

EMlearning Transition FAQs

1. What are the benefits can you expect from our new Learning Management Platform, Absorb?

- More variety of course titles including ALL key industry standard courses, for FREE!
- Elevated learning and functionality
- User-friendly and intuitive system
- Integrated one-stop-shop
- Unlimited number of users
- Extensive data and enhanced reporting capabilities
- Greater ability to manage courses, track progress, and measure success
- Enhanced communications with push notification functions
- Access to all our face-to-face and virtual Employer Training offerings all in the one convenient location
- And did we mention, it's totally FREE!

2. What complimentary courses will EMlearning have on offer from January 2024?

We are excited to be working with **market leading experts** to create a bigger and better suite of courses that are specifically designed to meet your workers compensation and workplace needs.

From January 2024, EML Group customers will have **complimentary access** to the following courses:

- Bullying and Harassment in the Workplace
- Bullying and Harassment for Leaders in the Workplace
- Manual Tasks for Workers
- Managing Psychological Conditions in the Workplace
- Duty of Care for Workers
- Work Health and Safety Fundamentals
- Sexual Harassment (NEW)
- Conflict Resolution in the Workplace
- Managing Risk in the Workplace
- Managing Risk in the Workplace for Leaders
- (Mis)behave with Dave
- Approaching an employee you are concerned about
- Covid-safe Workplace
- First Appointment Videos
- Keeping Workers Safe when working from home
- NSW Weekly Benefits
- NSW Workers Compensation Essentials
- Preparing for and Managing Occupational Violence and Aggression in Aged Care
- Preparing for and Managing Occupational Violence and Aggression in Health Care
- Preparing for and Managing Occupational Violence and Aggression in Retail



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- Preparing for and Managing Occupational Violence and Aggression in the Workplace
- Return to Work Coordination - Part 1 (creating the right culture)
- Return to Work Coordination - Part 2 (NSW Legislation)
- Return to Work Coordination - Part 3 (The TW Process)
- SA Income Support
- SA Workers Compensation Essentials
- VIC Weekly Benefits
- VIC Workers Compensation Essentials
- Armed Robbery Safety Awareness (HII)
- Injury Management and Prevention
- Injury Management and Prevention for Leaders
- Workplace Ergonomics
- Privacy in Practice
- Work Health and Safety Harmonisation
- Duty of Care for Leaders
- Workplace Drug and Alcohol Awareness
- Contractor Induction
- Risk Management of Psychosocial Hazards
- Introduction to Health and Safety in the Workplace

We will continue to **expand these offerings** post the transition to the new platform. If there is a particular area you are interested in; we welcome new suggestions that can elevate our free program and add to the pipeline of personal injury and workers compensation specific courses, we have in development.

3. What happens to the courses we currently use?

From January 2024, similar and alternative new courses will be **freely available** on the new platform, providing EML Group customers with **complimentary access to more course titles** than ever before.

If you are accessing our courses via your own LMS we will provide you with alternative course modules **free of charge**.

If you currently pay for a course directly through Kineo that is not part of the EML course Library, please reach out to Kineo directly regarding charges going forward.

4. How do I set up groups in the new system?

If you are interested in setting your users up into groups that you can assign training to and monitor through reporting, a 'How to Guide' will be available in the Help & Support section, or please contact the Mutual Benefits Team who can talk you through the options.

5. What will happen to my existing learning history/certifications?

All current learning history and certifications within the EMlearning platform will be migrated across into the new system.



6. How will we know how to use the new system?

Mutual Benefits has developed an easy-to-use guide which is linked within this email to help you learn more on how to navigate around the system and enjoy its benefits.

In addition, we will be running EMlearning Introduction and Masterclasses through the Employer Training Calendar starting in January 2024. This will enable users the opportunity to see the new system, gain confidence with its functionality, and ask any questions. These sessions will run through the basic features available to you and highlight some of the other key features you and your organisation may wish to use moving forward. In addition to the Masterclasses, we will be distributing user guides prior to the launch date to help you navigate the system.

If you have any specific questions while in the system, the Mutual Benefits team are always available to support as needed. Please email mutualbenefits@eml.com.au.

7. Will my employees be able to continue/finish courses they have already started?

As noted in previous communications, unfortunately anything completed after 20 November 2023 was not included in the data transferred over to the new system. These will need to be completed again to be marked completed on the new system.

8. What if my employees have been enrolled in training but they have not yet started?

If a user has been enrolled in a certain training module but has not yet started the training, they will be required to re-enrol in a new course with similar learning outcomes within the new system.

9. We currently use the EMlearning platform, but would like to opt out of this program and not transition to Absorb, how can we go about that?

If you are currently using the EMlearning platform but would like to be removed from the system and opt out of the move, please contact the Mutual Benefits team on mutualbenefits@eml.com.au, and we will assist you with this process.

10. We currently have our own Portal with another provider but are interested in moving onto the EMlearning Portal with Absorb. How can we go about this?

If you currently have your own portal with an alternative provider but are interested in moving onto the EMlearning system within Absorb, please contact the Mutual Benefits team on mutualbenefits@eml.com.au, and we will be able to provide you with assistance to set up your new system.