



AUGEO VERSTERKT

# IMPLEMENTATION AND ORGANISATION ADMINISTRATION GUIDE

*AUGEO ONLINE TRAINING ACADEMY*

# INTRODUCTION

This guide contains all the information needed to implement and organise Augeo academy online training in your organisation.

## Who is this guide for?

This guide is for the employee who will implement and manage Augeo academy training within your organisation. We call this person the *organisation administrator*. The organisation administrator is the contact for the students (the person following the training) and/or cluster administrators within the organisation, as well as the Augeo academy itself.

## How to use this guide

The guide is in four parts:

1. **Preparation**

What does the organisation have to do in advance?

2. **Administration**

How does the Augeo academy administration area work?

3. **Implementation**

How do you implement Augeo training within your organisation?

4. **Support**

What support does Augeo provide? And what can you yourself do to support the students in your organisation?

## Helpdesk

If you have any questions after reading this guide, please refer to the Frequently Asked Questions (FAQ) section on our website: [www.augeo.nl/en/faq](http://www.augeo.nl/en/faq). If your question is not listed, please contact our helpdesk at [info@augeointernational.com](mailto:info@augeointernational.com). We can be contacted from 09:00 to 17:00 on weekdays.

## About Augeo academy

Augeo academy is an online learning platform which provides tailor-made training courses on identifying and tackling domestic violence and child abuse. The training content is developed by the Augeo academy in cooperation with various professional groups, centres of expertise and experts. The Augeo academy is an initiative by Augeo, a private foundation.

## Augeo's Mission

Augeo's objective is to ensure that children can grow up safely and healthily. We are striving to ensure that everyone who works with parents and children can identify and tackle any harmful and stressful situations that might occur while children are growing up.

# CONTENTS

<b>Part 1: Preparation</b>	<b>5</b>
<b>1. Preparations within your organisation</b>	<b>5</b>
1.1 Inform and motivate employees (Step 1)	5
1.2 Appoint an organisation administrator (Step 2)	5
1.3 Technical preparation (Step 3)	5
1.4 Support for staff (step 4)	6
1.5 Post-training discussions	6
<b>Part 2: Administration</b>	<b>7</b>
<b>2. Tasks of the organisation administrator</b>	<b>7</b>
2.1 Creating an account (registration) (Step 5)	8
2.2 Buying a subscription (Step 6)	9
2.3 Logging in	11
2.4 Working in the administration area (Step 7)	12
2.4.1 <i>Organisation administration (Step 8)</i>	13
2.4.2 <i>Student administration (Step 9)</i>	14
2.4.3 <i>Reports (Step 10)</i>	15
2.4.4 <i>News for administrators</i>	15
2.4.5 <i>Cluster administration (step 12)</i>	15
2.4.6 <i>Attribute administration (step 13)</i>	17
2.4.7 <i>Augeo magazine on growing up safely</i>	17
2.5 Top menu	17
<b>Part 3: Implementation</b>	<b>18</b>
<b>3. Getting started with training</b>	<b>18</b>
3.1 Adding students (Step 10)	18
3.2 Assigning training modules to students (Step 11)	19
3.3 Tests	21
3.4 Certificate of participation	21
3.5 Accreditation	22
<b>PART 4: SUPPORT</b>	<b>23</b>
<b>4. Continuous learning</b>	<b>23</b>
4.1 Refresher courses	23
4.2 Augeo magazine on growing up safely	23
4.3 Digital library	23
4.4 Other Augeo academy training tools	23
<b>5. Support from your own organisation</b>	<b>24</b>
5.1 Students' guide	24

5.2 Support for students	24
<b>6. Support from the Augeo academy</b>	<b>24</b>
6.1 Frequently Asked Questions (FAQs)	24
6.2 Helpdesk	24
6.3 Demos	25

## Part 1: Preparation

### 1. PREPARATIONS WITHIN YOUR ORGANISATION

To ensure that the training is completed successfully, it is important that you keep your employees properly informed, motivated and supervised. This is an important task which could be assigned to management and/or special-task officers, for example.

#### 1.1 Inform and motivate employees (Step 1)

Inform employees in advance of the reasons underlying the training. Let them know the importance your organisation attaches to the use of the reporting code, and your plans concerning the training. You can provide this information in several ways:

- Via the email inviting employees to follow training;
- Via messages in an internal newsletter, staff magazine or on the intranet;
- By organising a kick-off meeting, for example on the importance of the reporting code.

