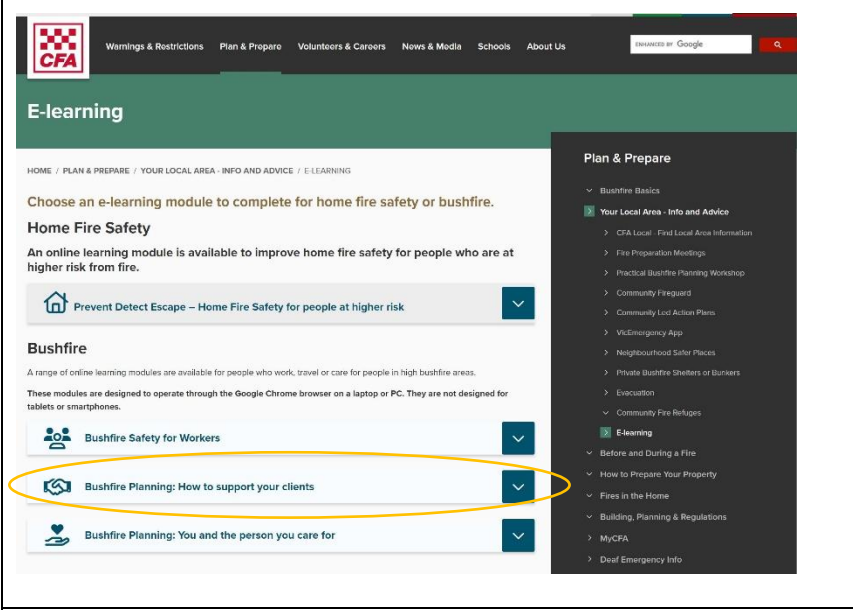
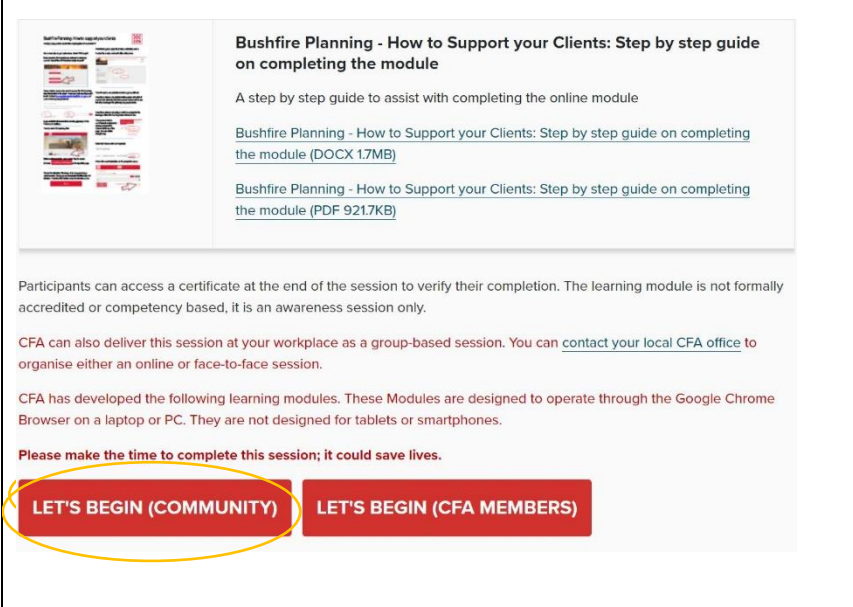
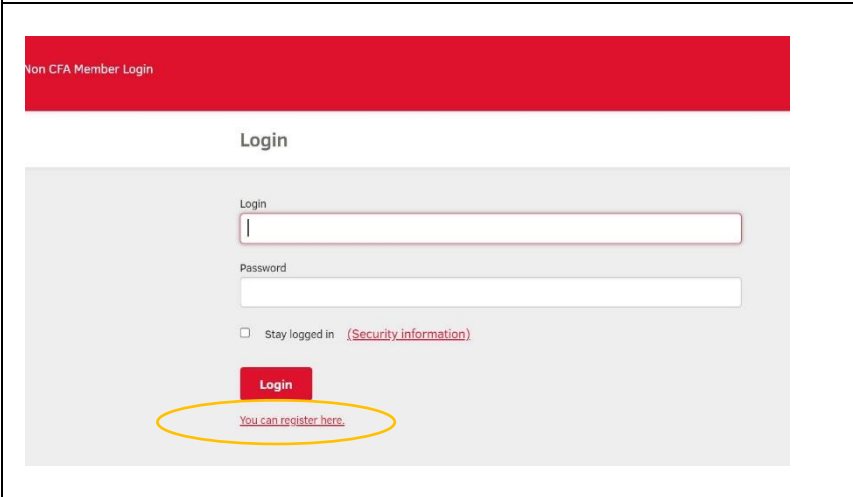


