

Scheduler In-service Training Guide

For the entering of in-services only.

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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 – <u>Click here</u> 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: <u>http://www.safetyandquality.gov.au/</u>

Some Non-Mandatory courses <u>less than 3 hours</u> should be entered as stand-alone courses (**not in-services**) please contact <u>MNCLHD-MyHealthLearning@health.nsw.gov.au</u> 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 <u>https://sara.health.nsw.gov.au</u>

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 <u>MNCLHD-myhealthlearning@health.nsw.gov.au</u>

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.

Januarian Laural A
Instructor - Level 1
Scheduler

Scheduler Home

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

MY HEALTH EARNING
Scheduler Home Learning Navigator Manage Scheduled Offerings Scheduler Calendar Reporting v
Scheduler
> Upcoming Events 2

> Incomplete Past Events 24

Cale	ndar					5 A 2 N
<	today Se	ep 201	9			>
Sun	Mon	Tue	Wed	Thu	Fri	Sat
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	1	2		4	
	7			10	11	12

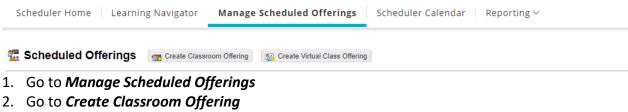
Calendar

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)

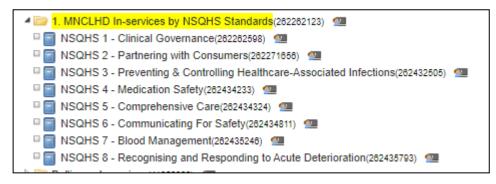


The Create Classroom Offering screen will now appear as per below screen shot.

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

Funnan	
Summary	
*Link to Content Object	*Folder
*Name	Publish 🔷 Yes 💿 No
	Ves 🔮 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).



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 Status	Publish Yes No

o. Go to the Folder held and select the list of values h	6.	Go to the Folder field and select the	List of Values bo	x.
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1.	
1.	\sim
	<u>u</u>

Summary	
*Link to Content Object NSQHS 1 - Clinical Governance	*Folder
*Name NSQHS 1 - Clinical Governance	Publish Yes No
Status V	

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

MNCLHD In-services by Facility(263452213)	
Bellingen Community Inservices(283723099)	
Bellingen Inservices(263456801)	
CCN Allied Health Inservices(282188230)	
📴 Coffs Harbour Community Inservices(263453951) 💷	
🔄 Coffs Harbour Inservices(283452800) 🛛 💷	
Coffs Harbour Mental Health Inservices(263453983)	
Dorrigo Inservices(263456240)	
HMN Allied Health Inservices(282188354)	
Kempsey Community Inservices(263462214)	
🔀 Kempsey Inservices(283453835)	
Kempsey Mental Health Inservices(263455148)	
Macksville Community Inservices(283722701)	
Macksville Inservices(263722774)	
MNCCI CCN Inservices(282179389)	
MNCCI HMN Inservices(285841841)	
MNCLHD Dental Inservices(282185929)	
MNCLHD Public Health Inservices(282191373)	
📴 Port Macquarie Base Inservices(263452729) 🕮	
Port Macquarie Community Inservices(263453882) 44	
📴 Port Macquarie Mental Health Inservices(283454925) 🕮	
Wauchope Community Inservices(282177118)	
Wauchope Inservices(283457134)	

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

Summary		
*Link to Content Object	*Folder	
NSQHS 1 - Clinical Governance	Coffs Harbour Community Inservices	

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. n

e.g. In-service - Title of In-service – Site/Locatio	on
--	----

Summary	
*Link to Content Object	*Folder
NSQHS 1 - Clinical Governance	Coffs Harbour Community Inservices 🗸 🗔
*Name	
IN-SERVICE - TEST TEMPLATE - CHCH	Publish Yes No
-	

***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.

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

Schedule	Enrolment
*Start Date 18-May-2020 9	*Maximum Enrolment 12 Minimum Enrolment
Start Time	*Enrolment Start
	18-May-2020
End Time 05:00	
	Latest Cancellation
*Timezone (GMT+10) AEST Australia/Sydney ¥	
*No. of Sessions $1 \rightarrow 11$	Substitution Available
	(Leave blank to disable substitution. See Help for example values)
	Prevent Unenrolments
	• Yes ○ No 14
	Enable Waitlist
	○ Yes ● No 15

- 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.