#### 1.2 Appoint an organisation administrator (Step 2)

Appoint an organisation administrator. The organisation administrator is the contact person within the organisation for online training. You can either fulfil this role yourself, or appoint someone else in your organisation. Whatever you decide, make sure students know who they can turn to.

Do you work in a large organisation? Then you can also assign student administration to more than one person, although the administration of the whole organisation remains in the hands of the organisation administrator. The organisation administrator divides the organisation into clusters, and appoints a cluster administrator to each cluster. You can find more on this topic in Section 2.4.4. Cluster administrators are only responsible for the administration of students within their own clusters. There is a separate guide for cluster administrators.

#### 1.3 Technical preparation (Step 3)

Online training can be followed at any time and in any place. For Augeo academy training to work best, employees will need a PC with sound and Flash 9 or higher, and an internet connection, as well as the following system requirements:

- Internet: ensure that the internet speed is fast enough. If the Wi-Fi connection is too slow, provide a wired connection.
- Screen resolution: at least 1024 x 768;
- Operating system: Windows 7 or 8;
- Browser: Internet Explorer 10 or higher, Firefox or Google Chrome. The e-learning modules created by Augeo academy for these browsers require that JavaScript is turned on and that cookies are always accepted.

- Plug-ins: Flash 9 or higher. If a plugin is required to view or listen to some of the content, the system will automatically check if the student has the appropriate plugin, without the student noticing it. The student will be notified and offered a solution if this is not the case.

NOTE: We are currently working on making our courses compatible with tablets. This is being implemented in phases. If a course is compatible with tablets, it will be shown in the course's introduction screen.

Check with your IT department if your organisation's PCs meet the above requirements. Also make sure that any security filters and firewalls recognise augeoacademy.nl and augeo.nl as safe areas, otherwise students will receive security alerts. The above requirements also apply to any computers employees might take home with them.

#### **1.4 Support for staff (step 4)**

Domestic violence is a common problem. Moreover, it is an issue that releases a lot of emotions. Following the training may, therefore, be quite challenging for employees, especially if they have personally suffered abuse or are currently in an unsafe domestic situation. It may also be the case that students realise that they themselves sometimes exceed the boundaries of others: as parent, partner or caregiver.

It is good if your organisation bears all this in mind, and where necessary can offer care or support. If necessary, a counsellor can provide help in this area, or you can refer people to social workers or similar. For more on offering support to your employees, please see Part 4, Chapter 5.

#### **1.5 Post-training discussions**

Following the training can release a lot emotions and questions from individual employees. It is important that these needs are responded to, for example discussing the issues with the employee.

If a number of employees have questions, it is a good idea to hold a team meeting after the training is completed. Topics that might be discussed include: How do I put what I've learned into practice? How does our own reporting code actually work? In what situations is our organisation confronted with violence?

It is also important that structural measures are taken to maintain awareness of domestic violence issues among employees, so that they are constantly alert and feel equipped to take action. This can be done by dedicating a page on the intranet to the topic, or maybe organising a team meeting every six months on domestic violence and the reporting code. Augeo academy also offers opportunities to refresh the knowledge of your students on this subject, and keep it at the forefront of their minds. More on this can be found in Part 4, Chapter 4: Continuous learning.

## PART 2: ADMINISTRATION

### 2. TASKS OF THE ORGANISATION ADMINISTRATOR

This part of the guide describes your tasks as organisation administrator, and how to work in the administration area.

Some of the organisation administrator's tasks are:

1. *Registration: Creating an account (step 5)*  
Section 2.1 contains more on how to create an account.
2. *Ordering a subscription (step 6)*  
Section 2.2 contains more on how to order a subscription.
3. *Subscription administration (step 7), the organisation's details (step 8) and students' details (step 9) in the administration area*  
In your administration area, you can manage the subscription and students' details.  
For example, you can monitor the progress of students. A detailed explanation of this can be found in Section 2.4.
4. *Create reports (step 10)*  
Section 2.4.3 contains more on creating progress reports.
5. *Add students and assign training modules (step 11)*  
As an administrator, you can add students and assign training modules to a student. The student will then receive two invitations via email. Sections 3.1 and 3.2 contain more on this.
6. *Distributing administration tasks to more than one person, or dividing the organisation into a number of departments/clusters (step 12) and assigning attributes to students (step 13)*  
Large organisations sometimes prefer to distribute administration among a number of people, or divide an administration area into logical divisions, such as departments. This can be done by creating clusters. Each cluster can have its own cluster administrator. Section 2.4.5 contain more on this. Administrators, including cluster administrators, can also create and assign attributes to their students. This can be viewed as creating sub-clusters. Section 2.4.6 contain more on this.

