available OLPs was undertaken in 2017. The Commission will review content in the future and provide updates as necessary.

**Q: When will the Infection Control Orientation module be available?**

A: These modules are currently being redeveloped. It is expected that the modules will be available in 2020. We apologise for any inconvenience.

## Learning Modules

### **Q: Which learning module should I complete?**

A: The learning modules are labeled according to health profession categories. The following are recommended:

- Nursing module – nurses to complete
- Medical module – doctors to complete
- Allied Health module - allied health professional to complete (e.g. OT, Physio etc),
- Dental module - dental health staff and students
- Non-clinical module - healthcare support staff to complete (e.g. staff who work in the same areas as patients; orderlies, volunteers, ward clerks, cleaning and food services)
- Royal Australasian College of Surgeons module – surgical trainees and surgeons to complete
- Renal/dialysis module – any staff within a dialysis setting
- Standard theory module – anyone who doesn't fit the above categories e.g. dental staff, ambulance staff, health staff with no contact with patients
- Student module – all students to complete
- Annual auditor validation module – only trained hand hygiene auditors who have attended additional auditor training are to complete this annually
- Auditor Pre-workshop module – for people registered to attend a face to face hand hygiene auditor workshop

### **Q: How do I enrol in a learning module?**

A: To enrol in a module that you have previously completed: choose the 'Re-enrol in ...' option in the Shortcuts menu located on the bottom right of your screen once you have logged in.

To enrol in a module that you have not previously completed: choose the 'Find a New Module' option in the Shortcuts menu located on the bottom right of your screen once you have logged in.

### **Q: I have enrolled in the wrong learning module. How do I change this?**

A: Click on the incorrect module on your task list, then press the 'cancel enrolment' button. This will remove the module from your task list. Then you need to follow the steps to 'enrol in a learning module' as above.

### **Q: I have pressed the 'Start module' button, but the module is not opening. What do I do?**

A: Pressing the 'Start module' button triggers a new window to open containing the learning module content. If your internet browser is set to 'block pop-ups', then this could be the reason why you are unable to open the module. Check and reset your internet browser security options to allow pop-ups from the NHHI learning site, and the module should open.

**Q: When will be revised Infection Control module be available?**

A: It is anticipated that the revised modules will be available in 2020. Apologies for any inconvenience.

**Q: I answered a question incorrectly in the final quiz in my module, now I am unable to return to the final quiz to repeat it. How can I finish the module?**

A: Complete the following steps to return to the final quiz:

- Return to your Home page
- Click on the module on your Task List
- Click on the "Start Module Now" button
- Answer "cancel" when asked "Do you wish to return to your bookmarked page?"
- Click on the left hand menu item for the final quiz section

## Certification

### **Q: How can I get a copy of my certificate?**

A: Please log in to the system as a Learner. In the Shortcuts menu located on the lower right of your screen, please choose the 'My certificate' link. A certificate can be downloaded as a PDF anytime. If no certificate is available, please select 'Home' from the menu on the right of the screen and check if there is a module on your Task List. If yes, then you have not completed the learning module yet. Once completed, your certificate will be emailed to you to the email in your profile, it will also be available in your Achievements folder.

### **Q: When does my certificate expire?**

A: The NHHI recommend annual completion of general learning modules, and have annual reminders built into the learning system to ensure you stay current. However, please note that your local requirements for your organisation may differ. Please refer to your directives for your organisation from your jurisdiction or governing body. Auditor certificates are only valid for one year.

### **Q: How many CPD points do I get for completing a module?**

A: The NHHI learning modules do not have an allocated number of CPD points. Self-directed learning earns 1 CPD point per hour of study, therefore each learner should keep a record of the length of time taken to complete the module for their own records.

### **Q: Why does my certificate have the wrong name on it?**

A: The certificate name is generated from what is entered into the profile on registration, or the subsequently updated user profile.

If your certificate has someone else's name then you have logged into that person's profile instead of creating your own profile. Please log out and create your own profile from the login page for the LMS.

If your certificate has incorrectly spelt your name this is because you entered your name incorrectly on registration. Please email the NHHI with the name you registered with, and the correct spelling and this can be rectified and your certificate reissued. You can correct your name yourself in your profile, however any already completed certificates will not change the name automatically. All future certificates will appear with the correct name in future.

## User Profiles

### Q: How do I update my details in my profile?

A: Your first need to be able to login to the learning system, then:

- click on your name in the top right-hand corner
- click on personal profile
- click the modify button
- update the necessary details and then press save

### Q: How do I change the organisation I am attached to for reporting of my module completions?

A: You first need to be able to login to the learning system, then:

click on the 'Change my Organisation' tab in the Shortcuts menu

A pop-up box will tell you which organisation you are currently attached to. If this is incorrect, follow the steps to locate and select the correct organisation

PLEASE NOTE: If you have a certificate of completion from the NHHI system, yet this is not being recorded on your local organisation's training register, please contact your local organisation.

For example, NHHI do not directly update your "My Learning" profile.

