

**Q. How do I access myLearning?**

- A. Through any internet browser using the address <https://lwb.elmotalent.com.au>. You will then need to sign in using your myLearning sign in credentials.
- A. LWB will have sent you an email providing your Aurion ID and a link to set up your password. Click on the link and you will be prompted to set up your password. Your Aurion ID is your username.
- Please note that your email address is not used when logging into myLearning.
- A. If you missplace your Aurion ID, please send an email to [myLearning@lwb.org.au](mailto:myLearning@lwb.org.au) to have your Aurion ID reset.

**Q. Who do I contact if I am unable to access myLearning?**

- A. Send an email to [myLearning@lwb.org.au](mailto:myLearning@lwb.org.au) detailing your access issue. You will receive an automatic response to confirm your request has been received. Generally, response times will be within one business day. There may be periods of high demand where there are exceptions to this.
- Please note that your regions **after hours on-call system is not intended to be used for myLearning purposes.**

**Q. How can I update my password to access myLearning?**

- A. There is a *Forgot Password* link on the homepage of myLearning (under where log in details are entered). Clicking this link will prompt an email to be sent to your email account with a link to reset your password.
- Please note that your regions **after hours on-call system is not intended to be used for myLearning purposes.**

**Q. Can I record a password reminder?**

- A. No.

**Q. Why is LWB introducing this approach to learning and development for carers?**

- A. LWB is committed to provide carers with on demand, flexible and self-paced access to learning and development opportunities. We believe that carers who engage with learning and development are better positioned to meet the needs, safety and wellbeing of children in their care.

**Q. Will my previously completed training be available to view on myLearning?**

A. Currently, no. However, the LWB National Learning and Development team are committed to migrating pre-existing learning and development information onto the myLearning portal. Until this occurs, previously completed training will remain on your CIRTTS profile.

Please refer to your Care Team to enquire about previously completed training.

**Q. I regularly attend training and workshops run by other providers – will this be recorded onto myLearning? How will this happen?**

A. Carers can provide any documents demonstrating their successful attendance or completion of external courses to their care team. The appropriate care team member can then follow existing procedures to update either myLearning or the carers CIRTTS file.

A. It is the intention that all carer learning and development information be contained on the one system i.e., myLearning. However, LWB is still considering the structural frameworks to implement this.

**Q. Do all carers in a carer entity need to log on separately to myLearning?**

A. **Yes.** All authorised carers are required to have separate and individual log ons to myLearning. All carers, i.e., each person in a carer entity, are encouraged to undertake individualised learning and development opportunities as agreed to at the time of their authorisation or annual carer review.

**Q. Where will my training record be recorded?**

A. It is the intention that all carer learning and development information be contained on the one system i.e., myLearning. However, LWB is still considering the structural frameworks to implement this. In the meantime, if information cannot be placed onto myLearning, it will be recorded onto your CIRTTS file.

**Q. What are the browser requirements for myLearning?**

A. All current and mainstream browser software, both computer and mobile, are compatible with myLearning. i.e. Internet Explorer or Chrome

**Q. Who will monitor my participation in myLearning modules?**

A. Case Managers/Care Coordinators (Care Team), will monitor and support carer learning & development and its progress.

**Q. Who can I contact if I have questions about any of the myLearning content?**

A. Contact your Case Manager/Care Coordinator (Care Team) to discuss myLearning content. If required, your Case Manager/Care Coordinator will follow up unaddressed questions to [myLearning@lwb.org.au](mailto:myLearning@lwb.org.au)

**Q. Can I provide feedback on modules?**

A. Yes. At the end of each module there is a *Thank You* slide. Click on the feedback tab located on this slide and you will be redirected to a feedback questionnaire.

**Q. I am part of a carer support group and we often participate in training together. Can we continue to do this with the online modules? How will my participation be recorded?**

A. Yes. However, each individual is still required to view all content and complete questions on their myLearning account for the module to register as completed.