

Frequently Asked Questions

1. When will the refreshed ArcheLearn be live and who can I contact?

The refreshed ArcheLearn will be live from **2 August 2023**.

Contact **Learning and Development** team at archelearn@bne.catholic.net.au or **07 3324 3075**.

2. Why is my login not working?

If you are using your **work email** to login, contact Service Desk:

servicedesk@bne.catholic.net.au

Phone: 07 3324 3333

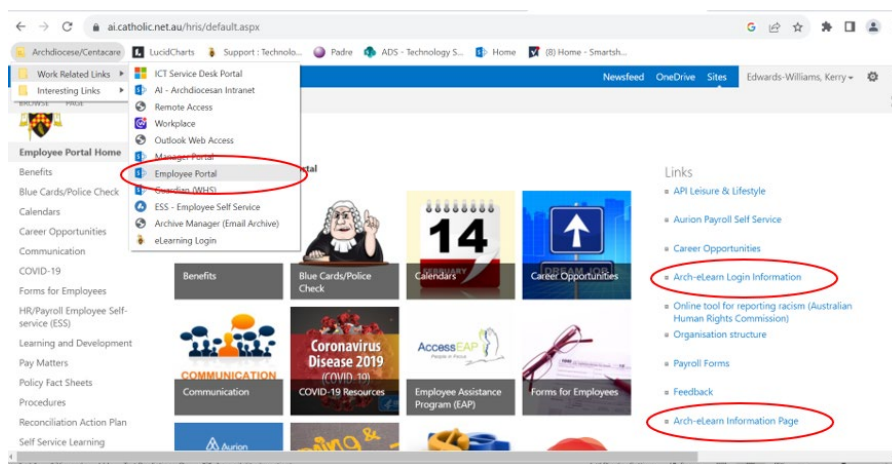
If you are using your **personal email** to login, contact Learning and Development:

archelearn@bne.catholic.net.au

Phone: 07 3324 3075

3. Where can I find out more about the new refreshed ArcheLearn?

The [ArcheLearn Information Page](#):



4. When will I no longer have access to the old Arch-eLearn system?

The old Arch-eLearn will be turned off on **31 August 2023**.

5. I am a volunteer (non-Parish Volunteer) and want to access ArcheLearn?

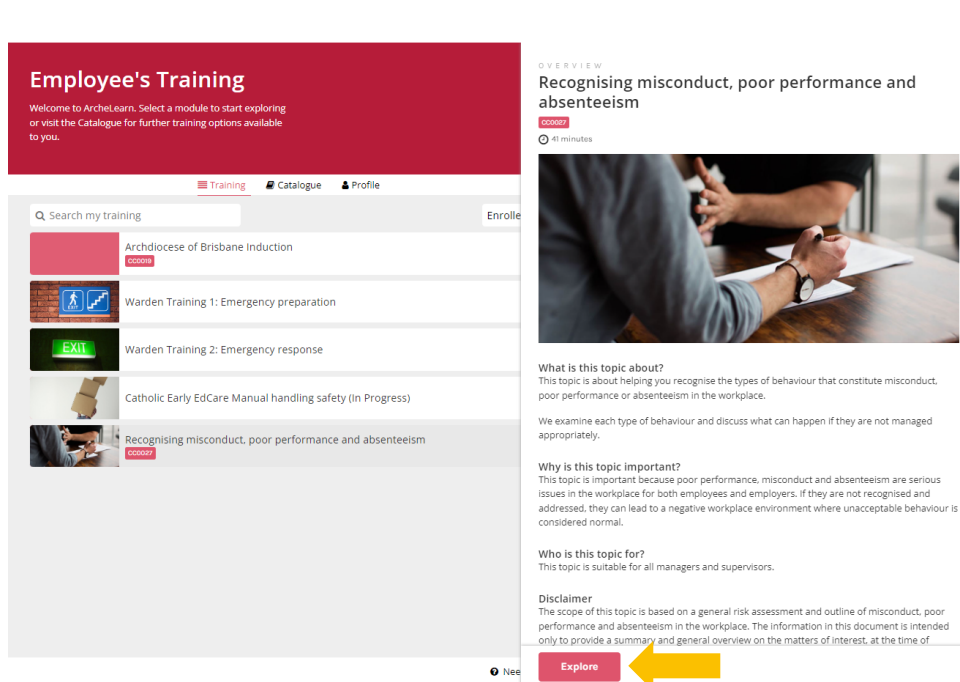
Volunteers (non-Parish Volunteers) will be sent an invitation email that will prompt them to set up a password for the new system. Their username will be their personal email address.

6. Why did I not receive the Invitation email?

Contact **Learning and Development** team at archelearn@bne.catholic.net.au or **07 3324 3075**.

7. How can I access my online training (not for Parish Volunteers)?

Once you have logged in, your training courses will be listed on your dashboard. To start or continue a course, select the course you want to complete then select 'Explore'.



The screenshot displays the 'Employee's Training' dashboard. On the left, there is a search bar and a list of training modules including 'Archdiocese of Brisbane Induction', 'Warden Training 1: Emergency preparation', 'Warden Training 2: Emergency response', 'Catholic Early EdCare Manual handling safety (in Progress)', and 'Recognising misconduct, poor performance and absenteeism'. The right-hand side shows the details for the selected course, 'Recognising misconduct, poor performance and absenteeism', which is 41 minutes long. The details include an overview, a video thumbnail, and sections for 'What is this topic about?', 'Why is this topic important?', 'Who is this topic for?', and a 'Disclaimer'. A yellow arrow points to the 'Explore' button at the bottom of the course details.

A video is available on the [ArcheLearn Information Page](#).

8. What will happen to my completed course/s?

Records of your **prior learning will be kept** within our HR system **Aurion**. A full record of your training will be kept by the HR team and can be requested via email to hroffice@bne.catholic.net.au post 31 August.

9. What will happen to my incomplete course/s?

Courses that you have not completed will be transferred to the refreshed ArcheLearn. Once this is done, you will be able to complete the course/s.

IMPORTANT: Your outstanding courses will not show on your refreshed ArcheLearn immediately. Please allow for some time for it to appear.

10. Why am I unable to view or complete the course?

This could be due to a network issue. If your network is stable and the issue continues, contact **Learning and Development** team at archelearn@bne.catholic.net.au or **07 3324 3075**.