

Frequently Asked Questions (FAQ) page

- Q. I'm no longer working in an environment where I'm able to deliver or manage care. Can I still register to use the online course?
- R. Yes, the online course is open for anyone to use and any feedback provided by you on the discussion boards and comments will help us to improve online educational courses that can support a change in practice.
- Q. When will I have access to the compassionate care online course.
- R. Registration opens later this year on the 9th September and you can join the course anytime up to the 23rd September. Please keep these dates in your diary so that you don't miss out.
- Q. I would like to participate in the open online course. How much of my time will the course take up? I work clinically so will need to know if I have to approach my manager for time to participate.
- R. The open online course is delivered over three weeks with around three hours of learning each week. You will be encouraged to use the actions and tools within the course to help you change your practice. You will also be invited to participate in some research, which will involve completing two surveys, one before and one after completing the course and will take about 15 minutes each to complete. This research will help us design better and more meaningful courses for improving compassionate care.
- Q. What would be involved in the behaviour change research part of the course?
- R. You will be invited to complete two surveys, one before and one after completing the course, which will take about 15 minutes each. You will also be encouraged to use the actions and tools included within the course to help encourage a change in practice and to tell us about this. This will help us assess how the course has helped change practice. There will be a toolkit with all the actions and tools from the course that you can easily access and use within your practice during and after completion of the course.
- Q. Will I need to apply for study leave? Or will it all be done online?
- R. The online course won't be onerous and the extent of its use during or after working hours is up to you. However, we encourage you to try out the suggested actions and tools in your workplace, since we are interested to know how you have used them and what you think about them.
- Q. I am interested in the research being conducted but I'm uncertain as to whether I would be eligible for this study as I do not work clinically.

R. The online course is open for anyone to use and any feedback you provide on the discussion boards and comments will help us in the design of better online educational courses that can support a change in practice. Although you may not be directly involved in delivering or managing care, we still want you to complete the online surveys so that we can assess whether your behaviour has changed as a result of using this course.