# Scheduler In-service Training Guide

**For the entering of in-services <u>only.</u>**

# Contents

# In-service Scheduler Introduction

This guide is issued to MNCLHD staff as an overview of how to enter in-service training (education that is 3 hours or less into My Health Learning).

**Important Note:**

To ensure the ongoing integrity of data that is entered into the learning management system staff must ensure that:

- only in-service training sessions are input into the appropriate designated folders. {External courses, meetings, conferences, workshops, committees and face- to-face classes attended by staff are NOT to be entered as in services.}.
- Competencies are not entered as an in-service.
- Mandatory Training sessions are not entered as In-services
- Schedulers must enter all in service data retrospectively.

It is the responsibility of the Educator/Facilitator of the in-service to record their session onto the MNCLHD In-service Record Management form and keep a hardcopy for cross referencing – Click here for an Editable Record Management Form.

Mapping to the Safety & Quality standards in MHL and the hardcopy will ensure quality reporting on in-services for our district. More information about the standards can be located at the Australian Commission on Safety and Quality in Health Care website: http://www.safetyandquality.gov.au/

Some Non-Mandatory courses less than 3 hours should be entered as stand-alone courses (**not in-services**) please contact MNCLHD-MyHealthLearning@health.nsw.gov.au and discuss with the Administrator.

**Mandatory Training**

Mandatory Training even if it is 3 hours or less is **not** to be entered as In-services. Courses identified as Mandatory are listed at:
http://www.heti.nsw.gov.au/programs/mandatory-training/mandatory-training-and-education-matrix/

**Network/Login Issues**

For issues logging into My Health Learning contact the State-Wide Service Desk on **1300 28 55 33 alternatively, create an incident on the SARA platform at https://sara.health.nsw.gov.au**

**Local enquiries**

For any My Health Learning issues or in-services questions or concerns please 'Create an Incident' via SARA in the first instance. Alternatively, emails MNCLHD-myhealthlearning@health.nsw.gov.au

# Navigation

To commence your scheduler role and create a classroom you need to ensure your profile is switched to *scheduler* at the top right of your screen.
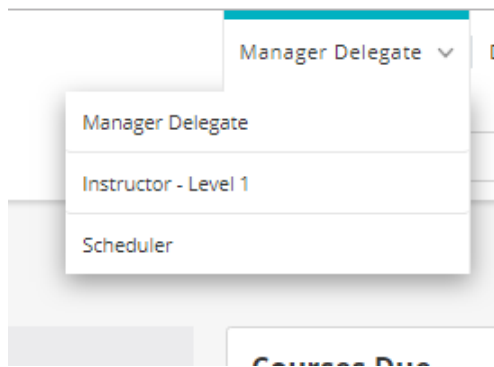


## Scheduler Home

This is the main navigation page that allows you to manage In-service recording.
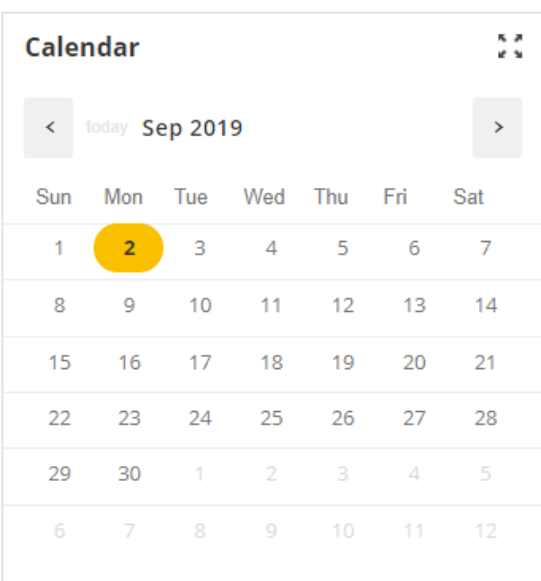


## Calendar

Use the calendar to move forward and back to your classroom offerings. To edit, upload attendance or review.