Other		
Enable Ratings Ves No 16		
Contact Name		
Casey Cook	17	
Contact PhoneEmail		
casey.cook@health.nsw.gov.au		
Contact Team		
0266565216	×	
·		

* Mandatory Field.

⇒ Next 18

18. Click Next.

19. Check your session details for accuracy, click Next for Resources.

LATE (263471029) D-			
Create Sessions	Book Resources	\$ Pricing	Confirmation
Offering	In-service - TEST - TEMPLATE has be	een created.	
Date	Start Time	End Time	Action
09-Sep-2019	08:30 AM	09:30 AM	- Delete
	Create Sessions	Create Sessions	ST Create Sessions Create Sessions Create Sessions Pricing Offering In-service - TEST - TEMPLATE has been created.

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

Scheduled Offerings					و الله الله الله الله الله الله الله الل
	e - TEST - TEM am - 09:30am (GMT+10)	PLATE (263471029) . AEST			
	o	O	3		6
<u></u> Crea	te Offering	Create Sessions	Book Resources	\$ Pricing	Confirmation
Session: Al	I		•		
				Audit Audit	k Instructors Book Other Resources
		No resources bookings found	for the selected sessions - book resource	ces using Book Resources button	
			🜩 Baok 🗢 Next		

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

NOTE: You <u>do not need to book resources</u> 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 <u>MNCLHD-MyHealthLearning@health.nsw.gov.au</u>

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.

	In-service - TEST - TEMPLATE (263471029) Mon, 09 Sep, 08:30am - 09:30am (GMT+10) AEST →																							
V	iew	Edit	Pric	ing	Sessio	ns	Reso	urces	Targ	eting	Enrolr	nents	Cor	npletion	s A	Audit	A	nnou	ncem	ents	E	mail	Chang	jes
	Content Object: SQHS 1 - Clinical Governance																							
	Туре:							Classro	om															
-	* Folde	: r:						Coffs	Harbou	r Commu	unity Inse	ervices		:	ž									
-	Name	:						In-ser	vice - T	EST - TE	MPLATE	E]				
	Descrij	ption:																						
		В	Ι	U	ŝ	x ₂	x²	đ	â	A۰	Ti▼	¶-	≣∙	j≣ •	≣	• 3		⊡	"	- (°o	⊞	5	
	C																							
	(PLE	EASE UP	DATE	DESCRI	PTION T	EMPL	ATE)																	1
	Short Description:																							
	3 Le	arning O	bjective	S:																				
		:																						
		•																						-

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.)

® Mon, 0	In-service - TEST - TEMPLATE (263471029) Mon, 09 Sep, 08:30am - 09:30am (GMT+10) AEST > Sessions: 1										
View	Edit	Pricing	Sessions	Resources	Targeting	Enrolments	Completions	Audit	Announcements	Email Changes	
											Complete Unlisted Learner
Clas	Classroom: In-service - TEST - TEMPLATE Learner:										
Stat	Status: All 🔻 🖉 Show Incomplete Only Organisation:										
						No c	ompletion records	ound.			

- 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'.

Complete Unli	sted Learner					c ×
Classroom - Co	omplete Unlisted Learner					0
*Classroom Name:	In-service - TEST - TEMPLATE					
Status:	Completed •					
Date:	09-Sep-2019					
Comments:	Casey Cook				//	
Users				Save	Save and Add Another	
* Username		Clear All Usernames				
1		īa <				
2		ia 🔶				

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

Records successfully created: 1

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.

