CLUSTER ADMINISTRATOR 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 in your organisation who will administer a cluster of students during training in the Augeo academy. We call this person the *cluster administrator*. The cluster administrator is the intermediary between the *organisation administrator* (the person responsible for implementing online training within your organisation) and the student (the person following the training). The cluster administrator acts as the first point of contact for students in the relevant cluster.

How to use this guide

The guide is in three parts:

1. **Administration**

   How does the Augeo academy administration area work?

2. **Implementation**

   How do you implement Augeo training within your organisation?

3. **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. If your question is not listed, please contact our helpdesk at info@augeointernational.com.

About the Augeo academy

The 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.

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PART 1: ADMINISTRATION

1. TASKS OF THE CLUSTER ADMINISTRATOR

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

First, log in with the details emailed to you. Section 1.1 contains more on this. Once inside your administration area, your tasks as cluster administrator include the following:

1. *Administration of students' details* (step 1) *in the administration area*
   In your administration area, you can manage students' details. For example, you can monitor the progress of students. A detailed explanation of this can be found in Section 1.2.1.

2. *Create reports* (Step 2)
   The cluster administrator can create various progress reports in the administration area, if requested by the organisation administrator for example. Sections 1.2.1 contains more on this.

3. *Add students* (Step 3)
   As cluster administrator, you can add students to your own cluster. Your organisation administrator determines how many students you can add to your cluster. Section 2.1 contains more on this.

4. *Assign students training modules* (Step 4)
   As cluster administrator, you can assign training modules to a student's account. When this happens, the student receives an invitation by email. A detailed explanation can be found in Section 2.2.

1.1 Logging in

We explain here how to log in with an account that your organisation administrator has created for you. You are first sent an email with your login data.

Click 'Click here', and log in with the studentname and password in the email.
You will be directed to the following page.

LOGIN DETAILS

Email :   Change email

Password : **********   Change password

The profile is incomplete. Fill in all the details.

PERSONAL INFORMATION

Title* :   ○ Mr   ○ Ms

First name:* :

Initials :

Surname* :

Date of birth* :   01-01-2001

(dd-mm-yyyy)

I am registering as* :   - Select student type -   ▼

Employed in * :   ▼

Position* :   ▼

Organisation :

Registration number :

(For accreditation: your KNGF, KABIZ, relationship or BIG number. This number will be shown on certificates)

☐ Yes, I agree with conditions*

*Required field   **SAVE**

The first time you log in, complete your profile in this page. You may also change your password if you want to.
After entering all the details, click *'Save'*.

After logging in for the first time, you can subsequently log in directly at www.augeo.nl by clicking 'Log in' in the light green menu at the top of the screen.

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You are then directed to the login page where you can enter your email and password, or if necessary request retrieval of your password. Once you have logged in, you can get started immediately in your administration area.

1.2 Working in the administration area

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

MY ADMINISTRATION ENVIRONMENT

STUDENT ADMINISTRATION

- 0 active students
- 0 students are not active
- 0 modules assigned

1

TO STUDENT MANAGEMENT

REPORTS

Students who have completed their training ›
Students who have started their training ›
Students who have not yet started ›

2

ALL REPORTS

AUGEO MAGAZINE: ONLINE MAGAZINE
Bekijk het magazine ›

ORGANISATION ADMINISTRATION

Augeo Kraamzorg

Subscription date to:
24-04-2016

Administrator:
Ylva Bakker ›
Max 100 participants

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 ›
Frequently asked questions ›

The administration area consists of two main sections:

1 Student administration
2. Reports

1.2.1   Student administration (Step 1)

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.

1. You can use these filters to filter the students of a training module, the cluster to which they belong or students' attributes. You can also select up to the five latest uploaded groups of students.
2. The 'Add students' button allows you to add students. To do this, all you need is an email address. You can add up to the number of students currently available in your cluster. Both you as cluster administrator and the organisation administrator can add students.
    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 cluster.

1.2.2   Reports (Step 2)

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 cluster administrator, you have access to reports on students in your cluster.

