AROC Online Services (AOS) User Manual

Version 5.1.2
(April 2020)

FIM/WeeFIM (Facility Trainer)

Contents

Introduction

AROC Online Services (AOS) is a secure, web-based service that enables staff of AROC member facilities to manage their facility's AROC data, their personal details and FIM/WeeFIM credentialing status.

AOS is intended for:

- Staff involved in the data entry or data upload of AROC data
- Staff responsible for downloading and reviewing AROC benchmarking reports
- Staff wanting to extract and analyse their facility's data
- Staff needing to become credentialed/re-credentialed in FIM/WeeFIM
- Staff planning on sitting the online FIM/WeeFIM refresher course
- Staff intending on purchasing/managing FIM/WeeFIM keys and resources.

Facilities can opt to have one or many of their staff registered to use AOS and are responsible for ensuring that no unauthorised staff gains access to AOS.

This user manual provides AROC members with detailed instructions on how to use the functions available within AOS.

Flow chart of AOS functionality

The flow chart presented in Figure 1 (refer to page 6) provides a quick reference to all the functions available from the AOS menu and demonstrates the pathways of entry into the system:

A) AOS Login
B) FIM ID

Each function listed in the flow chart is explained in detail within this document.

This manual is available online at from both the AROC Homepage (AROC Online Services … AOS and FIM User Manuals) and from all AOS Menus (Help … User Manual) and can be downloaded as a complete document or by chapter.

Computing requirements

To access AOS users will need:

- An AOS username and password or FIM ID (page 5)
- Internet connectivity
- A standard internet browser with pop-ups, browser scripting and cookies enabled
- Adobe Acrobat reader to view or open PDF files.

The recommended browsers are:

- Internet Explorer 8.0+
- Mozilla Firefox
- Google Chrome
- Safari

The recommended screen resolution is 1024 x 768.

Session time-out

To maintain security, AOS sessions (including data entry and FIM/WeeFIM online exam) will automatically time out if inactive for periods of 30 minutes or more. If in the middle of a data entry tab or an exam, the user will lose any unsaved data or exam progress. An error message will appear indicating the session has timed out and the user will be returned to the AOS login screen.

Getting started with AOS

To access AOS users require either an AOS username and password (AOS login) or a FIM ID. FIM and WeeFIM clinicians wishing to purchase an exam key and/or sit an exam (with or without the refresher course) can access this limited functionality of the online FIM system within AOS by logging in with their FIM ID. For full online FIM system functionality or access to other AOS functions (such as data entry and data upload) users of AOS require an AOS login.

Getting a FIM ID

A FIM ID is a unique and unchanging identifier assigned to each individual FIM/WeeFIM clinician known to AROC.

The FIM ID is provided on your FIM/WeeFIM credentialing certificate. If you cannot locate your FIM ID, please ask your Facility Trainer, who will have the latest credentialing status report, listing all FIM/WeeFIM clinicians and their FIM IDs. If the Facility Trainer cannot locate it either, please email fim@uow.edu.au and include your name, facility, email address and the date you last completed the FIM/WeeFIM Exam.

If you are new to FIM/WeeFIM and are booked to participate in a workshop, you will receive your FIM ID and instructions about how to access the FIM/WeeFIM online system via email shortly after the workshop, for more detail, see .

Getting an AOS login

If you require an AOS username and password please email AROC at aroc@uow.edu.au, and provide the following details:

- Your name:
- Facility Role*:
- Facility Name*:
- Telephone*:
- Email*:

- Reason for request:
- Data collection
  (Inpatient and/or Ambulatory):
- Authorised by:

If you work at more than one facility please clearly state each facility along with your role and telephone number at each.

A unique AROC username and password will be provided to you by email. Your username and password will be case-sensitive so it is best to copy and paste from the email sent to you by AROC to your internet browser. When you first log in to AOS you will be prompted to change your password.
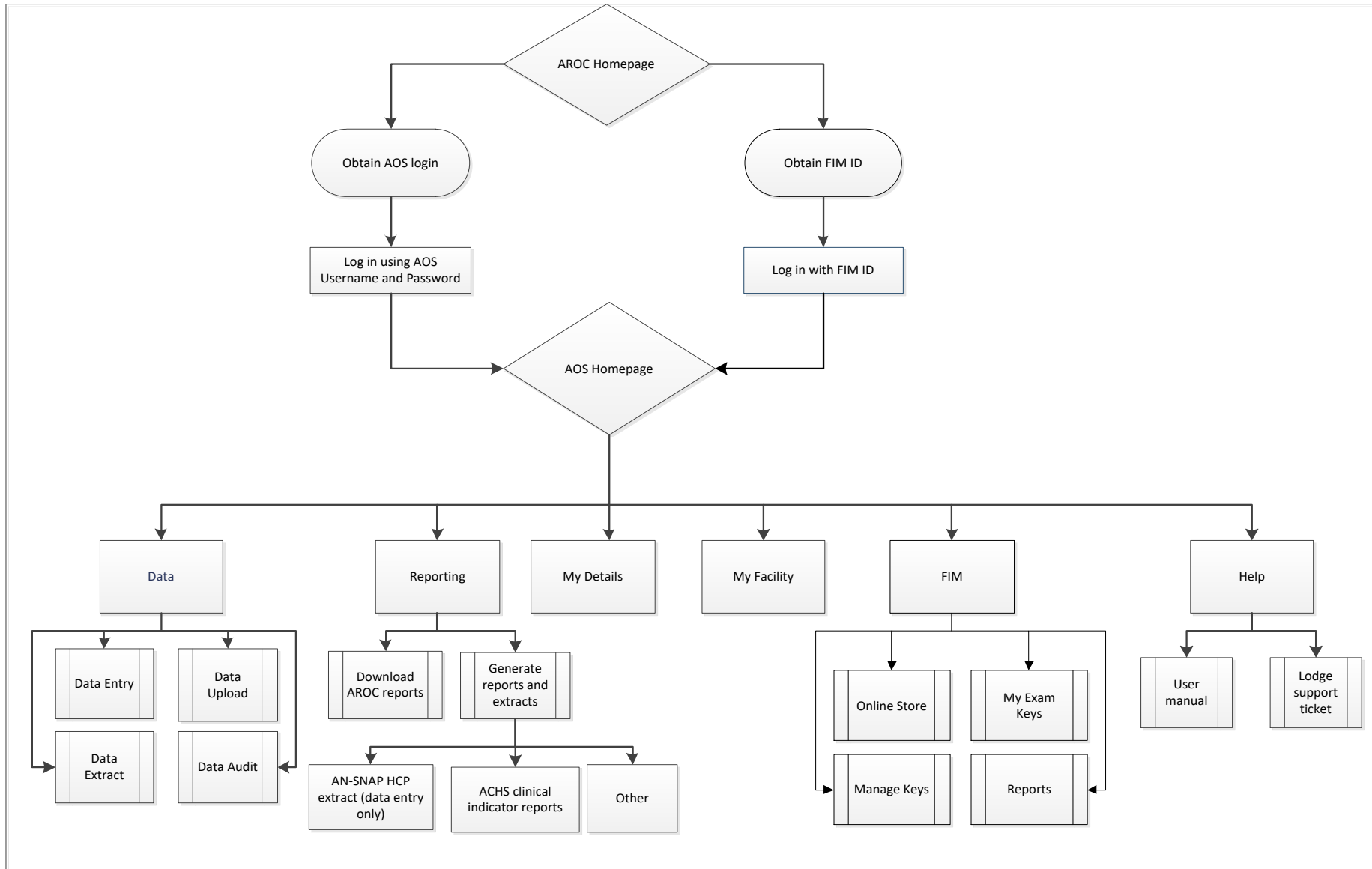
Figure 1: AOS flow chart

Logging into AOS

1) Log into AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (Figure 2).

2) Once the Login screen has opened (Figure 3), choose from "AOS LOGIN" or "FIM LOGIN".
   a. To log into AOS using the AOS login enter "Username" and "Password" in the corresponding fields and click "Log In to AOS".
   b. To log into AOS using the FIM login enter your "FIM ID" in the corresponding field and click "Log In to FIM".
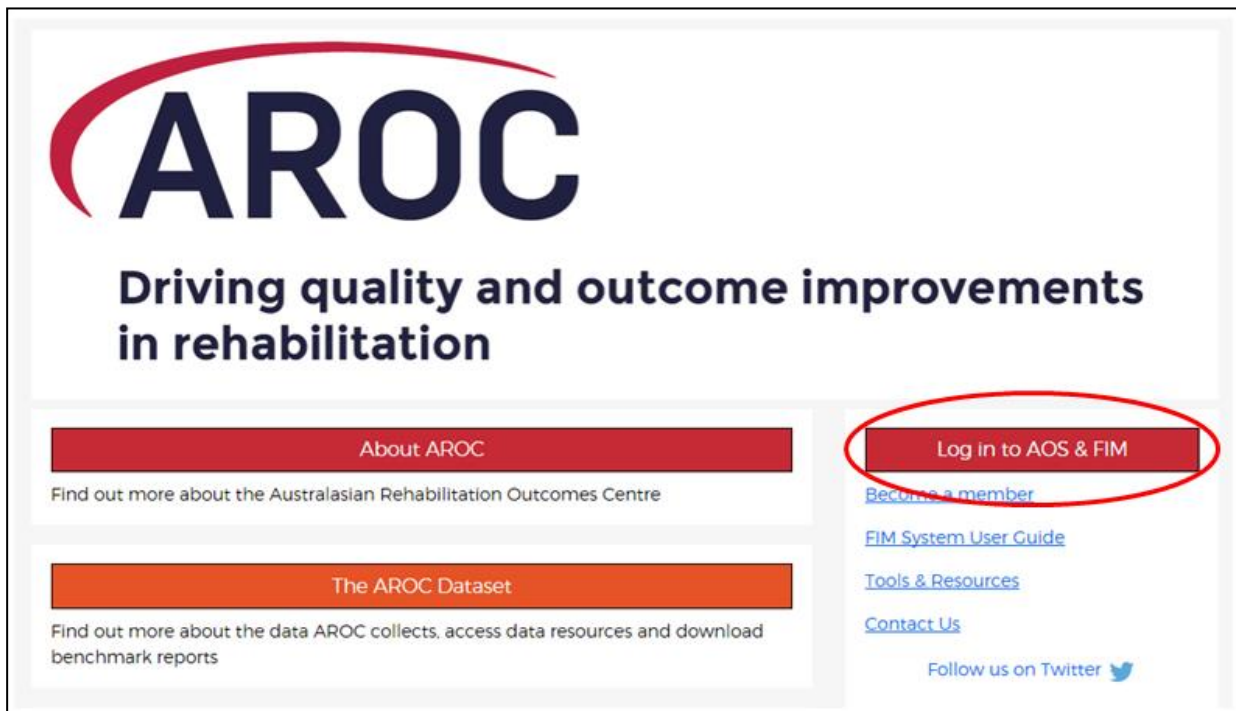
Figure 2: Location of AOS Log in on AROC Website

Contacting AROC

If you have an AOS username

For any general AROC questions or queries related to functions within AOS please contact AROC using the AOS Menu: HELP → Lodge Support Ticket (page 6). If your query relates to an inability to login, please email aroc@uow.edu.au. For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

If you have a FIM ID

For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

Figure 3: AOS Login screen

If you do not have an AOS username or FIM ID

For any general AROC questions or access requests to AOS please email aroc@uow.edu.au. For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

The AOS homepage

After logging in, the AOS homepage (Figure 4) will open. The AOS home page provides the latest news about AOS and AROC and a list of available functions. If access to additional functions is required please email AROC at aroc@uow.edu.au.

Depending on the user's level of access, the functions available may include:

- My Details
- My Facility
- Data Entry
- Data Upload
- Data Extract
- Data Audit
- Reporting
- FIM Online Store
- FIM My Exam Keys
- FIM Manage Keys
- Help

Returning to the AOS home page

Clicking on the AROC logo on the top left corner of the screen will exit the function the user is in and return them to the AOS homepage.
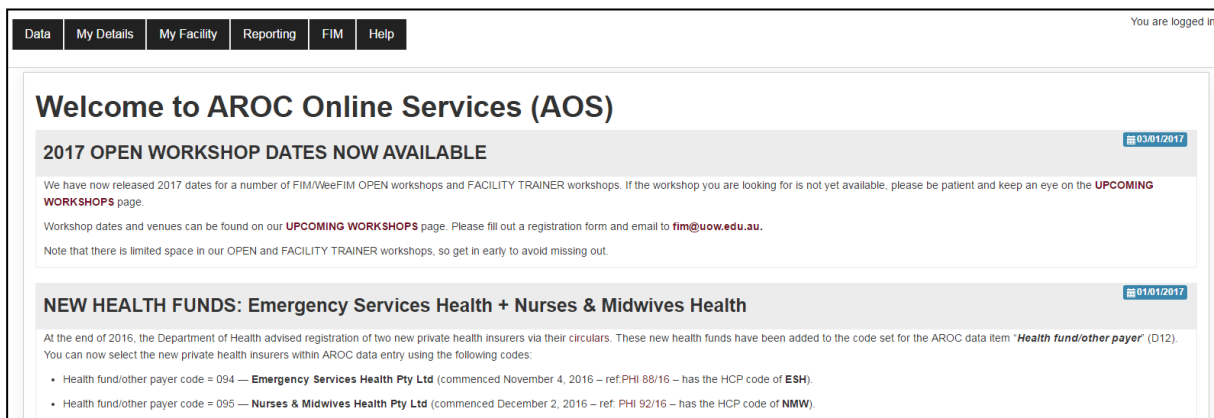
Figure 4: AOS homepage

My Details

This menu option allows users to view their profile. Users are able to edit certain details by clicking on "Edit" under "Quick Links" on the left hand side. We encourage users to keep their details as up to date as possible.

Users are unable to update details in greyed out fields. These include:

- Contact Person Details
- AOS Login
- Credentialing

If you need to change any of these details, please lodge a support ticket, which can be found in the "Help" menu option.

Checking my FIM/WeeFIM status

If you are FIM/WeeFIM credentialed you can view your FIM ID and exam results, including when your FIM certification expires, via "My Details". If you believe these details are not correct please lodge a support ticket (refer to page 6).

Changing my password

In the AOS login section click "Change Password" (Figure 5). The Change Password screen will appear.

My Facility

This menu option shows users which facility or facilities their AROC account is associated with (Figure 6). This option is read-only and users will not be able to edit the facilities they are listed against or details recorded for a facility. If the facility or list of facilities is incorrect please lodge a support ticket (refer to page 6).

