Psychosocial Learning Hub

Learner Guide

Learner Guide

This is the Learner Guide for NDIS supervisors and workers providing NDIS supports to people living with a psychosocial disability, and whom have been enrolled in Mental Health Victoria's 'Psychosocial Learning Hub' Professional Development Program 2020.

This Learner Guide is provided to assist you in getting started with the 'Hub', including activating your own learner account, where you can access your courses within the Hub. Inside the Hub you will find additional information to assist you in navigating through all its components, as well as information on how to get the most out of this new professional development resource and program.

Mental Health Victoria in designing and building the Hub, (We're still continuing building in the background (there are 6 more 'modules' to come) is lucky to be working on this with many of your NDIS peers, as well as NDIS Participants and Carers. As the Hub goes live, we look forward to your feedback, which in turn will help us to continually improve its capacity to provide you with meaningful, ongoing professional development and learning; supporting you in the important work that you are doing.

A little bit about the Psychosocial Learning Hub Professional Development Program before you set up your own Hub learning account.

The Psychosocial Learning Hub (PLH or Hub) is a little bit different to more traditional online learning programs.

- Learning can be **done on a range of devices**, from desktop computers through to your mobile phone

- You choose **when and where you want** to learn

- To help you with this though, the Hub reaches out to you, with **short micro-learning quizzes**, creating learning on the go in a fun way (and don't be fooled, there is real learning science behind these little 'quizzes')

- You also **choose what you want** to focus on, when you need it

- To help with this, the **learning activities are 'bite' sized**, ranging from 5 minutes to 30 minutes in duration, and all listed as separate items

- **Learning in bite-sized pieces takes time**, so, end to end the Psychosocial Learning Hub Professional Development Program lasts for **approximately 7 months**, and as you complete activities, they stay in your account so you can revisit them whenever you want to

What will be covered over the 7 months and by the Hub?

Once the Hub is completed, there will be 7 modules of learning and activities, each also complemented by its own series of micro-learning quiz questions, answers, and learning snippets.

The 7 Modules are:

Module	Topics
1: Fundamentals of Psychosocial Disability and Mental Health Challenges	1. Context of mental ill health in Australia 2. Recovery and lived experience 3. Understanding mental ill-health and psychosocial disability 4. Stigma and discrimination 5. Understanding trauma and trauma-informed principles
2: Engagement and Relationship Building	1. Recovery-oriented principles and language 2. Interpersonal communication & relationship building 3. Clarifying roles, expectations, boundaries, and sharing power
3: Dignity of Risk, Wellbeing and Safety	1. NDIS Code of conduct and Q&S Framework 2. Dignity of risk and duty of care 3. Recognising and responding to crises and safety concerns 4. Distress and disengagement 5. Social, emotional and cultural wellbeing

Module	Topics
4: Collaboration	1. Collaborative practices and strategies 2. Establishing person-centred, mutual partnership with the participant 3. Working with family, carers and significant others 4. Communicate and collaborate with participant's NDIS, MH treatment and other mainstream supports.
5: Supporting Self-determination and Achievement of Goals	1. NDIS systems, terminology, planning and review processes 2. Working in partnership towards achievement of participant's goals and daily support plan 3. Self-determination and choice 4. Coaching and motivational approaches 5. Preparing for NDIS milestones and review
6: Self-Reflection and Continuous Learning	1. Supervision and reflective practice 2. Informal and formal types of professional development 3. Contributing to own wellbeing and self-care
7: Psychosocial Disability Capabilities for Supervisors	1. Psychosocial Capabilities 2. Strengths-based supervision 3. Reflective practices 4. Continuous learning

The first module rolled out will be #7, setting up Supervisors and Team Leaders ahead of Modules 1-6 when Support Coordinators and Support Workers will also join the Psychosocial Learning Hub Professional Development Program 2020.

More information for you is available, inside the Hub.