# Bushfire Planning: How to support your clients

A step-by-step guide to assist with completing the online module – August 2024



## Part 1 – Creating a User Account (if you don't have an account already)

|   |   |
|---|---|
|    | <p>Go to:<br/><a href="http://www.cfa.vic.gov.au/workers">www.cfa.vic.gov.au/workers</a></p> <p>Select 'Bushfire Planning: How to support your clients'</p> |
|   | <p>Scroll down the page</p> <p>Select 'Let's Begin (Community)'</p>   |
|  | <p>Select 'You can register here'</p>   |

# Bushfire Planning: How to support your clients

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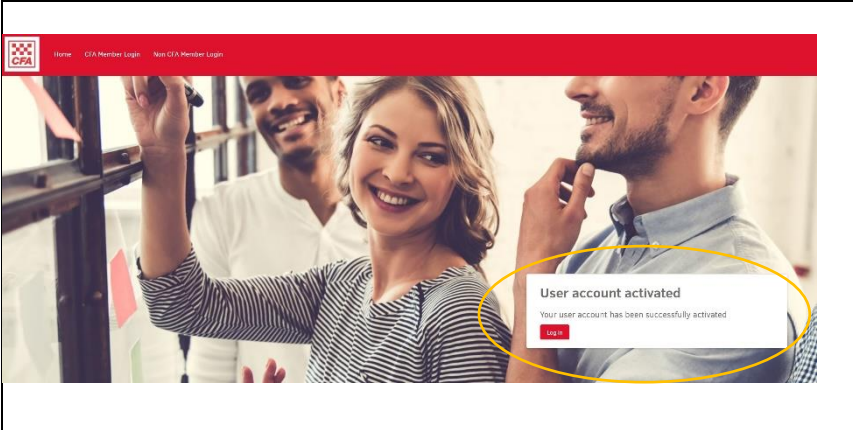
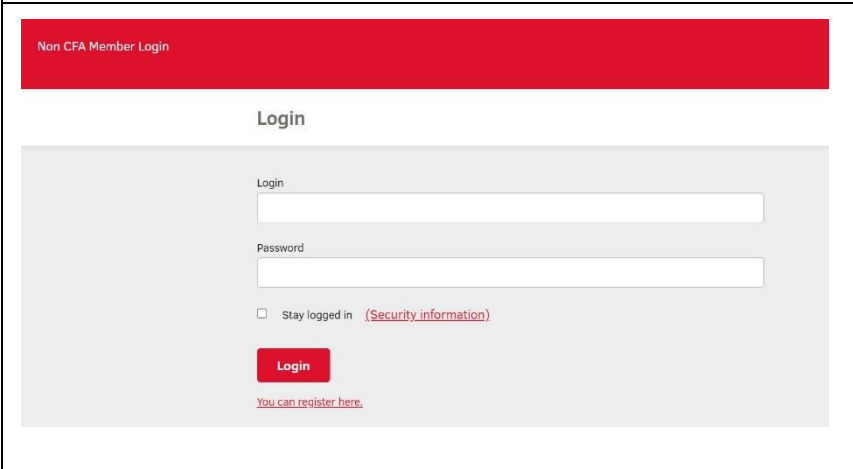
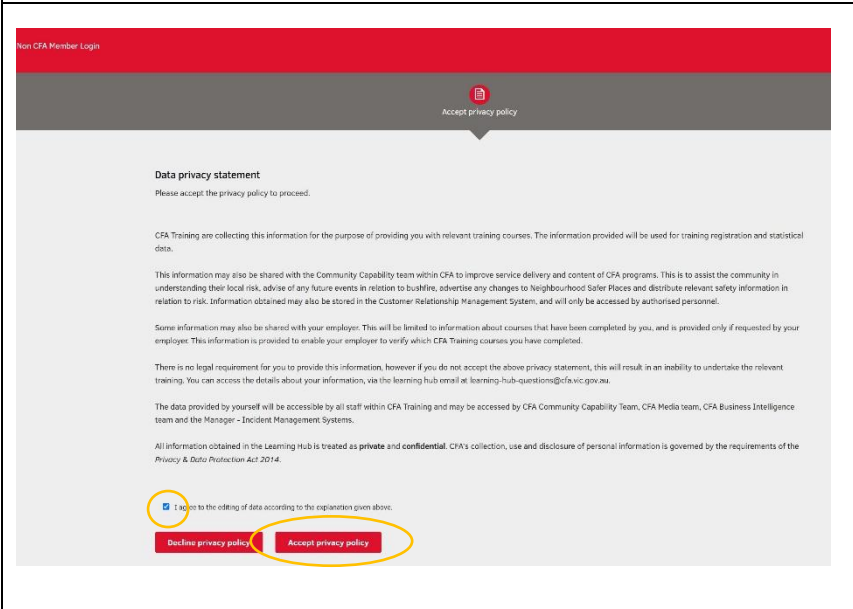