Getting help in AOS

The HELP menu (Figure 7) is always available during an AOS session and has two options:

- **USER MANUAL**: this links to the AROC documentation page relevant to the system currently being accessed – a PDF of the User Manual and Quick Reference Guide relevant to this system are located here. The online data dictionary is also accessible here. This should be the first port of call for help. This page will be continually updated so it is worth bookmarking.
- **LODGE SUPPORT TICKET**: If you are unable to find an answer to what you need within the online documentation you should lodge a support ticket (page 6).

Miss ENTRY, Data

CONTACT DETAILS

Title: Miss   First Name: data   Last Name: entry   (Preferred Name: N/A)

┌─ **Contact Person Contact Details** ─────────────────────────────────────

Phone: 4221 4356   Mobile: 0412 7777 50   Fax: N/A

Email: data_entry@noemail.net   Website: N/A

┌─ **Contact Physical Address Details** ───────────────────────────────────

┌─ **Contact PoBox Address Details** ──────────────────────────────────────

AOS LOGIN

Login Name: data_entry   Archived: Not Archived | Change Password

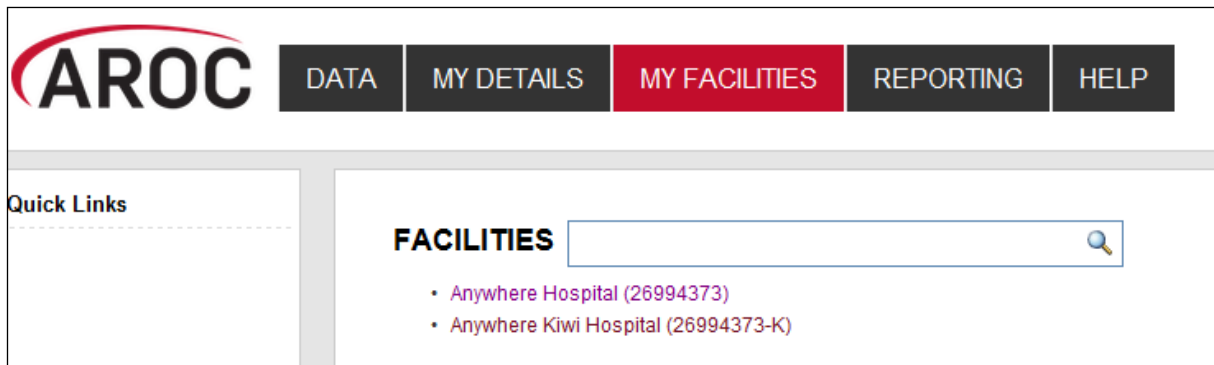**Figure 5: Changing password in "My Details" screen**
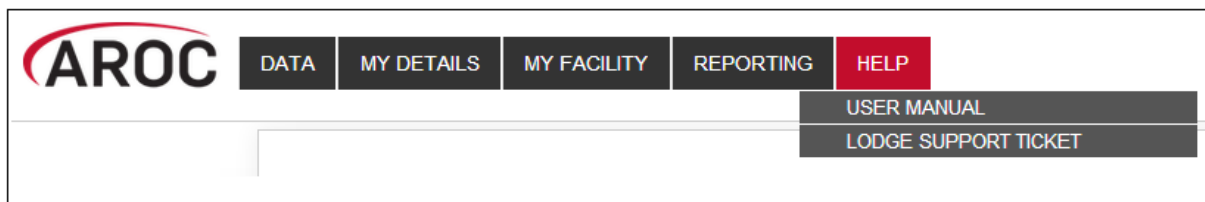
Figure 6: My Facilities Screen

Figure 7: Help menu

Lodging a support ticket

From all systems within AOS users can send AROC a message asking for support by clicking HELP … LODGE SUPPORT TICKET. After selecting this option a pop up screen titled "Lodge a support ticket" will appear (Figure 8) or you will be redirected to an email pop-up in your default mail browser. If you are emailing, please include a clear subject, details of the problem and any relevant screenshots.

NOTE: if the support ticket window does not appear, check that pop ups are enabled in your browser or your default mail application.

Some items may pre-fill, based on the account you are logged in as. Please fill out all the other items where you can before submitting, otherwise, we may not be able to get back to you.

- Summary – This is a summary of your issue, think of it like a subject line in an email.
- Description – This is the overall description of the issue you are having.
- Attach file – If you have a file that is relevant to the issue, attach it here. Files that may be useful are screenshots of your issue, or a data file that is causing the issue.
- Component/s – This is where you will select what area of AOS you are having an issue with.
- Organisation – This is where you will select what facility or area you are representing with respect to this issue
- Name – Your name
- Email – Your email address

Figure 8: Lodge a support ticket

Logging out of AOS

Clicking on the "Logout" button in red at the top right corner of the screen will log users out of their AOS session and re-direct them to the AROC homepage.

FIM/WeeFIM in AOS

AROC Online Services (AOS) is an online system available to assist both FIM clinicians and Facility Trainers. It provides services such as those listed below.

FIM/WeeFIM Clinicians:
- Order and pay for a FIM or WeeFIM Exam for themselves
- Order and pay for a FIM or WeeFIM Manual for themselves (the manual will still be sent via courier)
- Order and pay for a FIM or WeeFIM Online Refresher Course (which includes an exam key) for themselves
- Sit the online exam and download their credentialing certificate (if they pass)
- Automatically notified that their FIM/WeeFIM Exam is about to expire
- Automatically notified that their credentialing is about to expire

FIM/WeeFIM Facility Trainers:
- Order, pay for and receive multiple FIM/WeeFIM Exams for their workshop participants
- Order and pay for multiple FIM/WeeFIM Manuals for their workshop participants (the manuals will still be sent via courier)
- Assign exams and online refreshers to clinicians at their facility. Completing the full process of assigning an exam or refresher will trigger an email notification to be sent to the assigned person with details of how to access the online exam
- Manage the assignment, or re-assignment, if necessary, of all products they have purchased
- Review the status of all exams they have purchased (assigned, not yet assigned, activated , completed, expired, etc)
- View the exam results of participants
- Generate exam key data reports for all keys they have purchased at their facility
- Generate a credentialing report for staff at their facility at any time

To receive full services, please ensure your details (e.g. facility, email address) remain accurate in the system.
Note: Facility Trainers whose credentialing has lapsed will only have FIM/WeeFIM Clinician access privileges until they regain the appropriate accreditation

FIM/WeeFIM fundamentals

Introducing AROC's FIM Team

The Australasian Rehabilitation Outcomes Centre aims to effectively and efficiently administer the training and use of the FIM/WeeFIM within Australia and NZ. To achieve this several staff members are dedicated to assist with any need that may arise. **Our website** lists AROC staff and their FIM roles. Should you need assistance in any of these areas please email the appropriate person and they will be happy to help.

Table 1: The FIM Team

Member	Designated FIM Role	Contact Details
Frances Simmonds	AROC Director Overall management of FIM administration	Email: aroc@uow.edu.au
Donna Byham	FIM Manager • Workshop Organisation • Credentialing Queries • Exams & Resources • Clinical Questions • Invoicing Please send your query to this email address, it will be filtered to the correct contact to address.	Tel: 02 4221 5282 Email: fim@uow.edu.au
Rebecca Lachlan	FIM Administrative Assistant • FIM IDs • Purchases	Email: fim@uow.edu.au

What AROC needs from facilities?

If AROC is going to achieve its aim of making the administration of FIM/WeeFIM as efficient as possible, it needs the help of individuals and facilities alike.

Help us keep your records up to date

The distribution of FIM/WeeFIM information relies on having correct contact information, for this reason it is imperative that details are kept up to date, please keep your own details as current as possible in the system (refer to My Details on page 4).

Details that should be kept updated include:
- • Changes of name e.g. where a staff member has married*
- • Change of role within the facility or change of facility*
- • Email address, phone number changes

Note: Changes to certain details, for example name, are not possible for users to do themselves, a support ticket must be lodged. Please refer to page 6 for more details. If your email or phone number need updating, you can ask your Facility Trainer to do this for you.

Please advise AROC of any staff who are longer at your facility via email, and we will remove their contact details from your facility stored in our system.

FIM/ WeeFIM Credentialing

To become credentialed you must pass the FIM/WeeFIM online credentialing exam. It is recommended that clinicians are competent in FIM scoring before attempting the exam. Competence will result from training, revision and practical experience.

To gain access to the online exam you, your Facility Trainer or FIM Facility Coordinator on your behalf, will need to purchase a FIM/WeeFIM Exam (refer to the Online Store on page 13). Credentialed status lasts for 2 years, after which candidates must re-sit the exam if they wish to remain credentialed.

Credentialing Levels

There are three levels of FIM/WeeFIM credentialing:
• FIM Clinician
• Facility Trainer
• Master Trainer
The attainment of each level has different requirements.

FIM/WeeFIM Clinician

Clinicians use the FIM/WeeFIM tool within their facility in their paid time. The initial and ongoing criteria for clinicians are listed in Table 2.

Table 2: Initial and Ongoing Criteria for FIM/WeeFIM Clinicians

Initial	Ongoing
· Attended a FIM or WeeFIM workshop conducted by an endorsed AROC trainer · Pass credentialing exam with 80%+	· Pass the exam at 80+ every 2 years · Undertake a refresher course at least every 4 years, alternating between a Face to Face Workshop and a FIM/WeeFIM Online Refresher Course

Facility Trainers

Facility Trainers train staff within their facility, as part of their job description, in their normal paid time (i.e. not as an independent contractor). The initial and ongoing criteria for Facility Trainers are listed in Table 3. More information can be on our website *https://ahsri.uow.edu.au/aroc/training/index.html*

In addition to the ongoing criteria below, to retain Facility Trainer status, trainers can only train staff from their <u>own facility or site</u>, not from different sites even if they are a part of the same health service.

Table 3: Initial and Ongoing Criteria for Facility Trainers

Initial	Ongoing
▪ Trained in FIM by an AROC Master Trainer in the preceding 12 months ▪ Have current credentialing status ▪ Achieve 85+% on your first attempt of your most recent credentialing exam ▪ Have 3+ years' experience using the FIM tool as a credentialed FIM clinician, inclusive of the last 12 months (for currency of practice) ▪ Have expertise and/or relevant experience in training others ▪ Be prepared to actively participate in the workshop ▪ Must be supported by employer	▪ Conduct at least 1 workshop/year ▪ Undertake a Facility Trainer workshop as a refresher run by a AROC Master Trainer at least once every 4 years ▪ Pass the exam at 85+% on your first attempt every 2 years ▪ Submit to AROC the workshop evaluation and attendee forms completed by participants after each workshop ▪ Recommend attend your state Trainer support meetings

Please note: *Every 2 years (at your FIM exam credentialing) Facility Trainers are to submit to AROC an **Ongoing Requirements Form** found on the website at* https://ahsri.uow.edu.au/aroc/training/index.html.

Master Trainers

Individuals are <u>invited</u> by AROC to become AROC Master Trainers. AROC Master Trainers are contracted to AROC and train outside their facility for payment, but within their facility they act as Facility Trainers and training is done as part of their normal paid time. The initial and ongoing criteria for Master Trainers are listed in Table 4.

Table 4: Initial and Ongoing Criteria for Master Trainers

Initial	Ongoing
▪ Invited to become a Master Trainer by AROC ▪ Have current credentialing status ▪ Pass the most recent credentialing exam with at least 90% ▪ Have 5+ years experience using the FIM/WeeFIM tool as a credentialed FIM clinician and 3+ years as a Facility Trainer ▪ Contracted to AROC ▪ Have training qualifications or relevant experience ▪ Have attended at least 1 AROC FIM Facility Trainer Workshop	▪ Meet a set of standard competencies ▪ Undertake a Facility Trainer refresher course run by a FIM Master Trainer at least every 4 years ▪ Pass the exam with at least 90% every 2 years ▪ Submit to AROC the workshop evaluation forms completed by participants after each workshop (as per the Facility Trainer User Manual)

Re-credentialing Reminders

Credentialing lasts two years. AROC will send you a reminder one month before your credentialing is about to expire, notifying you that your credentialing is about to expire and reminding you to re-sit the exam to maintain your credentialed status. For exact details regarding re-credentialing, please refer to the website's training and credentialing page.

Accessing the Online FIM/WeeFIM system

Getting a FIM ID

A FIM ID is a unique and unchanging identifier assigned to each individual FIM/WeeFIM clinician known to AROC.

The FIM ID is provided on your FIM/WeeFIM credentialing certificate. If you cannot locate your FIM ID, please ask your Facility Trainer, who will have the latest credentialing status report which lists all FIM/WeeFIM clinicians and their FIM IDs. If the Facility Trainer cannot locate it either, please email fim@uow.edu.au and include your name, facility, email address and the date you last completed the FIM/WeeFIM Exam.

If you are new to FIM/WeeFIM and are booked to participate in a workshop, you will receive your FIM ID and instructions about how to access the FIM/WeeFIM online system via email shortly after the workshop.

Logging into AOS as a FIM/WeeFIM clinician

1) Log into AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (refer to Figure 2 on page 2).

2) Once the Login screen has opened (Figure 9), choose from "AOS LOGIN" or "FIM LOGIN".
    A. **If you are a FIM/WeeFIM clinician**: log into AOS using the FIM login – enter your "FIM ID" in the corresponding field and click "Log In to FIM".
    B. **If you are a FIM/WeeFIM trainer or coordinator:** log into AOS using the AOS login – enter your "Username" and "Password" in the corresponding fields and click "Log In to AOS". Please see the corresponding section on Facility Trainer login.

If you are a Facility Trainer you are required to login to AOS using your username and password (refer to page 5 for how to obtain an AOS login) to view and manage keys, generate reports and assign keys (see page 37). As a Facility Trainer you can also log in using your FIM ID, however logging in this way will provide you with only limited access to FIM functions (e.g. you may only purchase one of each product at a time).

