

Clinical Learning Australia
Frequently Asked Questions



This document provides answers to frequently asked questions about Clinical Learning Australia (CLA). Please navigate to the section that is appropriate for your user type for questions relevant to you. Please also view relevant training guides and videos on the [CLA website](#) if you require further information.

FAQS FOR ALL USERS	2
FAQS FOR PREVOCATIONAL DOCTORS AND SUPERVISORS	6
FAQS FOR DIRECTORS OF CLINICAL TRAINING, DIRECTORS OF MEDICAL SERVICES AND OTHER TRAINING MANAGEMENT ROLES	9
FAQS FOR MEDICAL EDUCATION UNITS AND CLA ADMINISTRATORS	10
FAQS FOR LOCAL ICT TEAMS	15

FAQs for all users

I have forgotten or can't find my login details.

Navigate to the CLA login page at: <https://cla.epads.mkmapps.com>, click 'Activate your account' and enter your email address. If you have an active account set up in the system, this will send you a new welcome email and activation link. You may need to check your Spam folder for the email.

If you continue having issues logging in, please contact your local Medical Education Unit, Junior Medical Officer management team or CLA administrator in the first instance.

I have forgotten my password.

You can reset your password from the CLA login page. Click on Sign in and then select 'Forgot your password.' This will prompt you to enter your username/email and a verification code will be sent to that email. Enter the verification on the CLA verification screen and follow the prompts to reset your password. You may need to check your Spam folder for the verification code email.

To find out more information, please refer to the 'How to reset your password' quick reference guide.

If you require any support you can find contact details for the national CLA system administrator as well as relevant state based system administrators on the [CLA website](#).

What information can prevocational doctors view in CLA?

Prevocational doctors use CLA to log their learning experiences and track their progress throughout their training. Their CLA ePortfolio serves as a longitudinal learning record, capturing details of rotations, assessments, start-of-term discussions, mid-term and end-of-term assessments, as well as progress against Prevocational Outcome Statements (POSs) and Entrustable Professional Activities (EPAs). Prevocational doctors can only access data, including completed assessment forms, within their own ePortfolio.

Prevocational doctors will also be able to view the Term Description which is linked to each of their rotations.

What can term and clinical supervisors' view in CLA?

Term and clinical supervisors can track and monitor training for prevocational doctors assigned to them for a term in CLA. Term and clinical supervisors can view the doctor's ePortfolio from the start date until the end date of the term (plus an assigned grace period determined by the local administrator). After the end date of the term has passed, supervisors can no longer access the prevocational doctor's ePortfolio.

CLA Frequently Asked Questions

To support longitudinal training and development in alignment with the National Framework, supervisors can view the individual learning records (including for prior terms) for prevocational doctors assigned to them during that term. This includes:

- The necessary forms to record start-of-term discussions, and mid-term and end-of-term assessments
- Any term assessments or EPAs completed in previous terms
- Logbook / case procedure entries
- An IPAP flag (but not its details)

Supervisors and health practitioners who conduct EPAs or mid term assessments with prevocational doctors can complete these in CLA. Supervisors do not need to be registered users in the system and can be invited as 'guest' assessors to complete these forms. Guest assessors can only see the form that they are completing and do not have access to a prevocational doctor's wider ePortfolio.

What can Medical Training Managers view in CLA?

Anyone in a training management position with accountability for prevocational training and/or prevocational doctors is assigned the 'Director of Clinical Training' or 'Executive Director of Medical Services' role in CLA. Medical training managers can view information for all trainees assigned to their organisation in CLA or for groups of trainees to which the DCT/EDMS role is specifically linked to. A local administrator user can add or remove medical training managers access at any point.

What can Medical Education Unit Administrators and Medical Education Officers view in CLA?

Medical Education Units (MEU) and Medical Education Officers (MEO) are assigned administrative roles within CLA to:

- Set up and manage local users
- Create, manage and edit term allocations
- Monitor and track training progress
- Generate reports
- Assign individuals to an Assessment Review Panel

To perform these tasks, MEU and MEO Administrators have access to all user accounts assigned to their organisation, including prevocational doctors and supervisors.