# Create Classroom with Manage Scheduled Offerings

From Managed Scheduled Offerings you can retrospectively create your in-service through the *Create Classroom Offering*. From this point onwards in this guide your in-service is referred to as a *Classroom Offering*.
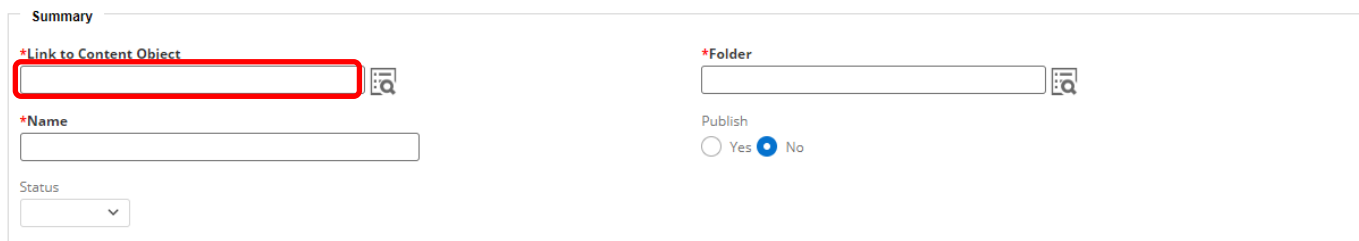
## Create Classroom Offering (In-service)

| Scheduler Home | Learning Navigator | **Manage Scheduled Offerings** | Scheduler Calendar | Reporting ⌄ |

Scheduled Offerings   Create Classroom Offering   Create Virtual Class Offering

1. Go to *Manage Scheduled Offerings*
2. Go to *Create Classroom Offering*

The *Create Classroom Offering* screen will now appear as per below screen shot.

3. Go to Link **to Content Object** field. Select the **List of Values** (LOV) box.
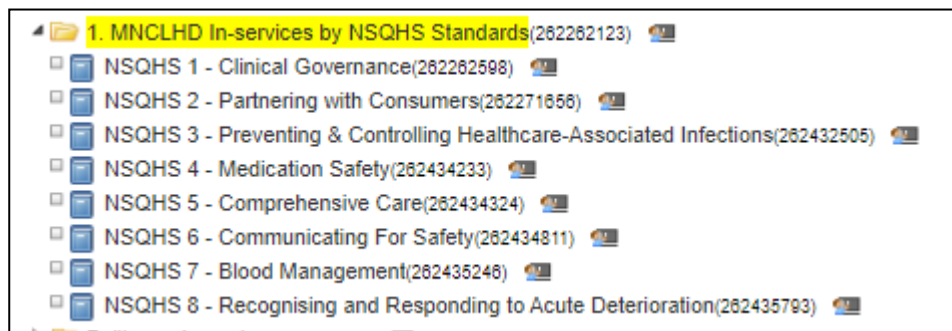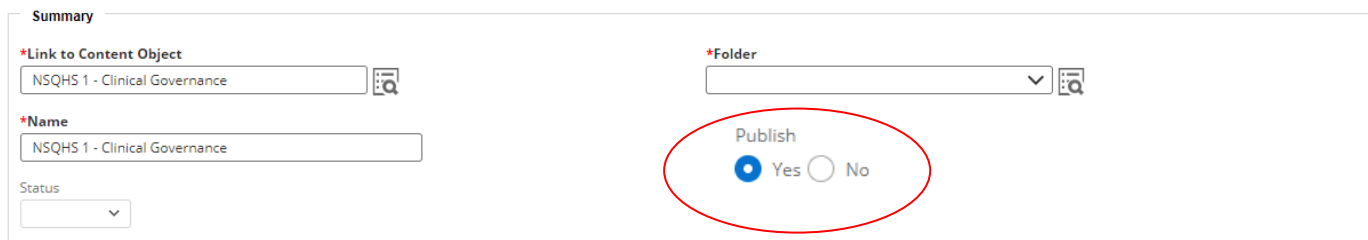
Summary

*Link to Content Object

*Folder

*Name

Publish
○ Yes ● No

Status

4. The **Classroom Object** window will open. **Search for the standard by the naming convention below (for example NSQHS 2 or Blood Management).**

```
▲ 📁 1. MNCLHD In-services by NSQHS Standards(262262123)
   📄 NSQHS 1 - Clinical Governance(262262598)
   📄 NSQHS 2 - Partnering with Consumers(262271656)
   📄 NSQHS 3 - Preventing & Controlling Healthcare-Associated Infections(262432505)
   📄 NSQHS 4 - Medication Safety(262434233)
   📄 NSQHS 5 - Comprehensive Care(262434324)
   📄 NSQHS 6 - Communicating For Safety(262434811)
   📄 NSQHS 7 - Blood Management(262435246)
   📄 NSQHS 8 - Recognising and Responding to Acute Deterioration(262435793)
```

5. Double click on the appropriate *In-service Standard*. The In-service Standard will automatically populate the *Link to Content Object* and the *Name* fields on this screen. Click YES to Publish.