Getting Started

Tip: If you can, start using the Psychosocial Learning Hub on the device you are most comfortable with generally. If you are a mobile, app-wizard, and do everything on your phone, start there. If your phone is more of a back-up and a desktop computer is your preferred device, start there.

Why? While the Hub is essentially the same regardless of the device, and hopefully you overtime will access the hub from whatever device is handiest for you at the time that you want to access; the hub *looks* a little different when moving from desk monitors, to hand held screens. Once you know your way around the Hub on your preferred device, switching devices and adapting to presentational differences across devices will be easier.

- Email with Psychosocial Learning Hub Account Login details received ✓
- Device selected ✓

Please log in.

Logging into your account on the Psychosocial Learning Hub

Options:

1. **From a desktop computer or your mobile phone's browser (Chrome or IE (Internet Explorer) –**

Simply click on the link in your Psychosocial Learning Hub account details email – or enter: https://psychosociallearninghub.talentlms.com/ and enter your details.

2. **From a mobile device and using the Talent LMS App –**

Once you have downloaded the Talent LMS app from your mobile phone's app. store, and installed it on your mobile, click on the icon to open and you will be asked to enter, firstly a *'domain'* .talentlms.com.

The domain is psychosociallearninghub

When asked, you then enter your Psychosocial Learning Hub account details as per your email.

You should now be in your personal account's home page, inside the Psychosocial Learning Hub.

If your account details are not working, please email PLHLearnersupport@mhvic.org.au and we will assist.

Your Psychosocial Learning Hub Account home page

On computer desktops - this will be the first screen that opens.
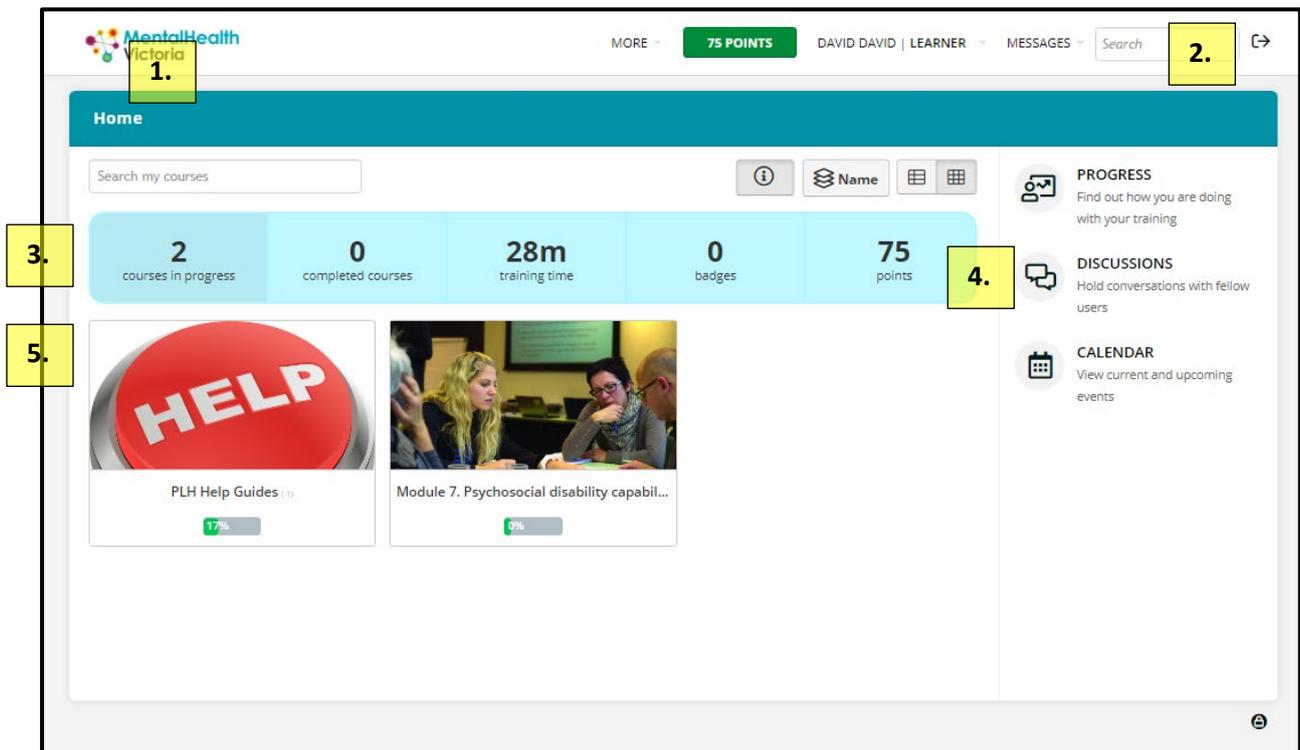
Some Important things to highlight in desktop computer view:

1. To return, or move back a level, as you move through the PLH and its various activities, run your mouse over this area, and it will indicate 'press' options to return, for example the MHV logo, where present, by clicking, or pressing it via your mouse, will return you to your home page.

2. When you are ready to log out, click on the ☐ button.

3. The horizontal light blue bar – is your personal dash-board. Once a module is completed (including the PLH Help Guides), the module will automatically move to your 'Completed Courses'. Just click on the "Completed Courses' when you want to re-access a completed module.

4. To post messages, or read what others are saying, click here to access the discussion boards. There is a pre-set discussion board where you can ask for help on using the PLH, or post tips that you have found useful.

5. These are the modules that you have been enrolled in so far. The PLH Help Guides Module is where you will find additional information and guides to help you navigate and use the PLH. Whenever an additional module is added to your enrolment, you will receive an email and it will also appear here the next time to log in. Those percentage bars are indicators of your progress within each module.

Navigating within a module

Once you have entered a module, by clicking on it (see '1.' On the page above) this is the type of screen that will display. This is your Module 'overview' page.
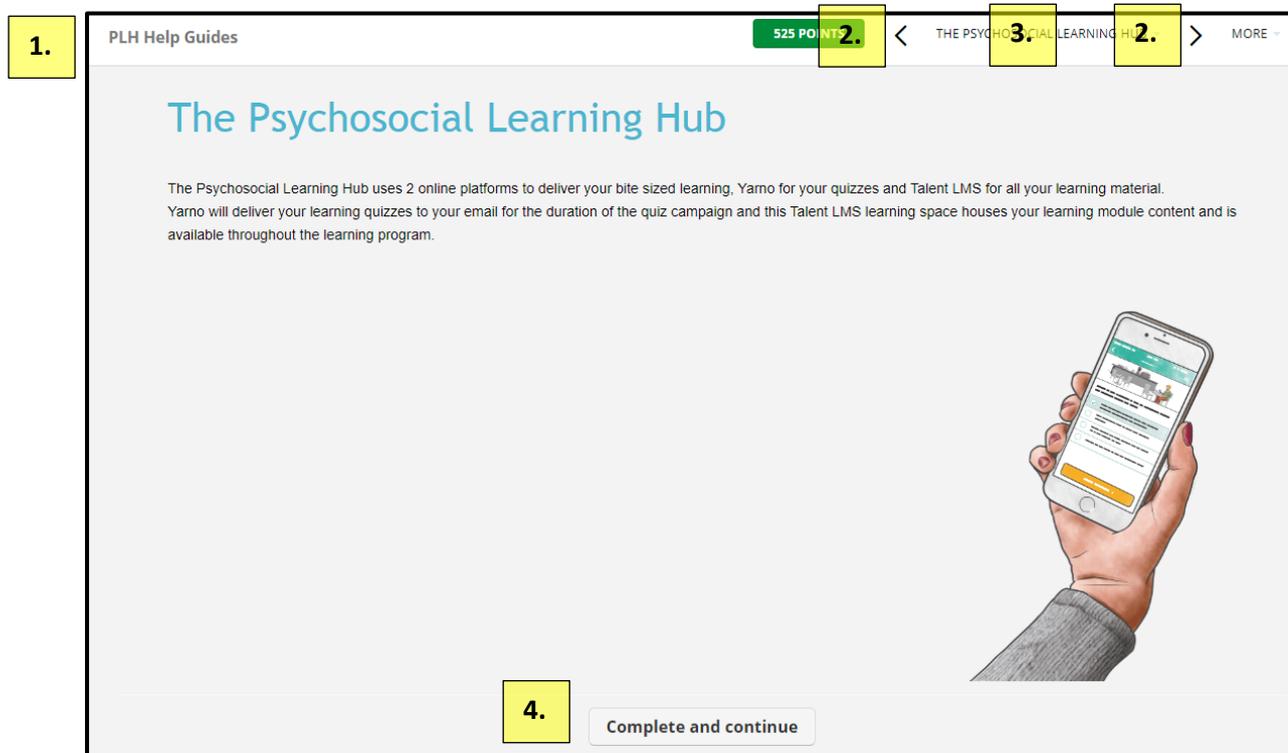
Some things to note:

In each module – all of the 'items' that make up the module, will be listed vertically here – always remember to scroll down as often items will be below the screen display.

1. To go back – in addition to the top left hand corner (MHV Logo and/or a 'bread crumb' trail), a return to courses button will now appear at the bottom of each page.

2. You do not have to work through the the content items in any specific order and can access each individual item, simply by clicking on it.

3. Alternatively, you can simply press the 'Start Course' button, which will then move you through the items in sequence. Once you have visited any of the items, even if you did not complete the item, this button will change to being a 'Resume Course' button, allowing you to click on it to resume from where in the module you were last.

Inside an 'item', within a Module

For example, the screen shot below is the second item listed above, in the PLH Help Guide Module overview page, there are some additional navigational buttons.

1.

PLH Help Guides | 525 POINTS **2.** < THE PSYCHOSOCIAL LEARNING HUB **3.** **2.** > MORE

The Psychosocial Learning Hub

The Psychosocial Learning Hub uses 2 online platforms to deliver your bite sized learning, Yarno for your quizzes and Talent LMS for all your learning material. Yarno will deliver your learning quizzes to your email for the duration of the quiz campaign and this Talent LMS learning space houses your learning module content and is available throughout the learning program.

4. Complete and continue

1. Here will take you back to the Module Overview Page.

2. These arrows move you sequentially through all of the module items. When an arrow is not visible, you are either at the first or last module item. *(Tip: When you are working in mobile view, and reading a PDF, please 'swipe' to change pages, the arrows, will move you to the next item, rather than turn the page of what you are reading.)*

3. The text here, both tells you which item you are in, but also if you hover your mouse over it / click on the drop-down arrow, you can see the items still to do (and click on them) as well as your % progress through the module.

4. While you can move through the items via the arrows, if you have 'completed' the item, you will need to click this button at the bottom of the page (scroll down) to confirm this. The next item in the Module will then open, and on the Module Overview Page, this item will also be ticked as completed.

Tip: Using the PLH Help Guides Module and on your preferred devices, have a play, click around the module, getting a feel for the different ways to move about a module. In this module it matters less if you click things as 'completed' even if they are not – just practicing how movement within the Hub works, and nothing will break!

Getting help in using the Psychosocial Learning Hub

1. **Forgotten PLH Passwords –** Password recovery is fully automated, just visit the PLH Log In page (on whatever device you are using) and follow the prompts.

2. **PLH Help Guides Module –** Inside the PLH is a dedicated Module where you will find additional resources to assist you. Overtime and in line with learner needs, we will be adding additional content here.

   1.

