



# **HHA Learning Management System**

## **Instructions for Learners**

Last updated: October 2019

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## Welcome

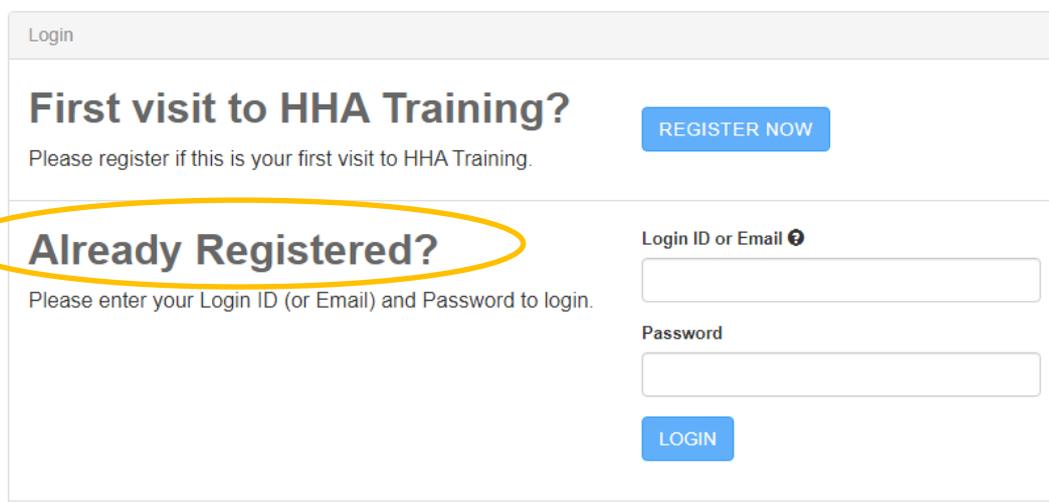
Welcome to the Hand Hygiene Australia learning management system!

You are registered as a learner in the HHA 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 HHA 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.



The screenshot shows a login interface with the following elements:

- Header: Login
- Section: **First visit to HHA Training?** with a **REGISTER NOW** button.
- Text: Please register if this is your first visit to HHA Training.
- Section: **Already Registered?** (circled in yellow) with a **LOGIN** button.
- Text: Please enter your Login ID (or Email) and Password to login.
- Form fields: Login ID or Email (with an eye icon), Password.

### 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 HHA Learning 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it is likely that you did not provide an email address when you registered OR the email address you provided is now out of date OR incorrect.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:

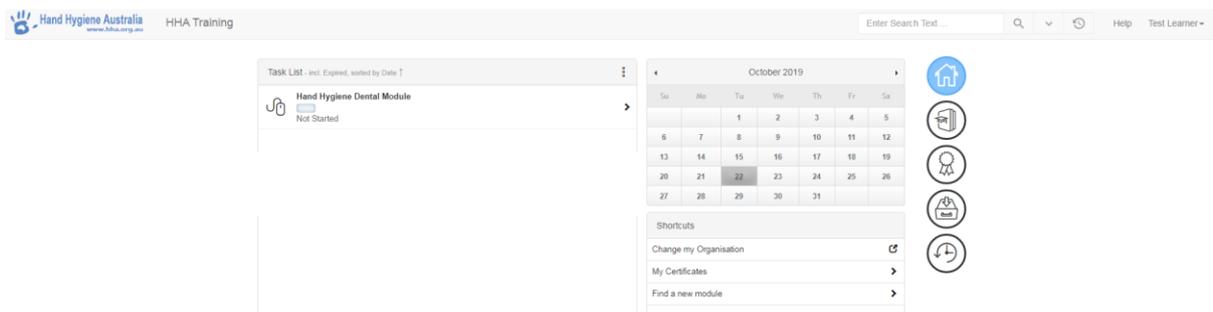
1. Check your junk and spam folders for the forgotten password email – if found, mark the email as “NOT JUNK”, then follow the prompts to login or change your password.
2. Try using the forgotten password again, but this time with an alternate email that you may have registered with. For example, you 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 HHA](#)
  - 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.

