



WSLHD ORIENTATION USER GUIDE



Learning and Development
Western Sydney Local Health District

Welcome...

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Flag Colour Code Key

-  Must do
-  Tips

Acronyms & Abbreviations

L&DS	Learning and Development Services
WSLHD	Western Sydney Local Health District
My Health Learning (MHL)	A Learning Management System hosted by the Health Education Training Institute for delivery of online learning
HETI	Health Education Training Institute – one of the NSW Health pillar
LMS	Learning Management System
L/P	Learning Pathway

Congratulations on becoming a preferred candidate in your recent application for a position in Western Sydney Local Health District (WSLHD) and progressing to the next stage of the recruitment process. This user guide provides you with information about the Orientation Online Learning Pathway – its components and information about accessing and completing the learning pathway program.

Before your first day of work

Welcome to WSLHD. To support you in your new role we have developed a comprehensive Orientation program. The first part of this program consists of Mandatory Training which is available to you online (via My Health Learning) The second part is attendance at the face to face WSLHD Orientation program which will help to develop your understanding of WSLHD and NSW Health.

For employees new to NSW Health, your employee number (StaffLink User ID) is noted in the letter of offer. If you are transferring from within NSW Health you will retain your current StaffLink number.

1. Before you can login, you must contact the State-wide Service Desk on **1300 28 55 33** to obtain and activate your StaffLink ID and password.
2. Once activated, log into My Health Learning via <https://hetionline.cit.health.nsw.gov.au/>
3. Check your profile under 'My Details' to ensure your details are correct.
4. Familiarise yourself with My Health Learning basic function starting with the 'Learner's User Guide.'

Now you are ready to book into the WSLHD Orientation Program. This must be completed prior to commencing.

5. For all employees, book into WSLHD Orientation

You need to book a date to attend the face-to-face WSLHD Orientation. Ideally this should be your first day with WSLHD. To book into Orientation, login to My Health Learning via <https://hetionline.cit.health.nsw.gov.au/> **If you are unable to book in via My Health Learning please contact the Helpdesk on 02 8860 4396.**

6. For all employees, complete Mandatory Training

It is encouraged that you complete the Mandatory Training within the first two weeks of your commencement date at WSLHD. Mandatory Training contains 11 modules that can be completed via My Health Learning. These modules are found in the MHL learning pathway called **WSLHD All Staff Orientation online** (as shown on image overleaf).

Please note for non-clinical: on the afternoon of WSLHD Orientation, there will be a computer support session provided with limited PCs to complete your Mandatory training during the second half of the day for non-clinical only.

7. **For Nursing & Midwifery employees only, book in to/attend the Clinical Orientation Day 1 afternoon session.** You also need to book this via My Health Learning before your first day of work. This date should be the same day as the WSLHD Orientation.

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Commencing with WSLHD

Day 1-AM: Attend the WSLHD Orientation morning session which ideally would be the week you start working in WSLHD. If WSLHD Orientation is not on your first day, please proceed to your department for work.

Day 2-PM: Nursing & Midwifery Staff attend the Clinical Orientation afternoon session. All other staff attend your workplace.

- After attending Orientation you will have an induction in your specific workplace with your manager.
- Completion of other Mandatory training

Book into orientation program

BOOK INTO ORIENTATION PROGRAM

Step 1-Before you can login, you must activate your Stafflink password by calling State-wide Service Desk on **1300 28 55 33**. Have your employee number with you to do this.

Step 2-Once activated, log into My Health Learning via <https://hetionline.cit.health.nsw.gov.au/>

Steps 3-7 as shown below

The screenshot shows the My Health Learning interface. The 'My Learning Pathways' section lists several courses, including 'WSLHD All Staff Orientation Online' and 'WSLHD Nursing and Midwifery Orientation'. Red callouts indicate the following steps:

- Step 3:** Points to the user profile icon in the top right corner.
- Step 4:** Points to the 'Learner Interface Guide' link in the 'Help & Support' section.
- Step 5:** Points to the 'WSLHD All Staff Orientation Online' course.
- Step 6:** Points to the 'WSLHD Nursing and Midwifery Orientation' course.
- Step 7:** Points to a red box labeled 'Nursing & Midwifery ONLY Step 7'.

Learning and Development



What is My Health Learning?

My Health Learning is a learning management system (LMS) for all employees within WSLHD/NSW Health. My Health Learning is a state-wide web-based application that hosts all of our online and classroom based learning including the orientation online learning pathway and mandatory training requirements.

It is also the platform for course administration, tracking and reporting. It hosts a continuing professional development portfolio for all staff.



For more information about the LMS contact **Education Technology (EduTech) and Mandatory Training** unit (see contact details page 12). They are responsible for managing LMS within WSLHD. Alternatively, information is also available and accessible via the My Health Learning Portal.