## 2.1 Creating an account (registration) (Step 5)

You can create an account on the website at <http://www.augeo.nl/register>.

This will bring up the following screen:

### REGISTER

#### LOGIN DETAILS

Email\* :

Password\* :

*Register.PasswordHelptext*

Repeat Password\* :

#### PERSONAL INFORMATION

Title\* :  Mr  Ms

First name:\* :

Initials :

Surname\* :

Date of birth\* :

*(dd-mm-yyyy)*

I am registering as\* :

Employed in\* :

Position\* :

Organisation :

Registration number :

*(For your accreditation: KCKZ, KNGF, KABIZ, relationship or BIG number. This number is required for obtaining accreditation points, and is shown on certificates)*

Yes, I agree with the [conditions](#)\*

*\*required field*

**REGISTER**

Enter your details here and click 'Register'.



You will receive an email asking you to confirm registration. You do this by clicking on the link in the mail, or copying the link and pasting it into your browser. Once you have confirmed your registration, your account will become active and you are logged in immediately.

## 2.2 Buying a subscription (Step 6)

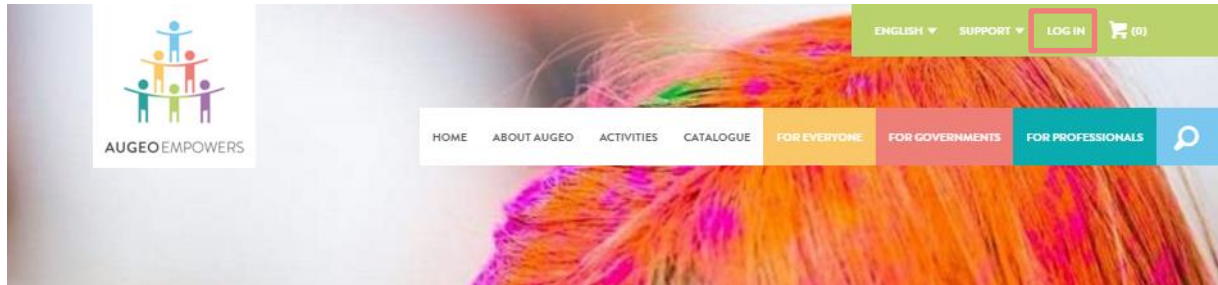
Go to the subscription page at [www.ugeo.nl/lidmaatschappen](http://www.ugeo.nl/lidmaatschappen). Click on the icon of the subscription you want to buy:

You are then directed to the subscription page. Click 'Costs and Variations':

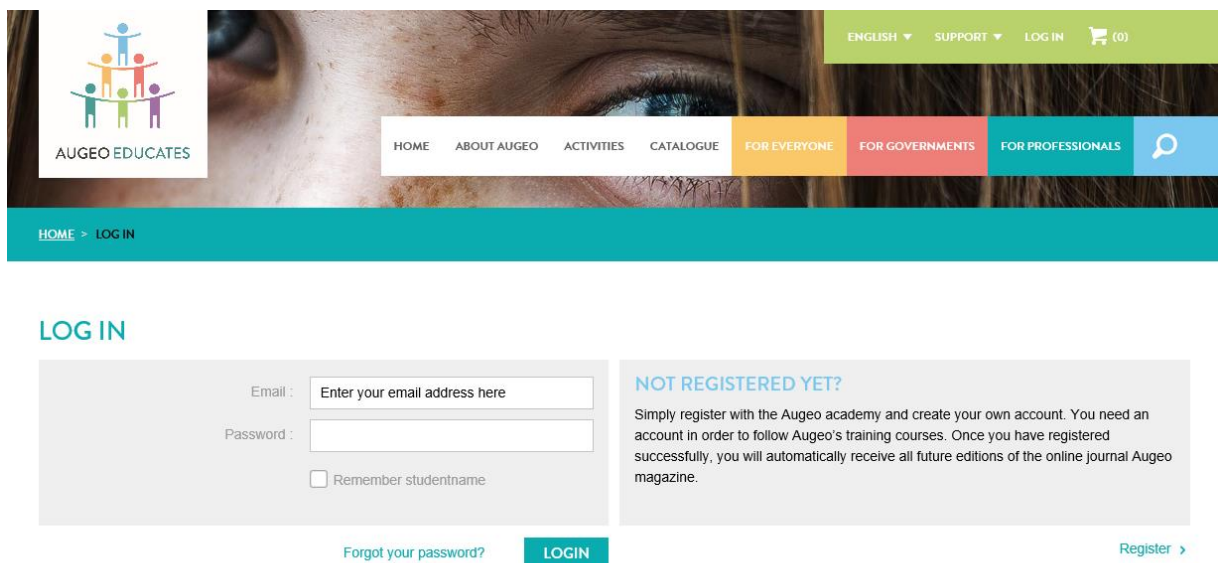
- Make your selection then click 'Order'.
- You might have to log in first.
- Then fill in your organisation's details Your organisation must have a unique name.
- Enter your invoicing information. These details will be shown on your invoice. You can set up a purchasing number for your organisation here.
- Click 'Order' at the bottom right of the page.
- You will receive an invoice by email. Your subscription is activated immediately.