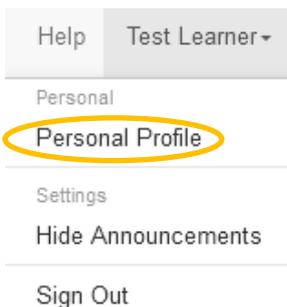


### Update My Profile

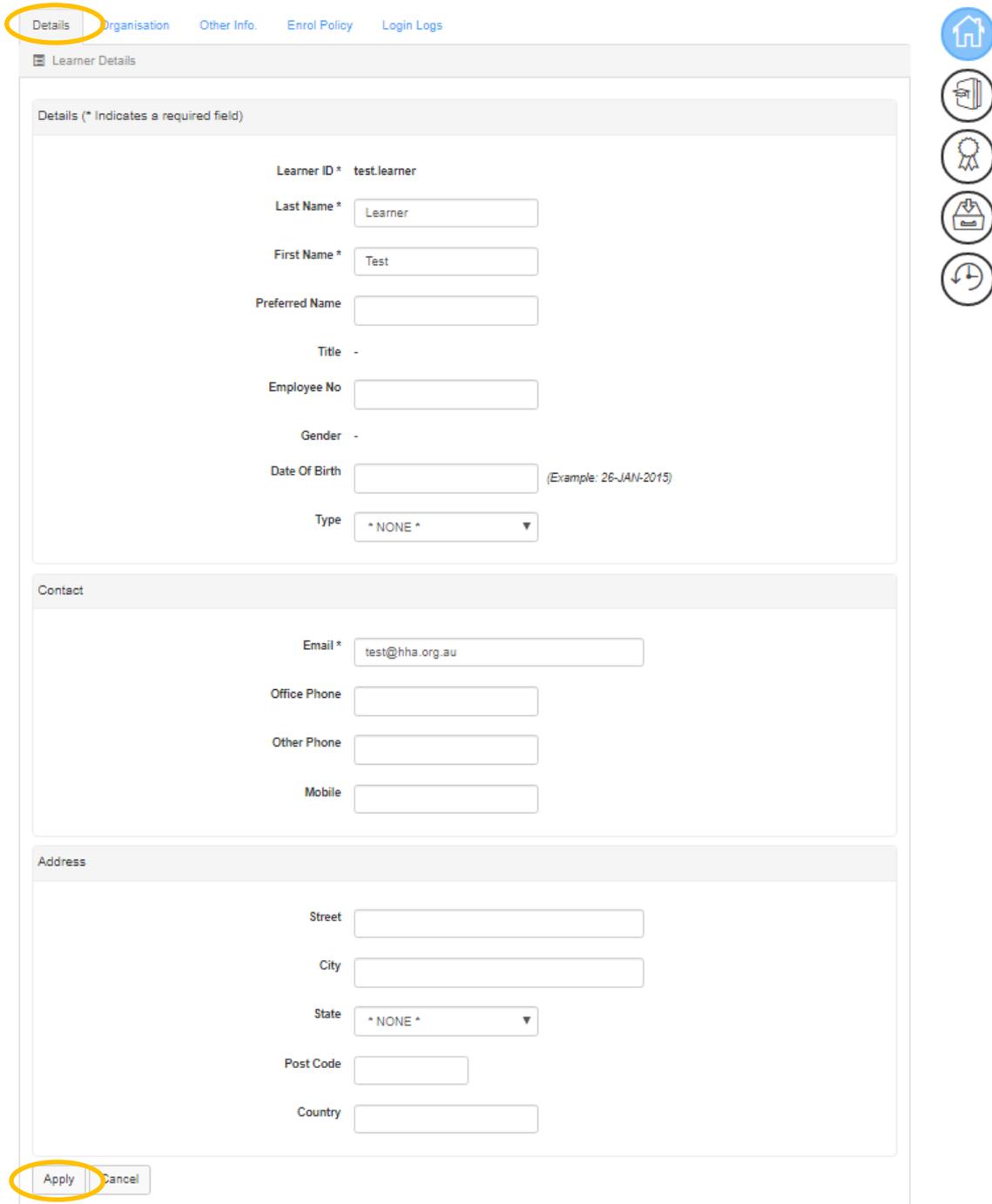
If you need to update any information saved in your learner profile, then click on **your name** in the top right hand corner of the screen:



#### 1. Select 'Personal Profile'



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



Details (\* Indicates a required field)

Learner ID \* test.learner

Last Name \*

First Name \*

Preferred Name

Title -

Employee No

Gender -

Date Of Birth  (Example: 26-JAN-2015)

Type \* NONE \*

Contact

Email \*

Office Phone

Other Phone

Mobile

Address

Street

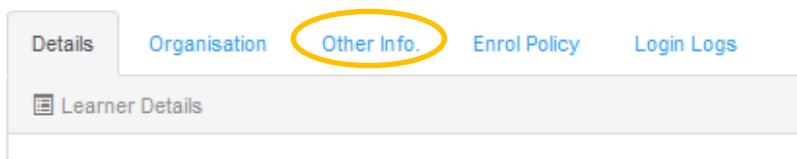
City

State \* NONE \*

Post Code

Country

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



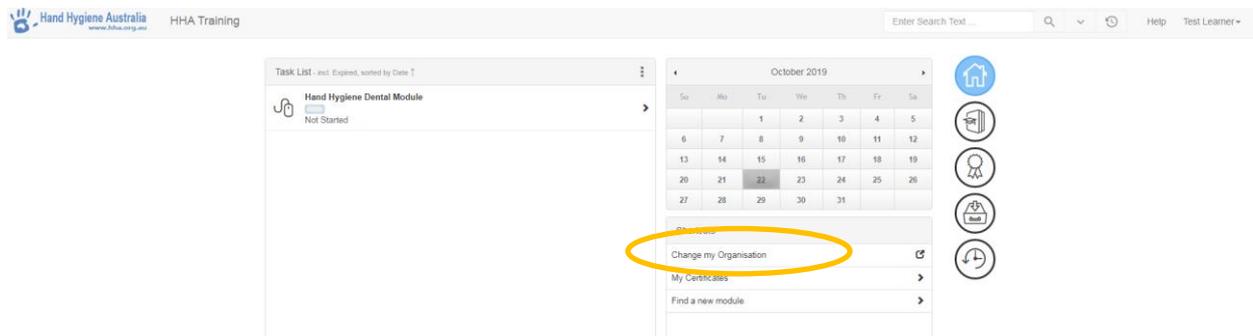
Details Organisation **Other Info.** Enrol Policy Login Logs

Learner Details

## 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:

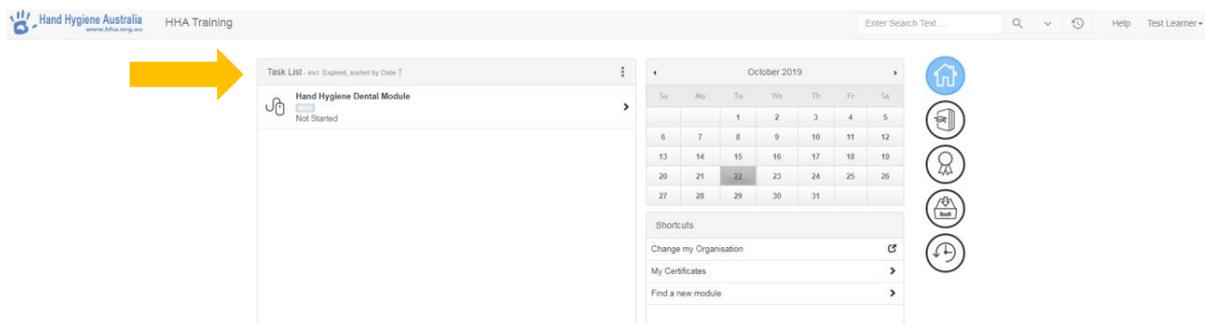
**What country are you in?**

[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 HHA system.