NOTE for Facility Trainers: If you log in with your FIM ID instead of your username and password, you may only purchase one of each item from the online store per transaction.
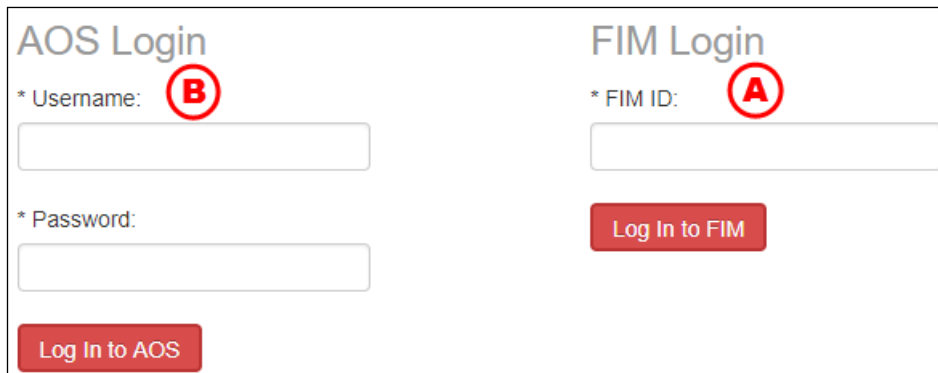
Figure 9: FIM Login

Once you login, the AOS Home Page will appear. The FIM system will know whether you are a FIM and/or WeeFIM Clinician, Facility Trainer, Facility Coordinator or Master Trainer as well as the facility(s) you work for.

FIM/WeeFIM Clinicians have the following menu options available in AOS (Figure 10):

- **MY DETAILS** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Details on page 4)
- **FIM … ONLINE STORE** – this is where you can purchase exam keys, manuals and/or an online FIM/WeeFIM refresher course (refer to Online Store on page 13)
- **FIM … MY EXAM KEYS** – this section provides details of any current or used exam keys you have (refer to My Exam Keys on page 17)
- **HELP** – this is where you go to get help (refer to Getting help in AOS on page 5)
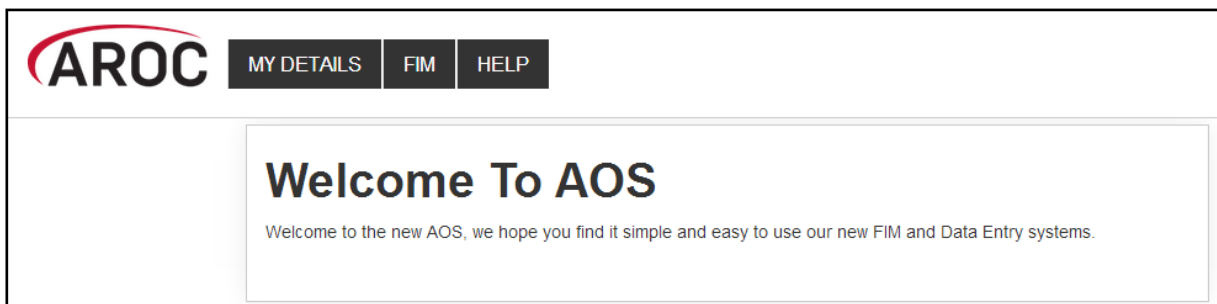
Figure 10: FIM/WeeFIM clinician AOS menu options

Online Store

This service enables users to purchase Exam Keys, Manuals, Lanyards or an Online Refresher Course.

Click on "ONLINE STORE" from the FIM menu (Figure 11)
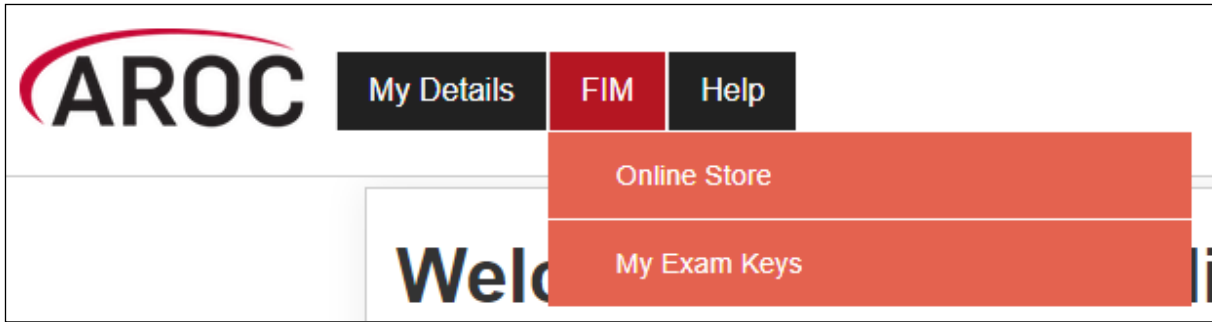
Figure 11: Online Store

STEP 1: Select Products

    1) Check the boxes next to the product(s) and enter quantity of product to purchase (Figure 12).

Notes:
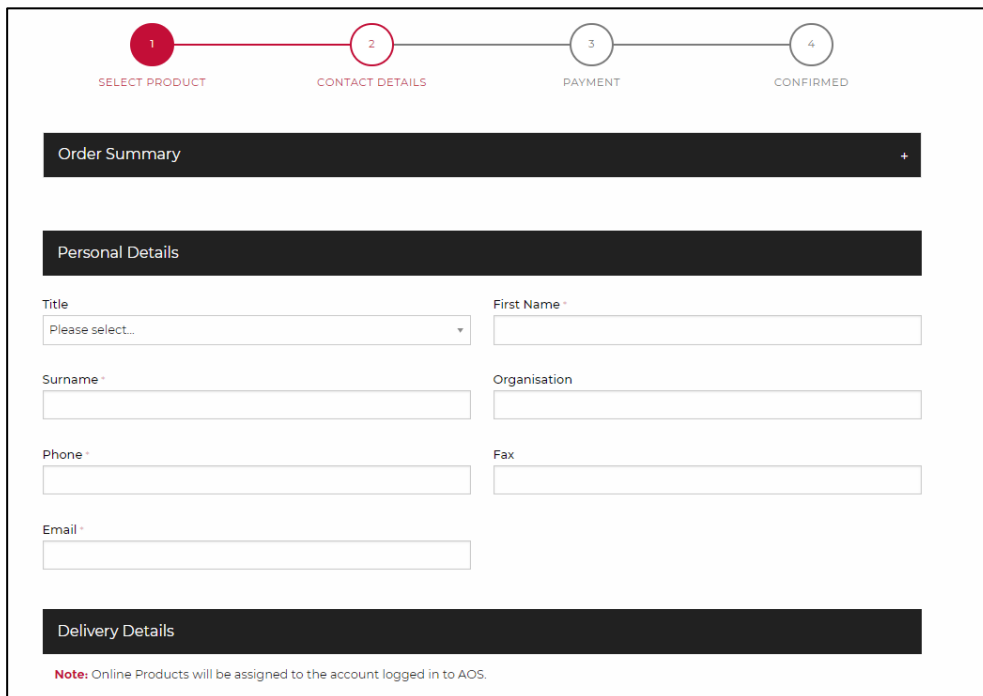
- To clear, simply click 'BACK'
- For FIM/WeeFIM clinicians quantity will automatically default to "1"
- Purchasing multiple products is only available to Facility Trainers

    2) Click on "CONTINUE"

Product	Price	Quantity	Total
Online Exams + Courses			
FIM - Online Refresher with Exam Key ❓	$75.00	− 0 +	$0.00
FIM Exam Key	$38.00	− 0 +	$0.00
WeeFIM - Online Refresher with Exam Key ❓	$75.00	− 0 +	$0.00
WeeFIM Exam Key	$38.00	− 0 +	$0.00
Manuals + Lanyard Cards			
FIM Lanyard Card (Pack of 10) ❓	$10.00	− 0 +	$0.00
FIM Training Manual	$30.00	− 0 +	$0.00
WeeFIM Lanyard Card (Pack of 10) ❓	$10.00	− 0 +	$0.00
WeeFIM Training Manual	$30.00	− 0 +	$0.00
		Subtotal (Exc. GST)	**$0.00**

Figure 12: Purchasing FIM/WeeFIM products

STEP 2: Contact Details

Enter your details and click continue (Figure 13).

Figure 13: Contact details

STEP 3: Payment

The Order Summary and Payment Method screen will now appear (Figure 14).

1) Check your Order Summary

2) Click on your preferred payment method. There are 2 payment methods:

- **Credit card / Debit Card** – payment is processed immediately & resources dispatched.
- **Purchase Order** - we require you to provide us with a copy of a valid Purchase Order (PO) document. The resources will be dispatched after the Purchase Order document is received by AROC.

3) Enter the details requested and read information carefully.

4) Remember to tick the box indicating agreement to the terms and conditions of the online ordering system. Failure to do this will prevent the user from moving through to the next step.

Figure 14: Payment

5) Review the payment and order details and click on "SUBMIT".

STEP 4: Confirmation

Review your "Order Confirmation" (Figure 15) and choose to:
- PRINT PAGE
- Go "BACK TO FIM SYSTEM"

Figure 15: Order summary when Purchase Order selected

An email confirming the order will be sent to the AOS user's log in email. If Purchase Order was selected, you can still pay via Credit Card by clicking the "VISIT THE FIM SYSTEM" link in the Awaiting Payment email.

My Exam Keys

A key must be purchased before sitting the FIM/WeeFIM online exam (refer to Online Store on page 13). Keys can be purchased by:

- An individual FIM/WeeFIM clinician, or
- A Facility Trainer or Facility Co-ordinator on behalf of staff at their facility.

Exam keys have a life of 6 months from the date of purchase. If an exam key is not used within 6 months it will become invalid and appear as an Expired Key in the FIM system. An email is automatically generated one month prior to exam key expiry to remind the purchaser and person the key is assigned to (if they are different) that it expires in one month.

Facility Trainers who purchase exam keys on behalf of their workshop participants are responsible for assigning each key to an individual. Assignment is automatic if a single exam key was purchased by an individual FIM Clinician. Once a key is assigned to an individual they will be able to 'see' this key in My Keys in AOS.

Exam keys require activation before the exam can be accessed. The individual to whom the key has been assigned is responsible for activation of the key. Once activated, the key must be used within 1 month or it will become invalid and appear as an Expired Key in the FIM system.

Flow for lifespan of a FIM/WeeFIM Exam key
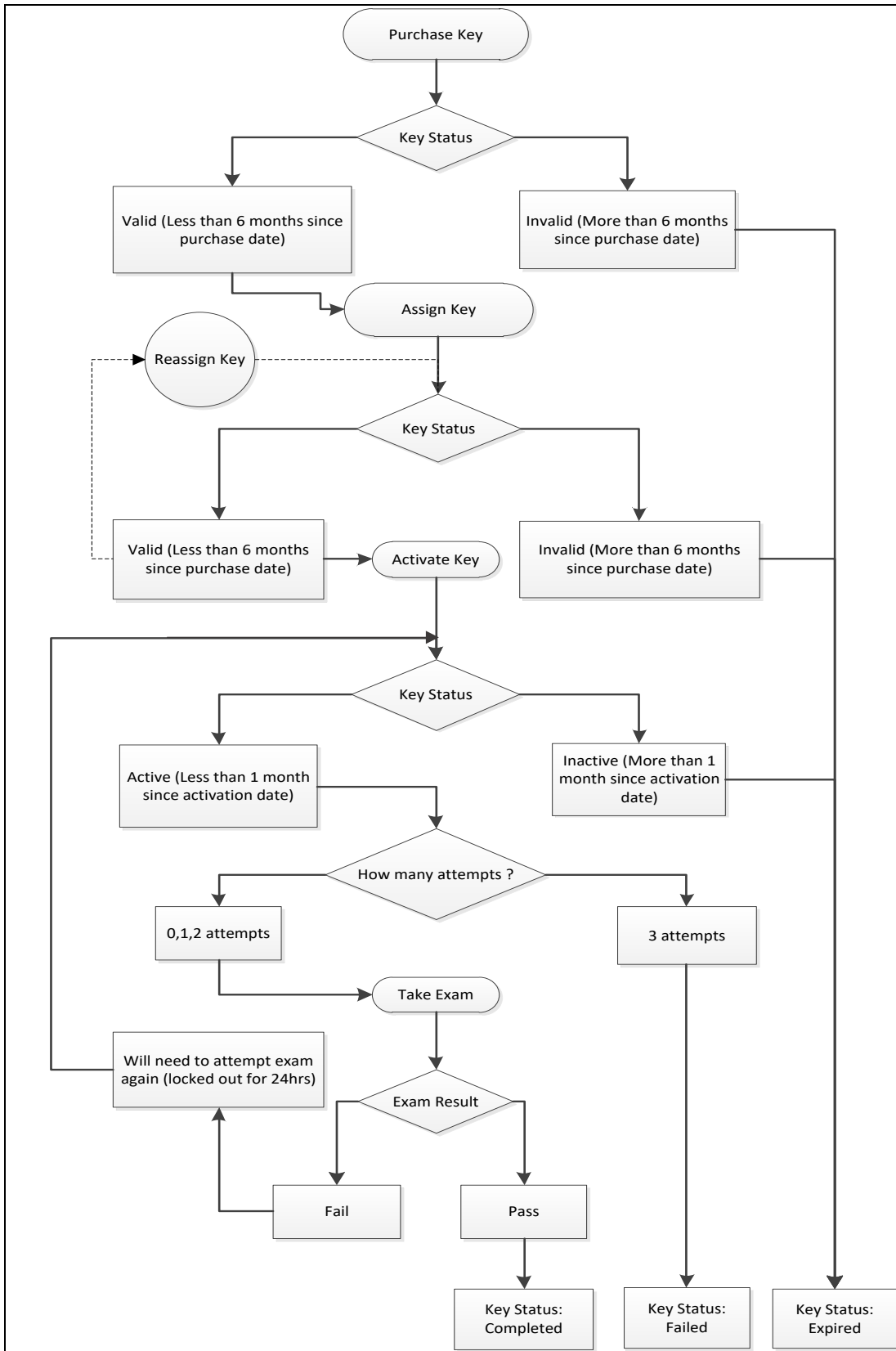
Figure 16: A visual guide to the lifespan of a FIM/WeeFIM Exam key

Navigating to your purchased/assigned exam key or refresher

How to navigate to your FIM Exam after purchase/assignment

All clinicians can access their online exam/refresher by logging into AOS using their FIM ID and following the links as outlined:

1) Log into AOS using your FIM ID (See Figure 9)
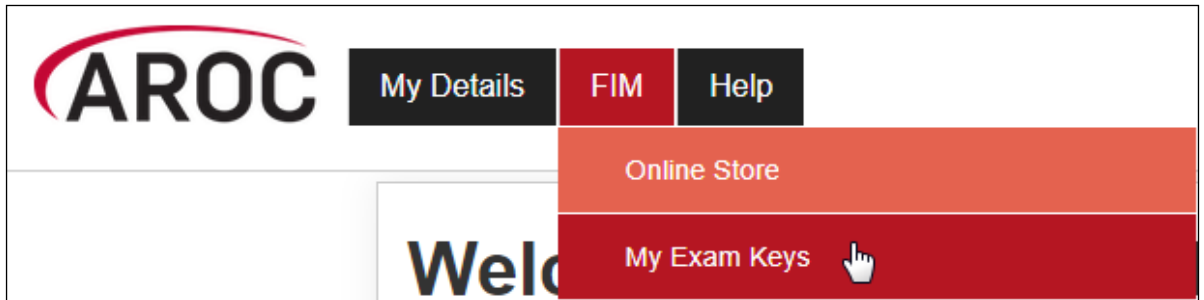2) Select "My Exam Keys" from the FIM drop down menu (See Figure 17)

Figure 17: Exam Keys drop down menu

3) Under the "My Current Keys" heading, your assigned exam and/or refresher will be listed. See Completing the FIM/WeeFIM Exam for how to sit the exam now that you've found it.