## 2.3 Logging in

You can log in by clicking on 'Log in' in the light green menu at the top of the screen:



This will direct you to the login page:



Here you can log in, create a new password, or register if you do not yet have an account. Once you have logged in, you can get started in your administration area.

## 2.4 Working in the administration area (Step 7)

You can enter your administration environment by logging in via the light green menu at the top of the screen.

The administration area consists of five parts:

1. Organisation details
2. Student administration
3. Reports
4. News for administrators
5. Cluster management

### MY ADMINISTRATION ENVIRONMENT

**MORE NEWS** 4 **NEWS FOR ADMINISTRATOR**

**CLUSTER ADMINISTRATION** 5 **GO TO CLUSTER MANAGEMENT**  
11 places in use and 85 places reserved in 5 clusters

**STUDENT ADMINISTRATION** 2 **TO STUDENT MANAGEMENT**  
• 11 active students  
• 0 students are not active  
• 7 modules assigned  
*2 student(s) have not yet started 1 month after receiving an invitation.*

**REPORTS** 3 **ALL REPORTS**  
Students who have completed their training >  
Students who have started their training >  
Students who have not yet started >

**ORGANISATION ADMINISTRATION** 1  
Augeo Kra  
1 outstanding  
3 month(s) before subscription expires  
**GO TO ORGANISATION DETAILS**

**HELPDESK**  
If you have any questions or find yourself stuck for one reason or another, please contact us. We can be contacted from 09:00 to 17:00 on weekdays.  
Call: +31 (0)343 53 60 50  
[helpdesk@augeoacademy.nl](mailto:helpdesk@augeoacademy.nl) >  
[Frequently asked questions](#) >

**MAINTENANCE**  
The learning environment of Augeo academy will be less/not available for taking courses due to planned

### 2.4.1 Organisation administration (Step 8)

This page contains three tabs: organisation's details, subscription details and invoices.



Change your organisation details here.

#### ORGANISATION'S DETAILS

Organisation\* :

#### PERSONAL INFORMATION

Enter the details of your organisation's organisation administrator here. (These details are stored separately from your personal account)

Title\* :  Mr  Ms

First name:\* :

initials :

Surname\* :

Phone\* :

#### INVOICING INFORMATION

Name of organisation\* :

Attn.\* :

Email\* :

Invoicing address / PO Box\* :

Postcode:\* :

Town or city:\* :

Additional invoicing information:

#### 1. Organisation's details:

This contains:

- The organisation's details: the name of your organisation in the system.
- Personal information Please note! These are the contact details of the organisation administrator. These are not the same as the account details (you can change account information via the top menu, see Section 2.5).
- Invoicing details

## 2. Subscription details

Here you can find your subscription details:

Here you can find a summary of your Membership details.

### MEMBERSHIP DETAILS

Type of subscription : - Maximum 100 students  
- 11 places occupied  
- 89 free places, 85 of which are reserved for clusters

Valid until : **24 apr 2016**  
Your subscription will expire soon. Click the button below to renew your subscription.

Clusters : **5 clusters**  
[Go to cluster management](#)

**RENEW SUBSCRIPTION**

You can see how many students you can give access to the training modules covered by your subscription. The number under 'free places' indicates how many students can still be invited to follow one or more training modules.

## 3. Invoices.

Here you can download invoices, for forwarding to your finance department for example. After ordering a subscription, your invoices are also sent to you by email.

### 2.4.2 Student administration (Step 9)

In the student administration environment you can see which students have received training modules, and how far they have progressed. The system monitors progress automatically. Answers given by students are not stored.

### STUDENT ADMINISTRATION

Find students by name or email **4**

Welcome to Student administration! The 'Add Students' button allows you to add Students. To do this, you only need their email addresses. To see all Students, click 'Show all Students'. You can then make a selection of these Students, and assign training modules to them with the 'Select action' button.