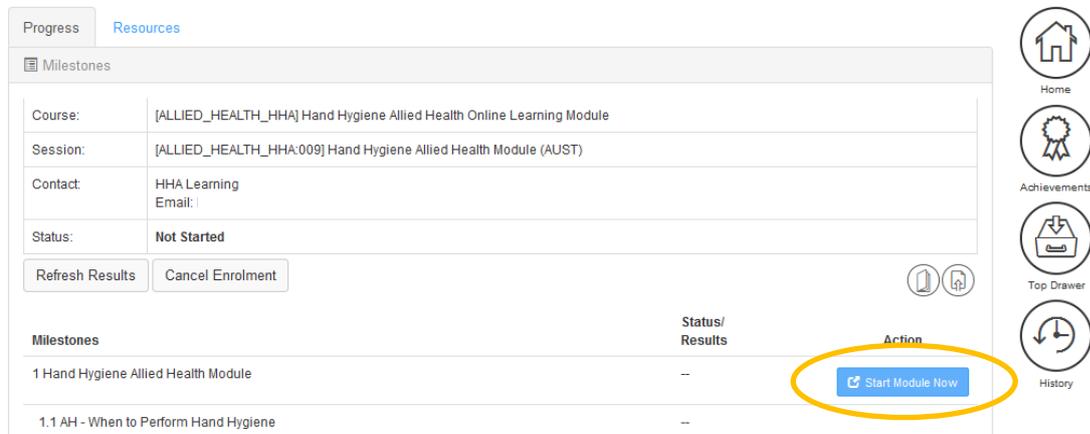
## Learning Modules

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:

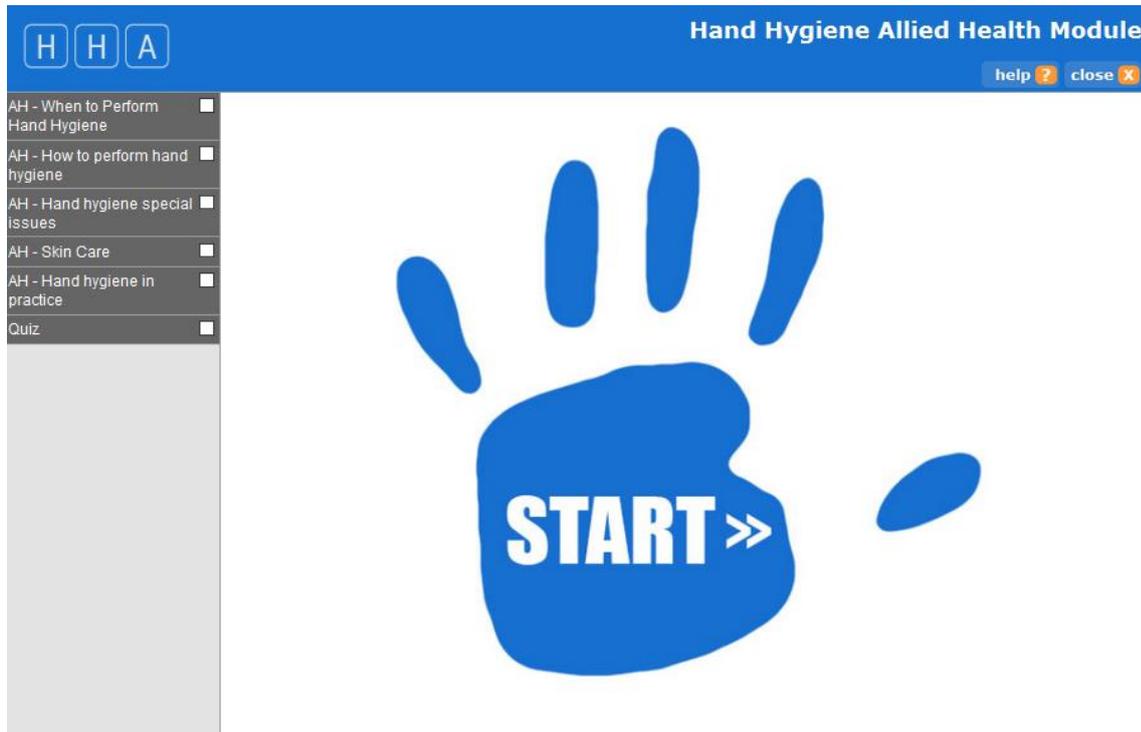


## How to complete a learning module

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



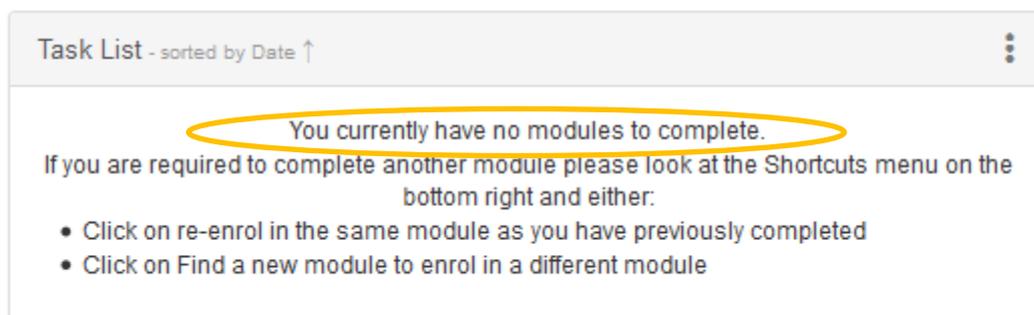
4. Click on the blue hand 'Start' button
5. Read the content on each page, use the navigation buttons to move between pages, and answer the quiz questions correctly (100%) for each section

### 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 HHA learning site, and the module should open.

## 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 HHA 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

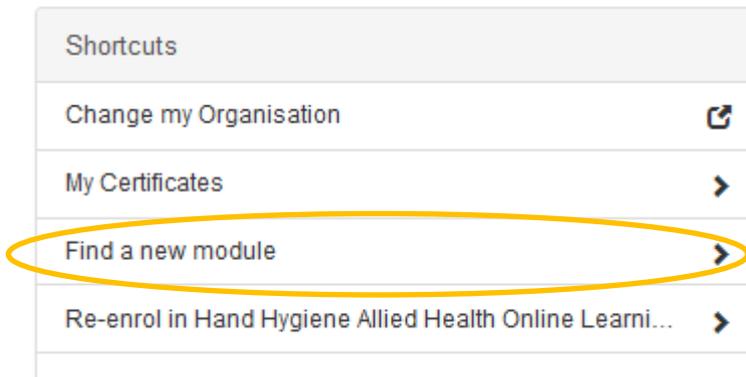
If you have previously completed a learning module, then you are able to re-enrol in the same module by using the menu item in the **Shortcuts menu**.

Shortcuts	
Change my Organisation	
My Certificates	
Find a new module	
Re-enrol in Hand Hygiene Allied Health Online Learn...	

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).

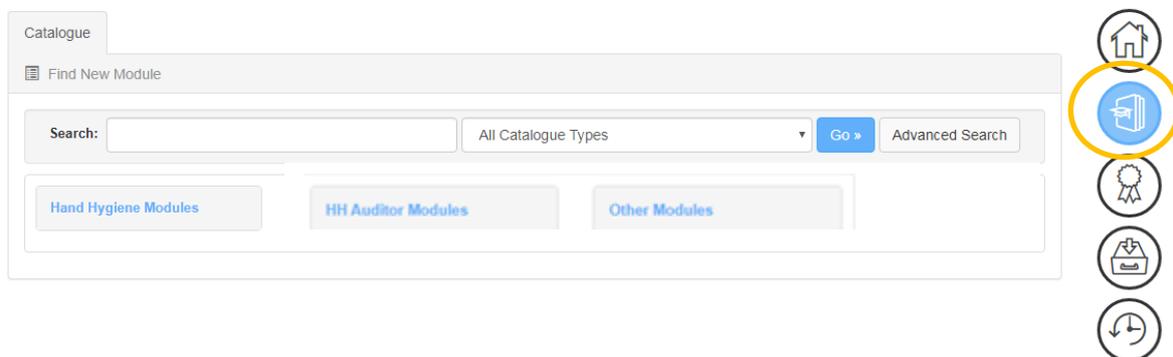
## How to enrol in a new learning module