If a prevocational doctor moves from one organisation to another organisation, the MEU / MEO of the original location will no longer be able to view or interact with the doctor's user account or ePortfolio.

What can State Administrators view in CLA?

Users with the role of State Administrator in CLA (usually individuals at the Prevocational Medical Council or Health Department) can view term descriptions in CLA as well as an Insights Dashboard showing aggregated statistical information on training assessments and outcomes for their state or territory. State administrators cannot access information relating

CLA Frequently Asked Questions

to training sites or individual users of the system, including prevocational doctors and supervisors.

What can Nationwide Administrators view in CLA?

The Nationwide Administrator provides full system support and oversight across all states and territories. These are the most privileged roles and are restricted to approved individuals that are providing nationwide support only. Nationwide administrators have access to all information in CLA only for the purpose of providing user support and ensuring the effective operation of CLA.

What can the AMC as a regulator see?

The AMC can view term descriptions and an Insights Dashboard showing aggregated statistical information on training assessments and outcomes.

What are the completion permission settings for forms in CLA?

Form	Who can initiate on their login?	Can it be emailed?
Learning Goals	Trainees, Supervisors, DCTs, EDMS'	No
Beginning of Term Discussion	Trainees	No
Self Assessments	Trainees	No
Mid Term Assessment*	Trainees, Supervisors, DCTs, EDMS'	Yes
End of Term Assessment	Supervisors, DCTs, EDMS'	No
Term Supervisor Sign-off – End of Term Assessment	Term Supervisor	No
DCT Sign-off – End of Term Assessment	DCT, EDMS	No
IPAP (Open)	Term Supervisor, DCTs, EDMS'	No
IPAP (Closed)	Term Supervisor, DCTs, EDMS'	No
Logbooks	Trainees	No
Case / Procedure Logs	Trainees	No
EPAs *	Trainees, Supervisors, DCTs, EDMS'	Yes
EPA Self Assessments	Trainees	No
ARP Outcome	Medical Education Unit Admins and Medical Education Officers	No

*Guest Assessors can complete these forms.

CLA Frequently Asked Questions

Where a Mid Term Assessment or EPA form is completed in a Trainees profile, the trainee must enter the name and email of the assessor that they undertook the assessment with.

That user is sent an email as a record of their participation in the assessment which includes a link to the review the form which is valid for 30 days.

If the assessor's email does not exist in CLA at the time of the form completion, e.g. they are not a supervisor, but rather a Registrar, Locum, Nurse, Pharmacist, or other non-CLA user, they are created in CLA as a Guest Assessor with a status of Unapproved. The administrators linked to the organisation that manages the term receive an email notification alerting them that an assessment was completed by a non-approved assessor. They can review the guest assessor account and approve if they are a valid assessor.

FAQs for prevocational doctors and supervisors

Can my supervisor see assessments from a previous term?

Yes, where a supervisor is linked to a prevocational doctor for a term rotation, they can view previous assessments. The supervisor has this access only for the duration for which they have responsibility for supervising that doctor. This supports the key principles of the [National Framework for Prevocational \(PGY1 and PGY2\) Medical Training](#) to support a longitudinal approach to training.

Are Improving Performance Actions Plans (IPAPs) recorded in the system?

Where an Improving Performance Action Plan (IPAP) has been initiated for a particular prevocational doctor, the ePortfolio has functionality to identify that an IPAP is in place but does not record any details about the IPAP.

An 'Improving Performance Action Plan (IPAP) – Open' form is completed in CLA for the relevant term. Where an IPAP is flagged as being open on one term it **does not** get carried over to the next term. Where an IPAP is resolved during the term, the 'Improving Performance Action Plan (IPAP) – Closed' form should be completed to indicate that the IPAP has been resolved.

If a prevocational doctor moves from one training provider / program to another, will they still be able to access prior evidence and assessments?

Yes, the intent of CLA is that information about training is longitudinal and portable across training programs / sites. If a prevocational doctor commences training in one training program / site and moves to another, their learning record will move with them.

