

FAQs

This document provides information on frequently asked questions about training and courses offered by the Queensland Centre for Mental Health Learning (QCHML or The Learning Centre). If your question is not answered here you can contact our support team on 07 3271 8845 (b/h) or email: gchmltraining@health.qld.gov.au

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Enrolment enquiries:

Can I enrol over the phone?

Enrolments can only be completed via the Learning Centre training system at www.qcmhl.qld.edu.au

Can I change my enrolment to another date?

If you are already enrolled in a training event and need to change your enrolment:

- go to the Learning Centre training system at www.qcmhl.qld.edu.au and log in
- select My Courses tab
- select the course from the list of events you are enrolled in
- click on Cancel booking
- after your booking has been cancelled you can return to the calendar and enrol in an alternative training event.

I have enrolled in training, when do I receive a confirmation?

Confirmation emails are sent to all participants approximately 2 weeks from the delivery date, when the enrolment window has closed and all participant names have been collected.

A reminder text is also sent approximately 2 working days prior to the training day.

Please ensure that you provide up to date details when you enrol and update your profile if your situation changes, so that your learner profile can be maintained accurately and confirmation messages sent to you.

If you're worried that you've missed your confirmation email, check in the junk or trash folder of your emails and accept the Learning Centre as an approved contact.

I need proof of my enrolment for my line manager.

Upon submitting an enrolment you will receive an automatically generated email acknowledging receipt of enrolment. Your confirmation email will be sent, approximately 2 weeks from the training delivery date.

I can't remember if I enrolled in training, can I check if I'm enrolled in an event?

If you enrolled in any training event falling after 3 July 2017 they will be listed under your profile on our updated training system. To check:

- go to the Learning Centre training system at www.qcmhl.qld.edu.au and log in
- select **My Courses** tab
- view the courses listed to check where you are enrolled.

If you are not showing as enrolled in a specific event, return to the Calendar to select the course, date and location of training, and enrol if the training is listed as 'open'.

Why do you need my date of birth?

It is a requirement of training providers that they adhere to National laws stipulating standard demographic information is collected from their training participants. Enrolments cannot be finalised without specific fields being completed in full. The collection, storage, use and disclosure of any personal information provided is protected under Privacy and Personal Information Protection Acts.

De-identified statistics can assist in ensuring we meet the needs of our target audience by being informed about demographic groups.

How often do I need to complete training?

The Learning Centre makes state wide recommendations that programs are undertaken every two years as a refresher. Program content is regularly updated to ensure it reflects current best practice and aligns to relevant guidelines and legislation, so regular renewal is highly recommended.

Clinicians should also check with local policy regarding frequency of training, as some HHSs make recommendations about annual requisite competencies based on local service requirements.

The workshop or course I am interested in attending is listed as full, can you still fit me in?

Unfortunately not. Training capacity limits undergo extensive consideration based on the individual program, the content (some of which is highly sensitive) and how the training is delivered (i.e. what is best for safe practice). To ensure program fidelity, to maximise the effective transfer of learning, and to ensure all content can be covered in the allocated time, capacity limits must be adhered to.

Can I find out who else is enrolled?

Privacy and confidentiality laws do not allow us to provide participant details to other participants. HHS Executive/Managers/Education coordinators however (or managers of other organisations who have arranged for their staff to attend) may request a report of attendees from their organisation where relevant. This requires Learning Centre management approval before it can be released.

Other attendance enquiries:

I am enrolled to attend training, however need to leave early. Is that ok?

Generally if you cannot attend the full day it is recommended that you withdraw your enrolment so that it can be offered to another participant. You are not eligible to receive your certificate (or CPD allocation) if you have not completed the course in full, and it will be to the detriment of your learning and application of skills in practice if you do not receive the full learning package.

In most instances it is a requirement of your role, duty of care and profession to complete the program in full so you can be deemed competent in the area of practice. If you cannot attend the full day please postpone to an alternate time and in the meantime investigate online training options available, e.g. Learning Centre eLearning portal at www.qcmhl.qld.edu.au

Will the Learning Centre pay for my travel and accommodation?