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**

Click on the catalogue menu icon, then select from the available options to find the course you wish to enrol in



**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.

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

<b>Credits</b> No information entered	<b>Course Contact</b> HHA Learning	<b>Vendor</b> 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

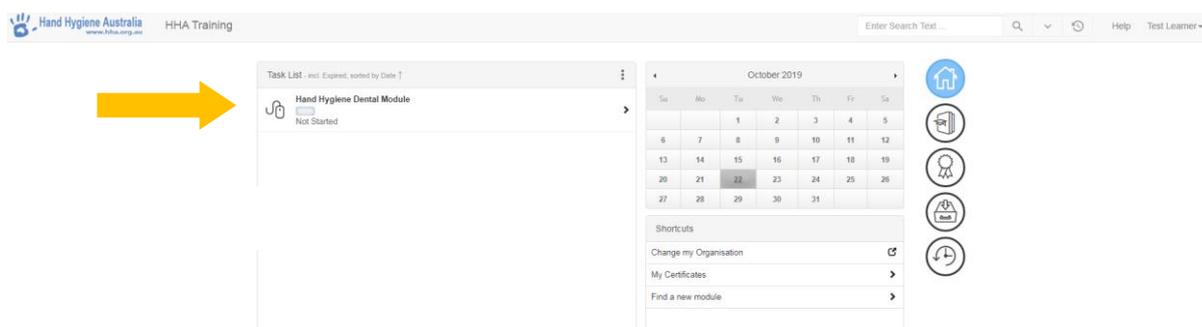
**Capacity:** 28401/Unlimited  
**Enrolments:**  
**Session Contact:** Hand Hygiene Australia

[+ 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:



The screenshot shows the 'Hand Hygiene Australia' training interface. At the top, there is a search bar and navigation links. The main content area is divided into a 'Task List' and a 'Calendar' for October 2019. The 'Task List' shows a single entry: 'Hand Hygiene Dental Module' with a status of 'Not Started'. A yellow arrow points to this entry. The 'Calendar' shows the dates for October 2019, with the 22nd highlighted. On the right side, there are several circular icons representing different features of the training module.

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:	HHA Learning
Status:	<b>Not Started</b>

Refresh Result **Cancel Enrolment** Withdraw 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:	HHA Learning
Status:	<b>In Progress</b>

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

**Cancellation Reason**

« Return to Map **Cancel Enrolment** »

 Home  
 Achievements  
 Top Drawer  
 History

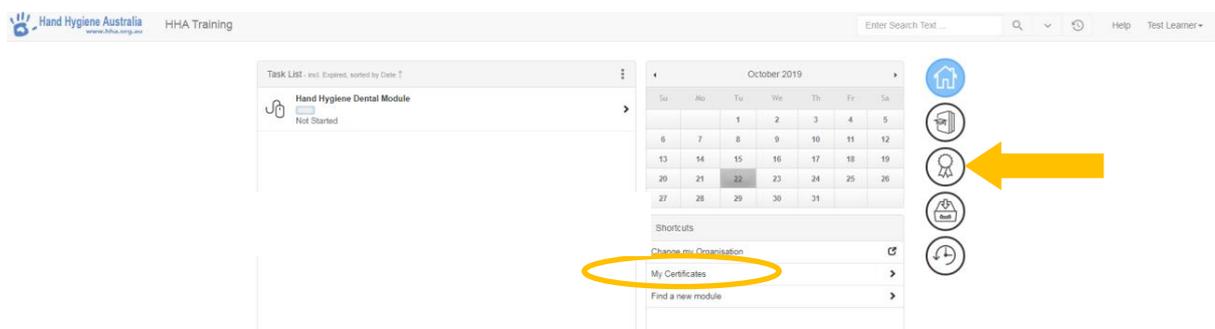
## Learning Module Certificates

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.