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1.2.3   Augeo magazine on growing up safely

You can read the latest edition of Augeo magazine in the administration and learning 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.

1.3   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.
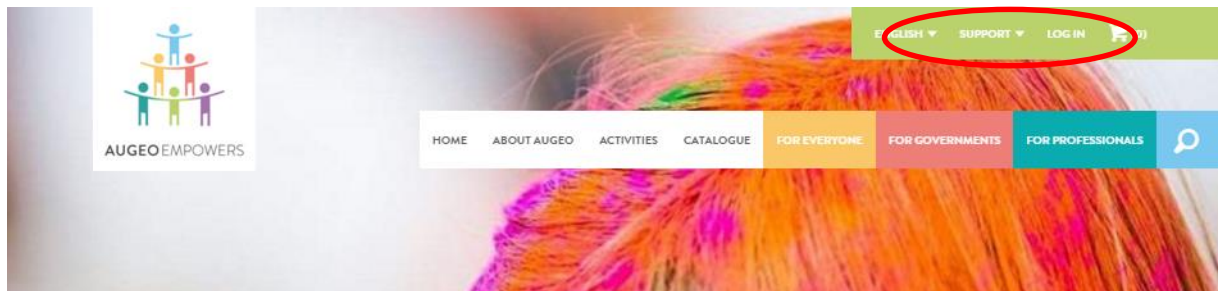
PART 2: IMPLEMENTATION

2. 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.

2.1 Add Students (Step 3)

You must first add students to the academy 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 student" button (see Section 1.2.1).

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

- 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 start to receive the Augeo Magazine (see Section 3.2).

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2.2 Assign students training modules (Step 4)

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

and see the training modules already followed by each student.

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:

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:

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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 modules that you want to assign to the student or students you have selected. PLEASE NOTE: A student can only be assigned a module 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

STEP 1: SELECT TRAINING STEP 2: CHANGE STUDENT EMAIL STEP 3: CHECK AND SEND

CHANGE EMAIL TO STUDENT(S)

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

Subject * : `Training Augeo academy`

Title : Dear Participant, Your organisation has taken out a Membership with
(Cannot be changed) 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:

<<here you find a list of training modules you selected.>>

Personal notes : `Type here a personal message for students`

Fixed text : How do you access your training modules? Click here* to go to your
(Cannot be changed) learning area and log in with your email and password. Forgotten your
[ ]en 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,

Your name* : `Ylva Bakker`

*Required field

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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.
- Click 'Next' to proceed to the next step.

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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 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.

There are two buttons at the bottom. Click 'Send', to send the invitation email.

Sometimes it is not possible to send an email through a system. In this case, there is a second option: the 'Send via your own email program' button. With this option you can copy and paste email addresses and send the message via Outlook.

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 and training assigned.

2.3 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.

2.4 Certificate of participation

All students receive a certificate of participation after completing a training module.. This certificate mentions (where applicable) the highest test 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.

2.5 Accreditation

Many of our training modules are accredited by registers monitoring the quality of professional groups. In the subscription pages (http://www.augeo.nl/memberships), accreditation information about the various training modules within the subscription can be found under the 'subscription contents' 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 module 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 training modules are also accredited for teaching professionals in the Netherlands, these students can submit their certificates of participation themselves to www.registerleraar.nl.

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3. CONTINUOUS LEARNING

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

3.1 Refresher courses

Most Augeo academy training modules include refresher opportunities. These are short refresher courses, up to 15 minutes long, intended to freshen up a student's knowledge. If a training module includes refresher opportunities, these are automatically sent to the student 3 months and 6 months after finishing the training module. 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.

3.2 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.

3.3 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.

3.4 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 www.augeo.nl.

4. 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.

4.1 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 at http://www.augeo.nl/FAQ. Go to 'Students' in the dropdown menu, and click below on 'Click here' to open the guide.

4.2 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

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5. 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.

5.1   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 training modules. The FAQs can be found at http://www.augeo.nl/FAQ.

5.2   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.
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.

5.3   Demo videos

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