I can't seem to complete a form in the system.

All forms in the system initially open in 'preview' mode. To enter data into a form, click the 'Complete new' button at the top right of the form heading row. Permissions have been set up on forms so that users with specific roles can complete some forms in CLA.

If you do not have the required permissions to complete a form, you will not see a 'Complete new' button for that form, and it will state 'Available to other roles' beside the form name. Hover over this to see the roles this is available to.

If you are attempting to complete a form for a previous term, unless there is a grace period that has been set up for that term and you are within that grace period, you will not be able to complete forms. Your local medical education unit will be able to advise you of the grace periods set for your site and may be able to extend a grace period if required.

Forms cannot be completed for future terms.

CLA Frequently Asked Questions

Contact your local Medical Education Unit, JMO Management team or local CLA administrator if you think you should be able to complete a form but are unable to.

[Can a prevocational doctor access and download information from the ePortfolio once they have completed prevocational training?](#)

Prevocational doctors that have completed their PGY1 and PGY2 training will be able to download a transcript of learning from CLA. This will be available for a defined period of time after completion of their training. Should prevocational doctors need to access their Transcript after their access to the system has ended, they will need to contact the medical education unit for the organisation to which they were last attached in CLA.

[Are there any training videos or user guides available for prevocational doctors and Supervisors on how to use CLA?](#)

Yes, both training videos and user guides have been created for CLA. These can be found on the [CLA website](#).

Training materials exist for:

- Prevocational doctors / trainees
- Term and Clinical Supervisors, Assessors, Directors of Clinical Training (DCTs) and Executive Director of Medical Services (EDMS)
- Medical Education Unit (MEU) and other Administrators.

[Am I able to use CLA on a phone or tablet?](#)

Yes. CLA can be used on a mobile phone or tablet in two ways.

- 1) Use the [CLA URL](#) to access the web version of the system on mobile devices via your preferred web browser. The screen will adjust to suitably display on the device you are using.
- 2) For prevocational doctors, you can download the Clinical Learning Australia mobile app from the Apple app store or Google Play. Look for the CLA icon below:



Prevocational doctors use the mobile app to complete and submit assessment forms. For more information about the mobile app, please see the Using the Mobile App training video and CLA User Guide for Prevocational Doctors available on the [CLA website](#).

[Can forms be started and saved as drafts to complete later?](#)

Yes, forms can be commenced and saved for later completion. These will be saved as Drafts and can be accessed through the Current Term form screen later. A label to the right of the

CLA Frequently Asked Questions

form name will indicate if drafts exist and you can navigate to the draft to continue entering information. You can rename forms as you are creating them to ensure your drafts have meaningful names when returning to continue them. Other users cannot see information documented in Draft forms. Only the user that created a draft is able to see the contents. Contents of forms are visible to all users that have access to view/complete forms once forms are submitted.

Please note that if a draft is created on the mobile app, it will not be viewable in the desktop version of CLA (until submitted) and vice versa.

Do forms save automatically?

Yes, in addition to users manually clicking the 'Save changes' button, forms automatically save after 10 seconds of inactivity and the 'Save changes' button renames to 'Saved'.

Can forms be edited after they have been submitted?

No, once forms are submitted, they are no longer editable. If there is personal or confidential information that has been documented in a form and needs to be removed, contact your local CLA administrator.

Can forms be emailed to supervisors to complete?

Mid Term Assessment forms and EPAs can be sent by email to supervisors. The email functions are available both within a form that is in the process of being completed as well as on the form selection page. You can search for a supervisor that already exists in CLA or you can enter the email of a different supervisor and they will be sent a link to complete the form. Please advise them that you have emailed them a form and to check their spam folder if they have not received it.

End of Term Assessment forms cannot be emailed and should be completed by a Term or Clinical Supervisor linked to the trainee in CLA. A trainee cannot initiate an End of Term Assessment on their login.

Can a prevocational doctor or supervisor update their own user profile and email address?

All users can update their own profile pictures, add a contact phone number and change their passwords. However, email address and other profile details, including organisation, will need to be updated by a local CLA administrator.