Summary

*Link to Content Object
NSQHS 1 - Clinical Governance

*Folder

*Name
NSQHS 1 - Clinical Governance

Publish
● Yes ○ No

Status

6. Go to the **Folder** field and select the List of Values box.



The Scheduled Offerings window will open. <u>Search</u> for your location/facility as per below.  We are linking the In-service to the Location/facility. Contact [MNCLHD-MyHealthLearning@health.nsw.gov.au](mailto:MNCLHD-MyHealthLearning@health.nsw.gov.au) if you require additional facility/location added.



7. Double click on the appropriate *In-service Location.*  The In-service Location will automatically populate the *Folder field.*



8. *Important:* Click in the Name field and *Overwrite* it with the details of the In-service, using the following convention: *In-service - Material Safety Data Sheets – CHHC ED*
   *e.*g. In-service - Title of In-service – Site/Location



***Information entered into this *Name* field will appear in the staff member's transcript which doesn't allow filtering or sorting to just in-service records.  Therefore, it is important that information in this field correctly identifies the Department **AND** the topic of the in-service. This is also important for effective reporting. Keep the same naming convention for each in-service to maintain constancy.

6

**To complete the remaining details of your in-service, refer to screen shots below (*indicates a mandatory field):**

9. Select the date of the in-service by selecting the *calendar* icon
10. Enter start and end times *Note:* 12-hour time and **NOT** 24-hour time. Ensure the appropriate **AM** or **PM** start and finish times are chosen
11. **Do not change** No of Sessions or Session Days
12. In **Maximum Enrolment**, enter the number of staff who attended the In-service.
13. Make the **enrolment start date** the same date as the In-service was held. Leave **enrolment end date** blank.
14. Leave **Prevent Un-enrolment** as **yes**
15. Leave **Enable Waitlist** as NO



16. Ignore Enable ratings – Leave as **No**.
17. Put your Unit contact details in the Contact Name/details. This is required for audit purposes as well as a reference for staff transcripts.



