

## StaffLink IDs, access to HETI Online and Mandatory Training for Students

### Frequently Asked Questions for Students, Education Providers and Health Services

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## **Frequently Asked Questions**

### **1. What is HETI Online?**

HETI Online is the NSW Health Learning Management System. NSW Health employees and students complete mandatory training eLearning modules on HETI Online. HETI Online keeps a record of your learning history.

### **2. What is ClinConnect?**

ClinConnect is the online system that is used to book and manage all clinical placements in NSW Health facilities. ClinConnect records student compliance including national criminal record checks, the NSW Health Code of Conduct, immunisations and mandatory training.

### **3. What is a StaffLink ID?**

A StaffLink ID is a NSW Health employee number.

### **4. Why do students need a StaffLink ID?**

In order to hold a NSW Health online account and be able to access HETI Online and other NSW Health online applications, an active StaffLink ID is required.

### **5. How are students informed of what their StaffLink ID and password is?**

Most students will receive their StaffLink ID and temporary password automatically to the email address that has been entered into ClinConnect. For students who have previously been issued with a NSW Health email address, the email will be sent to that email address. The email will come from: [EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au](mailto:EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au)

### **6. What do students need to do as soon as they receive their StaffLink ID and temporary password?**

Students need to log into HETI Online and change their password by logging into HETI Online <http://hetionline.health.nsw.gov.au>.

### **7. Who do students contact if they can't remember their password?**

The State-Wide Service Desk on 1300 28 55 33 and quote their StaffLink ID.

#### **8. Who do students contact if they do not remember their StaffLink ID?**

Contact the Education Provider who can view your StaffLink ID on your ClinConnect profile. If the student is currently on placement, the clinical placement supervisor may also be able to assist by looking up the student's details in ClinConnect.

#### **9. How do students receive access to HETI Online?**

To receive access to HETI Online, students need an active placement in ClinConnect that is due to commence within fourteen days. ClinConnect will automatically provide the student's details to HETI Online via StaffLink.

#### **10. When do students receive access to HETI Online?**

Students will receive access to HETI Online fourteen days before the start date of their placement. Access will be terminated fourteen days after the end date of their placement.

#### **11. Why are students required to complete mandatory training?**

Completion of mandatory training helps maintain a safe and healthy working environment, and supports staff in meeting their obligations as employees of NSW Health. Some mandatory training areas are required by law. Other mandatory training is required by the National Safety and Quality Health Service Standards or the Ministry of Health.

#### **12. Who do students contact if they are having trouble logging into HETI Online or completing the mandatory training modules?**

Contact the State-Wide Service Desk on 1300 28 55 33. The State-Wide Service Desk will forward the query onto the appropriate team if required.

#### **13. Which modules do students need to complete on HETI Online?**

The list of mandatory training modules for students is located in the Clinical Placements in NSW Health Guidelines Document (GL2016\_028). When students log into HETI Online, the mandatory training modules will be automatically listed on their My Learning section. Mandatory training modules have a red flag attached to them. Once a module has been completed, it will disappear from the My Learning section in HETI Online.

#### **14. Do any mandatory training modules need to be repeated?**

Yes, some modules such as Hand Hygiene need to be repeated after a certain number of years. When a module is due to be repeated, it will be available again in the student's My Learning section on HETI Online and will have a red flag attached to it.

**15. Do students need to complete mandatory training every time they complete a placement in a different Local Health District or Specialty Health Network?**

No, the state-wide mandatory training only needs to be completed once in HETI Online except for modules that need to be repeated.

**16. When do students need to complete the mandatory training modules by?**

Ideally before the first clinical placement in NSW Health.

**17. How do students know when their StaffLink ID has been reactivated?**

Students will receive an automatic email from: [EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au](mailto:EHNSW-NSWHealthStudentOnlineAccounts@health.nsw.gov.au) with their StaffLink ID. If students have previously logged into HETI Online and changed their password, the password in this email will be blank.

**18. What happens to the student's StaffLink ID and HETI Online access if their placement is cancelled or the student does not commence?**

If the placement is **cancelled** or marked as **Not Commenced** in ClinConnect, ClinConnect will inform StaffLink to inactivate the StaffLink ID and access to HETI Online.

**19. How does StaffLink know if a student already has a StaffLink ID?**

StaffLink will attempt to match a student using the combination of their first name, last name, date of birth and gender. As long as these four fields contain the exact same information, StaffLink will assign the existing StaffLink ID.

**20. Who do I contact if a second StaffLink ID has been assigned in error?**

Contact the HETI ClinConnect Team on [EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au](mailto:EHNSW-NSWHEALTHStudentOnlineAccounts@health.nsw.gov.au)

**21. If a student changes Education Providers, will they get a new StaffLink ID?**

No, students should keep the one StaffLink ID for life. ClinConnect will alert the Education Provider that a possible duplicate exists in ClinConnect in another Education Provider and ask the Education Provider to contact the HETI ClinConnect Team on [HETI-clinicalplacements@health.nsw.gov.au](mailto:HETI-clinicalplacements@health.nsw.gov.au).

**22. When students get access to HETI Online will they also get access to eMR, CHOC, ERIC etc?**

No, access to these systems is managed by the Local Health District/Specialty Health Network. Contact the Health Service ClinConnect Coordinator for further information.