Feros Care

Learner User Guide

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Table of Contents

Welcome 3

Logging in 4

When logged in: *4*

Overview - My Learning Page 5

Overview - eLearn course Program page 6

Launching an eLearn course 7

Moving through an eLearn course using the Program page 8

Actions to be completed *8*

When finished an eLearn course 8

Frequently Asked Questions 9

What is the difference between 'eLearn' and 'Face to Face' on my My Learning page? *9*

I have completed a 'Program Component' or Step in my course, why won't it let me move forward? *9*

How do I get help with the 'feroslearn' system? *9*

Welcome to 'feroslearn', Feros Care's eLearning system!

This is an exciting time for Feros Care as we transition our compliance and some of our Orientation program to an online environment. We are aiming to deliver an accessible platform where staff can complete learning activities online as well as enjoying face to face training.

Overtime, you will see the reduction of the use of paper and the introduction of interactive learning resources that staff can access from their work or home devices.

What's in it for you?

- Don't want to be stuck behind a desk? 'feroslearn' provides you with a flexible learning environment
  - ✓ Access 'feroslearn' anytime and anywhere, using your work or home devices
- Can't remember if you have completed a course or not?
  - ✓ You will be able to access your own learning history, so you will know what courses and when you completed them
- No more paper! It won't happen overnight but it will happen!
  - ✓ The end goal is that we will achieve a paperless learning experience for all staff
- Gone are the days of waiting for your Manager to find out your marks
  - ✓ You will know your results immediately after completing your course

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Logging in

Please ensure you that if you are not at a Feros Care site that you are connected to the Feros Care network via Junos Pulse.

Click the following link to launch the feroslearn system:

feroscare.cls.janison.com

When logging in from the Feros network you will be automatically signed in through the Single Sign On (SSO) function

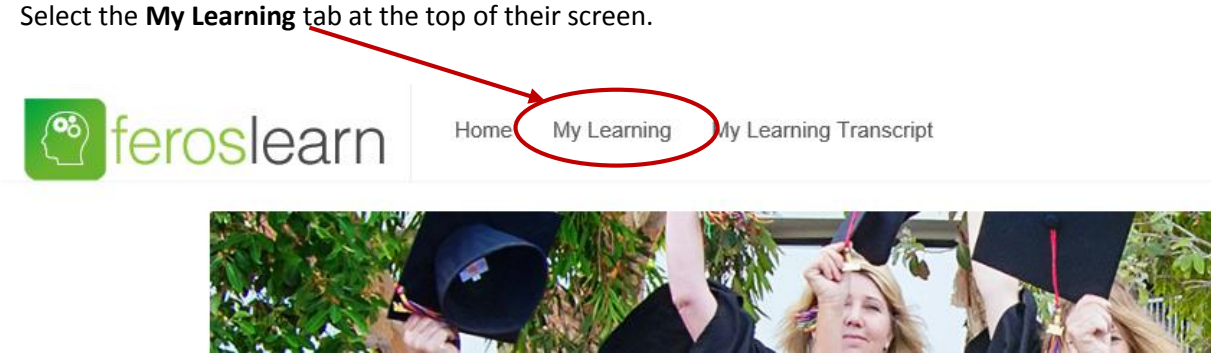
If you have not automatically been logged into the system, your login details are as follows:

Username: Your Staff ID (4 digits underneath the year on your staff badge)

Password: Feros01!

When logged in:

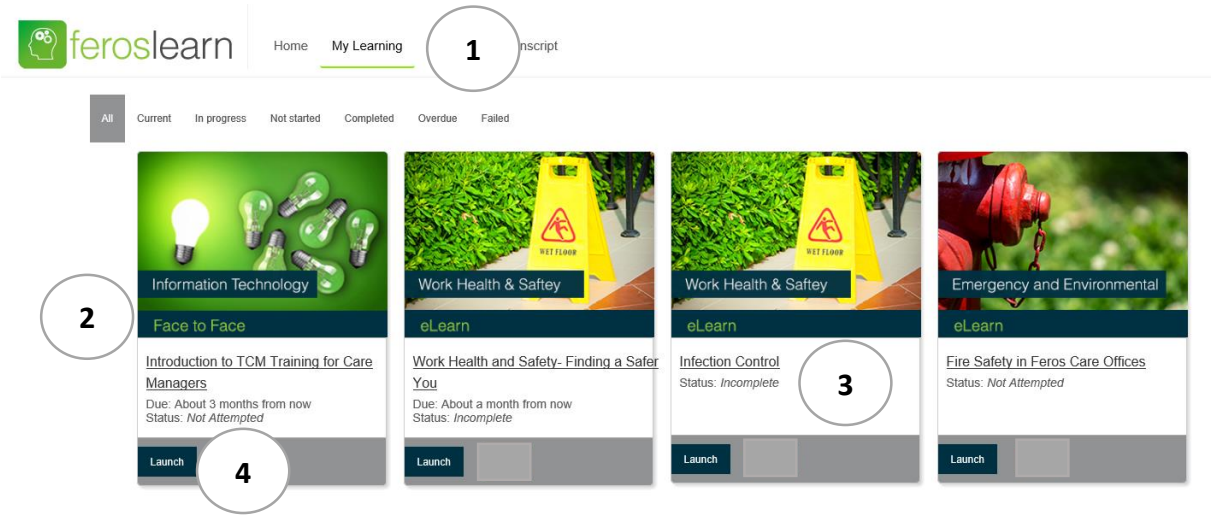
Select the **My Learning** tab at the top of their screen.



This will take you to all of the catalogue items they have been enrolled in to date.

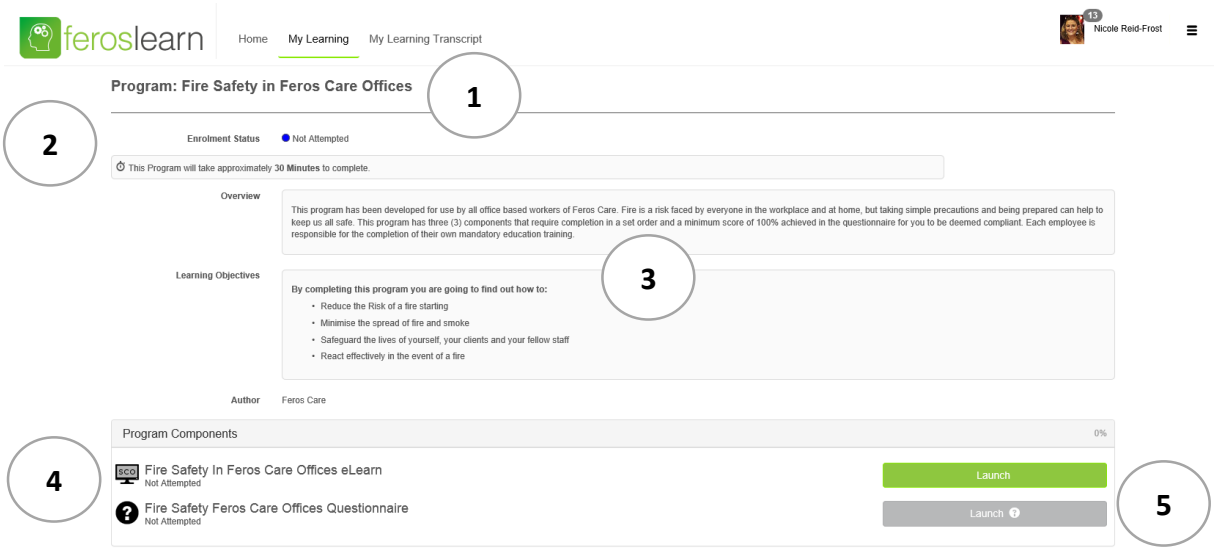
Overview - My Learning Page

The 'My Learning' tab is where your catalogue of all of the face to face workshops and eLearn courses that you have been enrolled in are.