18. Click **Next**.

My Health Learning Scheduler In-service Training Guide – MNCLHD updated Jan 2020
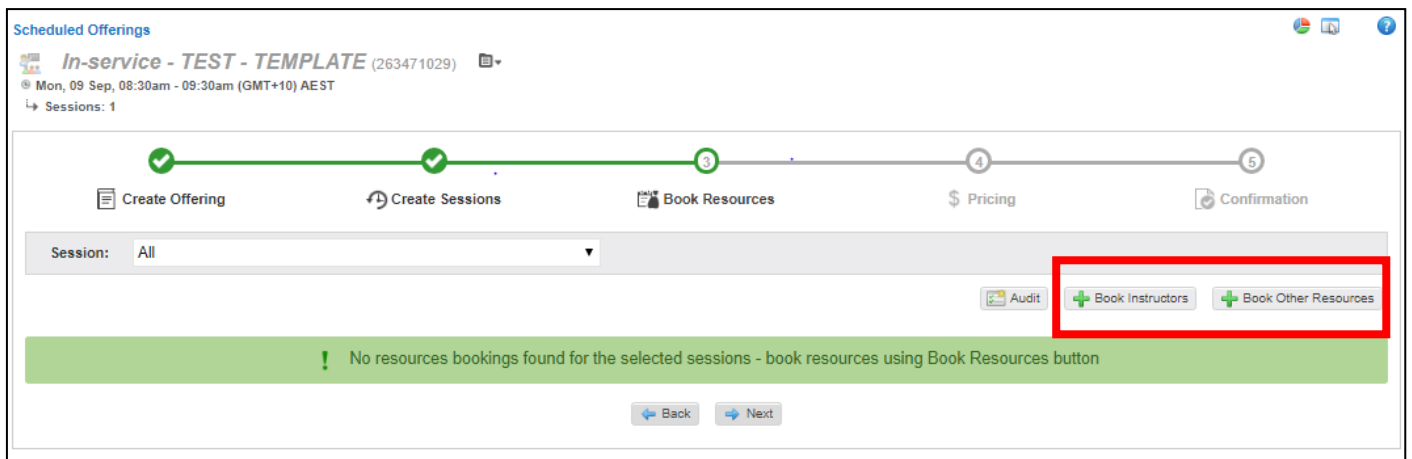
19. Check your session details for accuracy, click Next for Resources.
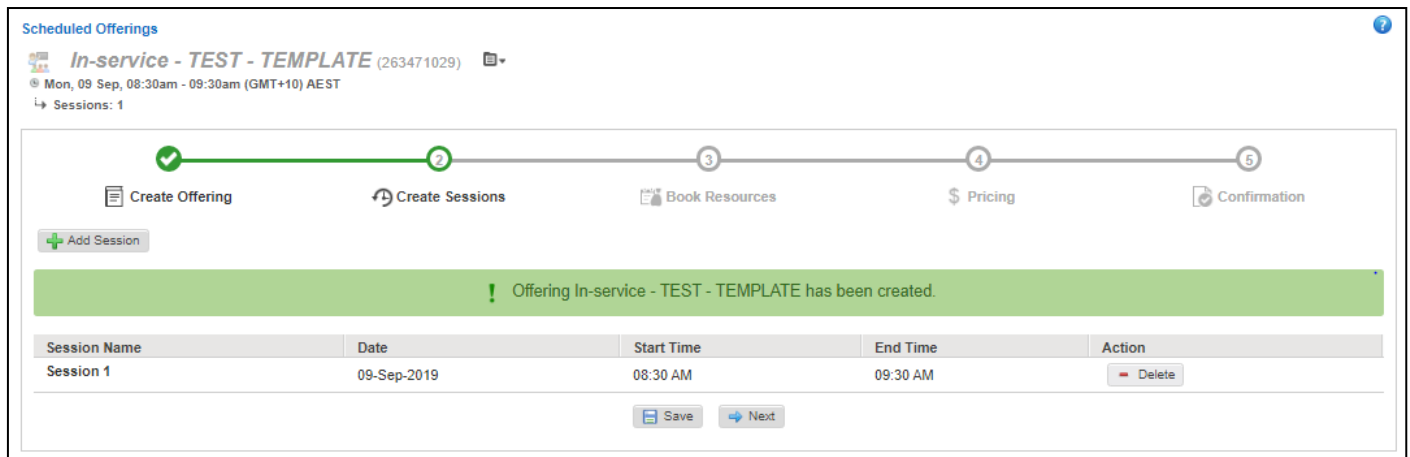