NHHI provide the means for organisations to run completion reports from our system, however not every organisation uses this.

## Other

For all other enquiries please send an email to our support desk:

[handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)

**Please include the following information in your message:**

- Your name
- Contact number/email
- A detailed description of your question
- Relevant login details, organisation name, or employee/student number to assist locating you in our system.

Without this information we may not be able to help you.

## Having trouble logging on?

There are several reasons you may be having trouble logging in the NHHI Learning system.

The NHHI Learning System is used by health care workers all across Australia and has been set up so that learners are able to complete modules and keep a record of their achievements on an ongoing basis. The system also takes into account that some learners may not have an email address or may not have an organisation in which they currently are employed.

If you are having trouble logging in there are several ways you may be able to resolve this for yourself. Please read through each of the sections below to identify what may be causing you difficulties:

### **Q. Are you definitely registered in the most recent NHHI system?**

A: In March 2016 a new learning management system was introduced. If you completed a package before this time then you will need to register again.

If you are NOT registered, please close this page and press the 'REGISTER NOW' button on the login page.

PLEASE remember to provide as much information as possible on registration (including your place of employment/study and your employee/ student number) and please keep a record of the email address you used to register with as this is the only way we are able to contact you through the system.

### **Q. Are you *definitely NOT* registered (i.e. trying to “register now”) but the NHHI system keeps saying you are already registered?**

A: As explained above the NHHI System is used by many health care workers all across Australia. If you are definitely not registered but the system keeps saying that you are, then it is likely that someone else in Australia who has the same name as you has already registered. If this is the case, please contact us at [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au) stating this and we will assist you with set up.

If you are entering your name, your email and your employee/student number (not using the option to bypass this), then you will be able to register regardless of whether there is someone else with your name in the system.

### **Q: I do not have a surname, how do I register to use the NHHI learning system?**

A: The NHHI system requires both the first name and surname fields to be filled in on registration. If you do not have a surname please enter a middle name, a full stop OR an x in the surname field. Please note: the text in the surname field will be visible on your certificate.

### **Q. I cannot complete registration as I get an error message stating that my email doesn't match?**

A: Please ensure you are not cutting and pasting your email into the two boxes, but you type them both. Please also ensure you have not entered a space before or after your email address in either box. Once you have checked this, please email for assistance if you continue to receive the error.

**Q. Are you *definitely* registered with the NHHI system but cannot remember your Login ID AND/OR password?**

**Q: What is my Login ID?**

A: If you supplied an email address on your initial registration, then your Login ID is the **EMAIL ADDRESS** that you registered with,

OR

If you didn't supply an email on registration your Login ID is likely to follow the following conventions:

**firstname.lastname** eg. john.smith

OR

**firstname\_lastname** eg. john\_smith

Your Login ID is **not** your hospital login/employee number or anything you use in a local computer system.

Login details would have been emailed to you upon registration (if you supplied a valid email address). The email will be from [notifications@southrock.com](mailto:notifications@southrock.com). Please check your junk/spam folder for your login details as NHHI emails are sometimes redirected there. If you can't find your login details, use the 'FORGOTTEN LOGIN ID OR PASSWORD' button on the login page.

**Q: What is my password?**

You were asked to nominate your password when you registered with the system. If you've forgotten your password, please close this information page and press the 'FORGOTTEN LOGIN ID OR PASSWORD' button on the login page.

**Q: I cannot change my password as I am unable to click on the link in the email received. What do I do next?**

A: Please copy and paste the link received into the address bar of your internet browser. Once you have pasted the link, please press return/enter to go to the password reset page. Enter your new password two times, then go to the login page and login.

**Q. Did you use the forgotten password function, but didn't receive an email?**

PLEASE NOTE: This is the most common issue people have with trying to log in. If you don't receive an email from the system, please check your junk/spam folder. If it is not there it is likely you did not provide an email address when you registered OR the email address you provided is now out of date OR incorrect.

The forgotten password email should arrive in your inbox within ½ hour after using the forgotten password function. If you do not receive it after this time please do the following:

- A. Check your junk and spam folders for the forgotten password email – if found, mark the email as “NOT JUNK”, then follow the prompts to login or change your password.
- B. Try using the forgotten password again, but this time with an alternate email that you may have registered with. For example, you may have entered your work email for the ‘forgotten password’ however when you registered you may have used a personal email address
- C. If you have tried all of the above steps that are relevant to you, it is likely that you may have missed entering an email into your profile, or you entered your email address incorrectly. In this case you need to contact [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)  
Please include the following information in your message:
  - Your name
  - Contact number/email
  - A detailed description of your question
  - Relevant login details, organisation name, or employee/student number to assist locating you in our system.

**Q: I cannot login to my profile as I no longer have the email I registered with. How do I fix this?**

A: Please contact [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)

Please include the following information in your message:

- Your name
- Contact number/email (current)
- Your employee/student number (if you have one)
- Details of what your previous email was.

Then NHHI can manually update your profile with the new details and send your login details to you.