|  |   |
|--|---|
|  | <p>Fill out all the details on the 'Sign up' page and record your password for future login</p> <p>Your reason for access is most likely to be 'As part of my work'</p> <p>Select your organisation from the drop-down 'Organisation' list if it is there. If not there, add it in the 'Other organisation' box</p>   |
|  | <p>Click the 'I accept the Terms of Use' box</p> <p>Click the 'Sign up' box</p>   |
|  | <p>You will receive <b>TWO</b> emails</p> <p>One email informs you that <b>'Your CFA Learning Hub Access has just been created!'</b> (no need to click links in this email)</p> <p>A second email is for <b>'Activating your login information'</b> (this is the email you'll need)</p> <p>Check your Junk Mail folder if the emails don't arrive in your Inbox</p> |
|  | <p>Open the <b>'Activating your login information'</b> email</p> <p>Click on the link to activate your account</p> <p>Contact:<br/> <a href="mailto:learning-hub-questions@cfa.vic.gov.au">learning-hub-questions@cfa.vic.gov.au</a><br/>             if you are having any problems</p>  |

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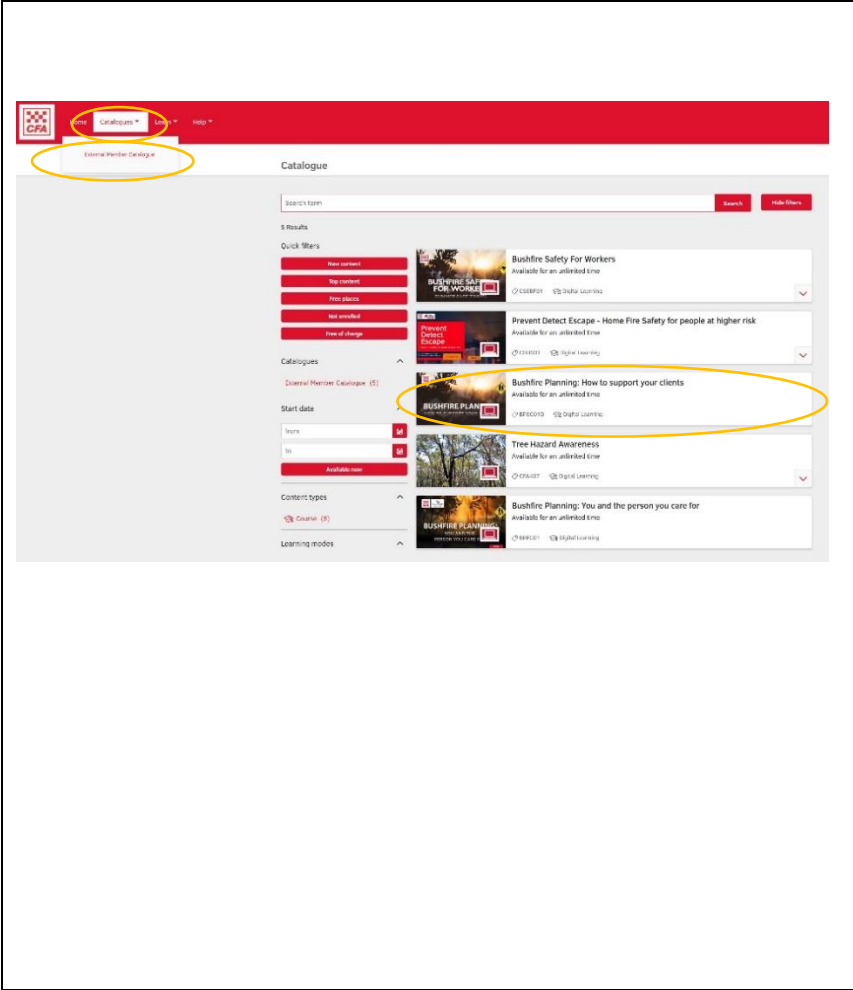
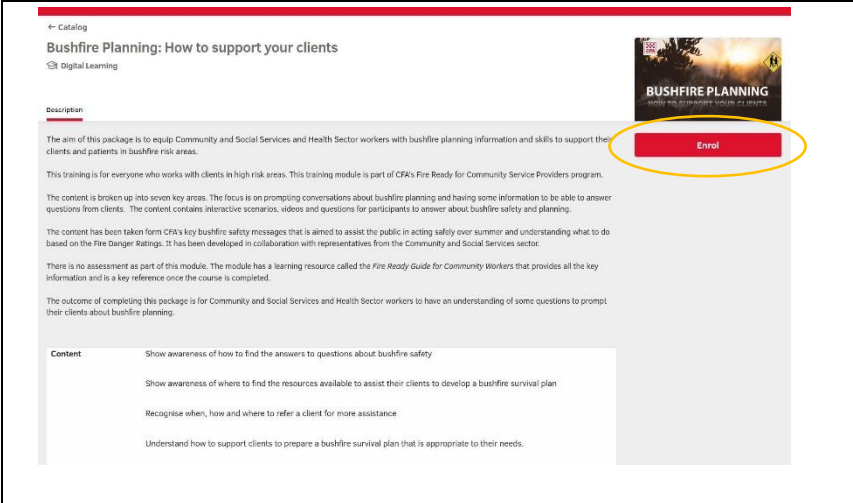
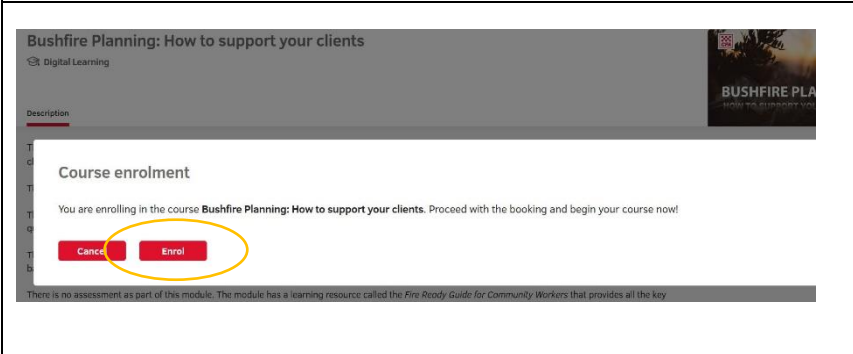
|  |  |
|--|--|