20. Click the '**Book Instructor'** button to add an instructor/educator to the sessions, use the LOV box to search and select.
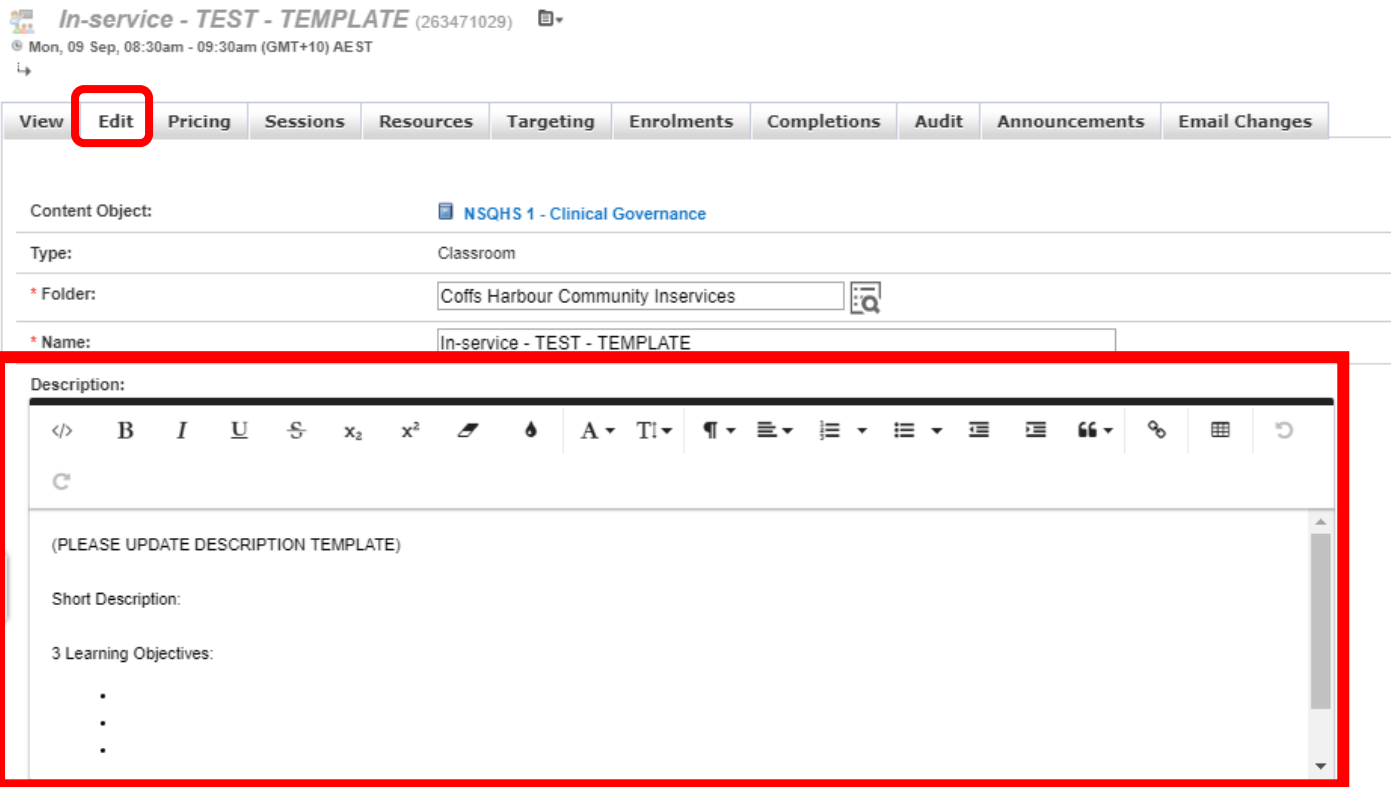


21. Click on the '**Book Other Resources'** and use the LOV box to add In-service Room/location.

    **NOTE**: You do not need to book resources i.e. instructor/room's. However, the department and location will **only** be identified in reporting if you enter this information. If you require a resource to be added to the system, please email this request to MNCLHD-MyHealthLearning@health.nsw.gov.au

22. Click **Next**, ignore pricing, click next again and your in-service entry is now confirmed and visible in MHL. You now need to edit your offering.

23. Click on 'Edit' to update description, Learning Objectives and any comments. Add details and click 'Save' at the bottom of screen or top right of edit window.
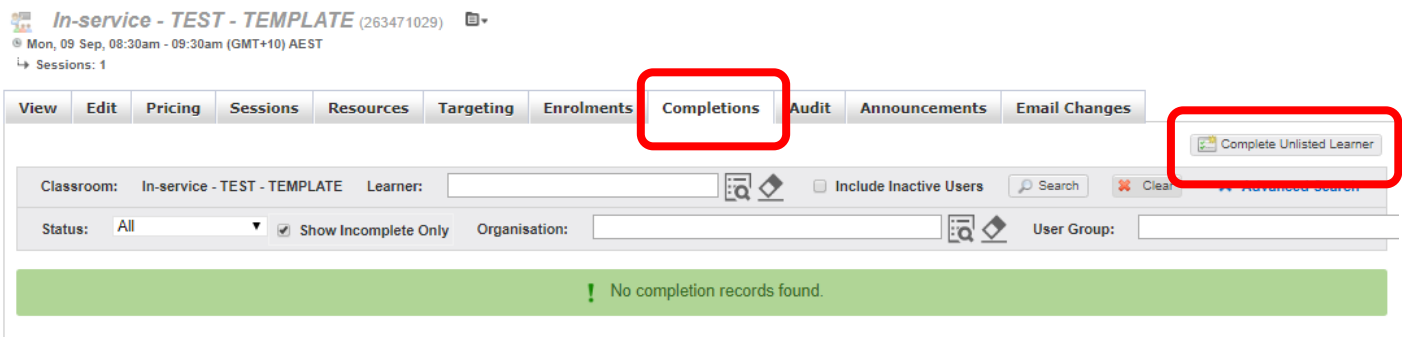


24. The next step is to enter the Staff under the 'Completions' tab. Click on 'Completions tab' then click 'Complete Unlisted Learner'. (this is where you record your attendance) (If you have been doing Completions for Mandatory training then the steps are the same.)