A new Learning Management System for all NSW Health Staff

- Instant access to high quality, up-to-date training courses
- Mandatory and optional courses accessible any time
- Your learning history will follow you when moving jobs in NSW Health
- Simply log in using your StaffLink User Name and Password

<http://hetionline.health.nsw.gov.au>

Further Instruction

1. You have successfully gained employment in WSLHD and received the letter of offer/appointment
2. In the letter of offer you will find instruction on how to obtain your Employee Number (StaffLink User ID), if not, please contact WSLHD Human Resources on 9840 3855 to check your details.
3. To obtain your Employee Number and password, contact the State-wide Service Centre on 1300 28 55 33. On the prompt press '6' on your telephone pad to speak to the service representative. Your purpose is **to obtain and activate your StaffLink ID & password as a new employee in WSLHD.**



- **NOTE:** activating your StaffLink password will also activate the same password in My Health Learning LMS.
 - **StaffLink** is a state-wide system used as a gateway to the Oracle Human Resources Information System (HRIS) including Manager Self Service (MSS) and Employee Self Service (ESS). My Health Learning LMS is just one of the interfaces in the StaffLink system.
 - StaffLink is accessible via <https://stafflink.hss.health.nsw.gov.au/>
4. Once activated, log into My Health Learning via <https://hetionline.cit.health.nsw.gov.au/>
Enter the following details to log in, ensure that you have completed Step No 3 (activating your employee No):
 - Username = StaffLink ID
 - Password = StaffLink password

Any issues, please contact the State-wide Service Centre on 1300 28 55 33

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- Before you commence using the My Health Learning function, please check your profile is correct by going to 'My Details' for the following fields (tick ✓), if incorrect, please contact your manager immediately and let them know that your details are incorrect.

MY HEALTH LEARNING

Home Catalogue My Learning Reporting

My Online Learning

My Details My USI My Emails

Change your password Set secret questions

The below information is directly sourced from Stafflink. For any changes/updates to this data please contact your Stafflink representative or your Manager. You may change your password and set secret questions by using the links below:

Username ✓
First Name ✓
Last Name ✓
*Alternate Email
@health.nsw.gov.au
Date of Birth ✓
Employment Type
Full Time - Permanent
First Language
English
Job Targeting
[WSLHD/531111 General Clerk]
Position Classification Targeting
[564717/Admin Off] ✓
Supplied Email
Y

Save

Positions

Position	Organisation	Manager	Start Date	End Date
Admin Off Lvl	WS CMB Training and Development Management 350253	✓ Check your manager's name		

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6. Familiarise yourself in the use of My Health Learning basic function starting with the 'Learner's User Guide'

The screenshot shows the My Health Learning dashboard. It features a top navigation bar with 'Home', 'Catalogue', 'My Learning', and 'Reporting' tabs. A search bar is located on the right. The main content area is divided into three sections, each highlighted with a yellow box and a blue number:

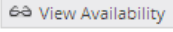
- 1 My Online Learning (27)**: Contains three course cards for 'Child Wellbeing and Child Protection - Part 1', 'Part 2', and 'Part 3', all with a due date of 02-Oct-18. Each card has a 'Details' button.
- 2 My Scheduled Learning (1)**: Contains one card for 'Respecting the Difference - face to face training' scheduled for Mon, 30 Jul, 08:30am - 12:30pm (GMT+10) AEST at Cumberland Hospital.
- 3 My Learning Pathways (8)**: Contains three pathway cards: 'Learning Path - Respecting the Difference: An Aboriginal Cultural Training Framework' (1/2 Completed, Target: 26-Jun-15), 'Child Wellbeing and Child Protection 2 - Patient Facing Clinicians' (0/3 Completed, Target: 02-Oct-18), and 'HETI Online Scheduler Training Material' (0/6 Completed).

On the right side, there are three widgets: 'Courses Due' with a pie chart showing 24 Done, 3 Due, and 1 Overdue; 'Calendar' for July 2018 with the 2nd highlighted; and 'Quick Links' with links to the HETI Website, Clinical Supervision Training Space, Catalogue Search Instructions, New Catalogue Search Video, and New Interface Video - New Look and Feel! Below these is a 'Help & Support' section with links to the 'Learner Interface Guide' and 'Manager Interface Guide', both highlighted in yellow.

Learning and Development



The home page is divided into three sections:


1. *My Online Learning* – any courses targeted to your profession delivered online, that you must complete.
2. *My Scheduled Learning* - any outstanding courses targeted to your profession delivered via classroom-based training. In this section you will find:
 - a. [Part 1 – WSLHD Orientation](#) and
 - b. [Part 3 – Nursing and Midwifery Orientation](#).You need to book a date for Part 1 (all staff) and Part 3 (for Nursing and Midwifery) this should coincide with your 1st day of work, click on the  icon to find a date preferable within (10 days of your commencement date). This needs to be done before your first day of work and you should have completed Part 2 as the prerequisite to commencement.
3. *My Learning Pathways* – any outstanding group of individual courses targeted to your profession. In this section you will find [Part 2: WSLHD All Staff Orientation Online](#) and [Part 4: WSLHD Critical Clinical Essentials](#).

NOTE:

You MUST complete Part 1, 2, 3 & 4 first before completing any other learning pathways or mandatory/professional courses allocated to you.



