Psychosocial Learning Hub

Frequently Asked Questions for Learners

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1. What is the Psychosocial Learning Hub?

A micro-learning program that focuses on building foundational psychosocial disability and mental health capabilities for the NDIS workforce. The program is underpinned by recovery-oriented and trauma-informed practice and principles, and self-determination and choice frameworks, which are regarded as essential for working with people with mental ill health.

The program is delivered digitally and in bite-sized portions. There are two main components. The [Psychosocial Learning Hub](#) online modules using Talent LMS. And daily 3-minute quizzes delivered by [Yarno](#).

2. What is micro-learning?

Micro-learning is small chunks of learning (e.g. 5 minutes) delivered over a longer period of time. Research shows that while face-to-face full day training can be beneficial, the learning can be forgotten, when not reinforced back in the workplace.

The Psychosocial Learning Hub has been designed to provide micro learning opportunities over time – creating more continuous learning. It uses practical scenarios that you may experience in your everyday work, so you have a chance to try them out on the job as you are learning. The Psychosocial Learning Hub also allows you to access the learning at times that best suit you.

3. Who is the program suitable for?

NDIS support workers and support coordinators who currently work with NDIS participants with psychosocial disability, and their supervisors. This includes those working within small to large organisations or as sole traders.

It is suitable for workers who are new to the sector, as well as workers looking to apply their previous mental health experience to the NDIS context.

Supervisors may include team leaders and direct line managers of support workers and support coordinators, including those that provide supervision and support to sole traders/independent workers.

4. What does the program include?

There are seven online modules on the Psychosocial Learning Hub. Each module will be made up of written, video and podcast content. Plus peer-to-peer, supervision and self-reflection activities.

Each module also includes evidence-based mobile learning called Yarno that delivers daily 3-minute quizzes (Mon to Fri) via email direct to you to embed and strengthen your knowledge.

The modules are:
Module 1 - Fundamentals of psychosocial disability and mental health challenges
Module 2 - Engagement and relationship building
Module 3 - Dignity of risk, safety and wellbeing
Module 4 - Collaboration
Module 5 - Supporting self-determination and achievement of goals
Module 6 - Self-reflection and continuous learning
Module 7 - Psychosocial disability capabilities for supervisors

Please note that while this learning program has been developed with the principles of respectful relationships and person centred approaches, you will require additional knowledge for supporting clients with psychosocial disability and who identify as Aboriginal and Torres Strait Islander persons, Culturally and Linguistically Diverse persons, LGBTIQ+ persons, or as having a dual diagnosis, dual disability or complex disability.

5. Is the program different for support workers, support coordinators and supervisors?

All support workers, support coordinators and supervisors will complete the same modules 1 through to 6. Supervisors/team leaders will also complete an additional module – Module 7.

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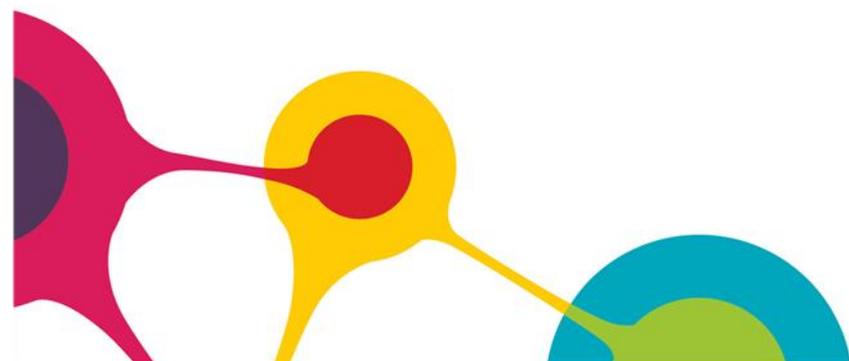
6. Are there any tests or assessment tasks?
No. The daily 3-minute Yarno quizzes are <u>not</u> a test. In fact, the learning scientists at Yarno actually want you to get some questions wrong. They say it helps you learn better. Just have a go, even if you're not sure – you'll always get a second or even third chance to get a question right.