Completing the FIM/WeeFIM Exam

To become credentialed, or to re-credential, a clinician must successfully complete an online examination.

The FIM/WeeFIM Exam is an open book exam, which means that clinicians can refer to their FIM/WeeFIM Manuals whilst taking the exam. The exam is designed to test the knowledge of each individual, thus COLLABORATION is not allowed. Clinicians who collaborate will be identified automatically by the online FIM system, and be required to re-sit the exam under more stringent exam conditions and at their own expense.

The conditions under which the exam must be done are quite flexible and can be altered to suit the individual facility. The exam can be supervised in a group environment, where everyone does the exam at a computer in a teaching room, or clinicians can complete the exam online in their own time at work or at home.

To access and complete an exam, follow these steps:

1) Click on "MY EXAM KEYS" from the FIM Menu (Figure 17)

2) Click on the green "Activate" button (Figure 18)

Figure 18: My Current Keys - Activate

3) Click on "Go to activity" (Figure 19)

Figure 19: My Current Keys - Go to activity

4) This will bring you to the AROC Learning System's FIM Qualification Activity page where all your available courses can be seen (Figure 20). Click on "FIM Exam" to commence the exam.

Figure 20: FIM Qualification Activity page

5) Click on "Attempt exam now"

6) A confirmation pop up box will appear. Click on "Start attempt" to start exam (Figure 21)
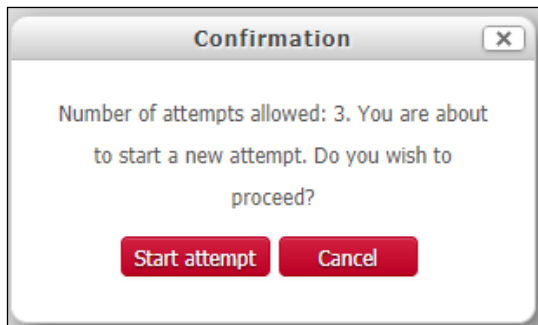
Figure 21: Confirmation pop-up

The FIM/WeeFIM Exam comprises of 2 randomly chosen case studies, each with 18 questions, one per FIM/WeeFIM item. You need to answer all 18 questions in each case study to complete the exam (Figure 22).
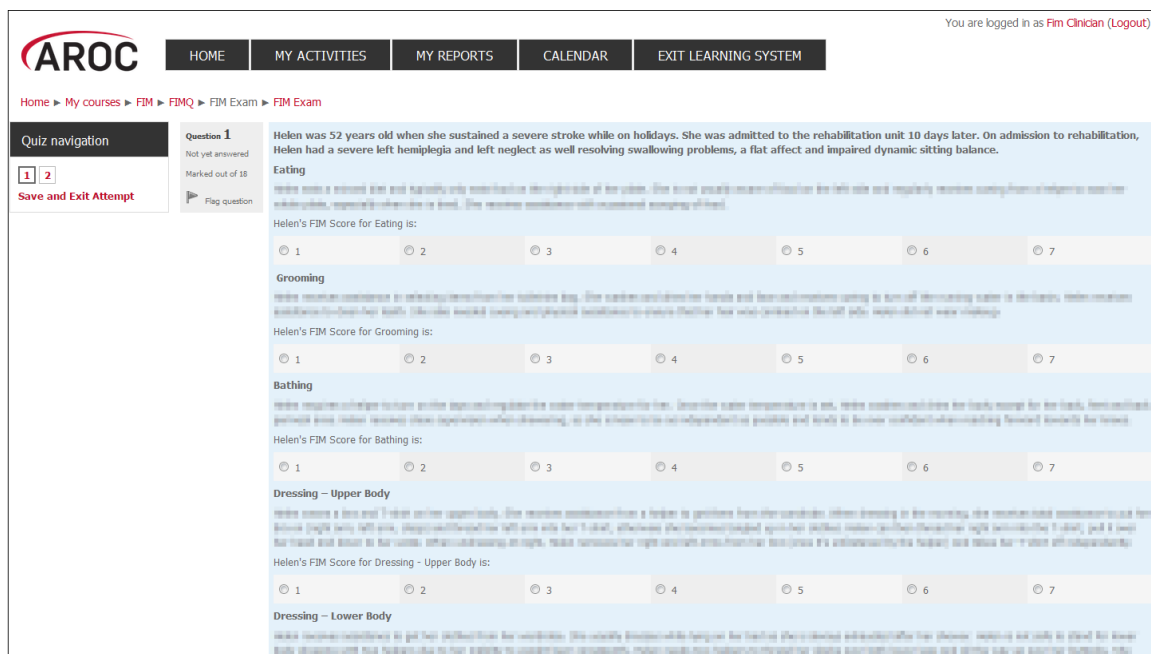
Figure 22: FIM Exam screen

7) Select your responses in the exam by clicking on the FIM/WeeFIM score you choose for each item (Figure 22).

Pausing and resuming the online FIM/WeeFIM Exam

1) You can do part of the exam, then save and exit. After selecting "Save and Exit Attempt" on the left hand side of screen, you can leave AOS and your results will save, allowing you to return and complete the exam later.
2) We recommend you "Save and Exit Attempt" regularly to avoid losing your answers should there be a timeout or connection issues.

3) You can "return to attempt" at any time see Figure 23.
4) When you come back the system a Summary of your previous attempts will be shown. You will be able to "Continue the last attempt" as long as your exam has not expired.
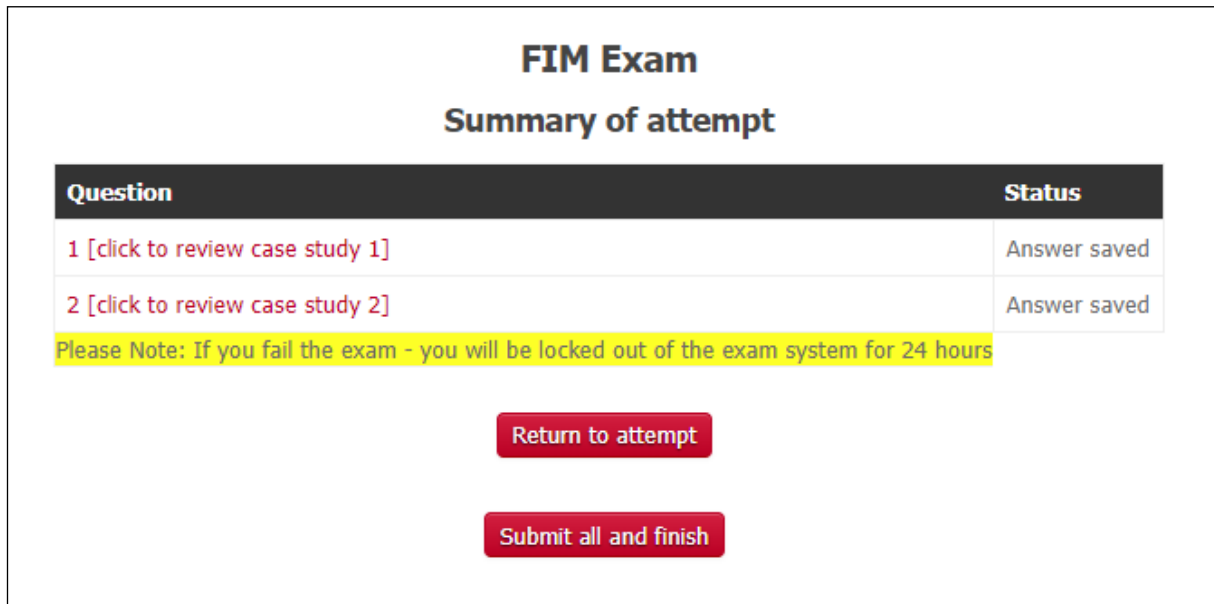

Figure 23: FIM Exam submission screen

Completing the online FIM/WeeFIM Exam

1) Ensure you answer both questions (case studies) for a total of 36 FIM scores.
2) Once you have completed the exam click 'Submit all and finish' (Figure 23).
3) The system will mark your exam immediately. The next screen will show you how many answers you got correct. The example in Figure 24 shows a user getting only 3 of 36 questions correct, so a failed attempt, and then two days later getting a perfect 36 out of 36. The pass mark for a FIM/WeeFIM clinician is 80% (or 29 of 36 questions).

If you fail you will be locked out of the exam for 24 hours. Clinicians should use this time to review their FIM/WeeFIM manual and seek help from their Facility Trainer before they re-sit the exam. Everyone has 3 attempts to pass the exam; each time the system will present 2 randomly chosen case studies to be answered. If you fail 3 times, the exam key will become invalid and to re-sit you will need to purchase another exam key. If you fail twice we recommend that you seek help and clarification about scoring the FIM/WeeFIM from your Facility Trainer or contact AROC for advice.

Figure 24: FIM Exam Summary of Results

Completing the FIM or WeeFIM Online Refresher Course (includes Exam)

If you have been previously credentialed in FIM/WeeFIM and need to undertake a Refresher Workshop (required every 4 years for both FIM/WeeFIM clinicians and Facility Trainers), instead of attending a whole day face to face workshop you can now access the FIM/WeeFIM Online refresher course. The Online Refresher course includes an e-learning module to complete. You must then also successfully complete the attached exam to re-gain/retain accreditation.

To access and complete the course follow these steps:

1) Purchase an online FIM or WeeFIM Refresher Course key from the Online Store (page 13) – examples here refer to the completion of the FIM Refresher Course
2) Navigate to your Online Refresher Course (page 20)
3) Click on the green "Activate" button (Figure 18)
4) Click on the blue "Go to activity" button (Figure 19)
5) Click on FIM Qualification (Figure 25)

Figure 25: Starting the FIM Refresher Course

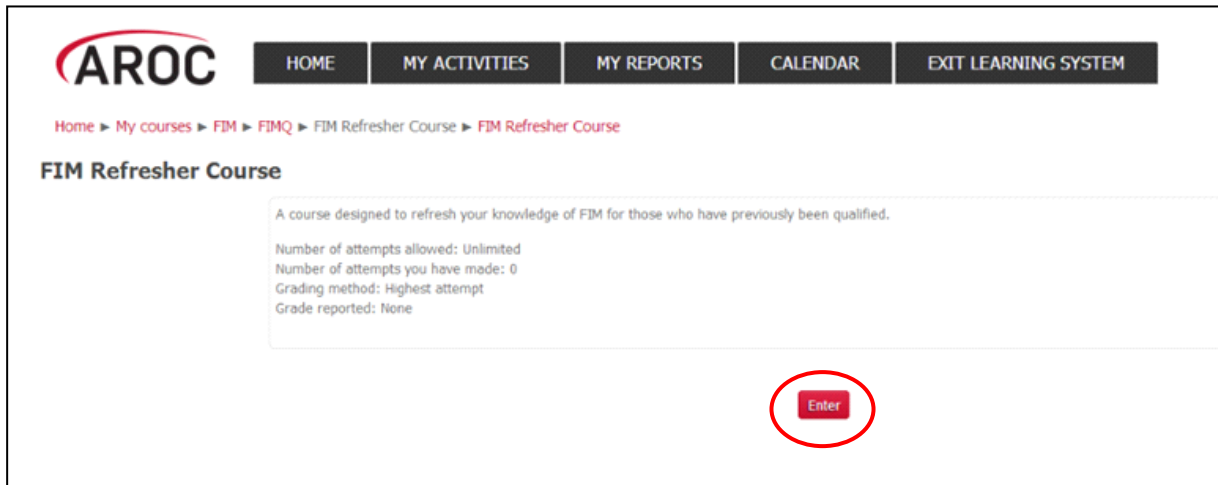6) When the Welcome Page appears, click on Enter (Figure 26)

Figure 26: Entering the FIM Refresher Course

7) This takes you to the front page of the FIM or WeeFIM Refresher Course. Select "Start Module" (Figure 27)

Figure 27: Front Page of the FIM Refresher Course

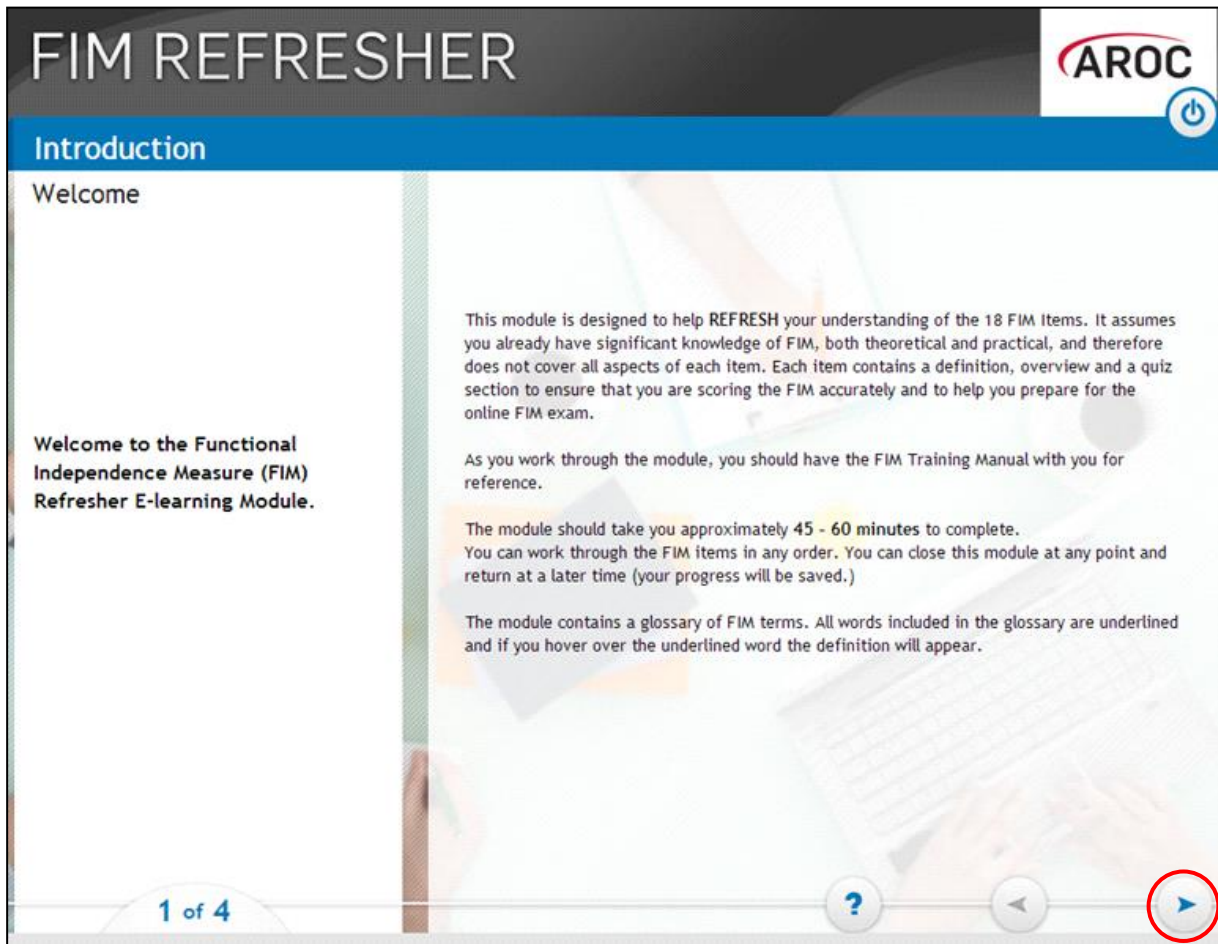8) Read the introduction carefully & ensure you have your Training Manual with you. (Figure 28).