25. You need to change the status to 'complete' and enter the same start date. In the comments section write your full name, as per screenshot below.
26. To enter participants:  Click on the LOV box across from line 1. Search using their payroll number or name. Once you have found the correct staff, click on their name and hit 'select'.

Once you have entered all the staff, scroll to the top or bottom and hit '**Save**'.



You will then get the below message at the top of the screen:
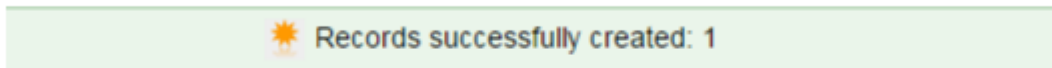


# *Your in-service entry is now complete.*

# How to Edit/Check your In-service Entry from your Scheduler Home Page

1. To check or edit what you have previously created, click on **Manage Scheduled Offerings**.
2. To find in services you have created, you can:
-Search the name of in-service in **Offerings** or
-Select **Advanced Search** to find the in-service you have created. Go to '**Created by'** and enter your Stafflink ID, then select search. A list of in-service offerings you have created will appear.
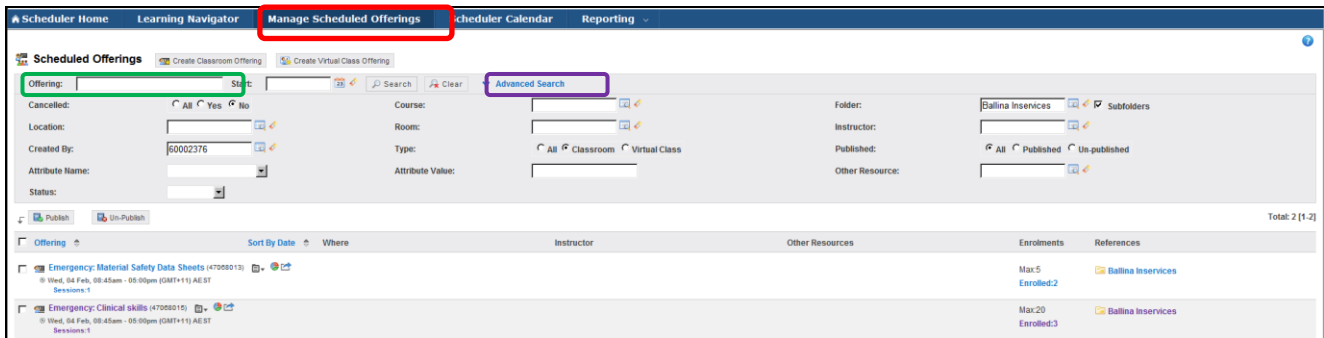


# How to Make Changes

❖ If you have forgotten to update the details or Objectives in an in-service, select the offering from your list and select the 'Edit' option. Update the required details and select save.

❖ If you have made an error with the date/time of the in-service:
1. From the offering list select the in-service you wish to change
2. Select the Sessions Tab
3. Select delete and click ok, if asked DO NOT tick the box – "notify enrolled users & booked instructors of classroom change"
4. Click 'Create Session' button and create the new date, start and end times and select Save.
    **Note** Multiple sessions can only be set up if the same staff are attending every session created. Sessions are attached to the 1 Classroom Offering.

❖ If you wish to add resources, click on the resources tab and click either button to add Instructor or other resources (Room/Location)

