Instructions for accessing the online
Cross-cultural Care Program for Aged Care Staff

Developing the Multicultural Workforce to Improve the Quality of Care for Residents

Step	How to do this
1. Accessing the program	Go to: https://www.openlearning.com/courses/developing-the-multicultural-workforce-to-improve-the-quality-of-care-for-residents
If you are not already registered with Open Learning, you will need to create a username and password before you start. *Please follow these steps*:	
2. Create a **username**	A username is a personal ID for you to use online. It is also a way for you to remain anonymous when you are online. Some people use their initials and a favourite number, for example "**LBD2000**". You may have to try a few combination if someone else is already using the username you are trying.
3. Creating a **password**	Usually, a password must be 8 characters in length and have a mixture of letters and numbers, for example "**Banana25**". You may also like to add a capital letter.
4. Find the **course**	Search for "**Cross-cultural Care Program for Aged Care Staff"** or use the link above
5. Get help with module **navigation**	On the **Welcome** page, there is information about how to move around within the modules and within the program.
6. Start the **program**	You will be able to view to the whole program but only have to review modules that are relevant to your work.
7. Our **survey**	Your feedback is very important to us. Please complete our **Survey** for the modules you undertake. The survey will take **under five minutes** to complete. A link to the survey can be found in the **Summary** section.
8. Need **Help**?	Please contact your team leader or supervisor