|  <p>A screenshot of the CFA website's top navigation bar with 'Home', 'CFA Member Login', and 'Non CFA Member Login' links. Below the navigation is a large image of three people smiling. A white notification box with a red border is overlaid on the image, containing the text 'User account activated' and 'Your user account has been successfully activated' with a red 'Log in' button below it.</p>                       | <p>Click on the red 'Log in' box to access your new account</p>  |
|  <p>A screenshot of the 'Non CFA Member Login' page. It features a red header with the text 'Non CFA Member Login'. Below the header is a 'Login' section with two input fields for 'Login' and 'Password'. There is a checkbox for 'Stay logged in' with a link to '(Security information)'. A red 'Login' button is at the bottom, and a link 'You can register here.' is below it.</p>  | <p>Enter your 'Login' details (your email address used during account setup)</p> <p>Enter your 'Password' (which you created during account setup)</p> <p>Click 'Login'</p>                      |
|  <p>A screenshot of the 'Data privacy statement' page. It has a red header with 'Non CFA Member Login'. Below the header is a grey bar with a red 'Accept privacy policy' button. The main content area contains several paragraphs of text explaining the privacy policy. At the bottom, there are two buttons: 'Decline privacy policy' and 'Accept privacy policy'. A checkbox is checked, and a red circle highlights it.</p> | <p>Click the checkbox 'I agree to the editing of data according to the explanation given above'</p> <p>Click the red 'Accept privacy policy' box</p> <p>This will take you into Learning Hub</p> |

