

## Instructions for completing *Understanding bias in health care* modules via LearnOnline

1. You can access the Ministry of Health's LearnOnline platform at: <https://learnonline.health.nz/>.
2. Alternatively, the link to the Commission's learning module catalogue is [here](#). Click on *Understanding bias in health care*.
3. If you are not registered with LearnOnline you will need to create an account. If you do not receive a registration email or a reset password email, check your email junk/spam folder. Sometimes this issue is at an organisation level and emails may go to your work spam filter. If you are still having issues, please use the 'contact support' link on the LearnOnline homepage.
4. For lost or forgotten usernames or passwords, follow the prompts on the LearnOnline login screen.
5. System requirements can be viewed [here](#). Popups must be enabled to view content on the LearnOnline site.
6. How to complete the course: Watch the three learning modules and complete the quiz. The pass mark for the quiz is 12/16 (75 percent). You can have multiple attempts if required. After you have passed the quiz, you will be able to view and download your certificate. If you are a midwife, please email your certificate to us at [communications@hqsc.govt.nz](mailto:communications@hqsc.govt.nz) – we will generate a certificate for you which can be provided to the Midwifery Council for professional development points.
7. After watching each module, return to LearnOnline and click the link for the next module. The videos are hosted on Youtube which has an autoplay feature. If you use this feature to watch the next module it will not count towards your course progress.
8. For any other questions about how to complete the module or download your certificate, please email [communications@hqsc.govt.nz](mailto:communications@hqsc.govt.nz).