7. WSLHD Staff Orientation Online learning pathway which should take approximately four (4) hours to complete.

To start the process:

- a. Login to My Health Learning
- b. Click on 'Home' menu
- c. Under 'My Learning Pathways' section
- d. Click on the course name 'WSLHD All Staff Orientation Online' link
- e. Under 'Course Name' column click on  icon to start the first module

NOTE: Some courses may have a 'Survey' icon for you to complete at the end of a module.



Once completed, the course will be taken out from your course current learning list into learning history.

8. On completion of the Orientation Online Learning Pathways, you may print your transcript as evidence required for the 'Time-in-Lieu' benefit. To print your transcript:
 - a. Click on 'Reporting' menu
 - b. Under '100 Learner Transcript Report', click on the green arrow 
 - c. Report screen will appear, click on 
 - d. A new window will appear with list of completed modules, right-click on your mouse then;
 - e. Click on 'Print'.



If you have not completed or not initiated the Orientation Online Learning Pathways before your first day of work, please contact your departmental manager to arrange an alternative time during your 90 days on-boarding process in WSLHD.

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9. To register/enrol into WSLHD Orientation & Nursing & Midwifery Orientations
 - a. Click on 'Home' menu
 - b. Under 'My Schedule Learning' section
 - c. Click on  icon
 - d. Click on  icon half-way through the page
 - e. Find the appropriate date as your start date (recommended within 10 days of your commencement date)













This step needs to be completed prior to your first day of work. The WSLHD Orientation (face-to-face) attendance must be completed within two weeks of your commencement period in order to stay compliant.

Online Modules Completion Tips



- You do not have to completed all the courses in one go
- If you log out midway through the course module, the LMS will remember where you stopped within the module.
- The next time you log in and access the module, the system will prompt you to go to the section where you stopped.
- The online course consists of topic content and some courses may have a quiz; please ensure you complete the tutorial first before completing the quiz. All quizzes have a pass mark, which is detailed under the course introduction section.
- When taking the quiz, if you score below the pass mark, please retake the quiz to secure a pass result.

What do these icons mean in My Health Learning?

 Mandatory	The red flag icon represents training requirements that are assigned as part of the State-wide Mandatory Training Policy.
 CE Directive	The blue flag icon represents training requirements that are assigned as part of the WSLHD CE Directive.
 Assigned	The orange pin icon represents training requirements that are assigned locally as directed by your manager.
	This icon represents the frequency of the course that are 'One-Off' courses. You are only required to complete it once during your employment in WSLHD/NSW Health.
	This icon represents the frequency of the course which is 'Annually or Five Yearly'. The word 'Initial' means you have NOT initiated this program, once initiated and completed, the word 'Initial' will be replaced with the word 'Current' or 'Due' or 'Expired'.
	This icon represents a Classroom-mode of delivery.
 Play	Play button, click once to launch the eLearning course.
	This icon represents a Learning Pathway which is a group either classroom-mode and/or online learning linked together.
	Quick Links – Located on the right-hand side of the screen.
 To-do:1	This icon appears when a course survey is not completed. The survey will remain on your learning page for 14 days.

Additional Support

If you have limited access to a computer with internet access there are several options:

1. Accessing your Local City Council Library

Your local city council library has computers with internet that can be accessed free of charge for web browsing. Please note that if you want to access your emails you may be charged a fee.

2. Via Learning and Development, EduTech Computer Training Room

You can arrange to access a computer during office hours in our computer training room at Cumberland Hospital. Please contact us on 8860 4396 to make a booking. There are also Kiosks in all facilities.

3. Limited Computer Skills

We understand that not everyone feels confident in their computer skills. Should you require additional support you can contact the EduTech Helpdesk who will guide you over the phone or make an appointment for you to come into our computer training room and complete the online orientation with support.

CONTACTING US

Education Technology and Mandatory Training office hours are Monday to Friday 8:30 am – 5:00 pm. There is no support provided outside these hours including over the weekend and during public holidays.

For any enquiries, please contact:

Tel: 02 8860 4396 (helpdesk)

Fax: 02 9840 3375

Email: WSLHD-EducationTechnology@health.nsw.gov.au

Web: <http://www.wslhd.health.nsw.gov.au/> under Research and Education

Checklist

Before your first day of work you should have:

- Received the employment offer
- Obtain employee number
- Activated your password
- Logged into My Health Learning
- Checked your profile details
- Completed Part 2: WSLHD All Staff Orientation Online
- All new staff to book a date to attend half-day morning session of the face-to-face WSLHD Orientation
 - For nurses, book a date to attend the second half of the day afternoon session for 'Nursing and Midwifery Orientation' (face-to-face)

On the first day/week of work you should have:

- All new staff: Attended morning session of the 'WSLHD Orientation' (face-to-face)
 - Attended afternoon session of Nursing and Midwifery Orientation' (face-to-face)
 - Completed Part 4: Critical Clinical Essentials Online (for clinicians only)

Within the first 90 days of work you should have:

- Completed facility orientation
- Completed other mandatory training requirements pertaining to your role
- Completed induction process
- Probationary performance review

On your 12 months anniversary

- Completion of performance review process with manager