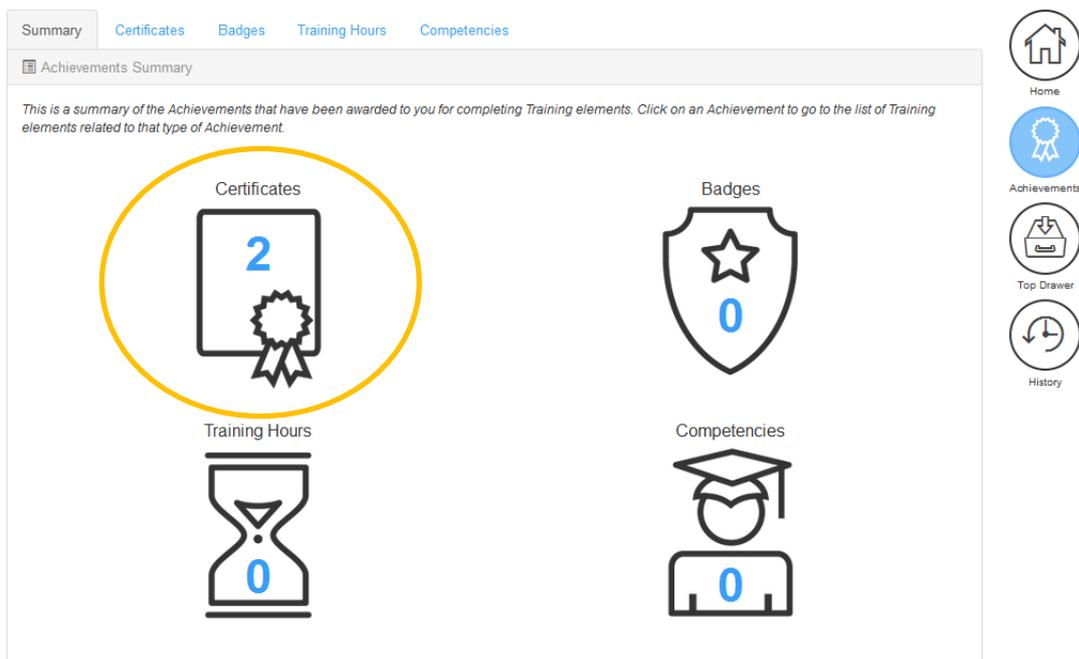
### View my certificates

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

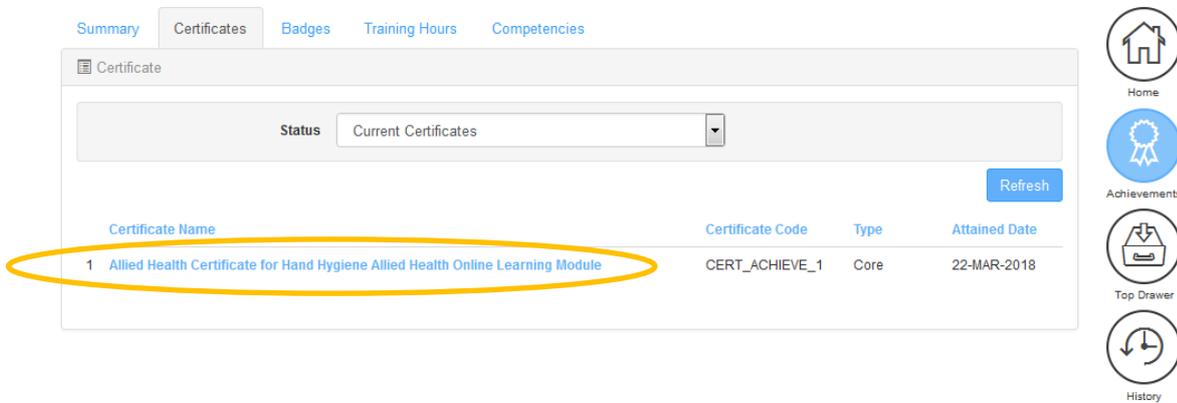
1. Select either 'My certificates' from the Shortcut Menu, or select 'Achievements' in the main menu.