You do need to complete all the Yarno questions during each module to receive your certificates.

7. When do I get my certificates of completion?
You must complete all the Yarno questions during each module to receive your certificates. We will provide you with certificates of completion after you complete each module and after you complete the entire program.

8. Do I get a Qualification if I complete the modules?
No. While studies show micro-learning is a brilliant way to learn, this is not an accredited program. However, the program is endorsed by the Australian Community Workers Association (ACWA) so you can receive Continuing Professional Development points if you're a member. We will also provide you with certificates of completion after you complete each module and after you complete the program.

9. Do I need to do any pre-requisite learning before I start modules 1-6?
We recommend, if you haven't already, completing some of the bite-sized online modules from DHHS' Get NDIS Ready, the NDIS Commission's Worker Orientation Module 'Quality, Safety and You', and some of the National Disability Services (NDS) Zero Tolerance modules.

There is approximately 4 hours of learning in total, which is available on the Hub here.

10. What happens if I take leave during the program?
If you are taking leave during the program, or your personal circumstances mean you cannot complete the program in the set dates, please contact PLHlearnersupport@mhvic.org.au and we can arrange for you to complete the learning at an alternative time.

11. What happens if I leave my job, is the program portable?
Yes. If you leave your current job, email PLHlearnersupport@mhvic.org.au with your new contact details and you can continue in the program.

12. Can I enrol new team members in the program?
At the moment, all the learning places are full. However, we expect that there may be some movement over the coming weeks and months. So if you have a team member that has not yet been enrolled or a new team member that has recently started work, and you wish to enrol them in the program, please email PLHlearnersupport@mhvic.org.au and they will be added to the priority waitlist.

13. When is the program being run?
Team leaders/supervisors will complete all seven modules delivered from 27 July 2020 to 28 May 2021. Workers will complete six modules from 21 September 2020 to 28 May 2021. Modules will be run one at a time. Each module runs for 4-5 weeks. There will be a five-week break over the Christmas and New Year period. There is no option to enrol in individual modules at this stage.

MHV provided supporting information and a one-hour online webinar on 10 September 2020 for senior managers/CEOs. The webinar was also recorded and distributed to anyone that couldn't attend.

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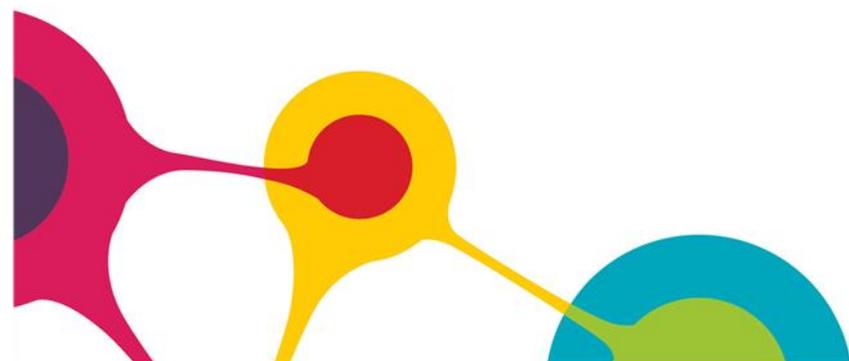
14. What is the time commitment?

The program is learner driven so you can explore areas of need and interest. You can learn anytime, anywhere and at your own pace.

The estimated minimum time commitment is 1.5 hours per month. However, learners who fully engage can complete up to an estimated 6.5 hours of learning per month. These hours would be spread across the month at your own pace.

You will receive a daily email (Mon to Fri) during each 3-4 week module. We encourage you to answer the quiz questions you receive each day (about 5 minutes) and you have the option to click on the links to learn more. This includes learning activities and platforms for self-reflection and peer-to-peer engagement and learning.

You can look back at anything you've learnt in the program at any time, until the program finishes at the end of May 2021.