Filter by : Cluster Training name **1** Student status Attribute  
last uploaded group

**+ ADD STUDENTS** **2**

Use the filters and/or search for a list of students

**SHOW ALL STUDENTS** **3**

1. You can use the filters to filter students by cluster, training module or attribute.

2. The 'Add students' button allows you to add students. For this, all you need is an email address. How many students you can add depends on the size of your subscription. If you are using clusters, you can add students directly to a cluster. The cluster administrator can also add students to his or her own cluster. How many students you and the cluster administrator can add depends on the size of the cluster.

PLEASE NOTE: A student in one cluster cannot be transferred to a different cluster.

3. To see all students, click 'Show all students'. You can then select students, and use the 'Select action' button to assign training modules or delete students, among other things. You can also block or delete students here (if they have not followed any training at this stage).
4. The search option allows you to search for a particular student within your organisation.

### 2.4.3 Reports (Step 10)

Here, you can export progress reports of all your students in Excel or PDF format. These might be reports on students who have still not completed training, or those who have completed training. As organisation administrator, you will also see all reports split into clusters. The cluster administrator only has access to reports on students in his or her cluster.

### 2.4.4 News for administrators

We use 'News for administrators' to inform you about latest developments in the field of administration and operation of the training modules. In addition, it is used to announce planned maintenance.

### 2.4.5 Cluster administration (step 12)

In cluster administration, you can divide your organisation into clusters. By default, a cluster can be created in the name of your organisation. This is 'Augeo' in the example below. The organisation administrator then created four additional clusters: for ClusterA, B, C and D. As you can see, one person can manage multiple clusters and it is also possible that the organisation administrator manages clusters. As you can see, up to 40 people from ClusterC can be assigned training, and up to 5 people from ClusterD. The organisation itself can assign training to 15 students, but no students have already received training.

PLEASE NOTE: A student in one cluster cannot be transferred to a different cluster, so think carefully in advance about the division into clusters.

## CLUSTER ADMINISTRATION

You can divide your organisation into clusters. Clusters are logical divisions, such as departments, into which you can divide Students. You might want to do this to organise employees in a clear manner, or delegate administration tasks. You can manage clusters yourself, or you can appoint another employee as an administrator. The appointed employee will receive an email with instructions. Please note: Employees who are added to a cluster can no longer change cluster.

[+ ADD CLUSTER](#)

Cluster	Cluster administrator	Students Used from	
<b>Augeo Kraamzorg</b>	Ylva Bakker (Active) <a href="mailto:ylva1979+cursist10@gmail.com">ylva1979+cursist10@gmail.com</a>	<b>0/ 15</b>	
<b>Cluster B</b>	(Not yet active) <a href="mailto:clusterb@gmail.com">clusterb@gmail.com</a>	1/ 10	<a href="#">Change</a>
<b>ClusterA</b>	(Not yet active) <a href="mailto:clustera@gmail.com">clustera@gmail.com</a>	7/ 30	<a href="#">Change</a>
<b>ClusterC</b>	(Not yet active) <a href="mailto:clusterb@gmail.com">clusterb@gmail.com</a>	2/ 40	<a href="#">Change</a>
<b>ClusterD</b>	(Not yet active) <a href="mailto:clustera@gmail.com">clustera@gmail.com</a>	1/ 5	<a href="#">Change</a>
Maximum number of students in subscription <b>100</b>		Totals	<b>11/100</b>

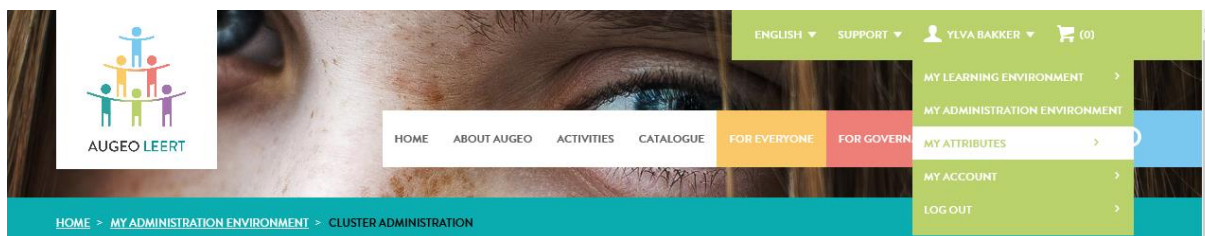
The 'Add cluster' button creates a new cluster. The administrator who you designate as cluster administrator will receive an email explaining this. If the email address of the administrator is not yet known in the Augeo academy, an account for the cluster administrator will be created and the person concerned sent instructions on how to complete the profile.