The Learning Centre is not responsible for the costs associated with participation in training, including travel or accommodation.

If you are required by your organisation to travel outside of your usual HHS to attend training, it is up to you to negotiate with your service if they can support your attendance.

Can I link to a training event via Video Conference (VC)?

VC link is not available for our standard face-to-face courses.

In order to meet RTO requirements and ensure appropriate transfer of knowledge, VC delivered training is structured and resourced differently to ensure learners receive relevant support.

If you are unable to attend a training event please investigate online training options available, e.g. Learning Centre eLearning at www.qcmhl.qld.edu.au

VC events (of the course QC26 Evaluations of Risk) are scheduled on occasion for the more remote HHS services with advertising provided to the pre-identified target groups. Enrolments are strictly limited for these events. To participate you need to be able to attend at one of the participating locations and submit an enrolment.

Program requests/enquiries:

When will you be running a particular course in my area?

Please check the online calendar for the current list of training events and locations. All confirmed deliveries are listed online in semester blocks and usually released twice per year (e.g. October for the first semester of the following year, April for the second semester). Future dates are listed online only when confirmed and cannot be made available in advance.

Note: some courses are run privately and not listed online, if you have received an email/marketing about a specific course that you don't see listed on the electronic calendar, follow the instructions in the marketing you have received.

Can I request training in my HHS? (I'm not part of the HHS education team or designated HHS education contact)

Training requests are received only from the education coordinator as nominated by the HHS Mental Health Executive/Management. The Learning Centre Program Delivery Coordinator consults with the education coordinators at specific times of the year to plan the annual training priorities for the HHS mental health services.

Please follow your local procedure to ensure that your education coordinator (via your Team Leader/Supervisor if necessary) is aware of your training requests so that they can be best informed when making decisions about the collective education needs of your HHS.

Training costs:

Why do I have to pay for training (as a non-Queensland Health Mental Health participant)?

The Learning Centre receives funding through the Mental Health Alcohol and Other Drugs Branch to deliver training as outlined in the Queensland Plan for Mental Health 2007-2017 to promote recovery focused mental health services and provide skills training in risk assessment and management.

Therefore, the Learning Centre provides training free of charge for Queensland Health staff whose primary role is working with people experiencing mental health problems (or students on placement within a Queensland Health Mental Health Service at the time of the training).

Those who do not fall under this category are required to pay a nominal fee to attend our face-to-face training programs (this is less than the cost to us to produce, deliver and maintain our programs) and we continue to offer our eLearning resources free of charge.

I'm a Queensland Government employee and accessed free training in the past, why can't I get it free now?

Learning Centre training has only ever been subsidised for Queensland Health Mental Health service employees and have accommodated other participants in the past at our own expense. We are no longer provided the flexibility to do this, however are pleased if you were able to take advantage of this in the past. Fees for our face to face training programs are nominal and we continue to offer our eLearning resources free of charge.

Program specific enquiries:

I'm an experienced supervisor, why do I need to attend QC8 Best Practice Models of Supervision before I can attend QC4 Supervisor? I have attended other Supervision training.

QC8 Best Practice Models of Supervision has been designed as the foundation program from which the other Learning Centre Supervision programs are built. Each program is intrinsically linked to the key concepts first introduced during QC8.

Other courses tend to have a management focus rather than a clinical focus and don't cover the same core values or learning outcomes that Learning Centre training does.

The stepped process through QC8 to QC4 (and then QC12 if required) ensures that participants are receiving the components and comprehensive learning required to support the application of best practice clinical supervision in a Queensland Health, Mental Health service.

How do I become an Authorised Mental Health Practitioner (AMHP)?

Authorised Doctors and Authorised Mental Health Practitioners are appointed under the conditions as directed by the Mental Health Act 2016 legislation unit.

Please refer to the 'Administration of the Mental Health Act 2016' webpage for details of required training, relevant application for completion and process for submission:

www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act/2016/topics/administration

Where do I access the Mental Health Act 2016 training?

