Frequently Asked Questions (FAQ)

What is LearnHSABC?

LearnHSABC is an on-demand learning platform designed exclusively for HSABC members, providing a comprehensive library of training courses tailored for staff in the homelessness services sector.

How does the LearnHSABC platform work?

Members can log in through the HSABC member portal, access the LearnHSABC section, and register for individual courses. The platform is user-friendly, allowing for self-paced learning.

What courses are available on the platform?

The platform offers over 40 courses and resources within the five modules:

- Introduction to the Homelessness Services Sector
- Governance Training
- Levelling-Up for New and Aspiring Managers
- Walking Alongside PWLLE Toolkit
- Resources for Reducing Barriers to Shelter Access

Are the courses on the platform free or paid?

All courses on LearnHSABC are included as part of HSABC membership, providing exclusive access at no additional cost to members.

How do I sign up for courses on the platform?

To sign up, log in to your HSABC member account, navigate to LearnHSABC tab, and click on the "Register" button for the desired module.

Can I access the courses on any device?

Yes, the LearnHSABC platform is accessible on various devices, including computers, tablets, and mobile phones, allowing for convenient learning on the go.

Are there any prerequisites for enrolling in the courses?

There are generally no prerequisites for most courses, making them accessible for all HSABC members regardless of their experience level. But if you are new to the sector, we recommend starting with ***Introduction to the Homelessness Services Sector***.

How long do I have access to the course materials?

Members have ongoing access to course materials as long as they remain active HSABC members.

Is there a deadline to complete the courses?

Courses are designed for self-paced learning, meaning there are no strict deadlines for completion.

Are certificates of completion provided for the courses?

Yes, certificates are awarded upon completion of individual lessons and full modules, recognizing your achievements.

Certificates for individual courses can be accessed through the LearnHSABC platform.

Upon the completion of all courses under each module, you will receive a module completion certificate, which will be available on your HSABC membership account under the "My Courses & Certificates" tab.

How do I track my progress in the courses?

The platform features a progress tracker that allows members to see which lessons have been completed and what remains.

Can I enroll in multiple courses at once?

Yes, members can enroll in multiple courses simultaneously to tailor their learning experience to their needs.

Can I access course materials offline?

Currently, course materials are primarily available online.

How frequently are new courses added to the platform?

The modules and courses currently available on the platform provide comprehensive coverage of essential subjects. The development of new modules and courses depends on available funding and resources, and new content will be added as funding allows.

Can I interact with instructors or other learners on the platform?

Currently, the platform does not feature direct interaction with instructors, but members are encouraged to engage with colleagues who are also accessing the courses through LearnHSABC.

How can LearnHSABC be utilized by members as a learning tool?

The platform is flexible enough to be used for individual learning or group training. Organizations can use it to train groups by displaying materials on a shared screen, with follow-up reflections and discussions. Employees can then log in individually to complete quizzes and receive their certificates.

Will HSABC continue to offer live webinars and in-person trainings?

Yes, LearnHSABC is designed to complement, not replace, HSABC's existing training offerings. Members will still have access to live and recorded webinars and in-person workshops. The platform simply adds a flexible, on-demand option to support members in accessing training whenever it suits them best.

What should I do if I encounter technical issues while using the platform?

If you experience technical difficulties, please reach out to our support team via the contact form on HSABC website or by e-mail to info@hsa-bc.ca.

Are there any opportunities for feedback or improvement on the courses?

Feedback is always welcome! Members can provide input through course evaluations available at the end of each course in the LearnHSABC platform or by directly contacting HSABC through our website or e-mail: info@hsa-bc.ca.