#### 2.4.6 Attribute administration (step 13)

Organisation and cluster administrators can create attributes and then assign them to their 'own students'. This option provides administrators with many students to divide them logically. You can see this option as creating sub-clusters.

The first step is creating the attributes. You can find the attributes menu in your menu at the top right of your screen:



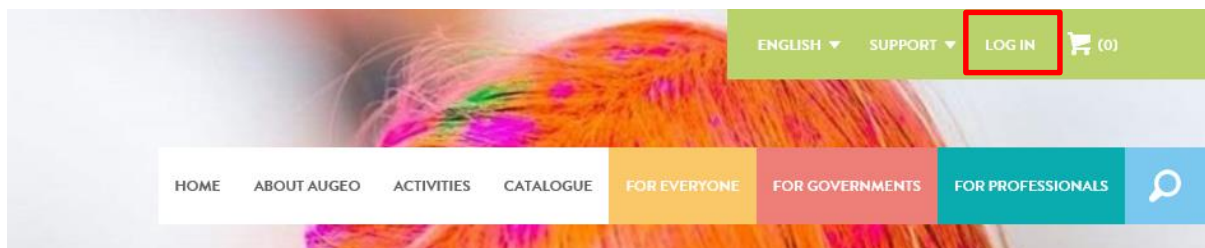
Here you can add or edit attributes and after creating attributes you can add them to selections of students in your student administration section.

#### 2.4.7 Augeo magazine on growing up safely

You can also read the latest edition of Augeo magazine via the administration area. Augeo magazine is the number one online magazine when it comes to growing up safely. Augeo magazine is primarily intended for professionals who work with children or parents, but contains enlightening stories, useful information and advice for everybody.

### 2.5 Top menu

The top menu is the light green menu at the top of the screen. After logging in, your student name appears here. If you click on your name, you can access 'my account', 'my learning area' and 'my administration area'. You can also log out here.



## PART 3: IMPLEMENTATION

### 3. GETTING STARTED WITH TRAINING

This part of the guide describes how you can really get started with the training, and how you can help and motivate students. It also contains more information on tests and accreditation points.

#### 3.1 Adding students (Step 10)

You must first add students before you can assign them training modules. To do this, go to your administration area, and then to the 'Student administration' section. Click the 'Add students' button (see Section 2.4.2).

**ADD STUDENTS**

Select cluster for students\* :

Augeo Kraamzorg

Email addresses of new students (one per line)\* :

You can still 15 Add new students

\*Required field

[< Cancel](#)

**ADD STUDENTS**

- If you have created clusters, you can select the cluster to which you want to add students with the dropdown menu at the top of the screen.
- You add students by entering their emails in the white screen, one above the other.
- You can only add students with a new email address. If you add a student with an email already in use by the system, a warning message will appear. If this happens, change the email address of the student. You can also ask the student if he or she wants to associate a different email address to the existing account. In the latter case, invite the student again using the first email address.
- If students are added, they receive an email informing them that an account has been created for them at the Augeo academy, along with a log in password. The first time they log in they are asked to fill in all their profile details, after which they can get started. From this time on, they will also receive the Augeo Magazine (see Section 2.4.5).

### 3.2 Assigning training modules to students (Step 11)

In the student administration environment, you can invite students to follow training. You can also click first on 'Show all students' to display students,

#### STUDENT ADMINISTRATION

Welcome to Student administration! The 'Add Students' button allows you to add Students. To do this, you only need their email addresses. To see all Students, click 'Show all Students'. You can then make a selection of these Students, and assign training modules to them with the 'Select action' button.

Filter by: Cluster Training name Student status Attribute  
last uploaded group

**+ ADD STUDENTS**

Use the filters and/or search for a list of students

**SHOW ALL STUDENTS**

and see the training modules already followed by each student:

, ylva1979+clustertestD@gmail.com, (ClusterD)

Training	Status	Started on	Completed on	Score
<input type="checkbox"/> Kraamzorg en jeugdgezondheidszorg: Preventie Shaken Baby Syndroom	Niet gestart			-
<input type="checkbox"/> Gezondheidszorg: Implementeren van een meldcode	Niet gestart			-

The student in the example above has been allocated two training modules, but has not yet started. You can now select this student by checking the box in front of his name. To select all students at once, check the blue box at the top of the list:

(1) **SELECT ACTION** **+ ADD STUDENTS**

11 students have been found

, bastiaan@b-b.nl, (ClusterA)

, ylva1979+clustertestD@gmail.com, (ClusterD)

Training	Status	Started on	Completed on	Score
----------	--------	------------	--------------	-------

After selecting students, the 'Select action' dropdown menu appears. By clicking this, you can select a number of actions, including 'Assign modules'. If you select this action, the following screen appears:

## ASSIGN TRAINING MODULES TO STUDENTS

You have selected 1 Select the training you want to assign to these students below

## BASECOURSE

- Kraamzorg: Vroegsignalering en werken met een meldcode  
 Gezondheidszorg: Implementeren van een meldcode

- Check one or more of the training modules that you want to assign to the student or students you have selected. PLEASE NOTE: A student can only be assigned a training once. You will automatically receive a warning if you try to assign a module to a student twice.
- Click 'Next' to proceed to the next step.

## ASSIGN COURSES

## CHANGE EMAIL TO STUDENT(S)

The students will receive the following email: You can modify the contents of this email as required.

Subject \* :

Title : Dear Participant, Your organisation has taken out a Membership with Augeo! This means that you too can follow online courses in our academy. Your organisation has arranged the following training modules for you. They can be accessed in your online learning area.  
(Cannot be changed) \* <<here you find a list of training modules you selected.>>

Personal notes :

Fixed text : How do you access your training modules? Click [here](#)\* to go to your learning area and log in with your email and password. Forgotten your password? Then please click 'Forgotten your password?'. Together we make a difference Augeo is a private non-profit foundation which is committed to a safe and secure living environment. Our focus, and the focus of our learning materials and online magazine, is on all those involved with parents and children. With your help, we are supporting families in trouble. Do you have any questions? Then please mail us at helpdesk@augeoacademy.nl or call +31 (0)343 53 60 50. We can be contacted from 09:00 to 17:00 on weekdays. Kind regards,  
(Cannot be changed)

Your name\* :

\*Required field

< Back

NEXT >

- The email that will be sent to the students is displayed. In the middle part, you can add extra text yourself. You can also change the subject of the mail and add your name. We recommend you add a link to the student or cluster administration guide at [www.veiligthuisacademie.nl](http://www.veiligthuisacademie.nl) in your text.
- Click 'Next' to proceed to the next step.

## ASSIGN COURSES

STEP 1: SELECT TRAINING

STEP 2: CHANGE STUDENT EMAIL

STEP 3: CHECK AND SEND

### CHECK AND SEND

Check the data before definitively assigning the training to the students you have selected.

#### STUDENTS

1 selected students

#### TRAINING

.

#### EMAIL INVITATION

Dear Participant, Your organisation has taken out a Membership with Augeo! This means that you too can follow online courses in our academy. Your organisation has arranged the following training modules for you. They can be accessed in your online learning area.

How do you access your training modules? Click [here](#)\* to go to your learning area and log in with your email and password. Forgotten your password? Then please click 'Forgotten your password?'. Together we make a difference Augeo is a private non-profit foundation which is committed to a safe and secure living environment. Our focus, and the focus of our learning materials and online magazine, is on all those involved with parents and children. With your help, we are supporting families in trouble. Do you have any questions? Then please mail us at [helpdesk@augeoacademy.nl](mailto:helpdesk@augeoacademy.nl) or call +31 (0)343 53 60 50. We can be contacted from 09:00 to 17:00 on weekdays. Kind regards,

Ylva Bakker

[< Back](#)

SEND

The screen displays:

- how many students have been assigned which modules;
- and the text of the email to be sent to them.
- Click 'Send', to send the invitation email.

NOTE: If a student does not receive the email, he or she can still start training by registering personally as a student. However, the student must use the email address to which the invitation was sent.

### 3.3 Tests

Most of the Augeo academy's modules include a test. The test is taken at the end of the training module. Before students take a test, they can see on the home screen the score they require to pass it. The standard limit for obtaining a pass is 70%. It is not possible to change this value. Students can retake a failed test one time. After the student has completed the test, he or she can see the questions and correct answers one single time.

### 3.4 Certificate of participation

All students receive a certificate of participation after completing a training module.. This certificate mentions (where applicable) the highest score, but not whether this score represents a pass or a fail. That means that everyone gets a certificate, regardless of the score. It is up to institutions themselves to set training course requirements.