The mandatory Mental Health Act 2016 (MHS2016) training for authorised doctors, psychiatrists and mental health practitioners is not offered through the Learning Centre's training system but is available via iLearn. For background and access to the training please follow the link below:

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/clinical-staff/mental-health/act/training/elearning>

The Learning Centre does offer the course QC40: Capacity Assessment and Advance Health Directives which builds on the knowledge covered in the iLearn MHA2016 online learning package. You can access this course through our training system.

What is the difference between the various 'capacity' programs available?

The Learning Centre provides access to a range of different 'capacity' training programs to address different requirements.

QC13 Capacity Assessment is a half day face-to-face training program. It is the most comprehensive capacity training program we offer. It covers the assessment of capacity in the adult consumer, in relation to consent for mental health assessment, treatment options and general health care. This program is deemed as requisite training in some HHS Mental Health Services in addition to Mental Health Act 2016 training.

Mental Health Act 2016: Capacity Assessment and Advanced Health Directives eLearning is part of the training suite designed for Authorised Mental Health Practitioners to complement the mandatory Mental Health Act 2016 training, providing clarity around the requirements for determining capacity in a consumer of mental health services. It is recommended to be completed in addition to the Learning Centre's QC13 Capacity Assessment face-to-face training program.

The **Capacity and AHD lunchbox session** is designed to support HHS educators in demonstrating to local staff specifically the changes to capacity assessment that have occurred under the new Mental Health Act 2016. This is a brief one hour snapshot learning exercise, therefore it is not a substitute for any of the other training. Please ensure you also complete the above mentioned training as soon as possible if you have not done so already.

Capacity Assessment eLearning (currently not available - undergoing review). Again this is not a substitute for the any of the above training, if you recently completed this program it is still mandatory that you complete Mental Health Act 2016: Capacity Assessment and Advanced Health Directives eLearning and highly recommended to also complete QC13 as soon as possible to ensure you have covered all the current requirements under assessing capacity.

Please always make sure you check with your Line Manager/Supervisor/ Discipline Leader and/or local Education Team to determine which course is appropriate to your needs. There are different mandatory and requisite training requirements in each HHS.

Why do I have to provide a Unique Student Identifier (USI) for 10120NAT Course in Observing and Documenting a Mental State Examination.

Those wishing to attend the 10120NAT Course in Observing and Documenting a Mental State Examination training must provide a valid unique student identifier (USI) number on their online enrolment form, obtainable from www.usi.gov.au. This is a Federal Government requirement since 1 January 2015 for all nationally recognised courses accredited by the Australian Skills Quality Authority.

Note: enrolment for this program cannot be confirmed until a USI is provided. Accredited training results cannot be issued to anyone who has not provided a USI.

Do I have to do the assessment for QC9/QC14/10120NAT?

Generally if you are a Queensland Health Mental Health Clinician you are required to complete the assessment to ensure you demonstrate competency in the area of practice.

If you are not in a clinical role, or it is not relevant to your clinical practice to conduct assessments (e.g. a risk assessment, Mental State Examination, or mental health assessment) there is no requirement that you complete the assessment, however it is still recommended as a measure of the effectiveness of learning and transfer of skills.

Note: if you do not complete the assessment you are not eligible to receive the Certificate of Achievement (or Statement of Attainment for 10120NAT Course in Administering a Mental State Examination), you can still however receive a Certificate of Attendance to acknowledge CPD hours.

I'm interested in Mental Health First Aid training.

Mental Health First Aid (MHFA) training can only be offered by accredited MHFA trainers.

The Learning Centre are pleased to be able to host MHFA training in 2018, with a limited number of deliveries on offer. Events will be advertised via the online calendar.

For all other MHFA training events, visit their website at www.mhfa.com.au for more information.

What is MHFA training?

This two day course teaches people how to offer initial support to an adult who is developing a mental health problem, experiencing worsening of an existing mental health problem or in a mental health crisis, until appropriate professional help is received or the crisis resolves.