I am a supervisor who works in more than one hospital. Will I have sight of trainees across those different hospitals?

Yes, your account will be set up in such a way that you will be able to see trainees that you are supervising at different hospitals. Note, however, that your 'Supervisor' account will be attached to one particular organisational entity who will manage your account.

FAQs for Directors of Clinical Training, Directors of Medical Services and other training management roles

Can the system be used for International Medical Graduates (IMGs)?

CLA currently is designed to support assessment of PGY1 and PGY2 doctors in line with the requirements of the [National Framework for Prevocational \(PGY1 and PGY2\) Medical Training](#). It is not currently configured to support specific assessments or workflow for IMGs. Where a health service has IMGs in PGY1 or PGY2 positions and wish to use CLA for IMGs undertaking the same assessments as PGY1 and PGY2 doctors they can do so. In future CLA may be updated to include specific assessment pathways for IMGs.

I am both a Director of Clinical Training (DCT) at my organisation, as well as a Medical Education Unit (MEU) Administrator, for the purposes of CLA – is it possible for me to have both roles assigned to me in CLA?

Yes, it is possible to set up users with both an Administrator role and an Assessor role. If you need to be both an MEU Administrator as well as a DCT, your 'Main role' in CLA should be set up as MEU Administrator. You can then be provided DCT permissions for specific 'Groups' of trainees you require visibility of. See the Quick Reference Guides for Creating and Managing Groups.

I am a Director of Clinical Training (DCT)/Executive Director of Medical Services (EDMS) but I am also a Term and/or Clinical Supervisor. Can CLA handle this?

Yes. Your 'Main role' in CLA will be set up as Supervisor (Term or Clinical) and you will have a secondary role of DCT or EDMS assigned to you within the prevocational doctor cohort groups. You will then be able to switch between your two assigned roles using the role toggle at the top right of the CLA screen. You will have all the privileges that come with each role when you switch between the roles.

By setting your Main role as Supervisor (Term or Clinical), this allows admin users to link you as Term or Clinical Supervisor to specific prevocational doctors that you will be supervising for their term through the Term Allocation process, e.g. a Relief term. The DCT/EDMS role assigned within a Cohort Group allows you to see all prevocational doctors in a cohort group and sign off the DCT Sign-Off form for them.

I am a Director of Clinical Training (DCT)/Executive Director of Medical Services (EDMS) but when I login to CLA, I do not see any prevocational doctors in my dashboard.

To see prevocational doctors on your dashboard, a PGY instance must have been setup by your local administration team and prevocational doctors allocated to terms. If you do not see any prevocational doctors on your Dashboard, contact your local CLA Administrator in the first instance.

FAQs for Medical Education Units and CLA administrators

Can an administrator change a user's name?

Yes, an admin user can change a user's name via that user's profile in the 'Users' section of the admin account. This will update the user's name throughout the system, including in the user interface and across all reports.

Can an administrator change a user's email address and username after an account has been created?

Yes, a user's email address and username can be changed after their account has been created. Administrators will need to navigate to the 'Users' screen, find the correct user, update their email address and then 'Send Verification' to the new email address to prompt the user to login with their new details. You may need to remind the user to check their Spam folder for the email.

Can an administrator resend an account activation / welcome email to a user if they have not received one or cannot find one.

Yes. An administrator can resend the activation email by navigating to the relevant user in the 'Users' section of the admin account, searching for the relevant user and selecting the checkbox on the left-hand side of their name. The activation email can be resent by clicking 'Bulk Actions' on the right-hand side of the screen and 'Send Verification'. You may need to remind the user to check their Spam folder for the email.

Alternatively, the user can do this themselves by navigating to the CLA login page and selecting 'Activate your account'.

Note, you can see on the Users screen which users have logged into CLA and which have not by looking at the image next to their email address.



Indicates that a user has activated their CLA account/logged in.



Indicates that a user has not activated their CLA account and has not logged in before.

How does the system prevent duplicate user accounts?