### 3.5 Accreditation

Many of our courses are accredited by registers monitoring the quality of professional groups. In the subscription pages (<http://www.augeo.nl/memberships>), accreditation information about the various courses within the subscription can be found under the 'subscription' tab.

Once every six weeks, Augeo academy forwards the progress of students to the various registers monitoring the quality of professional groups. If a student fills in the registration number of the quality register of his or her particular profession during registration or shortly after completion of the course, then the student will in any case receive the points for the completed course within 6 weeks.

Please note: It is important that the student fills in his or her registration number in the registration form, otherwise we cannot communicate the student's progress.

Our courses are also accredited for teaching professionals in the Netherlands, these students can submit their certificates of participation themselves to [www.registerleraar.nl](http://www.registerleraar.nl).

## PART 4: SUPPORT

### 4. CONTINUOUS LEARNING

In order to keep issues of child abuse and domestic violence at the forefront of your employees' minds, it is important that it is regularly given sufficient attention. We are pleased to help you in this respect, with the following supplemental learning materials and/or reference works.

#### 4.1 Refresher courses

Most Augeo academy courses include refresher opportunities. These are short refresher courses, up to 15 minutes long, intended to freshen up a student's knowledge. If a course includes refresher opportunities, these are automatically sent to the student 3 months and 6 months after finishing the course. As an administrator you do not need to do anything in this respect, and you cannot monitor these refresher opportunities. The refresher opportunities are not accredited by the various quality registers.

#### 4.2 Augeo magazine on growing up safely

Augeo academy students receive a free subscription to Augeo magazine, our online magazine for professionals on growing up safely. It contains the latest news, recent policy and policy developments, and best practices in the prevention and treatment of domestic violence and child abuse. Students automatically receive a copy of the Augeo magazine in their inboxes several times a year. If students do not wish to receive the magazine, or no longer wish to receive it, they can unsubscribe by clicking 'unsubscribe' in the email. Other people in your organisation who want to receive a free copy of Augeo magazine, the online magazine on growing up safely, can do so by quickly and simply registering at [www.augeo.nl/augeo-magazine/inschrijven](http://www.augeo.nl/augeo-magazine/inschrijven).

#### 4.3 Digital library

Augeo has a digital library packed with background information, tips and other practical tools. The library can be found via the search menu or directly at [www.augeo.nl/articles](http://www.augeo.nl/articles).

#### 4.4 Other Augeo academy training tools

In addition to its online courses, Augeo academy has also developed various other learning resources on tackling domestic violence, child abuse, and related topics. This material may well be relevant and educational to your students. For more, please visit our website at <http://www.augeo.nl>.

## 5. SUPPORT FROM YOUR OWN ORGANISATION

What can you do to offer employees more support around the subjects of domestic violence and child abuse? Underneath, we show you what your organisation can do itself. There follows a list of the support resources and facilities offered by other organisations.

### 5.1 Students' guide

If you intend to invite employees to follow Augeo training, send them the student guide first. You can find this guide in the FAQs on the homepage of your administration area or via [www.augeo.nl/en/guides](http://www.augeo.nl/en/guides).

### 5.2 Support for students

Domestic violence is common, so there is a high probability that there are employees in your organisation who have experienced it personally. Following a course can be very challenging for them, so it is very important that attention is paid to employees' own experiences. Employees should not be left to deal with their emotions alone, they need to know who they can go to within the organisation to talk about their feelings, such as a counsellor or a manager.

## 6. SUPPORT FROM THE AUGEO ACADEMY

Augeo academy aims to support its students as much as possible while they are undergoing training, something we put into practice in several ways. This chapter contains more on the practical support offered by the Augeo academy.

### 6.1 Frequently Asked Questions (FAQs)

If a student has any questions, it is best to first consult the FAQs in the questions section of our website. Here is an overview of the FAQs on online courses. The FAQs can be found at <http://www.augeo.nl/FAQ>.

### 6.2 Helpdesk

If a student's question is not listed among the FAQs, then students can contact the Augeo academy helpdesk during office hours. The helpdesk can be reached by emailing [info@augeointernational.com](mailto:info@augeointernational.com).

If we receive a mail during office hours, the student will get a response on the same day. This response will mention, if possible, the time we expect to need to resolve the problem, as well as any



tips we think relevant. Augeo academy strives to resolve problems within 24 hours. However, this is not always possible with complex problems, which we strive to resolve within one week.

### **6.3 Demos**

Brief demos of a large number of courses are available. These can be found in various sections of the catalogue and on the website. All subscriptions also have a demo on the 'Subscription contents' page.