Unlike other mental health training this course is recommended specifically for non-clinical staff. Clinicians and other health practitioners should refer to other Learning Centre courses for their training needs. Alternatively visit www.mhfa.com.au for more information.

New Learning Centre training system:

What do the terms 'Blended' or 'Blended Learning' mean?

Blended learning refers to training that has an online (eLearning) and a face-to-face component. You need to complete both components to obtain a certification.

Where do I access eLearning?

eLearning is accessed via the Learning Centre training system. On 3 July 2017 the Learning Centre launched an updated system that provides access to eLearning and face-to-face training information.

To access eLearning:

- **QHEPS** for Queensland Health Staff in the workplace: search for Queensland Centre for Mental Health Learning, click on the 'Our courses' tab of the header menu bar (orange), or 'Our courses - access and enrol in training' under the Quicklinks heading on the right. Log in to the LMS.
- **www:** google search for Queensland Centre for Mental Health Learning, click on the 'Our courses' option in the left side navigation menu, or 'Our courses - access and enrol in training' under the Quicklinks on the right. Log in to the LMS.
- Direct access: www.qcmhl.qld.edu.au

For new users, self-registration is available at www.qcmhl.qld.edu.au

Follow these simple steps:

1. Create a new account using your work email address as your username.
2. Provide all required details in the user profile fields requested and select 'Create my new account'.
3. You will receive a confirmation email at the email address you have used for registration.
4. Validate your account by following the prompts on the confirmation email supplied.
5. Once you validate your profile, you can login.

Note: if you were previously registered on the old Learning Centre eLearning portal (prior to 3 July 2017) your old learner history will be migrated to your new profile, so your records of previously completed eLearning will not be lost.

Who can access Learning Centre eLearning?

The Learning Centre training is available to Queensland Government staff who work closely with mental health consumers and to university students undertaking placement within public mental health services. Our training is also available to non-Queensland Health employees working with non-government organisations, private hospitals and other government departments who work closely with mental health consumers.

If you are not working for any of the organisation types listed above, please send an email (including your work or tertiary education email address domain) to the help desk to request access. Requests will be considered on a case by case basis.

Can I create an account from home?

You can, however our system does not recognise private or web based email domains (eg Hotmail or gmail etc) - two options are available:

1. If you are able to access your Queensland Health email from home, you can use this to register as you will be able to access your confirmation email, allowing you access to the training.
2. If you are unable to access your work email, please contact the support desk during business hours (3271 8845) to confirm the account manually. You will then be able to continue with your online training.

What if I'm not a Queensland Health employee?

Unfortunately we have to limit access to our training to employees of Queensland Health, private and government organisations, and tertiary students, working within the mental health sector. The training portal will accept private hospital, other government organisation and tertiary education email domains/ addresses, and does not automatically recognise private or web based email domains (eg Hotmail or gmail etc). Other non-government organisation domains outside of this list are considered on a case by case basis. If you can't create an account using your work or tertiary education email address, please send a request via email providing us with a rationale of how this training is relevant to your work, your organisation's email domain, and a link to your organisation's website. We will consider your request and if approved, your email domain will be added to the system so that you can access training.

I'm registered, how do I access the eLearning programs?

To complete one of the eLearning programs follow these steps:

1. Go to the eLearning login page www.qcmhl.qld.edu.au
2. Enter your username and password on the left hand side of the page and select 'Login'
3. Navigate to the course you would like to complete, click on the course name and select 'enrol'.

Technical/troubleshooting:

What do I do if I haven't received my notification email?

If your notification/confirmation/password email has not arrived in your inbox please check your junk/trash email folder, alternatively close your email application and reopen to allow it to synchronise.

Please also check you have entered the correct email address and it is free of errors. For Queensland Health employees please ensure the you have included the 'dot' between your first and last name in your email e.g. firstname.lastname@health.qld.gov.au

If it is still not found phone the support desk during business hours.

I have forgotten my password. What should I do?

