# Te Whāriki ā Toi: Processes for access for community and primary providers

Te Whāriki ā Toi is the learning management system of the Bay of Plenty District Health Board. It is administered by the Education Team within the Clinical Campus. We provide online learning to develop skills, knowledge and competencies to ensure our staff can provide the best care to our community.

Courses are created with the Bay of Plenty District Health Board CARE values and strategic priorities in mind - ensuring all learning will support us in achieving our vision of healthy, thriving communities.   Course content is created in partnership with subject matter experts who make sure their content is evidence-based, accurate, up to date, and of a high standard.

 We will assist our learners with queries in a timely manner, responsive to their needs and feedback.

**Purpose**

To ensure a consistent, high quality experience for learners of BOPDHB funded health care organisations who utilise Te Whāriki ā Toi, the BOPDHB Learning Management System (LMS)

**Definitions**

Te Whāriki ā Toi: The branding of the learning management system platform used by BOPDHB, an internet based system designed to provide online learning, course delivery, e-portfolios, and some reporting.

Learner: A person taking part in any course on the Te Whāriki ā Toi site; sometimes referred to as a user, participant or staff member. A learner can be a staff member from Bay of Plenty DHB or from a DHB funded organisation within the Bay of Plenty.

Memorandum of understanding (MoU): An agreement between two parties to express a shared interest around activities and shared expectations from the collaboration.

**Access to Te Whāriki ā Toi**

Organisations that are contracted providers of BOPDHB are able to sign a Memorandum of Understanding with the BOPDHB Education Team to provide access for their staff members based in the Bay of Plenty to access Te Whāriki ā Toi. The list of organisations that can access the platform is provided and maintained by BOPDHB Planning & Funding Te Teo Herenga Waka.

**Memorandum of Understanding process**

Organisations who would like to access Te Whāriki ā Toi will need to sign a MoU with the BOPDHB Education Team.

This will ensure that each organisation is aware of the services being provided, what this includes, and what the limitations are, as well as responsibilities for both parties

To apply for a MoU and gain access to Te Whāriki ā Toi, the organisation will get in touch with Education Manager to assess the requirements from the organisation in terms of size, access to courses, and training required. From here, the Education Team will create accounts for the organisation, provide training to SuperUsers as required, and ensure access to the relevant courses for learners. The Education Team can provide promotional material and support resources.

## Memorandum of understanding:

BOPDHB recognises that health workers may benefit from access to learning content in Te Whāriki ā Toi to ensure that their skills and knowledge are extended, providing a high quality experience for our communities who interact with health care staff in the Bay of Plenty. Recognising the BOPDHB Care values of All-one team, and the Strategic Health Services Plan objective to develop a smart, fully integrated system to provide care close to where people live, learn, work and play, education opportunities will be provided to our community and primary providers.

BOPDHB agrees to:

* Provide community and primary providers funded by BOPDHB and based in the Bay of Plenty region, access to content at a course level, as approved by individual course facilitators, in Te Whāriki ā Toi
* Provide a level of support to learners
* Host online courses provided by community and primary providers, providing they are of a standard that meets the principles of Te Whāriki ā Toi
* Make minor adaptions to existing courses to broaden the scope of relevance for community and primary providers. Minor adaptions is defined as less than an hour of work

BOPDHB shall have no liability to any organisation or its users arising from the use of Te Whāriki ā Toi

Organisations:

* Ensure their learners abide by the terms and conditions as outlined in Appendix 1.
* Purchase or arrange obtaining any specific course required by sector or organisation , and hold responsibility for ensuring the currency, accuracy and relevance of the course
* Work with the Education Team in providing support to users, depending on size of organisation (*See User Management)*

**Content**

* BOPDHB will provide access to internal content that is created by their internal Instructional Designer. Minor edits can be performed to make the content more applicable to community and primary providers.
* BOPDHB will not create courses from scratch for community and primary providers. Providers will need to contract developers to produce content. It is recommended that prior to engaging the external content developer, the topic is discussed with the Online Learning team to determine if there are other groups or areas that may be interested in the content, to share costs and resourcing.
* External courses that are hosted in Te Whāriki ā Toi will need to meet the quality guidelines and requirements as any content developed internally. The provider who implements the course is responsible for ensuring currency, accuracy and maintaining the course.