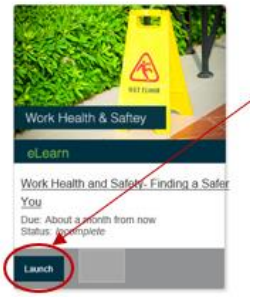
1. My Learning Tab – your learning catalogue
2. Indicates if the session is Face to Face or eLearn (online learning)
3. The session details i.e. session name, status
4. Launch button – to launch your course

Overview - eLearn course Program page



1. eLearn course / Program name.
2. eLearn course status and approximate time to complete the course.
3. Overview and Learning Objectives – What the course is about and the learning you will take away from the course.
4. Program Components – each Step that you need to go through to complete the course. You need to complete these Steps in a specific order.
5. If the Launch button is:
    a. Green you need to complete that Step
    b. Grey the previous Step has yet to be completed

Launching an eLearn course

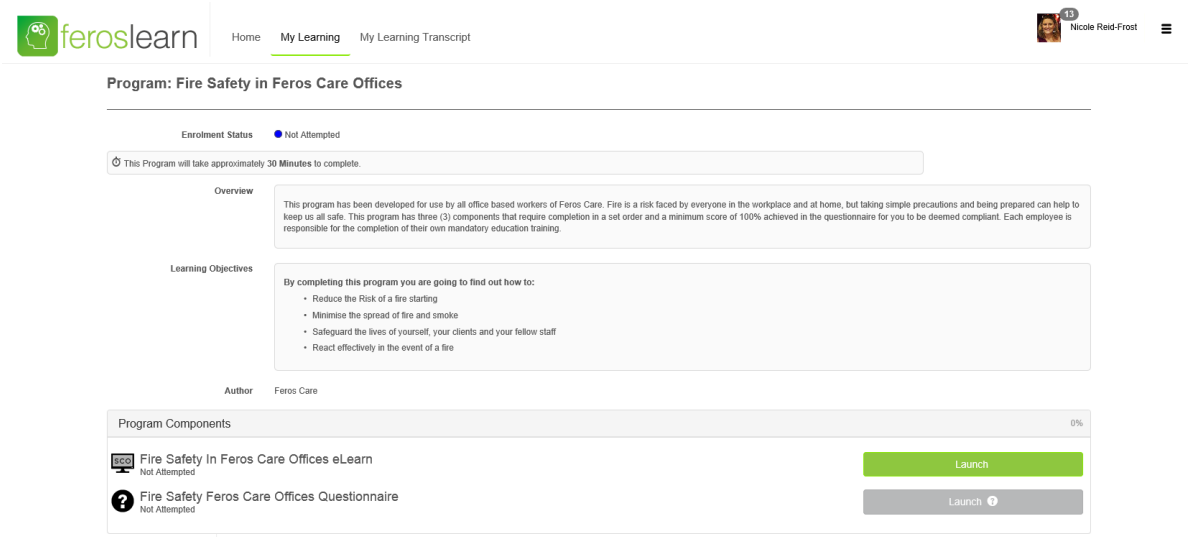


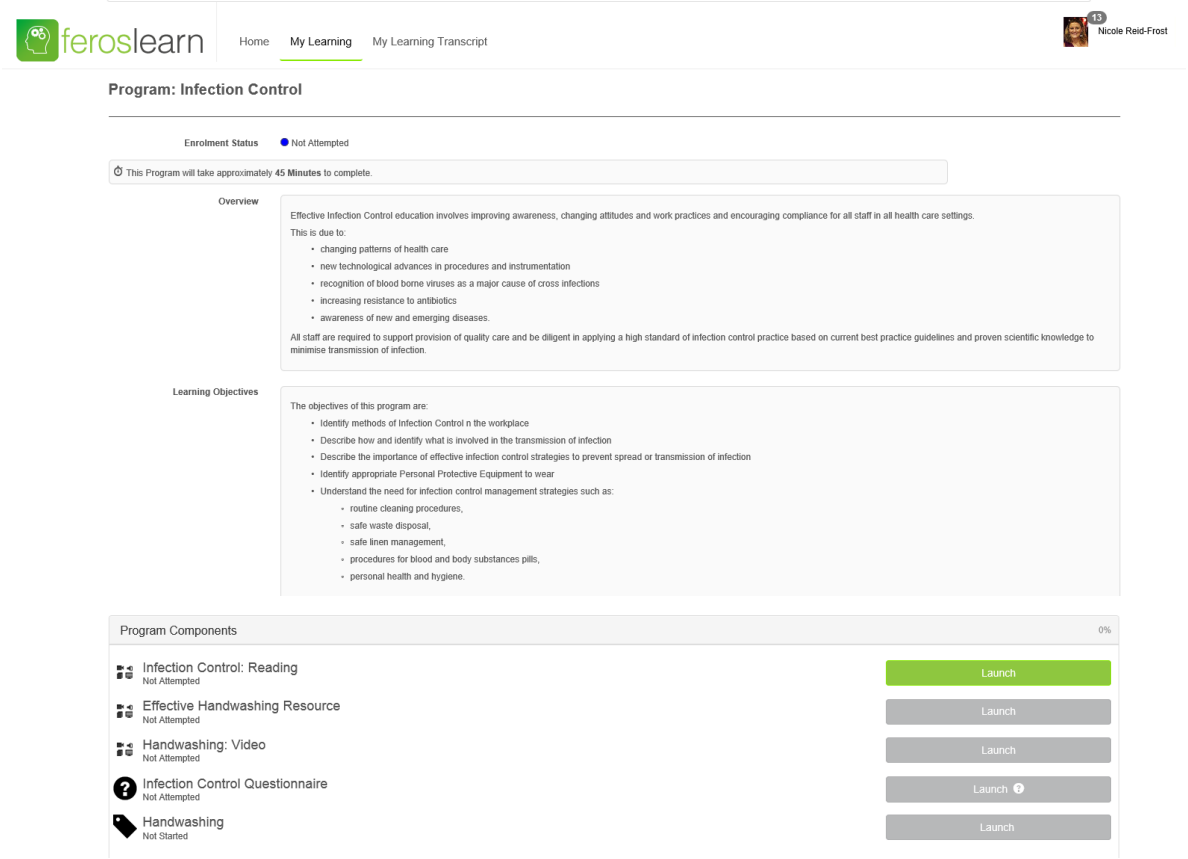
Once you have clicked on the 'My Learning' tab you will see the eLearn and Face to Face courses that you have been enrolled in.

To launch your first course select Launch and this will open the eLearn course Program.

** These eLearn courses do not need to be completed in any particular order. However completing your **Manual Handling** and **Infection Control** courses first will assist you with you Orientation process.

Note: The eLearn course Program screen will look slightly different from course to course, as shown below.



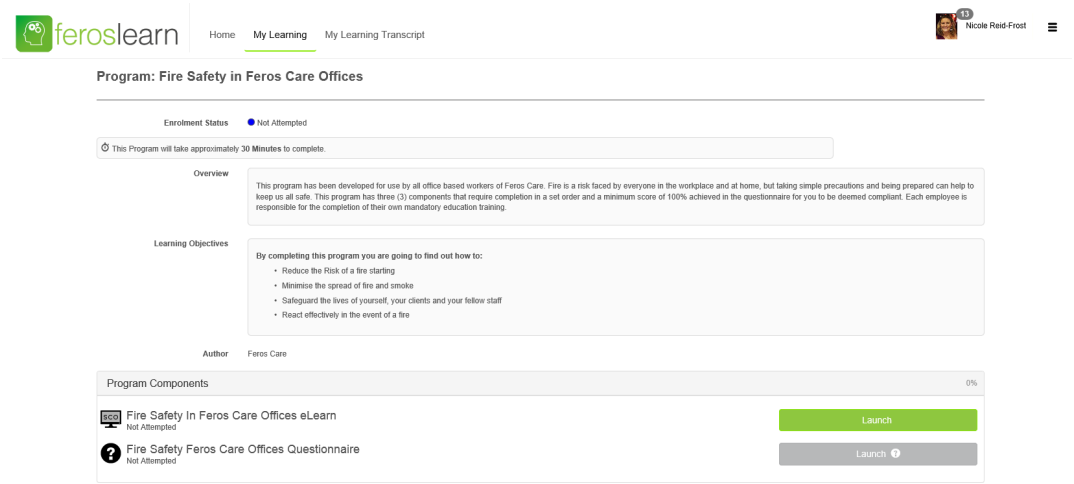


Moving through an eLearn course using the Program page

Once you have Launch your eLearn course you will come to the Program page.