2. Click on the certificates icon



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



Summary Certificates Badges Training Hours Competencies

Certificate

Status: Current Certificates

Refresh

Certificate Name	Certificate Code	Type	Attained Date
1 Allied Health Certificate for Hand Hygiene Allied Health Online Learning Module	CERT_ACHIEVE_1	Core	22-MAR-2018

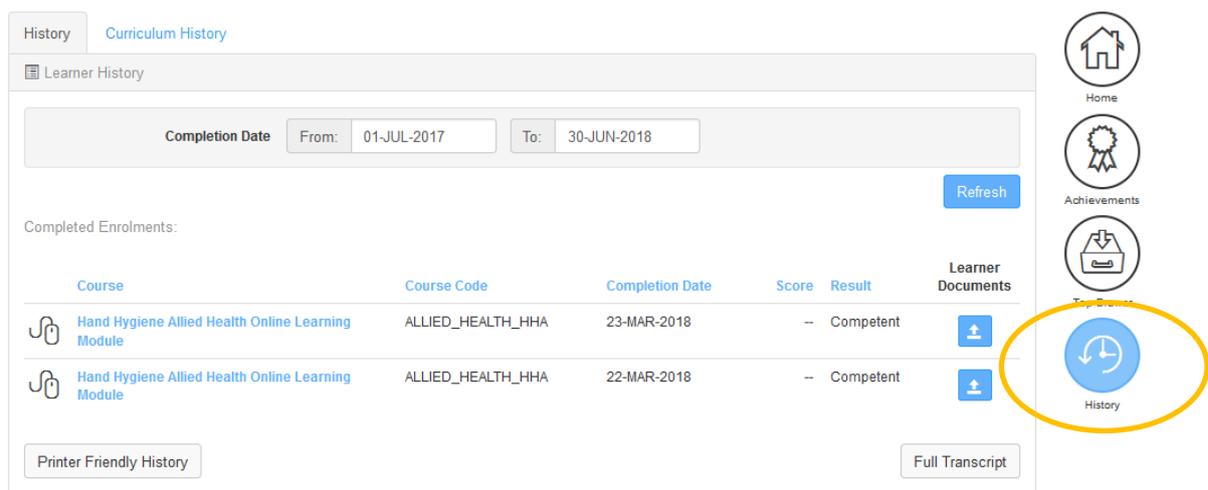
Home  
Achievements  
Top Drawer  
History

**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.



History Curriculum History

Learner History

Completion Date From: 01-JUL-2017 To: 30-JUN-2018

Refresh

Completed Enrolments:

Course	Course Code	Completion Date	Score	Result	Learner Documents
Hand Hygiene Allied Health Online Learning Module	ALLIED_HEALTH_HHA	23-MAR-2018	--	Competent	[Download]
Hand Hygiene Allied Health Online Learning Module	ALLIED_HEALTH_HHA	22-MAR-2018	--	Competent	[Download]

Printer Friendly History Full Transcript

Home  
Achievements  
Top Drawer  
History

**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**

HHA 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 or governing body.

Auditor certificates are only valid for one year.

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

The HHA 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**

### **Learning Modules**

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

A: The learning modules are labelled according to health profession categories. HHA recommend the following:

- 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 HHA learning site, and the module should open.

**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: HHA 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 or governing body.

Auditor certificates are only valid for one year.

**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 HHA 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 HHA system, yet this is not being recorded on your local organisation's training register, please contact your local organisation.

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

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

## Other

For all other enquiries please [Contact Us](#)

**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 HHA Learning system.

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 your difficulties:

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

A: 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 HHA system keeps saying you are already registered?**

A: As explained above the HHA 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](#).

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 HHA learning system?**

A: The HHA 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 HHA 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** e.g. 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 HHA 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 Us](#)

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 Us](#)

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