Figure 28: Introduction Page of the FIM Refresher Course

Navigating in the FIM Refresher Course

1) When navigating in the FIM/WeeFIM Refresher course, many pages have blue menu items in the left column. On the bottom right of the page is the 'back' and 'forward' arrows (Figure 28). For each page, you must click through the blue menu items to see the content for that page before the 'forward' arrow to move to the next page will become available.

2) When you have completed the introduction section you will reach the summary page. At this point the system will give you two options:
   a) '**Continue to FIM Item 1: Eating**': this allows you to jump straight into the course content for Eating. Using this option, you can follow the course in a sequential fashion, completing each item one at a time and stepping on to the next item.

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b) '**Select an item from the main menu**': this will take you to the course menu, which presents a list of the 18 FIM items and allows you to work through them in any order. You will still need to work through each of the 18 items to complete the refresher course, however this method has the benefit of allowing you to do the course in your own way (Figure 29).
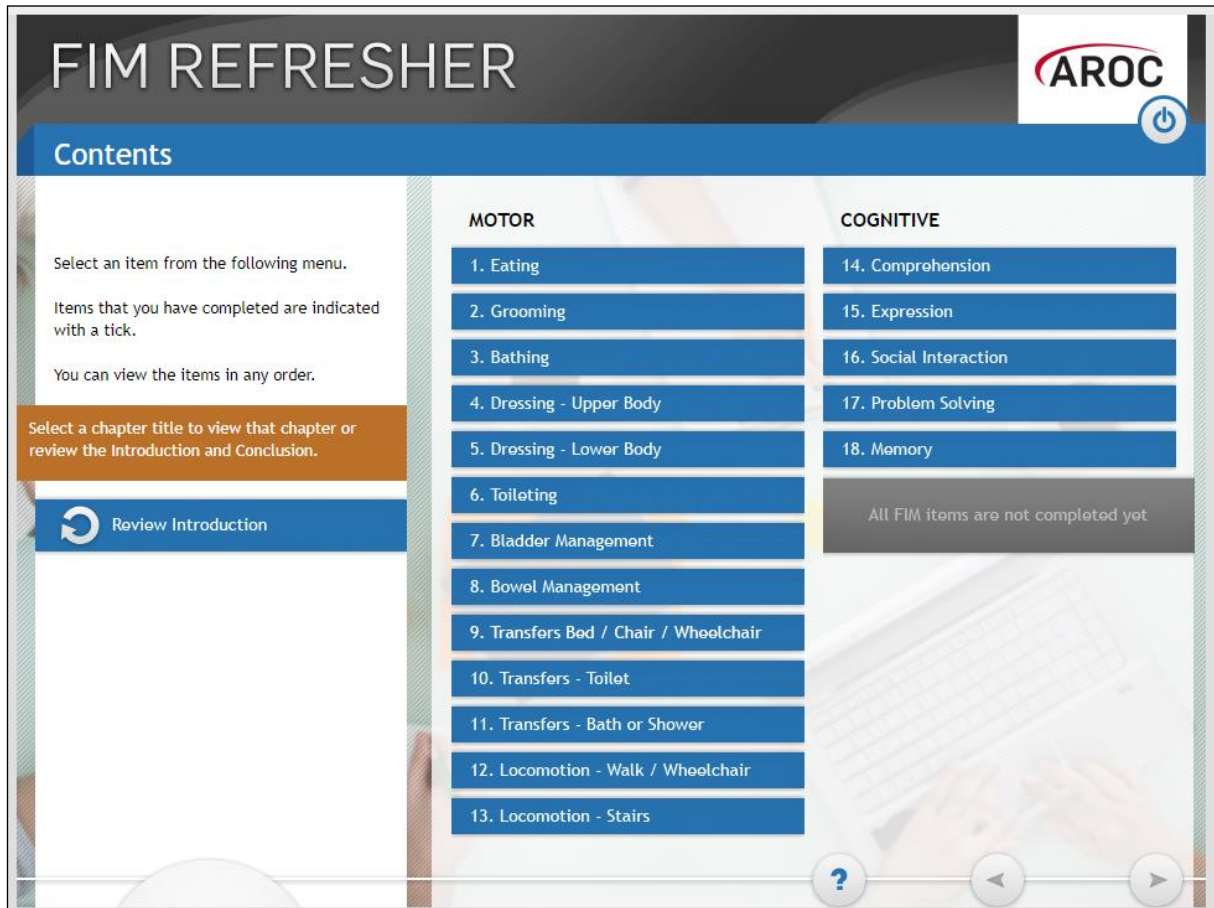

Figure 29: FIM Refresher Contents Page

Each item consists of a few pages of information, followed by a few questions. Please note that these questions are NOT THE FIM EXAM. There is no penalty for answering incorrectly here, the purpose is educational.

3) To answer the question, select the best option and click 'Submit' (as per the instruction on the screen). If you answer correctly, you will see a 'tick' and an explanation. If you answer incorrectly, you will see a 'cross' and an explanation of the correct answer. After you have reviewed the answer, click the 'forward' icon in the bottom right to move on.

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Figure 30: FIM Refresher completion screen

4) Once you have completed your course, you will be directed back to AROC Learning System's FIM Qualification Activity screen. From here you can choose to go directly to complete your FIM/WeeFIM Exam or you can exit the system and come back to do your FIM Exam later (remembering that as your Exam Key is activated you only have 1 month before the key becomes invalid and expires).

Your FIM/WeeFIM Credentialing Certificate

1) Once you pass your exam you are returned to the AROC Learning System's FIM Qualification Activity page where your FIM/WeeFIM certificate can be accessed (Figure 31). Click on FIM Certificate Complete to access your certificate;
OR alternatively

2) Log into AOS with your FIM ID and select MY EXAM KEYS under the FIM drop down menu.
   a. Click on "Go to activity" for the relevant exam key
   b. Click on "MY ACTIVITIES"
   c. Then click on "FIM Qualification"
   d. Click on "FIM Certification Complete"
   e. To get your certificate, click on "Get your certificate" (Figure 32).

Figure 31: Generating the credentialing certificate

Figure 32: Notification of Certificate
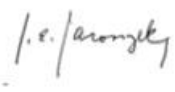
Figure 33: Example copy of FIM Certificate

Additional AOS Permissions for Facility Trainers & Facility Coordinators

How to Login to AOS as a Facility Trainer/Coordinator

1) Access AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (refer to Figure 2 on page 2).
2) To gain access to your additional permissions, log into AOS using the AOS login, entering your "Username" and "Password" in the corresponding fields, then click "Log In to AOS".

Logging in with your username and password gives you access to "Manage Keys" and "Credentialing Reports". As a Facility Trainer you can also log in using your FIM ID, however logging in this way will provide you with only limited access to AOS functions.

If your FIM accreditation expires as a Facility Trainer, you will automatically be reverted to the access level of FIM Clinician in AOS. Please contact AROC to enquire as to how to regain your accreditation.

Facility Trainers & Facility Coordinators have the following menu options available in AOS (Figure 37):

- **MY DETAILS** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Details on page 4)
- **MY FACILITY** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Facility on page 5)
- **FIM … ONLINE STORE** – this is where you can purchase exam keys, manuals and/or online FIM/WeeFIM refresher courses (refer to Online Store on page 13)
- **FIM … MY EXAM KEYS** – this section provides details of any current or used exam keys you have (refer to My Exam Keys on page 17)
- **FIM … MANAGE KEYS** – this is where you manage the keys you have purchased for your workshop participants or facilities (refer to FIM Resources
  1. Log in to AOS using your username and password
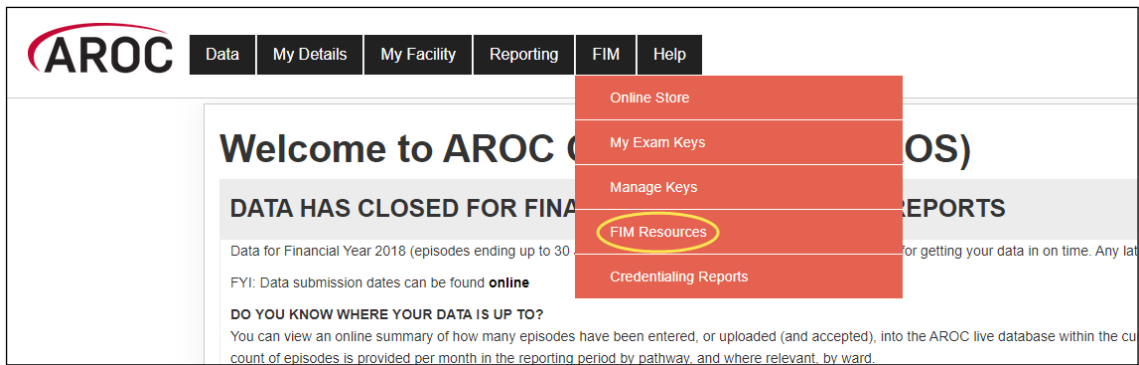 2. Go to the FIM drop down menu (figure 98)

3. Click on **"FIM Resources"**

Figure 41: Accessing FIM Resources

4. Use the search bar or select the category you wish to search in

Figure 42: FIM Resources Search Bar

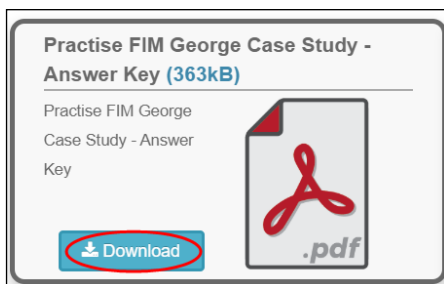5. Select the resource you wish to download or open by clicking the blue **"Download"** button.

Figure 43: Downloading FIM online resources

6. The download should appear in you downloads bar in the bottom left corner of the screen (if you are using Google Chrome.)

Figure 44: Opening downloaded files in the Google Chrome downloads bar

7. Left click the file to open it.
8. If you wish to move the file to a separate location left click and drag to your desired destination.

NB: If you are using **"Internet Explorer"** complete steps 1-5 and you will be given the option to **"Save"** (This saves the file in your 'Downloads folder') or you can select **"Save as"** to save the file to your desired destination.
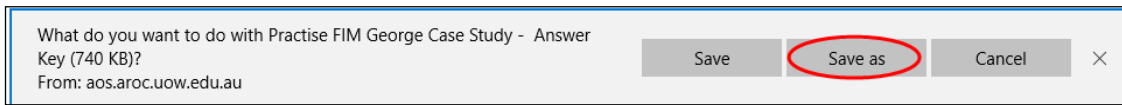

Figure 45: Using "Save" or "Save as" in Internet Explorer

If you have chosen to **"Save as"** You will be asked to provide a location to save the file. Browse through and select your desired destination (Desktop chosen here) and click on **"Save"**
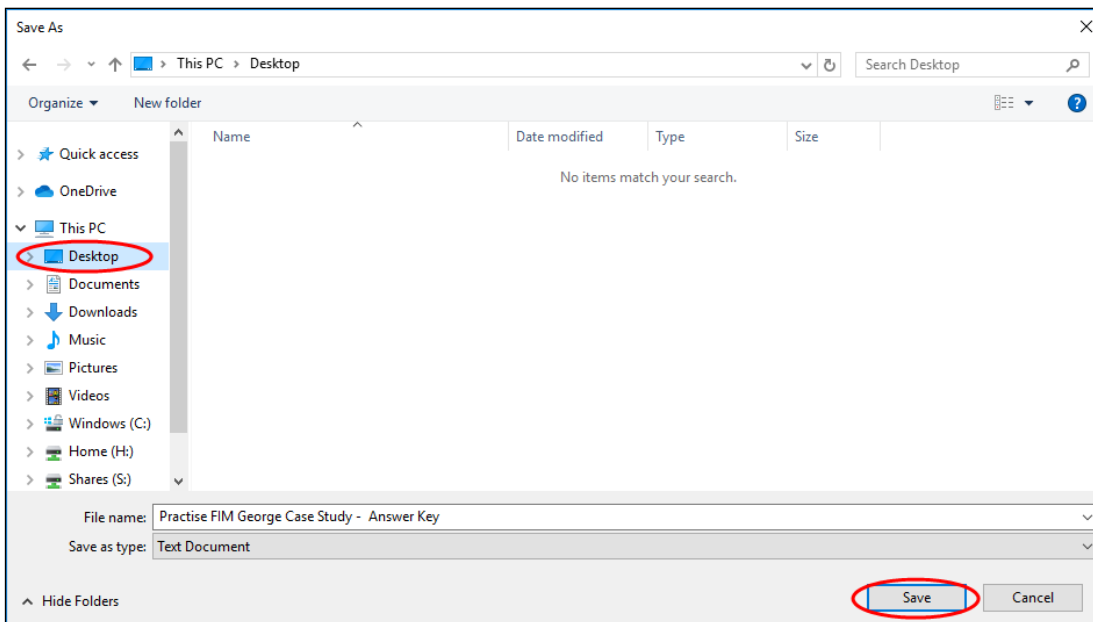

Figure 46: Using "Save As" in Internet Explorer

Then you can select *'Open'* to view your file (make sure you have the correct software installed to view the file.)
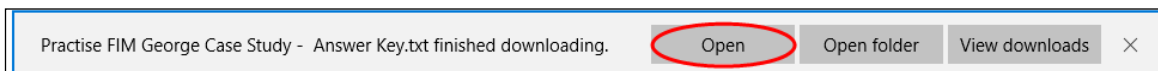

Figure 47: Opening a Saved File in Internet Explorer

NB: If you see a blocked symbol (⊠), this may be because you do not have appropriate permission to move things from your computer to the device you are using. Please try on your personal computer or contact your IT department.