This page details the course you are about to undertake and highlights the following:

- Program Name
- Enrolment Status
- Approx. time to complete the program
- Overview of the course
- Learning Objectives – what you will achieve by completing the course
- Program Components – each Step you need to achieve to successfully complete the course

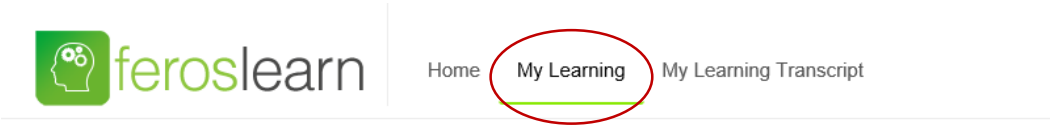


Actions to be completed

1. Read the Overview and Learning Objectives of the course
2. Then go to the Program Components section
   a. Each Step that you need to go through to complete the course is listed in this section.
   b. You need to complete these Steps in a specific order, this is indicated by the Launch button next to the Step being Green or Grey.
   c. If the Launch button is:
      i. Green you need to complete (or have completed) that Step
      ii. Grey the previous Step has yet to be completed
3. Click on the first Green launch button and follow the indicated instructions in each Step

When finished an eLearn course

Once completed all of the Program Components (Steps) within your eLearn course click on the 'My Learning' tab to return to your course catalogue.



Frequently Asked Questions

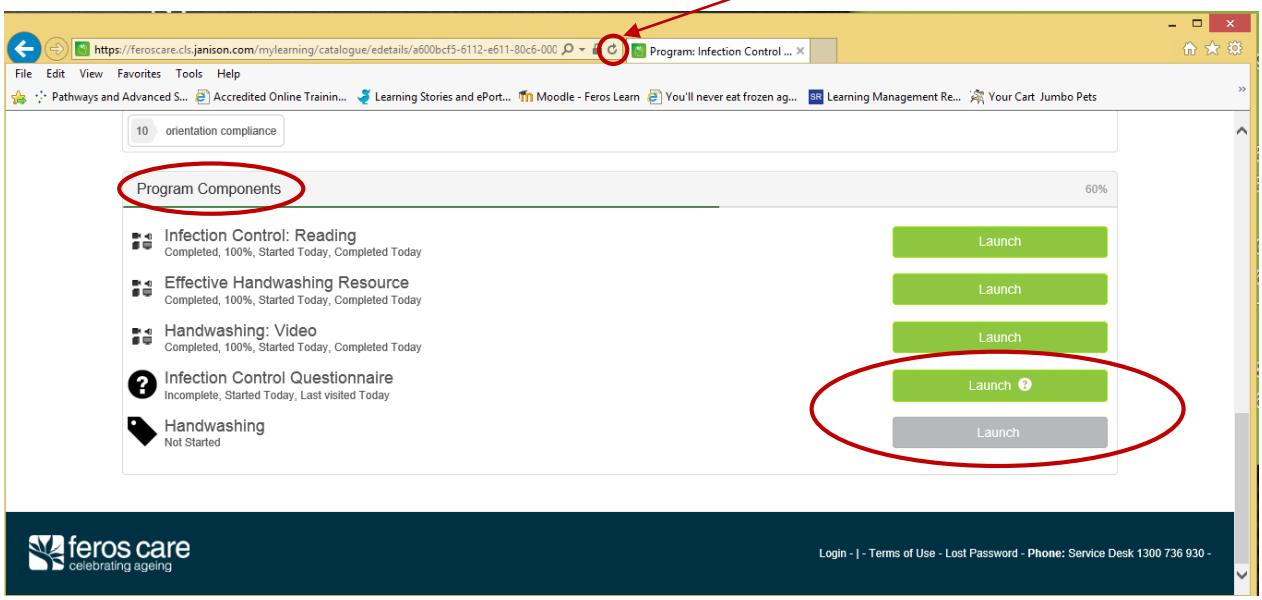
What is the difference between 'eLearn' and 'Face to Face' on my My Learning page?

- **Face to Face**
  - these are workshops that you have been enrolled in that you are required to attend in person
- **eLearn**
  - these are courses that you must complete online

I have completed a 'Program Component' or Step in my course, why won't it let me move forward?

Sometimes the system does not automatically recognise that you have completed a Step in your course.

If the next Launch button in your course does not turn green automatically once you have competed the step before, please refresh your screen using the refresh button.



How do I get help with the 'feroslearn' system?

Please contact the Feros Care Service Desk and they will assist you or direct your call appropriately.

Email: ServiceDesk@feroscare.com.au

Phone: 1300 736 930