# How to mark completions from Scheduler Home Page

1. Click on Manage Scheduled Offerings

| Scheduler Home | Learning Navigator | **Manage Scheduled Offerings** | Scheduler Calendar | Reporting ⌄
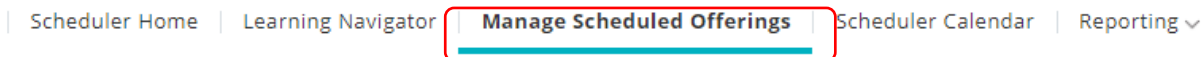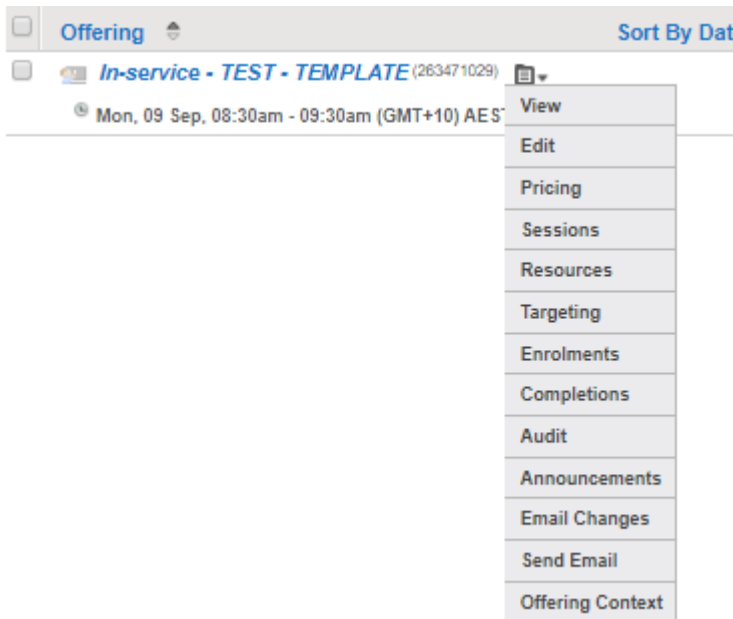
2. Locate your classroom offering by either searching by in-service name or using Advanced Search to find your own in-services (See above)
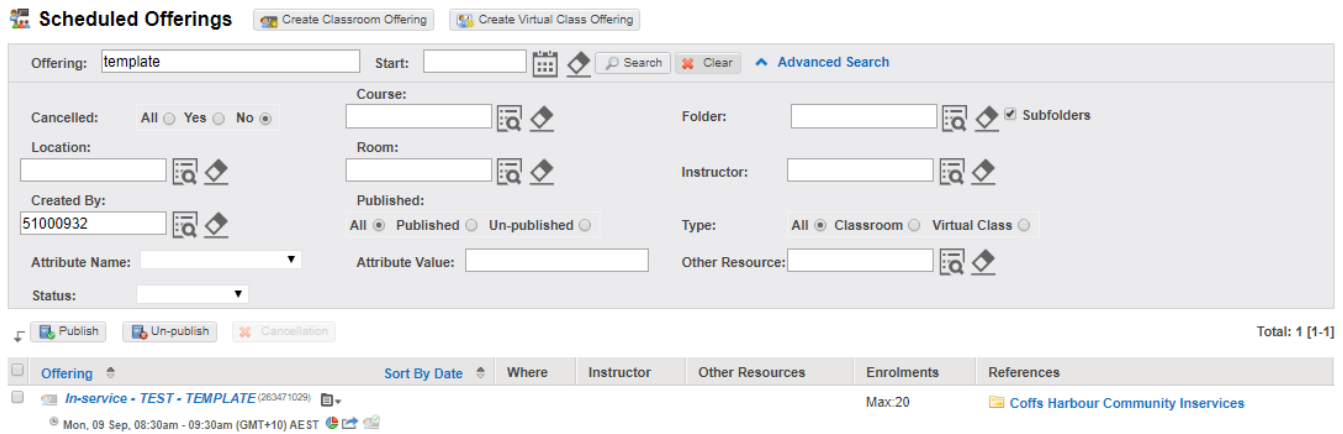


3. Click into the Widget Drop Down Box to the right of course name and click *COMPLETIONS*



4. Click on 'Complete Unlisted User' follow completions instructions from above in

# How to Duplicate (COPY) an In-service

1.  Find the in-service you wish to duplicate, and click on the blue title.

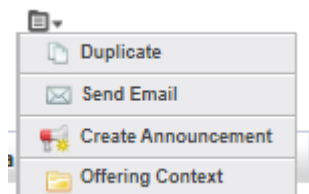   To find in-services you have created, you can:
   - Search the name of in-service in Offerings or
   - Select Advanced Search to find the in-service you have created. Go to 'Created By' and enter your Stafflink ID, then select search.  A list of in offerings you have created will appear.

2.  Check details and ensure that this is the correct classroom as well as correct folder and standard that you wish to duplicate.