**User Management**

Initially, Bay of Plenty DHB staff will create user accounts, with information provided by the organisation. The information required is:

* First and last name
* Organisation name
* City/town
* Email address

This information should be provided in a .csv file (template to be provided) to [onlinelearning@bopdhb.govt.nz](mailto:onlinelearning@bopdhb.govt.nz)

Users will be provided with a username and password, that they will then need to reset the first time they log in.

After the initial creation of new users, any new staff at an organisation will be uploaded on a monthly basis, providing the information is provided to Online Learning in the approved format

Each user should only have one account. If somebody is moving between organisations, their account will be updated to reflect the change, but their training history will be kept/maintained, so that their course completion data is retained in the system.

**Proof of Learning**

All courses will have a Proof of Learning certificate available when course completion requirements are met, excluding viewing InServices. The certificate will be provided by BOPDHB.

**Support**

In an organisation of more than 40 staff, a SuperUser will be trained to deal with basic queries before escalating queries up to the Online Learning team within the DHB.

The SuperUser will be provided with help files and initial and ongoing training and support. They will be the main point of contact between the Online Learning Team and the user. Initial SuperUser Training will take 60 minutes, and can be performed onsite or using Videoconferencing facilities. They will be able to access the Help section tin Te Whāriki ā Toi.

When an organisation has less than 40 staff, BOPDHB Online Learning team will be the first contact.

Where the Online Learning Team is unable to resolve the issue, if it is escalated through to Learning Works, the LMS provider, the charge may be passed onto the provider organisation. The Online Learning Team will retain ‘ownership’ of the issue and be the main communication point.

***Signed on behalf of Education Centre:***

***Name:***

***Signature:***

***Date:***

***Signed on behalf of: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Date:**

## Appendix 1: Terms and conditions of Te Whāriki ā Toi

Te Whāriki ā Toi is administered by Bay of Plenty District Health Board, referred to from now on as We or Us. Direct any queries to [online.learning@bopdhb.govt.nz.](mailto:online.learning@bopdhb.govt.nz.BoP)

Learn more about who we are in[about us.](http://midlandlearning.elearning.ac.nz/local/pages/?id=1)

##### Content

Whilst every effort is made to ensure concepts covered in the courses contained herein are applicable to all settings, organisation and even ward specific references may be made or implied. The application of any information contained in this site is your responsibility; please ensure any course you undertake is relevant and applicable to your individual setting before proceeding.

##### Behaviour

You may have the opportunity to post comments and content to this site. We encourage open and honest interaction however professional conduct is expected at all times. Your organisation or regulatory authority may pursue disciplinary action for misconduct. We reserve the right to suspend your access.

##### Your information

Registration is required for the majority of courses.

To enable quality assurance and meet legal obligations, we may share your information with:

* authorised persons within your organisation including but not limited to managers, educators and administrators;
* applicable regulatory authorities including but not limited to Nursing Council of New Zealand, Medical Council of New Zealand, The Physiotherapy Board;
* Ministry of Health or organisation appointed auditors

We only share your information with authorised persons or organisations.

This site uses [cookies:](http://en.wikipedia.org/wiki/HTTP_cookie)

* to maintain your login from page to page during your visit. When you log out or close the browser these cookies are destroyed
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The cookies MoodleSessionmidlands and Mahara must be allowed for this site to function correctly. Other cookies may be blocked, but you may lose some functionality.

##### Currency

We may modify these terms from time to time to better serve the individuals and the organisations for whom this site exists.