When an administrator is importing or creating users, the system will check if the email address already exists on another account and notify you of any duplicates. It will not be possible to create an account with the same email as an existing account.

CLA Frequently Asked Questions

Can a supervisor who works in more than one hospital have sight of prevocational doctors across those different hospitals?

Yes, when creating term allocations in the system a prevocational doctor is associated with a supervisor which enables that supervisor to complete relevant assessments. A supervisor can be linked to prevocational doctors in different hospitals.

The supervisor account however must be attached to one particular organisational entity who will be able to manage that user's account. For further information about user's requiring access across different organisational entities please contact the National CLA Administrator.

Can I set up a Director of Clinical Training (DCT) to also have Medical Education Unit (MEU) Administrator access to CLA?

Yes. If you have a user that requires both Administrator and DCT or EDMS access, set up their 'main role' in Users as the Administrator role (e.g. MEU Admin), and then assign the user to the Cohort Group(s) for which they are DCT. In the Cohort Group, you then assign them the role of DCT or EDMS. This will enable them to have both MEU Admin access as well as DCT/EDMS privileges in relation to the Cohort Group(s) they have been added to. They will be able to switch between their two roles using the role toggle at the top right of their CLA screen.

See the [Creating and managing users](#) quick reference guides for more information.

My site has multiple Term Supervisors for some terms – what is the difference in what these roles can do and how do we manage this?

In CLA, there can be only one Term Supervisor per prevocational doctor per term allocation but multiple Clinical Supervisors.

Both Term and Clinical Supervisors can complete mid and end of term assessments as well as Entrustable Professional Activities (EPAs). Individuals assigned as the Term Supervisors can complete an additional sign off form to confirm they have read and agree with the End of Term Assessment where this has been completed by a Clinical Supervisor.

Where you have multiple Term Supervisors for a term, you can

- o Enter all Supervisors as Clinical Supervisors and review the End of Term assessments through Reporting to ensure correct level of approval has been achieved
- o Allocate each Term Supervisor to several Trainees and enter the rest as Clinical Supervisors so that each Term Supervisor has some trainees that they are overseeing in that role
- o Contact CLA Support to discuss your particular scenario

See the [Creating and managing term allocations](#) quick reference guides for more information.

CLA Frequently Asked Questions

Is it possible to set up split or blended terms for prevocational doctors in the event that they are allocated to two terms at once?

CLA can accommodate situations where a PGY doctor has multiple allocations within a single term. This includes situations where they have one allocation for part of the term and another for the remainder (e.g. Emergency Department for 5 weeks and General Medicine for 5 weeks).

Include the multiple allocations to the Term Allocation Upload spreadsheet with the respective start and end dates, or you can manually add the allocations using the Add Allocations function. For more information about this, see the [Creating and managing term allocations](#) quick reference guide.

How do we manage prevocational that have split contracts over the course of a clinical year?

Where a Trainee works across two organisations during a clinical year, there are two scenarios that can take place.

- A) If the PGY doctor continues to be 'employed' by Health Site A but rotates to Health Site B on secondment for a specific term, then Site A continues to maintain 'ownership' of the PGY doctor and will have access to their record across all sites that they are assigned to. Other sites that they rotate to will only have visibility of the PGY doctor's ePortfolio for the duration that they are 'seconded' or within their term.
 - o Add this PGY doctor to your term allocations as per usual for all terms and allocate the trainee to Site B for the required term.
- B) If the PGY doctor's employment / contract transfers from one site to another it would be necessary to transfer them to the new site's organisation within CLA (i.e. change the Organisation to which they are attached in the Users profiles – see the [Creating and managing users](#) quick reference guide) so that the new site becomes their primary 'owning' organisation.

Please contact the Nationwide System Administrator in this instance to change the prevocational doctors Organisation in CLA and email if required. You will need the approval of the DCT/EDMS at the new organisation to transfer the prevocational doctor's account.

For more information, see the [Creating and managing term allocations](#) quick reference guide.

Can an administrator delete a user account?

