

Migration of BCCDC Immunization Courses to PHSA LearningHub **August 2019**

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1. **If I am an administrator (i.e., non-editing teacher) for an immunization course on the bccdclearning.ca site, will I have the same access to the course on the LearningHub site?**

Yes, if you are currently an administrator for an immunization course on the bccdclearning.ca site, you will continue to have the same access on the LearningHub site. However, please note that once the courses have moved to LearningHub on August 15th, 2019, administrators will no longer be able to see learner information from prior to the move. To request historic learner information, please contact the BCCDC Competency Help at CompetencyHelp@bccdc.ca.

2. **I completed an immunization course prior to the move to LearningHub; how can I request a certificate of completion?**

If you have previously completed an immunization course on the bccdclearning.ca site, you

can contact the BCCDC Competency Help at CompetencyHelp@bccdc.ca to request a certificate of completion.

3. I have completed an immunization course on LearningHub; how do I obtain a certificate of completion?

You must complete all Mandatory Learning Activities and achieve 100% on the exam to complete the course and print a certificate. For information on how to print a certificate, go to <http://learninghubhelp.phsa.ca/take-a-course/finish-a-course-get-certification>.

4. For the Basic Immunization Competency Exam and the Renewal Exam for Public Health Nurses, does the learner still need to achieve 100% to print off the certificate of completion?

Yes, 100% on the exam must be achieved in order to print off a certificate of completion. Learners will continue to have unlimited attempts to revise incorrect answers in order to achieve 100%.

5. Is an enrollment key still required to access an immunization course?

No, an enrollment key is no longer required to access the immunization courses. To register for an immunization course, a LearningHub account will need to be created. For more information, go to 'Set Up a LearningHub Account' at <http://learninghubhelp.phsa.ca/my-profile/set-up-a-learninghub-account>.

6. I am having difficulty creating an account to access a course; who do I contact for help?

For questions related to technical issues, go to 'LearningHub Help' at <http://learninghubhelp.phsa.ca/contact>.

7. How can I access the Renewal Exam for Public Health Nurses?

The Renewal Exam for Public Health Nurses will be set up on the LearningHub site to be accessed separately from the Immunization Competency course and Basic Exam. It can be accessed by searching the course name "Renewal Exam for Public Health Nurses" in the search bar, and registering within this course. For more information, go to 'Register for a Course' at <http://learninghubhelp.phsa.ca/Pages/Register-for-a-Course.aspx>.

8. I forgot my LearningHub password, what should I do?

For information on how to reset your password, go to 'Set Up a LearningHub Account → Reset my Password' at <http://learninghubhelp.phsa.ca/my-profile/set-up-a-learninghub-account>.

9. Who should I contact if I have a question about the content within a course/exam?

If you have a question related to the content within a course, please connect with your supervisor, clinical educator or immunization leader within your health authority.

10. I am having technical difficulties with a course, who should I contact for help?

For all technical issues, go to the 'LearningHub Helpsite' at <http://learninghubhelp.phsa.ca/contact>.

11. What internet browser is most compatible with viewing the courses?

Google Chrome is the recommended internet browser for optimal viewing of the courses; however, other internet browsers such as Firefox, Safari and Internet Explorer may also be used.

12. How can I obtain a hard copy of an exam?

You can connect with your supervisor, clinical educator or immunization leader within your health authority to request a hard copy of an exam.

13. How can I access the Immunization Skills Checklist?

The Immunization Skills Checklist will continue to be accessed within the Immunization Competency Courses, as well as within the Renewal Exam for Public Health Nurses, where it can also be printed off.

14. Do I have to complete the exam at one point in time (i.e., at one sitting), or can I complete the exam over time (e.g., over a few days)?

As long as learners have saved their answers, they can resume completion of the exam at a later date. However, once the learner has completed the exam, the previous answers won't be saved if they re-register to take the course or exam again.

15. If I have completed a course/exam previously on LearningHub, will my answers be pre-populated for the respective exam if I re-register at a later date?

Learners are able to take a course and exam as many times as they would like on the LearningHub site. Each time a learner re-registers for a course, the history of the exam is erased and therefore the answers will not be pre-populated.