The passwords for the portal are case sensitive. Please check if the 'Num Lock' or 'Caps Lock' is on before trying again. You can reset your password using the 'Lost password' link available on the login or home screen. You will need access to your registered email address to reset your password using this method.

What is my username?

A username is not required in the new Learning Centre training system. Your email address and password are all that is required to log in. Contact the support desk during business hours if you have any problems.

I'm registered but I can't log in (e.g. 'user not found')?

Check that you are using the correct email or password.

Also consider if you have re-registered since the updated Learning Centre training system was launched on 3 July 2017. If you were registered previous to this date you are not necessarily still registered system and may need to create a new profile in the system. Go to www.qcmhl.qld.edu.au and follow the prompts.

Enrolling for face-to-face training:

How do I enrol for face-to-face training?

On 3 July 2017 the Learning Centre launched an updated training system. All information pertaining to our courses is now accessible from the new Learning Centre training system, including:

- calendar of scheduled face-to-face training events
- enrolling for face-to-face training
- course information
- access to blended learning
- access to eLearning training
- access to download certificate

If you have not registered to create an account for Learning Centre eLearning or face-to-face training after 3 July 2017, go to www.qcmhl.qld.edu.au and follow the prompts to create your account.

You can then navigate to the calendar and enrol in a training event featured by clicking on the 'view course' link and then select enrol.

Certificates:

How do I obtain my certificate?

All certificates for eLearning and face-to face training are now provided via the Learning Centre training system, as a downloadable pdf file.

To access your certificate, all associated components of the training will need to be completed including any pre-training and post-training evaluations.

For blended learning the eLearning modules must be completed and the face-to-face training attended (full attendance required) before your certificate is made available.

If you have completed all the required components and are still unable to access the certificate, try refreshing your browser or log out and log in again.

How do I obtain my certificate for training I did within the last two years?

Certificate for **eLearning** courses completed on our system within the last 2 years are available by logging into the system and accessing the course. As long as all components are complete you should be able to reprint your certificate.

Certificates for **face-to-face training completed after 03 July 2017** are also available from the training system.

If you require a certificate or record for **face-to-face training completed prior to 03 July 2017** you will need to contact our training team to make your request.

I did this training a couple of years ago but lost my certificate. Can I get another one?

The Learning Centre cannot issue certificates for courses completed more than two years ago. It is recommended to re-attend training if it has been 2 years or more (1 year in some HHSs - check your local mandatory/requisite requirements) to ensure clinicians are up to date with current best practice, policies, guidelines, legislation and processes.

It is also important to re-attend training if the program has been reviewed and updated to align with current best practice standards and policy.

Mental Health Scholarships Scheme (Scholarships):

Where can I get more information regarding scholarships?

View one of the following links for more information:

- internal/intranet: qheps.health.qld.gov.au/qcmhl/mhsc.htm
- external/internet: www.health.qld.gov.au/qcmhl/mhscho

Who can apply for a scholarship?

Queensland Health staff from the Nursing or Allied Health discipline for completion of approved postgraduate level university studies in mental health clinical practice.

When do applications for scholarships open?

Usually 1 September each year, however this may change depending on other commitments involving the scholarships coordinator.

Can I be notified when applications are open?

Yes, we can add your details to a list and will contact you with a notification email when applications are open.

MHPOD:

How do I register to access MHPOD?

Please note the Learning Centre no longer plays any administrative or support role for MHPOD.

On July 1 2017 MHPOD launched a new single national portal for all users to access - no restrictions apply. To register visit www.mhpod.gov.au

What if I was already registered for MHPOD?

If you were registered on the old platform prior to 1 July 2017, you are required to create an account in the new system, the old MHPOD system has been decommissioned.

Note: If you register with the same email address as used in the old MHPOD, you will be recognised and automatically prompted to locate and migrate your learner history.

If you choose to register with a different email address that is ok, you will be provided the option to 'Find my work' to facilitate a search. Follow the prompts to locate and migrate your learner history – time limits apply. Visit www.mhpod.gov.au for troubleshooting and support options.

