

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

Step	How to do this
1. Accessing the program	Go to: <a href="https://www.openlearning.com/courses/developing-the-multicultural-workforce-to-improve-the-quality-of-care-for-residents">https://www.openlearning.com/courses/developing-the-multicultural-workforce-to-improve-the-quality-of-care-for-residents</a>
<i>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:</i>	
2. Create a <b>username</b>	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 “ <b>LBD2000</b> ”. You may have to try a few combination if someone else is already using the username you are trying.
3. Creating a <b>password</b>	Usually, a password must be 8 characters in length and have a mixture of letters and numbers, for example “ <b>Banana25</b> ”. You may also like to add a capital letter.
4. Find the <b>course</b>	Search for “ <b>Cross-cultural Care Program for Aged Care Staff</b> ” or use the link above
5. Get help with module <b>navigation</b>	On the <b>Welcome</b> page, there is information about how to move around within the modules and within the program.
6. Start the <b>program</b>	You will be able to view to the whole program but only have to review modules that are relevant to your work.
7. Our <b>survey</b>	Your feedback is very important to us. Please complete our <b>Survey</b> for the modules you undertake. The survey will take <b>under five minutes</b> to complete. A link to the survey can be found in the <b>Summary</b> section.
8. Need <b>Help?</b>	Please contact your team leader or supervisor