An administrator can only delete a user account if there has been no action taken by the account holder. After a user has logged into the system, their account is deemed active and an administrator is no longer able to delete that account; the account can only be deleted by the software provider. Once a user has logged in, admin users can archive user accounts which will remove any user accounts from the list of active users and stop that user from

CLA Frequently Asked Questions

being able to login to CLA. Archived user accounts can be retrieved later if required by clicking on 'Show archived' at the bottom of the users list in the Users section of the admin account and unarchived if needed.

Can an administrator edit or delete form responses?

An administrator with relevant permissions can edit or delete form responses. This is enabled to allow relevant admin users to remove inappropriate, confidential or personal information where this should not be included in the system. The ability to edit or delete responses has been assigned only to specific admin user roles. Any edits or deletions are captured in the system and can be audited if needed.

Prior to editing or deleting forms, this action should first be discussed with the relevant trainee/supervisor/DCT.

Can an administrator assign a prevocational doctor to a term outside of the organisation in which the doctor is employed?

Yes, an administrator can assign a prevocational doctor to any term loaded into the system. It is expected however that any decisions about where a prevocational doctor will be assigned are made elsewhere outside of the CLA system and that term allocations included in CLA reflect what has been agreed through relevant business processes.

Can term descriptions be updated in the system?

Yes, a term description can be updated by an administrator user with the relevant permissions to do so. Some states and territories have determined that term descriptions will be managed at a state level to ensure synchronicity with other systems and processes whilst in other states/territories these may be edited by the medical education unit responsible for the term.

For more information about how to edit or create new term descriptions in CLA, please contact the Nationwide Administrator.

Can MEU Admin and MEO users complete any assessment forms?

By default, MEU Admins and MEOs cannot complete any assessment forms in CLA. However, in situations where admins require this access to document and/or upload completed forms from prior terms, form completion permissions can be adjusted at the form level for specific terms within individual PGY Instances to allow this. Admin users can either re-key forms and/or upload completed forms to the Logbooks within trainee ePortfolios.

Contact the Nationwide Administrator for more information about how to set this up for your site.

When I view a prevocational doctors ePortfolio, the Wheel of Progress is not visible?

To see the Progress Views widget, which shows the trainee's progress in demonstrating the Prevocational Outcome Statements, the admin users must set this up in the PGY Instances. The option to link the Outcome Statements becomes available in the PGY Instance once the Instance is set to Live – this can be before or after you allocate trainees to terms.

CLA Frequently Asked Questions

In the PGY Instance screen, expand the PGY Instance segment on the right of the screen, scroll to the bottom of the page to the Outcome Statements section and click on Add Outcome Statements. Select the 1st dropdown option: Outcome Statements and the 3rd dropdown option: Evidence Grading System and click Add. Save the PGY Instance and the Wheel of Progress will now be visible.

For more information, see the [Creating and managing PGY instances](#) quick reference guide.

FAQs for local ICT Teams

Is the system secure?

Yes. The system complies with data privacy requirements and uses secure authentication mechanisms, data encryption, and access controls. CLA has completed an Information Security Registered Assessors Program (IRAP) assessment.

Where is the data stored?

CLA data is hosted in Australia.

Whitelisting CLA

Access to CLA will be via the URL <https://cla.epads.mkmapps.com/>

Local IT teams are encouraged to ensure this domain is whitelisted to prevent access issues.

Additionally, CLA sends email notifications to users in relation to account activations, password resets, and assessment forms to complete. These emails originate from an @mkmapps.com email address. Local IT teams are encouraged to ensure that emails from @mkmapps.com are not impeded by local firewall or security controls to ensure a smooth assessment process for PGY1 and PGY2 medical trainees and their supervisors.

Do local IT teams need to support this system?

No, CLA is not a system your organisation's IT department needs to manage, other than ensuring accessibility to the URL on the hospital networks and devices. CLA support is being provided by the Australian Medical Council (AMC) in the first instance. Technical issues identified will be escalated to the vendor via existing channels through the AMC.

If you receive any queries or support requests related to CLA, these should be directed to your Medical Education Unit, Junior Medical Office (JMO) Management team or local CLA administrator in the first instance.