3.  Click on the drop down box on the right of course title:

**Scheduled Offerings**

*In-service - TEST - TEMPLATE* (263471029)
Mon, 09 Sep, 08:30am - 09:30am (GMT+10) AEST

4.  Select 'Duplicate' from the list and then follow the instructions from Step 9.

- Duplicate
- Send Email
- Create Announcement
- Offering Context

5. Ensure you complete your attendance by following from Step 23.

## *Your Duplication is now complete*

# How to run a report

To run a report to show the in-services you have held follow the below parameters. The most useful report is **002 – Classroom Enrolments and Current Status.**

**002 - Classroom Enrolments and Current Status** (5101)

| Run | History | Jobs |

View a list of enrolled learners and their status for published classroom offerings.
**Definition of available Status options within report:**
Completed = Completed (records with a completion date)
Incomplete = Booked + In Progress + No Show + Partial Attendance
No Show = No Show
Partial Attendance = Partial Attendance
Incomplete status should be used to report on enrolment records that have NOT been manually updated via the classroom completions screen.
If you choose Use Completed Date = 'Yes', the filter "Date From/To" will only show records that contain a completion date - e.g. completions between 01/01/2017 and 01/03/2017.
If you choose Use Completed Date = 'No' The filter "Date From/To" will show all the statuses of the user that was changed in the system - e.g. the date the Learners status changed from Not Attempted to Incomplete.

**Report Format:** CSV (Excel)

\* ○ Scheduled Offerings Folder — 263453951
　○ Classroom Object
　○ Offering

\* ○ Organisation — 96027481
　○ User Group
　○ User

\* Use Completed Date: Yes
\* Date From: 01-Aug-2019
\* Date To: 30-Sep-2019
\* Manager: %
\* Status: %
\* Include Unenrolments: No
\* Direct Reports Only: No
\* Active Users: Yes
\* Published: All

\* Mandatory fields

▶ Run　　📄 Schedule Report

1. Change the report format to CSV (Excel) or XLS (Excel)
2. Scheduled Offerings folder is the location folder that you selected in [step 5]. Use the LOV search to select the correct folder. This is your location i.e. Coffs Harbour Community.
3. Organisation can either be MNCLHD or your cost centre. Use the LOV box to search and select to appropriate Organisation
4. Use Completed Date:
   - If you choose Use Completed Date = 'Yes', the filter "Date From/To" will only show records that contain a completion date - e.g. completions between 01/01/2017 and 01/03/2017.
   - If you choose Use Completed Date = 'No' The filter "Date From/To" will show **all the statuses** of the user that was changed in the system - e.g. the date the Learners status changed from Not Attempted to Incomplete.
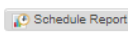5. change date to required date range using the calendar icon
6. Manager: You can use the LOV box to narrow results to staff of a particular manager – this is not recommended due to the dynamic nature of stafflink data.
7. Status – Select either Completed, Incomplete, No show, Partial Attendance. **% = wildcard and will report on all statuses**
8. Include Un-enrolments: Yes, or No – No is preferred
9. Direct Reports Only: Select NO
10. Active Users: Yes, of No – Yes is preferred. Inactive users are those on LSL, Mat Leave or have separated from MNCLHD
11. Published: Select ALL
12. Select RUN. It may take up to 10 minutes for the report to populate. Download once complete or send to your email inbox.

# How to 'Create an Incident' in SARA

1. Click on the SARA icon from the Work Support Centre and log on

   **SARA**
   Log a Job with IT

2. Click on 'Make a Request'

   Make a Request
   Change, update or order something

3. Click on Create and Incident

   **Create Incident**
   Use this form to get help with a technical issue

4. Complete all user/contact/Organisation details
5. Describe and complete the details section with as much detail as possible. Your incident will be created and sent to the My Health Learning team for action. See example below.
6. Click Submit

   **\*Requests through SARA will become the preferred method of communication with the MHL administrator so that workload and request are able to be contained and managed in a timely manner\***

**Details**

\*How would you best describe the issue you are dealing with?

Employee flagged to complete Mandatort training  irrelevant to role

\*Describe the symptoms

Example - Breast Care / Aged Care Assessment Nurse flagged to complete Child Protection / Blood Safe etc

\*Are you the only person experiencing this?

No

**What is the Business Service/Application?**

My Health Learning

SUBMIT