



Frequently Asked Questions (FAQs)

Below you will find some answers to frequently asked questions (FAQs) about the 'Healthy Child Programme' e-learning course.

Q. Who is e-Learning for Healthcare?

A. e-Learning for Healthcare is a Department of Health programme working in partnership with the NHS and professional bodies to provide high quality e-learning content for the training of the healthcare workforce across the UK. Visit www.e-lfh.org.uk for more details.

Q. Who is the Healthy Child Programme e-learning designed for?

A. All healthcare professionals providing care to pregnant women and children in the first five years of life.

Q. Is the Healthy Child Programme e-learning free?

A. The materials are free to all those employed by the NHS in the UK. Anyone working outside the NHS will need to buy licenses as individuals or through their employers via the [HCP homepage](#). Organisations wishing to purchase multiple licenses should email eintegrity.sales@e-lfh.org.uk.

Q. What is the core curriculum for the Healthy Child Programme e-learning?

A. The curriculum is designed to meet the training needs for the range of healthcare professionals involved in the delivery of the Healthy Child Programme (0-5 years).

The curriculum has been designed in close collaboration with members and representatives from each of the following Royal Colleges and Professional Organisations: AHPF, BDA, CPHVA, RCGP, RCM, RCN, RCOG, RCPCH and RCSLT.

You can download a copy of the curriculum [here](#).

Q. How do I access the e-learning?

A. The Healthy Child Programme (HCP) e-learning is available through two national e-learning platforms:

1. Electronic Staff Record (ESR) as part of the National Learning Management System Project (NLMS) – primarily for all NHS healthcare professionals working in England (excluding doctors).
2. The e-LfH Learning Management System (e-LfH LMS) – primarily for all NHS doctors working in England, all other healthcare professionals working in Wales, Scotland and Northern Ireland and anyone outside the NHS (non-NHS employees will need to pay for licences). Access via the e-LfH LMS is also available for NHS staff who do not have access to the ESR/NLMS.

See the table below to confirm which platform you should use.

Profession	Country	Platform
NHS Health Visitor	England	ESR/NLMS

NHS Health Visitor	Other UK	e-LfH LMS
NHS Nurse	England	ESR/NLMS
NHS Nurse	Other UK	e-LfH LMS
NHS Therapist/allied health professional	England	ESR/NLMS
NHS Therapist/allied health professional	Other UK	e-LfH LMS
NHS Dietician	England	ESR/NLMS
NHS Dietician	Other UK	e-LfH LMS
NHS Doctor	England	e-LfH LMS
NHS Doctor	Other UK	e-LfH LMS
NHS Midwife	England	ESR/NLMS
NHS Midwife	Other UK	e-LfH LMS
Any non-NHS – charges apply	Any	e-LfH LMS

Q. My trust HAS implemented/IS implementing e-Learning through ESR as part of the NLMS project - can I now access the materials?

A. Yes. Speak to your local education & learning department, or your local ESR system administrator, to gain access. If you are still having problems, you can [contact your NLMS Regional Account Manager](#) for help.

Q. My trust HAS NOT implemented e-Learning through ESR as part of the NLMS project – how can I access the materials?

A. If you are eligible to access the materials (e.g. you are employed by the NHS) but your trust has not implemented the NLMS, you can access the materials through the e-LfH LMS. Please contact the registration team to do so: http://www.e-lfh.org.uk/contact_us.html

Q. How do I find out if my trust has implemented e-Learning through ESR as part of the NLMS project?

A. NHS Organisations in England who utilise ESR have access to the e-Learning capabilities offered as part of the National Learning Management System project; local policy will determine whether access has been made available to Employees. Speak to your local education & learning department, or your local ESR system administrator, to gain access. If this does not help, you can [contact your NLMS Regional Account Manager](#) for help.

Q. How do I found out who my ESR System Administrator is?

A. Your education department should know who this is, so try contacting them first. If you still can't find the right person, you can find this out on the ESR support pages: <http://www.esrsupport.co.uk/nlms/access.html>

Q. I don't work for the NHS. Does this mean I have to pay for access to the Healthy Child Programme?

A. Yes. You can buy licenses through the [HCP homepage](#).

Q. I work for a council/social enterprise that works alongside the NHS. Does this mean I have to pay for access to the Healthy Child Programme?

A. Yes. Your organisation or you as an individual can buy licenses through the [HCP homepage](#).

Q. I work for/study at a Higher Education Institution (HEI). Does this mean I have to pay for access to the Healthy Child Programme?

A. Yes. You can buy licenses through the [HCP homepage](#).

Q. Can I obtain a record of achievement for my completed e-learning?

A. Yes. Once you are registered on the e-Learning for Healthcare (e-LfH) platform you can run a report for yourself at any time. To find out how, visit the tutorials page of the e-LfH website: http://www.e-lfh.org.uk/tutorials_elfh_lms.html#

For users of e-Learning via ESR any e-learning you complete will automatically update your personal training record, which can be viewed in your Learning History at any time

Q. Is there a technical checker online?

A. Both the e-LfH LMS and ESR platforms have a technical checker online:

- e-LfH - http://www.e-lfh.org.uk/technical_requirements_e-lfh_LMS.html
- ESR - <http://www.esrsupport.co.uk/nlms/pccheck.html> 

Q. I need some technical support – who should I contact?

A. Always contact your own IT Department first as there might well be a local solution. The technical checkers available on each platform should tell you if you need more software installed to access the course and certificate. If your IT department is unable to solve the problem, it will depend on which learning platform you will be using:

- e-LfH Technical Support: support@e-lfh.org.uk
- ESR e-Learning/NLMS Project - contact your local ESR/NLMS Lead for assistance

Q. Can I do the sessions more than once?

A. Yes. You can do the course as many times as you want to.

Q. Do I have to start the course at the beginning?

A. No. The sessions can be completed in any order you choose. Some people will start by doing the final course assessment first and then dip into the other sessions they feel they need to do to increase their knowledge.

Q. How can I measure the competence of staff completing the course?

A. The course is intended as part of a 'blended learning' approach. It provides one method of learning along with many others, such as face-to-face teaching and role play. Completion of the course does not in itself indicate competence. Competence would need to be measured using other appropriate methods to evaluate learning and its impact on the delivery of services.

Q. Can I monitor how many of my employees are completing the course and what scores they are getting?

A. By including e-Learning in the Electronic Staff Record (ESR) as part of the [National Learning Management System](#) project, Central Learning and Development departments and any Manager with access to Manager Self Service can view and report on learning activity of their staff. Full reports on all learning can then be produced detailing classroom and e-learning activity side by side. Those healthcare workers who wish to know if their trust has access or is getting access to e-Learning in ESR should contact their Trust's Learning and Development lead.

Currently, there is no default facility on the e-Learning for Healthcare website to allow (e.g.) team leaders to monitor if users are accessing the e-learning. The e-LfH team are reviewing how to make this facility available. Individuals are able to produce reports on their own learning for (e.g.) CPD purposes.

Q. Does e-learning count towards CPD?

A. This varies by institution. The RCPCH recognises e-learning as part of Personal CPD, which can be used to claim up to 20 points per year, where one point = one hour of self-directed e-learning. Speak to your professional body for more information.