# Bushfire Planning: How to support your clients



A step-by-step guide to assist with completing the online module – August 2024

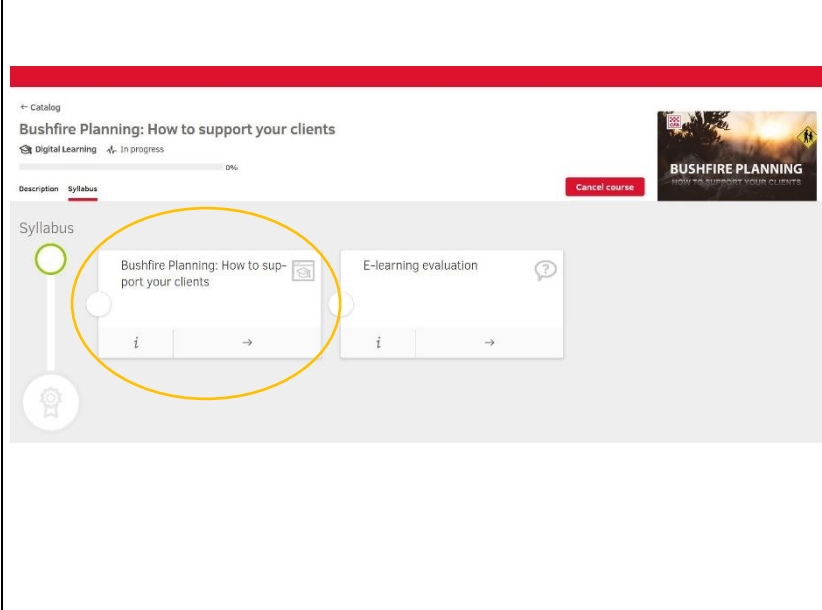
## Part 2 – Accessing the Bushfire Planning: How to support your clients module

|   |   |
|---|---|
|   | <p>You are now in <b>Learning Hub</b> (<a href="http://learninghub.cfa.vic.gov.au">learninghub.cfa.vic.gov.au</a>)</p> <p>Don't click on the red 'Enrol' box on the screen that comes up. Instead, we'll bring up all the modules available to you to select from, so you know where to find them</p> <p>Click on the 'Catalogues' menu item in the upper left menu area</p> <p>Click on the 'External member catalogue' menu item that drops down</p> <p>You will now be able to see the online modules that are available for you to complete</p> <p>Click on the 'Bushfire Planning: How to support your clients' box to get started</p> |
|  | <p>Click on the red 'Enrol' box to enrol for the module</p>   |
|  | <p>Click on the second red 'Enrol' box to comes up on the screen</p>  |