🕯 Scheduler Home	Learning Navigator Manage Sche	duled Offerings	er Calendar Reporting 🗸				
							0
The scheduled Offerin	ngs 🕂 Create Classroom Offering 🥸 Create Virtual	Class Offering					
Offering:	Start 2	🗟 🖉 🔎 Search 🛛 👰 Clear 🛛 🛉	Advanced Search				
Cancelled:	C All C Yes C No	Course:		Folder:	Ballina Inservices 🗔	Subfolders	
Location:	E 4	Room:	E 4	Instructor:	EQ -	0	
Created By:	60002376	Туре:	C All Classroom C Virtual Class	Published:		In-published	
Attribute Name:	x	Attribute Value:		Other Resource:	EQ -	0	
Status:	1						
🖵 👪 Publish 🛛 👪 Un-Pi	Publish						Total: 2 [1-2
E Offering 🖨	Sort By Date 💠 Whe	re	Instructor	Other Resources	Enrolments	References	
한 명 Emergency: Material Salety Data Salets (or05001) 응, 한 값 Ballina Inservices 0 Wed, 44 Feb, 0045am, 0505pm; (2011+1) ALS17 Exrolled:2							
Emergency: Clinical ® Wed, 04 Feb, 00:45am - Sessions:1	skills (47068016) 🛐 🖉 🥭 🖄 - 06:00pm (GMT+11) AEST				Max:20 Enrolled:3	Ballina Inservices	

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"
- 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

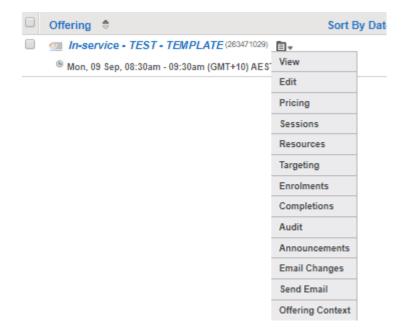
Manage Scheduled Offerings

Scheduler Calendar \mid 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)

Scheduled Offerings and Creat	e Classroom Offering	9
Offering: template	Start:	Search 😫 Clear 🔺 Advanced Search
Cancelled: All 🔾 Yes 🔾 No 💿	Course:	Folder:
Location:	Room:	Instructor:
Created By: 51000932	Published: All Published Un-published	Type: All Classroom Virtual Class
Attribute Name:	Attribute Value:	Other Resource:
Cancellat		Total: 1 [1-
□ Offering 🗢	Sort By Date Where Instr	Ictor Other Resources Enrolments References
 In-service - TEST - TEMPLATE (263471029) Mon, 09 Sep, 08:30am - 09:30am (GMT+10) AES 	-	Max.20 Coffs Harbour Community Inservices

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 Step 24.

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	
i.,	

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

	Duplicate	
	🖂 Send Email	
1	📢 Create Announcement	
1	📴 Offering Context	

5. Ensure you complete your attendance by following from <u>Step 23.</u>

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		
If you choose Use Completed Date = 'Ye and 01/03/2017.	In report: aletion date) w + Partial Attendance n enrolment records that have NOT been manually updated via the classroom completions screen. es', the filter "Date From/To" will only show records that contain a completion date - e.g. completions betweer o'The filter "Date From/To" will show all the statuses of the user that was changed in the system - e.g. the dat	
Report Format:	CSV (Excel) V	
* Scheduled Offerings Folder Classroom Object Offering	263453951	ā
* Organisation User Group User	96027481	ā
* Use Completed Date:	Yes v	
* Date From:	01-Aug-2019	
* Date To:	30-Sep-2019	
* Manager:	%	ia 🔷
* Status:	96 🔻	
* Include Unenrolments:	No 🔻	
* Direct Reports Only:	No 🔻	
* Active Users:	Yes •	
* Published:	All 🔻	
* Mandatory fields	► Run	

1. Change the report format to CSV (Excel) or XLS (Excel)

2. Scheduled Offerings folder is the location folder that you selected in <u>step 5</u>. 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.
 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
- 2. Click on 'Make a Request'
- 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		Ŧ
What is the Business Service/Application?		
My Health Learning	×	Ŧ
	SUBMI	T