- Manage Keys on page 34)
- **FIM … REPORTS –** this is where you can generate a FIM/WeeFIM credentialing report for your facility(s) (refer Credentialing Status Report on page 32)
- **HELP** – this is where you go to get help (refer to Getting help in AOS on page 5)

Updating Clinician Details

As a Facility Trainer it is possible to update your clinicians' emails, contact numbers and addresses.

1) Log in to AOS using your username and password.

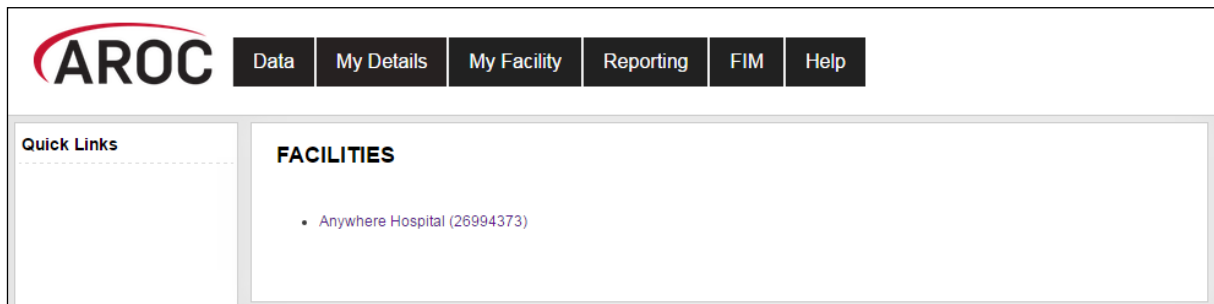2) Click on "MY FACILITIES" and select your facility.

Figure 34: Facility selection screen

3) Scroll down to "FACILITY ROLES" and click on the name of the clinician you'd like to update. Alternatively, click on "View Roles" under the quick links menu.

Figure 35: Clinician Selection

4) Click on "EDIT" at the top left hand of the screen.

Figure 36: Editing the selected FIM Clinician

5) Make the appropriate updates and click "SAVE". Users are unable to update details in greyed out fields. If you need to change these details, please lodge a support ticket.
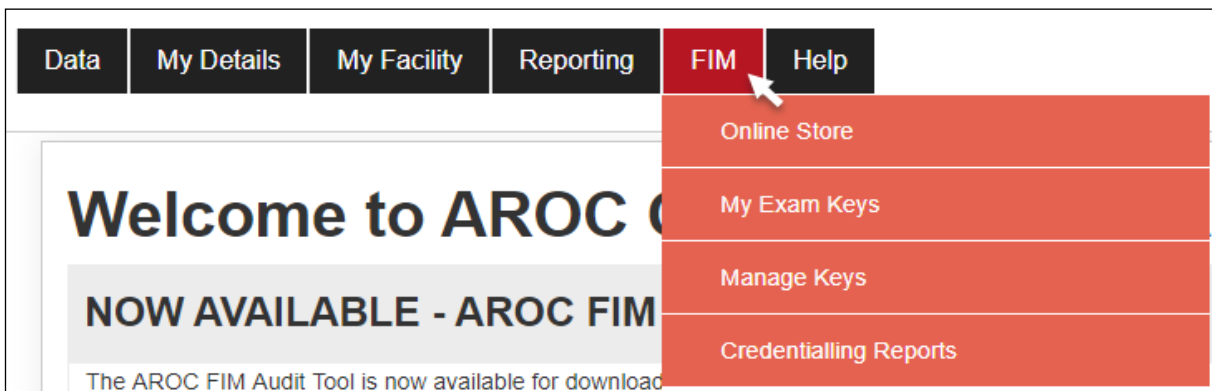

Figure 37: Facility Trainer & Facility Coordinator AOS menu options

Credentialing Status Reports

Facility Trainers and Facility Co-ordinators can generate a FIM Credentialing Status report for their facility at any time.

To access the Credentialing report:
1. Log in with your AOS Username and password
2. Go to the FIM drop down menu (Figure 37)
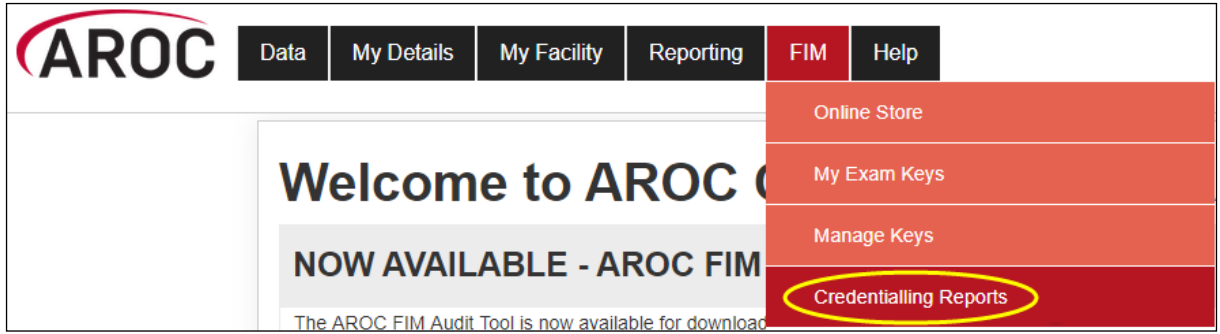
3. Click on "Credentialing Reports" (

Figure 38)

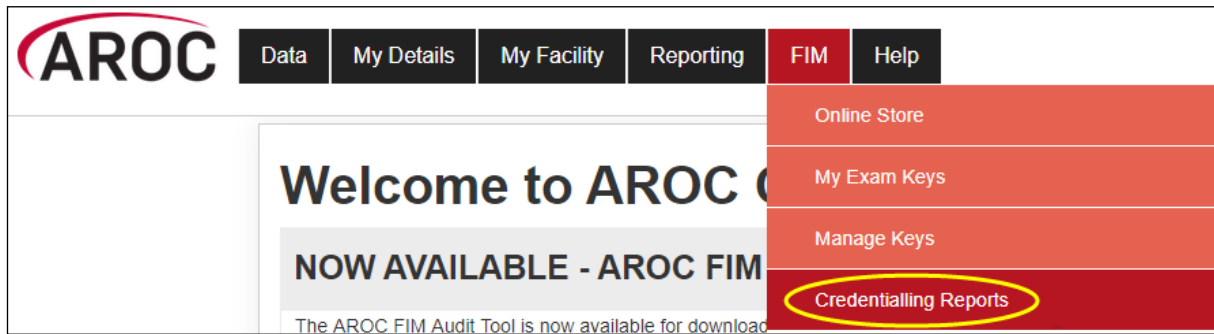**Figure 38: Accessing Credentialing Reports**
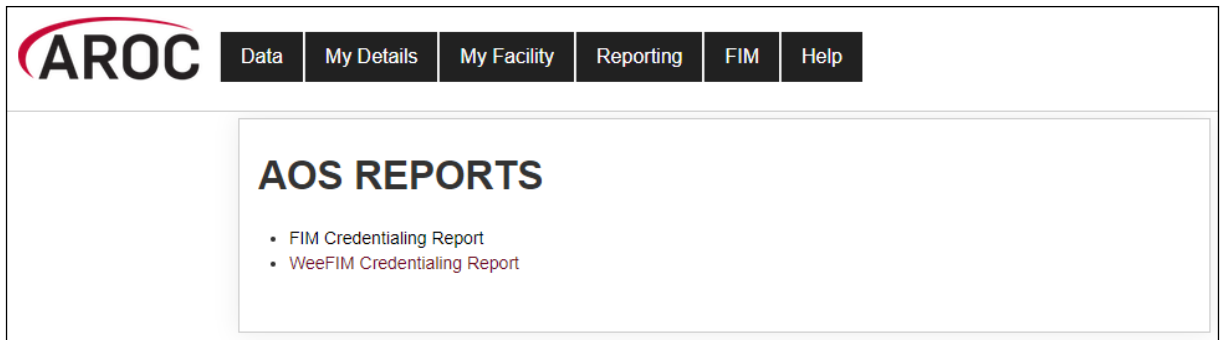
4. Select the report you want

Figure 39: Example AOS Report selection

5. Select the relevant facility (you will only have access to facilities that you are attached to)
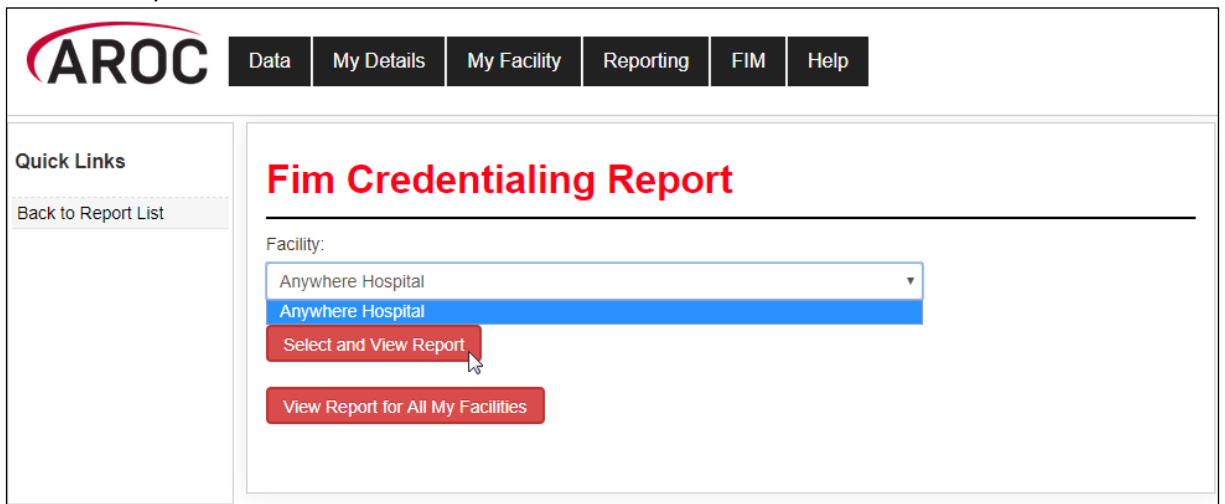

Figure 40: Hospital Selection for Credentialing Reports

6. Click "Select and View Report"
7. This report can be saved as an Excel document by clicking the `Export' icon

FIM Resources

9. Log in to AOS using your username and password
10. Go to the FIM drop down menu (figure 98)
11. Click on **"FIM Resources"**
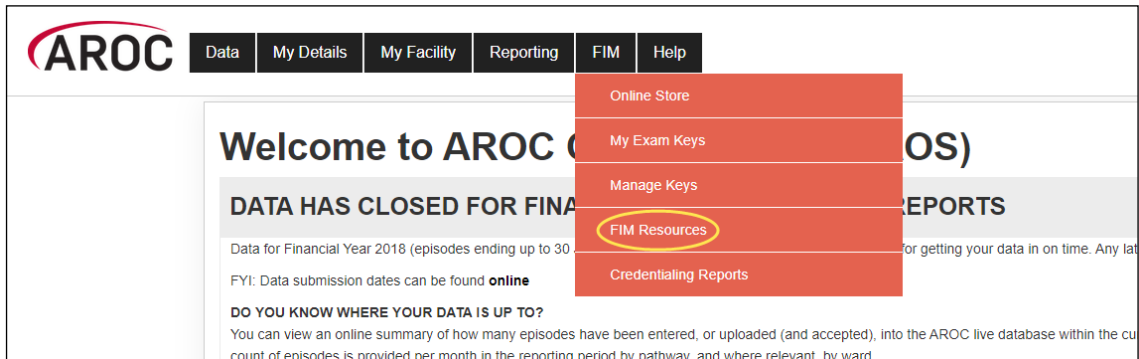
Figure 41: Accessing FIM Resources

12. Use the search bar or select the category you wish to search in
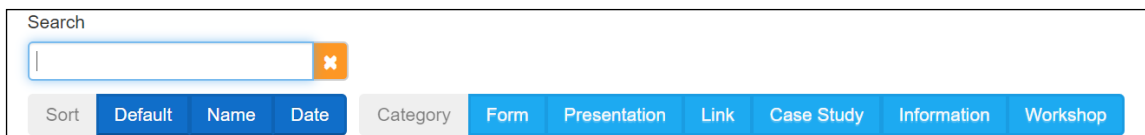
Figure 42: FIM Resources Search Bar

13. Select the resource you wish to download or open by clicking the blue **"*Download*"** button.
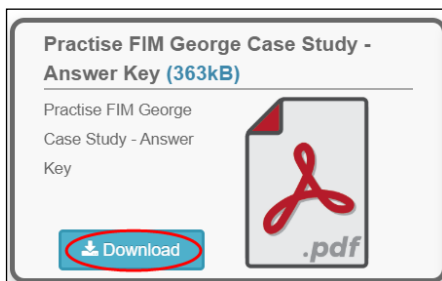
Figure 43: Downloading FIM online resources

14. The download should appear in you downloads bar in the bottom left corner of the screen (if you are using Google Chrome.)

Figure 44: Opening downloaded files in the Google Chrome downloads bar

15. Left click the file to open it.
16. If you wish to move the file to a separate location left click and drag to your desired destination.

NB: If you are using **"Internet Explorer"** complete steps 1-5 and you will be given the option to **"Save"** (This saves the file in your 'Downloads folder') or you can select **"Save as"** to save the file to your desired destination.

Figure 45: Using "Save" or "Save as" in Internet Explorer

If you have chosen to **"Save as"** You will be asked to provide a location to save the file. Browse through and select your desired destination (Desktop chosen here) and click on **"Save"**


Figure 46: Using "Save As" in Internet Explorer

Then you can select *'Open'* to view your file (make sure you have the correct software installed to view the file.)

Figure 47: Opening a Saved File in Internet Explorer

NB: If you see a blocked symbol (⊠), this may be because you do not have appropriate permission to move things from your computer to the device you are using. Please try on your personal computer or contact your IT department.