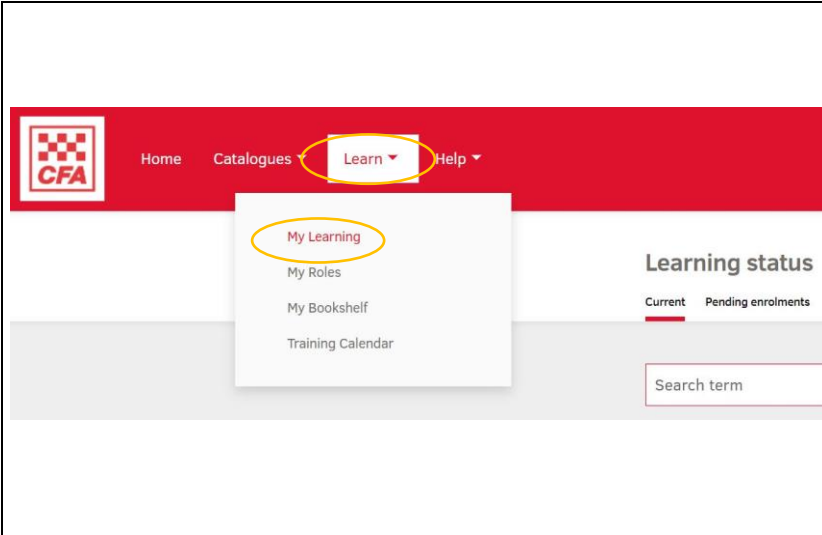
# Bushfire Planning: How to support your clients

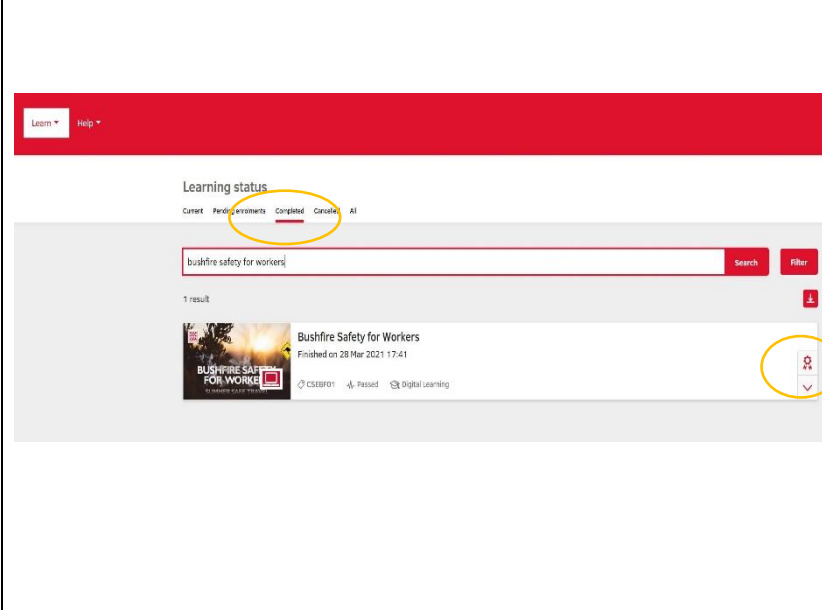


A step-by-step guide to assist with completing the online module – August 2024

|   |   |
|---|---|
|  | <p>You can now start the module by clicking on the title 'Bushfire Planning: How to support your clients' or the 'right-pointing' arrow</p> <p>Once the module is completed it will turn green</p> <p>If you exit and return and return you can resume where you left off by clicking on the module or the yellow circle 'In progress' icon '</p> |
|---|---|

## Part 3 – Accessing a Certificate of Completion

|  |   |
|--|---|
|  | <p>Once you have completed a module you can download a Certificate of Completion</p> <p>You can either download the certificate straight away or do it later</p> <p>Download the certificate by clicking on 'Learn' then 'My Learning' at the top of the Learning Hub page menu</p> |
|--|---|