If relevant, there are also learning activities for a supervisor to run with their team. Supervisors will need to dedicate a bit more time to the learning program to plan and encourage their team's engagement. If your organisation prefers, supervisors can ask their team members to dedicate a specific time each week, fortnight or month to review the learning together over Zoom or a similar video conference platform.

15. What technology is needed?

You can access the Psychosocial Learning Hub on any smart phone, tablet or computer. A valid email address is required. It does not need to be a work email address, but does need to be an email that you will ideally check each weekday.

16. Is there an app?

Yes, the Hub has an app. You can download the Talent LMS app from your mobile phone's app store. Click here for the [Talent LMS app for iPhones/iPads](#). Click here for the [Talent LMS app in the Google Play store](#). Once you've downloaded the Talent LMS app to your mobile, enter the domain name: **psychosociallearninghub** and then your Psychosocial Learning Hub user name and password.

Once you're using the mobile app and you're in a module, click on the cloud button at the top right of your screen to download the content to use offline (this excludes videos).

The daily Yarno 3-minute quiz will be emailed to your nominated email address and does not have an app.

17. How was the program developed?

The program is the result of Mental Health Victoria's [NDIS Workforce Development (Psychosocial Capabilities) Project](#). The project was guided by a Project Control Group and a Project Working Group made up of government, peak bodies, NDIS providers and NDIS participants and carers.

The program is based on the Psychosocial Capability Framework developed and co-designed with NDIS participants, carers, workers, supervisors, providers, government and clinical and allied health. The learning material is co-designed by a similar cohort.
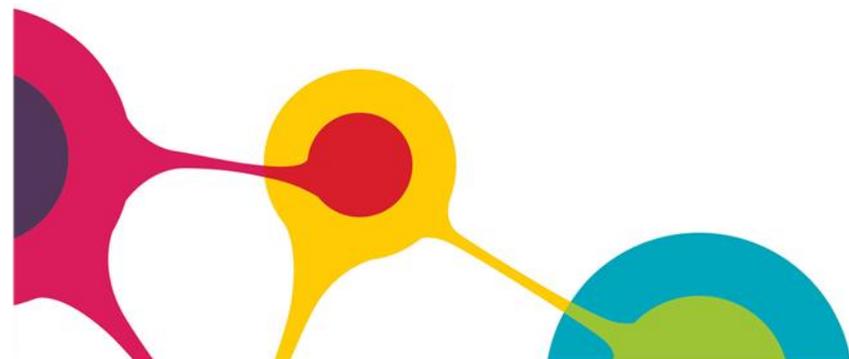
18. How much does the program cost?
Currently the program is free. The development of the program and the 600 learning places have been funded by the Victorian Department of Health and Human Services (DHHS) and Mental Health Victoria (MHV).

19. Will I have a teacher assigned to me?
No, there are no teachers assigned as part of this program. However, there are a number of options to access support, and resources to support peer-to-peer learning.

20. Where can I get help if I don't understand the learning?
As we don't have teachers assigned as part of this program, we suggest:
- Accessing the additional resources on the Psychosocial Learning Hub (PLH)
- Checking in with your supervisor if you have one
- Use the **PLH discussion boards** to post a question or comment
- Asking your peer network such as colleagues, local networks or friends who work in the mental health field
- If you have a comment or disagree with the Yarno quiz question explanations – click on the 'Feedback on this question' link – we **love** this feedback as it helps refine the questions and answers, plus thinking through and debating the questions is where the learning lies.
- Provide feedback via email to PLHlearnersupport@mhvic.org.au Please note that support is available Monday to Thursday, and it may not be possible to respond immediately.

21. Where can I get help?
For technical support on Yarno, click on the support link, email support@yarno.com.au or phone 1300 797 546.

For all other queries, please use the PLH discussion boards or email PLHlearnersupport@mhvic.org.au Please note that support is available Monday to Thursday, and it may not be possible to respond immediately.

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