Manage Keys

This functionality is only available to Facility Trainers/Coordinators and allows them to manage the keys they have purchased. At this stage a Trainer/Coordinator will only have access to, and only be able to see, the keys they are noted as "Purchaser" for. W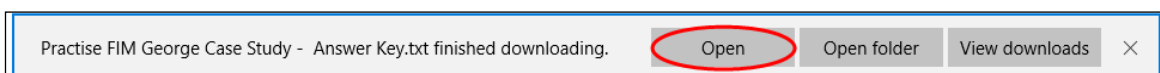e are working on expanding this functionality in the future so that Trainers & Coordinators can see all keys linked to their facility, rather than just the keys they purchase.
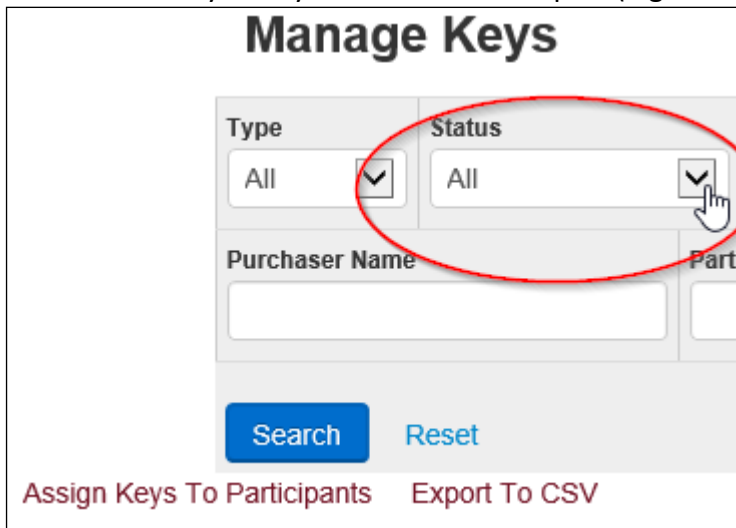
Manage Keys allows Facility Trainers/Coordinators to:
- Assign exams to participants. Assignment will trigger an email notification to be sent to the assigned participant with instructions of how to sit the exam.
- Manage the assigned key. It is possible to re-assign a key to the same or to a different clinician.
- Review the status of exams they have purchased (assigned, not yet assigned, used, expired, etc)
- View exam results of participants they have assigned exams to.

Manage Keys Reports

In a similar fashion to credentialing reports, Exam Key data can be exported as a CSV file and opened in Excel for ease of data processing.

1. In Manage Keys leave the "Status" of keys leave it as "All" or alternatively select the Status of the key data you would like to export (Figure 48)

Figure 48: Manage Key Status Selection

2. Click the blue "Search" button

3. Click "Export to CSV" (Figure 49)
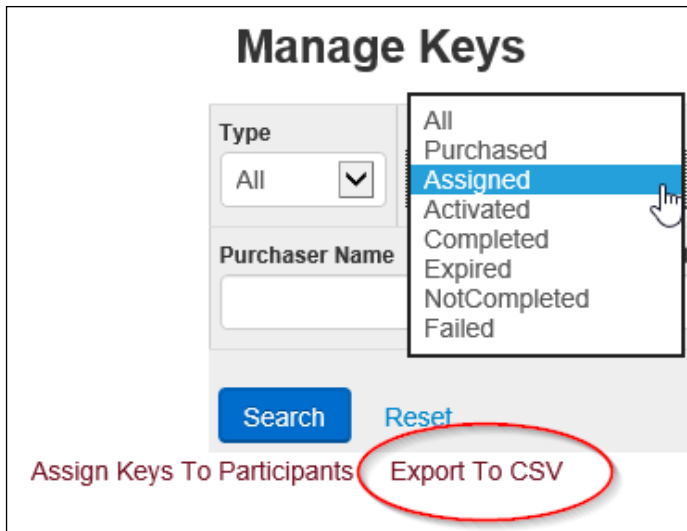
Figure 49: Export to CSV

4. Open your CSV file, change/highlight as needed for reports and record keeping
5. Save as an Excel document (Figure 50)

Id	Type	Status	FacilityName	PurchaserName	DateIssued	DateAssigned	ExpiryDate	ActivationExpiryDate
65b645c37de935bd	FIM	Activated	Anywhere Hospital	FT Test Contact	3/12/2018	3/12/2018	3/06/2019	3/01/2019
89e827a6a10835bd	FIM	Purchased	Anywhere Hospital	FT Test Contact	3/12/2018		3/06/2019	
a7e571855ca1d3bd	FIM	Purchased	Anywhere Hospital	FT Test Contact	3/12/2018		3/06/2019	
c90bb307311a25bd	FIM	Purchased	Anywhere Hospital	FT Test Contact	3/12/2018		3/06/2019	

Figure 50: Sample data from a keys report

Assigning Exams to Participants

You can only assign one exam to each participant. If you attempt to assign an exam to a participant that already has an exam assigned to them, an error message will be displayed.

There are 2 methods of assigning exams to participants. Please keep in mind that for either option, you will need to complete the process by emailing the notification of assignment to the participant.

Method 1 – using the fields and "SEARCH" buttons in Manage Keys to assign an exam

STEP 1: Finding Purchased Keys

1. Click on "Manage Keys" from the FIM Menu (Figure 51). The Manage Keys screen will appear
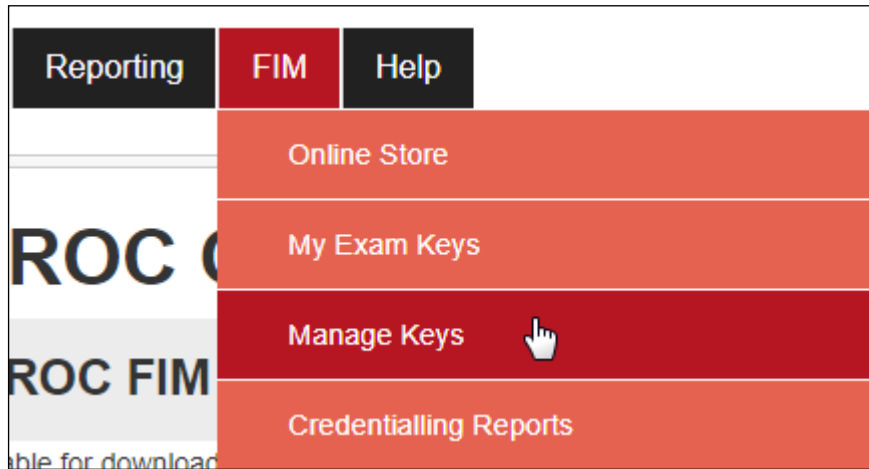
Figure 51: Manage Keys selection

2. Select the facility you would like to assign exams for using the drop down list. You can also filter using any of the fields available on the screen.
3. Select "Purchased" from the status field (Figure 52)
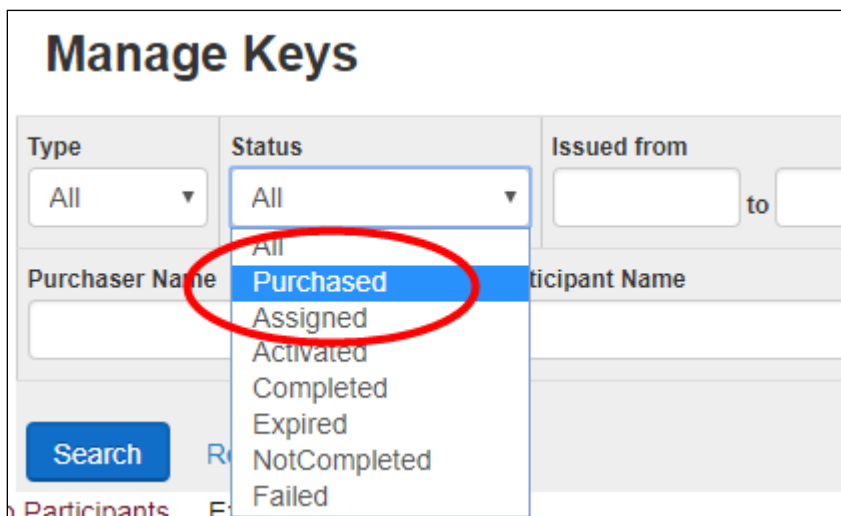
Figure 52: Status Filters

4. Click "Search" to display all the exams you have purchased that are available to be assigned.

A list will appear with all the Keys/Products you have purchased. Details for each exam key are displayed in the rows. Details include Facility, Product, Purchaser, Participant, Status, Result and Actions.

5. On the far right of each row, there are two options:
   - View – allows you to view the details for that individual Key, including the Key Details, FIM Participant Details & Exam Results.
   - Assign – allows you to assign the exam to a participant

6. Click the "Assign" button on the row of the key you want to assign

NOTE: If you cannot find the participant you wish to assign the key to in the FIM system, it probably means that they are not registered with AROC or attached to your facility. Contact AROC to arrange for this person to be registered or attached to your facility.

STEP 2: Assigning Keys

The Assign Participant screen will appear (Figure 53).
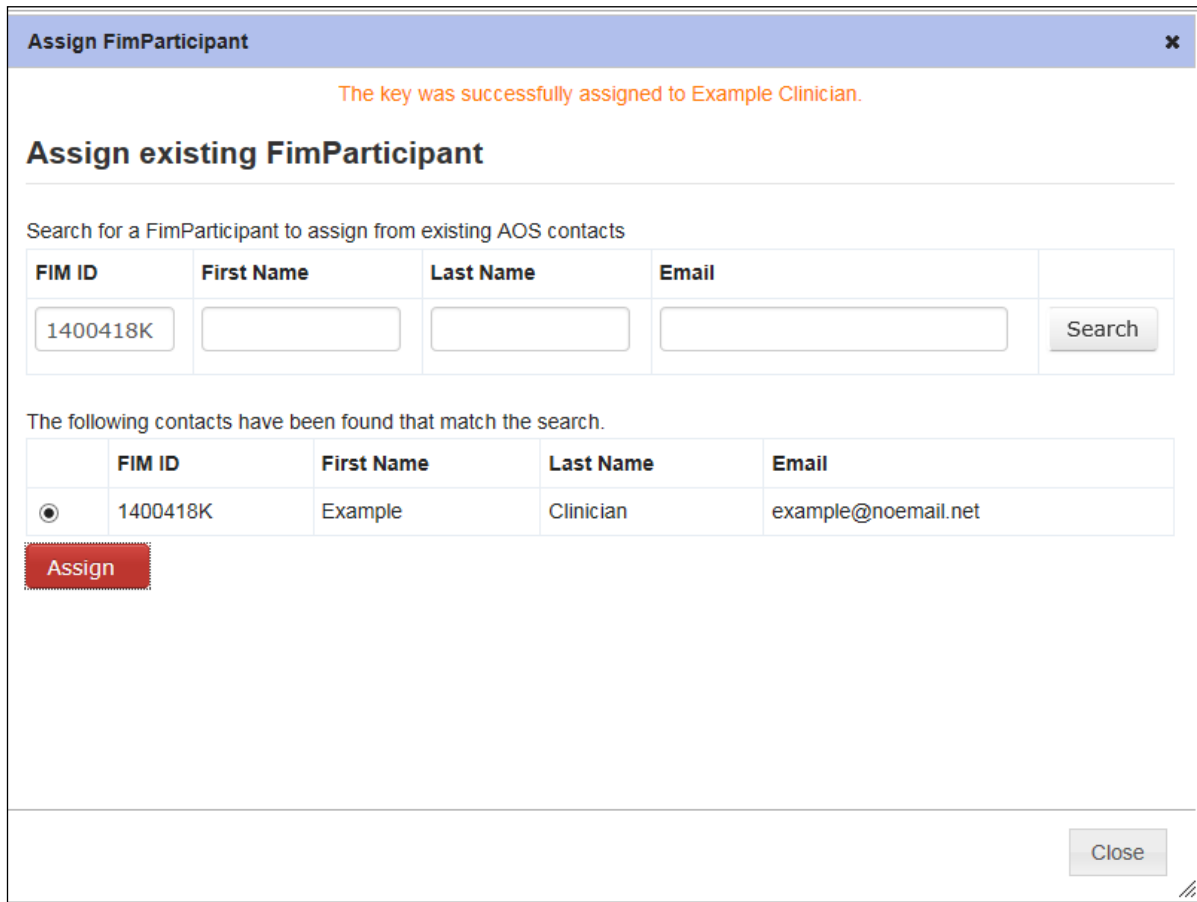
Figure 53: Assign Keys to Individual

1. You can now search the FIM system for the participant you would like to assign the key to. You can search by FIM ID, First Name, Last Name or Email or a combination of these. Click "Search" (Figure 54).

Figure 54: Assign Keys to Individual cont.

2. A list of all participants with matching details will appear. Select the participant you would like to assign the key to by clicking in the small circle on the far left of the row.

3. Scroll to the bottom of the page and click "Assign"

4. The key will now be assigned to the chosen participant and you will see a message at the top of the page confirming this. Click "Close" at the bottom of the window to close the window.

5.

Method 2 – using "Assign Keys to Participants" to assign exam

STEP 1: Finding Purchased Keys

1. Click on "Manage Keys" from the FIM Menu (Figure 51). The Manage Keys screen will appear

2. Select the facility you would like to assign keys for using the drop down list. You can also filter using any of the parameters available on the screen; e.g. Key (Exam) ID, Status of the exam, Assigned status, Participant name, etc

3. Click Assign Keys to Participant (Figure 55).

Figure 55: Manage Keys – Search Screen

The "Assign Exams To Participants" screen will appear (See

Figure **56**)Figure 53: Assign Keys to Individual. This screen displays a table listing all unassigned keys. Details for each key are displayed in rows. The table shows the Key ID, Status, Facility and Participant (but not the product type, **Method 1** – using the fields and "SEARCH" buttons in Manage Keys to assign an exam shows the Product Type). You can display assigned exams (as well as unassigned) by clicking on the "Show Assigned Keys As Well" tab in blue just above the table.

To assign a key to a participant, click "Assign Participant" on the far right of the exam you wish to assign.

Figure 56: Selecting the Key to Assign

STEP 3: Email Participants

After you have assigned keys, you can change the status field to "Assigned". All your currently assigned (but not activated) keys will be listed. You have the option to re-assign these keys if necessary (see page 44 for more information)

Emailing participants to notify them of their assigned exams

Method 1: As you assign each key, email the participant to let them know that they have been assigned an exam or refresher.