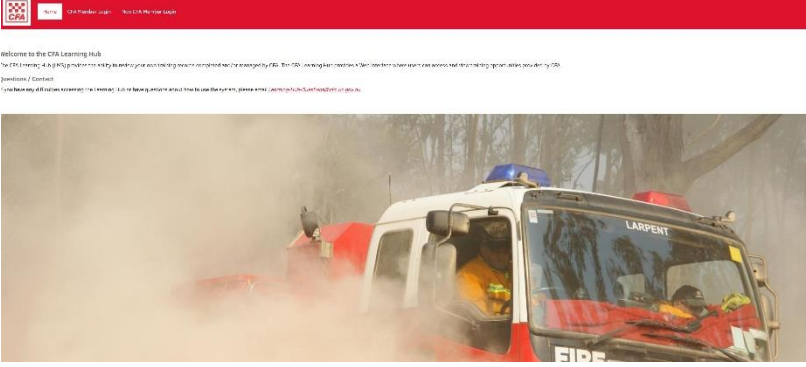

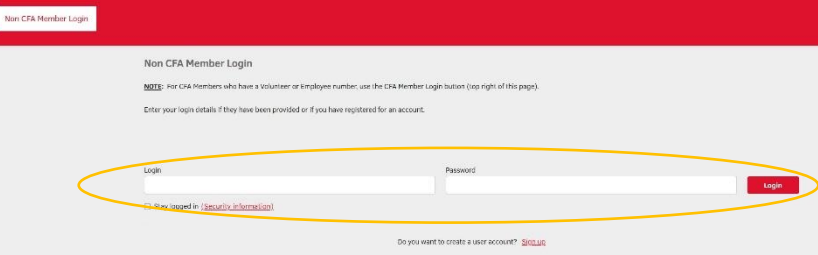
|   |   |
|---|---|
|  | <p>Click on the 'Completed' menu item in the 'Learning Status' menu to bring up a list of your completed modules</p> <p>In this case 'Bushfire Safety for Workers' is shown. If you have completed other modules they will also be on the list and the process is the same</p> <p>Click on the small 'certificate' icon on the right of the screen. Your certificate of completion will download to your computer</p> |
|---|---|

# Bushfire Planning: How to support your clients

A step-by-step guide to assist with completing the online module – August 2024



## Part 4 – Returning to Learning Hub ... and logging back in

|  |   |
|--|---|
|   | <p>To return to Learning Hub on your computer go to:</p> <p><a href="https://learninghub.cfa.vic.gov.au">learninghub.cfa.vic.gov.au</a></p>   |
|  <p>Home CFA Member Login <b>Non CFA Member Login</b></p> <p><b>Welcome to the CFA Learning Hub</b></p> <p>The CFA Learning Hub (LMS) provides the ability to review your own training records completed and/or managed by</p> <p><b>Questions / Contact</b></p> <p>If you have any difficulties accessing the Learning Hub or have questions about how to use the system, please email</p> | <p>Click on 'Non CFA Member Login' in the menu</p>  |
|  <p>Non CFA Member Login</p> <p><b>NOTE:</b> For CFA Members who have a Volunteer or Employee number, use the CFA Member Login button (top right of this page).</p> <p>Enter your login details if they have been provided or if you have registered for an account.</p> <p>Login Password <b>Login</b></p> <p>Do you want to create a user account? <a href="#">Click here</a></p>       | <p>Enter your 'Login' details (your email address used during account setup)</p> <p>Enter your 'Password' (which you created during account setup)</p> <p>Click the red 'Login' box</p> <p>This will take you to your personal Learning Hub page where you can review learning, continue modules, start new modules etc</p> |

# Bushfire Planning: How to support your clients

A step-by-step guide to assist with completing the online module – August 2024



## **Part 5 - Frequently Asked Questions**

### **1. What if the module is not working properly on my computer?**

Most likely it is a problem with your internet browser. Make sure you are using a recent version of either Chrome or Firefox as Internet Explorer may not run the module properly.

### **2. Can I do the module on my phone?**

This online module is designed to operate from a computer or laptop and may not work effectively from your phone. It will also make it hard to see some of the text on a small phone screen.

### **3. Can I do the module again?**

Once completed you can still go back and do the module again. In fact, CFA recommends you do a refresher every year. However, once you have completed it, it will list your record as completed.

### **4. Who do I contact with any feedback?**

You can contact [communityprograms@cfa.vic.gov.au](mailto:communityprograms@cfa.vic.gov.au) to email us any feedback or questions you have.