   Tip: If you have 'completed' the PLH Help Guide module, on your Home Screen, the module will move to your 'Completed Courses', where you can still access it, and any other 'completed' module.
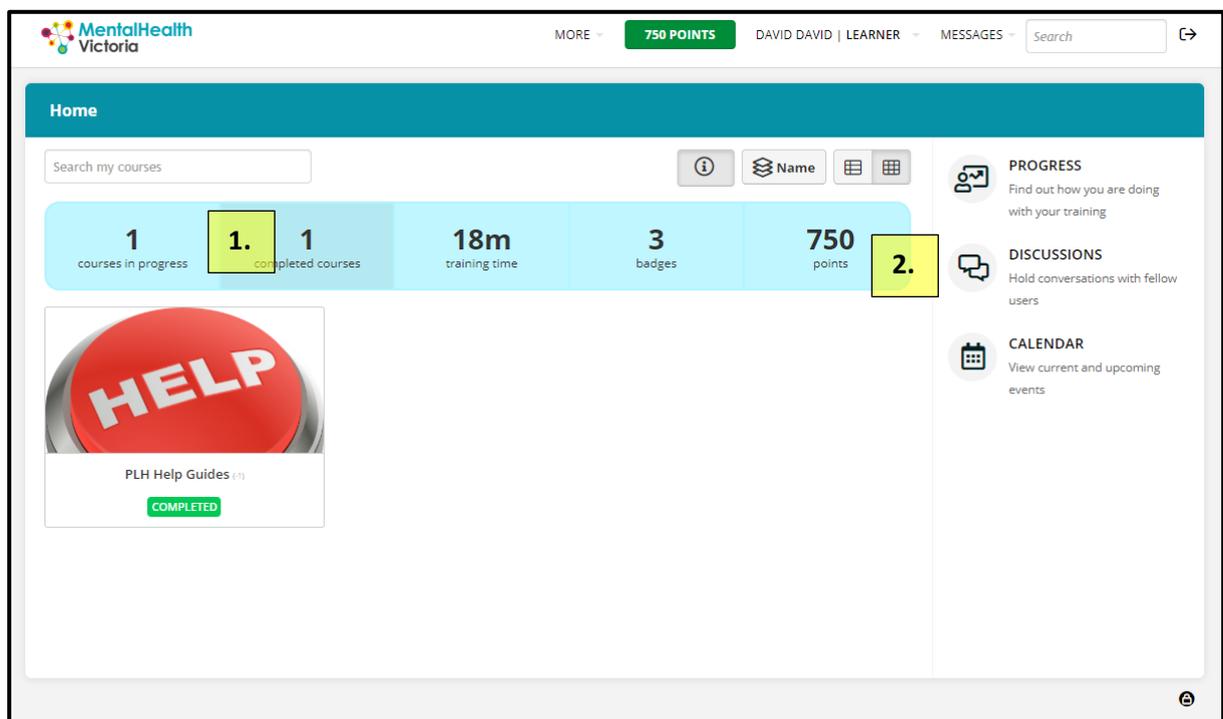
2.

3. **PLH Discussion Boards –** Here you can post questions and we will respond as quickly as possible. Posting questions here will help your fellow learners as they can see the answers MHV posts. The questions asked will also help us refine and/or develop further Learner support materials. **Discussion Boards** are accessible from your Home Screen by clicking on the link.

4. PLHLearnersupport@mhvic.org.au **–** If you prefer a more private place to ask questions and seek help, you can email us here. Again, not being certain of how many questions will be coming through, we will respond as quickly as possible.

The Psychosocial Learning Hub Professional Development Program has two 'software platforms or engines'

Step 1 (detailed above) is establishing your access to your personal Psychosocial Learning Hub account. This is powered by TalentLMS (LMS=Learner Management System)

Step 2 is establishing your access to your [Yarno](#) account to enable the micro-learning quizzes, driven by its own software. Mental Health Victoria is very excited to again be partnering with Yarno (a local and leading micro-learning partner) to deliver this key part of your overall Psychosocial Learning Hub Professional Development Program. It does however mean two set-up steps.

Information, including your login details for [MHV-PLH-Yarno](#) ,and a Learner Guide will be emailed to you on Tuesday 28 August for actioning, and you will also be able to access the learner guide within the Hub's, PLH Help Guides Module.