Method 2: Once you have finished assigning keys to participants, you can email them to let them know that they have been assigned an exam or a refresher.

To do this, follow these steps:

1. Highlight the row(s) of the participant(s) you would like to email by clicking on them. To unselect any of your choices, just click on the row again.

2. Click "Email Selected Exam Keys to Participants" at the top of the table (See Figure 57).

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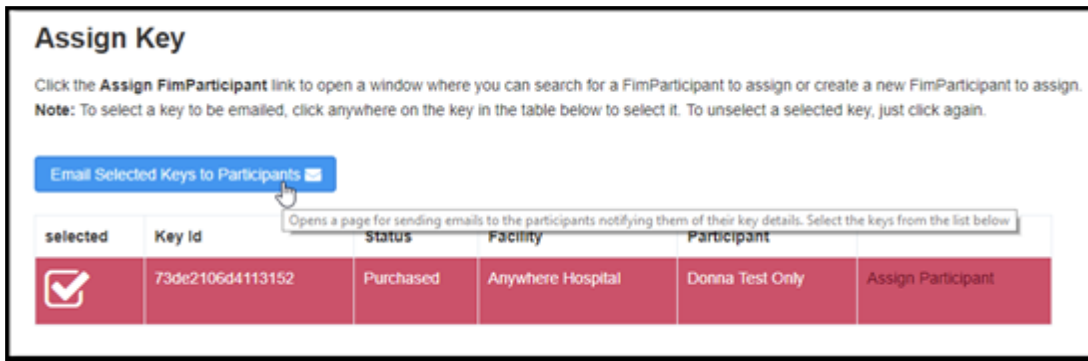
Figure 57: Emailing participants exam keys

3. An email template will appear, you cannot amend this template (See Figure 58).
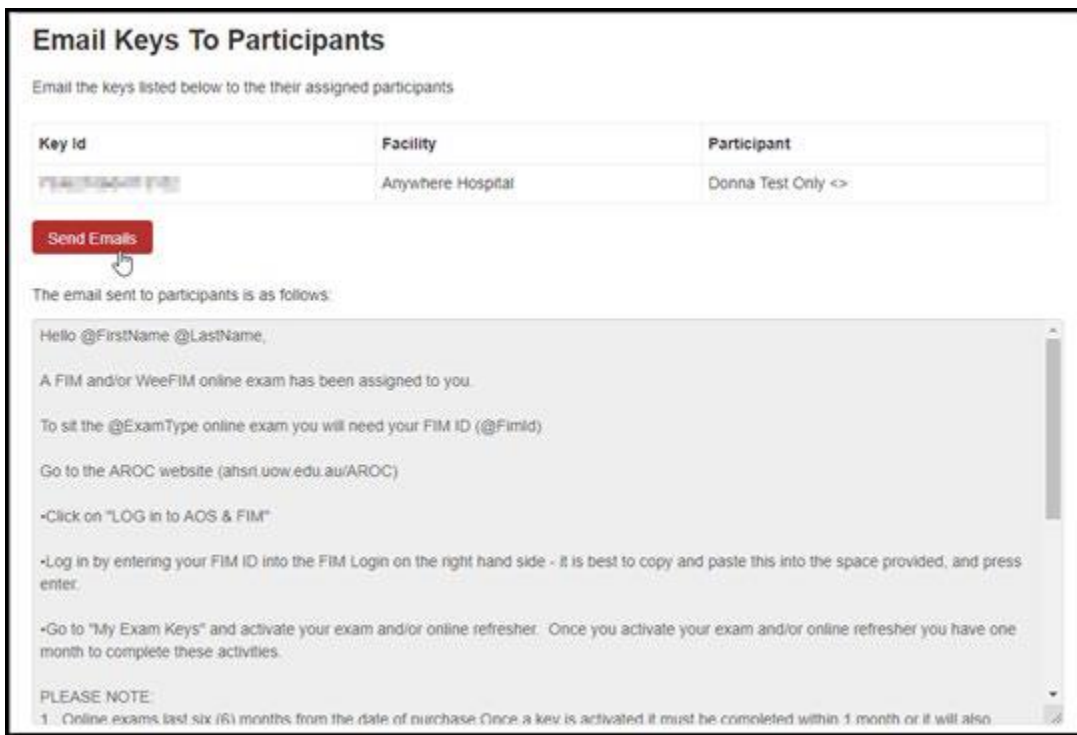
Figure 58: Email Template

4. Click "Send Emails" A message will then be displayed confirming that the emails have been sent.

Please note that this process simply results in a notification that an exam has been assigned to a participant. The email generated will inform them of how to access this exam, by logging into AOS with their FIM ID. The exam must have been already assigned as per page 37.

Re-assigning exams

An exam can be re-assigned to another participant as long as the exam has **NOT BEEN ACTIVATED** by the original participant.

To re-assign an exam, follow these steps:

1. From the Manage Keys screen select the facility you would like to assign exams for using the drop down list.

2. Click SEARCH to display all the assigned exams you have purchased.
A table will appear with a list of all the assigned exams you have purchased.

3. On the far right of each row, there are two options (see Figure 59):
    *   View – allows you to view the details for that individual exam, including the individual exam question answers.
    *   Re-assign – allows you to re-assign the exam to a different participant.

Facility	Product	Purchaser	Participant	Status	Expiry	Result	Actions
Anywhere Hospital	FIM Exam Only	FT Test Contact	FT Test Contact	Assigned	03/06/2019		View Re-assign
Anywhere Hospital	FIM Exam Only	FT Test Contact		Purchased	03/06/2019		View Assign

Figure 59: Reassigning an exam key

FIM/WeeFIM Workshops

Types of FIM/WeeFIM Training Workshops

Types of FIM/WeeFIM Training Workshops
AROC also provides several types of workshops:
*   FIM/WeeFIM training workshop hosted by a facility (for staff from the facility hosting the workshop)
    *   Conducted by a FIM Facility Trainer
    *   Conducted by an AROC Master Trainer
*   FIM/WeeFIM training workshop hosted by AROC (Master Trainer)
*   FIM Facility Trainers Workshop Hosted by AROC (Master Trainer)

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FIM/WeeFIM training workshop hosted by a facility

Conducted by a FIM Facility Trainer (FIM workshop only)
This type of workshop is held at a facility for staff from that facility only. It is for clinicians who have not used the FIM assessment measure before, who have limited knowledge of the assessment, or who require re-training. Clinicians can attend this workshop and then sit the FIM online exam to become credentialed FIM users. FIM workshops usually commence at 8:30 am and conclude at 4:00 pm. The only costs to AROC are for the resources needed (FIM Manuals, FIM Lanyard Cards, FIM Exams). It is the responsibility of the Facility Trainer to organise purchase of the products and assigning of exams.

- If workshop is being conducted by a single Facility Trainer, we recommend that classes should not exceed 12 participants.
- If workshop is being conducted by 2 Facility Trainers together, we recommend that classes should not exceed 20 participants.

If a unit is new using FIM or has a large number of new clinicians to be trained in FIM, it is extremely beneficial (and recommended) to have an AROC Master Trainer provide the initial training. Many facilities that have their own Facility Trainers invite an AROC Master Trainer to provide training for new clinicians once per year; due to the experience and knowledge the Master Trainer imparts.

Conducted by an AROC Master Trainer (FIM or WeeFIM workshop)
This type of workshop is held at a facility for staff from that facility. Staff from other sites can be invited to join this workshop. It is for clinicians who have not used the FIM/WeeFIM assessment measure before, who have limited knowledge of the assessment, or who require re-training. Clinicians can attend this workshop and then sit the FIM/WeeFIM online exam to become credentialed FIM/WeeFIM users. It can be run by either a Facility Trainer or AROC Master Trainer. FIM/WeeFIM workshops usually commence at 8:30 am and conclude at 4:00 pm.
Recommended class size:

- If workshop is being conducted by an AROC Master Trainer, we recommend that classes should not exceed 20 participants.

If you require an AROC Master Trainer to conduct a workshop at your facility, please contact AROC and not the Master Trainers themselves.
AROC will organise the Master Trainer workshop. Please complete a workshop request form http://ahsri.uow.edu.au/content/groups/public/@web/@chsd/@aroc/documents/doc/uow094426.pdf and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager.
Once we have received your request and confirmed a date with you, we will provide a quote. An estimate total can be calculated from our website here Master Trainer at your site. It is the facilities responsibility to provide the equipment needed for training i.e. overhead projector, screen, laptop with USB port and catering. AROC will email the facility with a list of equipment required.

FIM/WeeFIM training workshop hosted by AROC

Commonly referred to as an Open FIM/WeeFIM workshop, this is the same in content as a workshop hosted by a facility (see above). The difference is that it is conducted at a venue other than a facility, is organised by AROC and conducted by an AROC Master Trainer. People from many different facilities or organisations can attend this workshop. FIM/WeeFIM workshops usually commence at 9:00 am and conclude at 4:30 pm and cater for a maximum of 20 participants.

FIM Facility Trainers Workshop Hosted by AROC

FIM clinicians who meet the criteria to become a Facility Trainer can attend this workshop. A Facility Trainer workshop can only be conducted by an AROC FIM Master Trainer. The aim of this workshop is to train and equip experienced FIM clinicians with the skills needed to train other staff at their facility in the use of the FIM assessment. Before sending clinicians to this workshop, employers/ supervisors should be aware of the criteria and ensure that the clinician is proficient in the FIM, is willing to present items at the workshop and is prepared to conduct FIM training at their facility on their return. Facility Trainer workshops usually commence at 9:00 am and conclude at 5:00 pm, and cater for a maximum of 8 participants.

Organising or attending a workshop

To organise a workshop, simply download the Workshop Request form from the AROC website http://ahsri.uow.edu.au/aroc/index.html and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager. Alternatively, you can contact the FIM Manager on fim@uow.edu.au who will be happy to help you.

All open workshops will be advertised on our website. To register your interest simply download a registration form and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager. Once your place in the open workshop has been confirmed, transport and accommodation (if required) is your own responsibility.

Cost of workshops

The structure is designed so that it is more economical for hospitals to have workshops run at their facility rather than sending them to an AROC OPEN Workshop. This is true for a facility if they have 8 or more people to train. The great thing about a Master Trainer coming to your facility is that you can have up to 20 people trained for that flat rate, provided the venue can hold the numbers comfortably. For further pricing details please see Table 5.

Table 5:FIM/WeeFIM Workshop Expenses for AROC Members (excluding GST)

	FIM/WeeFIM Workshop Hosted by Facility	FIM/WeeFIM Workshop Hosted by AROC	FIM Facility Trainer Workshop Hosted by Facility	FIM Facility Trainer Workshop Hosted by AROC
Weekday Workshop	$1500 ($3000 Non AROC Member)	$185/person	$1500 ($3000 Non AROC Member)	$185/person
Resources	$30/manual	$30/manual	$38/manual + CD	$38/manual + CD
Trainer's Expenses	Travel/Car Hire/Km's/Travel Time/ Accomodation		Travel/Car Hire/Km's/Travel Time/ Accomodation	
Participant Expenses		Travel/Car Hire/Km's/ Accomodation – if required		Travel/Car Hire/Km's/ Accomodation – if required

NB: The above fees do not include GST. This must be added to the total cost. Also note that these expenses only apply when a Master Trainer has been requested to run the workshop. Non-members of AROC should contact AROC for the relevant charges.

Checklists

Check List for Facility Trainers conducting a FIM Workshop at their own facility

1. Determine date of workshop and book your venue,
2. Advertise workshop within facility and register interested people,
3. Log in to AROC Online Services (AOS) Online Store (with your username and password) and order necessary resources for participants - FIM Exams, FIM Manuals, FIM Lanyard Cards,
4. Email the Purchase Order document or remittance of payment to AROC (your order cannot be processed without payment). Allow 2 weeks for delivery of Manuals and/or Lanyard cards. AROC will post your products and issue the FIM Exams to your AOS account ready for you to assign to each participant,
5. Complete a typed FIM ID application form and forward to AROC at least 1 week prior to your workshop – AROC will create FIM ID's for those participants that don't already have one,
6. Print the attendance sheet and evaluation forms for use at the workshop; these can be found on your Trainer CD and at the back of your Trainer manual, along with other useful documents,
7. The day after the workshop send the completed attendance sheet and evaluation forms to AROC by scanning and emailing to fim@uow.edu.au,
8. Assign FIM exams to your participants if you haven't already,
9. Record details of the workshop you conducted in a log (e.g. date, attendee names) for the "Ongoing Requirements Form".

Facility Trainers **Requesting a Master Trainer** to conduct a **FIM Workshop at their Facility:**

- ▪ Please refer to our website here
  https://ahsri.uow.edu.au/aroc/training/index.html#organise
- ▪ Complete a workshop request form providing dates that may be suitable for training at your facility and email into FIM@uow.edu.au. We will try to accommodate your requested dates

For more detailed information regarding the above other processes, please refer to the **AOS User Manual – FIM and WeeFIM (Facility Trainer) found**:
https://apps.ahsri.uow.edu.au/confluence/display/AD/FIM+and+WeeFIM

Check List for Facility Trainers Requesting a Master Trainer Workshop at their Facility

1. Complete a workshop request form providing dates that may be suitable for training at your facility. Where possible we will try to accommodate your requested dates: http://ahsri.uow.edu.au/content/groups/public/@web/@chsd/@aroc/documents/doc/uow094426.pdf
2. The date of workshop will be confirmed by email and you will be provided with a quote & list of equipment and other requirements for training
3. Complete a FIM ID form for registered participants and forward to AROC at least 2 weeks prior to your workshop – AROC will create FIM ID's to those participants that don't already have one

Evaluation

AROC aims to continually improve the process of FIM/WeeFIM Training and management. To aid this, evaluation forms are to be completed for all workshops conducted by a Master Trainer or Facility Trainer. It is very important that these are completed and sent to the FIM Manager at AROC. After AROC has received the forms they are entered into a database to be analysed so a report can be produced. Through this process it is hoped that any problem areas that are identified will be rectified. For this reason we ask that all people doing the FIM/WeeFIM training complete the evaluation forms.

Finance

Please contact the FIM Manager if you have any queries regarding financial matters. AROC sits within the Australian Health Services Research Institute (AHSRI) which in itself sits within the University of Wollongong. AHSRI therefore utilizes the University's financial infrastructure.

Workshop billing will occur at the time of registering for an AROC hosted workshop. For a facility hosting an on site workshop billing will occur once all expenses are finalised.
Should your facility require an invoice, you will first need to provide AROC with a copy of a valid purchase order document generated by the finance department of your organisation.

If you require any more information, please contact the AROC team at fim@uow.edu.au