



Australian
College of
Nursing

ONLINE REFRESHER
PROGRAM FOR REGISTERED
NURSES REPORT

October 2020

Executive Summary

In March, the Australian Government provided funding for registered nurses to undertake the 'Refresher Program' delivered by the Australian College of Nursing (ACN). As the pandemic was unfolding, it became evident that there could be an unprecedented demand on the health care system and workforce. These registered nurses could become part of a national 'surge workforce' and allow the deployment of existing nurses to more intensivist and critical care areas if and as required. The initial funding was for 1000 scholarships, and this was increased to 3000 scholarships as the course was oversubscribed within 24 hours. The online delivery mode enabled enrolment from all states and territories. Enrolment numbers across states were ACT **62** NSW **823** NT **32** QLD **563** SA **225** TAS **91** VIC **612** and WA **338**. The course was to be completed in three (3) weeks from the date of participant enrolment. 3,000 scholarships were offered, and **2,746** registered nurses completed the course.

The course was made live to participants on 30th March and access to the course concluded on 10th July. A **91.5% completion rate** was achieved. The high completion rate reflects both the participants' and ACN's commitment to securing a favourable outcome. The participants expressed a genuine desire to be available and contribute to the Australian Government's response to the pandemic. Likewise, ACN was able to utilise its educational experience as an online provider of nursing educational products in the Higher Education and VET sectors to manage emerging issues, support student engagement, and enable student success.

The overall satisfaction of participants who completed the course evaluation is **4.2**. Satisfaction was measured on a Likert scale out of five (5). The nine modules were rated as below

- Infection prevention and control **4.18**
- Introduction to physical assessment **4.16**
- Care and management of a deteriorating patient **4.32**
- Assessment and management of common respiratory conditions **4.32**
- Assessment and management of common cardiac conditions **4.31**
- Assessment and management of common neurological conditions **4.27**
- Wound management **4.09**
- Assessment and management of common mental health conditions **4.08**
- Professional issues in contemporary nursing practice **4.32**

The current work environments identified by respondents who completed the course survey (n=2678) are Academic and Research **197**, Acute and Rehabilitation **441** Career break **211**, Primary and Community Health (PHC) **644**, Retired **23**, and Other (various) **1162**.

The work environments identified by respondents who completed the course survey (n=2696) as an area where they would now work are: Acute Care **1563**, Aged Care **167**, PHC **566**, Rehabilitation **106** and Other (various) **294**.

During April and May 2020 ACN provided the opportunity for organisations to advertise nursing positions for free on ACN's Career Hub. On completion of the 'Refresher Program', students received an email about career opportunities.

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Introduction

The Australian Government, Department of Healthⁱ on Wednesday 25th March announced the provision of funding to the Australian College of Nursing (ACN) to provide an online Refresher course to 1000 registered nurses with up-to-date information about acute nursing care, including latest evidence-based guidelines on COVID-19 infection control. The course oversubscribed within twenty-four hours of the announcement and a contract variation to increase the numbers to 3000 nurses was executed on Monday 30th March.

Monthly reports were provided during the delivery of the Refresher course and are not included in this report. This report focusses on the assessment of the delivery of the Refresher course and is based on reported data and course feedback from participants.

1.1 Aim and objective of the Government Funded Refresher Course

The refresher course aimed to enable registered nurses to re-enter the clinical workforce and assist with the national response to the COVID-19 pandemic. The objective was to have 3000 registered nurses complete the course within three weeks of enrollment.

1.2 Eligibility to undertake the Online Refresher Program for Registered Nurses

The course was offered immediately to eligible registered nurses who hold current general registration with the Nursing and Midwifery Board of Australia,ⁱⁱ and who meet the [Recency of Practice Registration Standard](#) of 450 hours practice within the last five years.

1.3 Project governance and implementation

The project governance team included the Chief Operating Officer, the Executive Director Education, Manager Education Development, Manager ICT, LMS Administrator and Course Coordinator Refresher course.

Members of the project governance team met daily initially to ensure the successful delivery of the project. These meetings enabled the project governance team to adapt the course to new clinical evidence about COVID-19 and respond to emerging issues raised by students enrolled in the course.

Other contributors to the project delivery included nurse educators who updated the course curriculum. Access to the course commenced on Monday 30th March and concluded Friday 10th July.

1.4 Refresher course delivery and structure

1.4.1 Course welcome

Course participants were **welcomed** to the course and were able to contact the course coordinator directly via an email: acnrefresher@acn.edu.au and for technical issues were able to contact ACN's IT support team at website.support@acn.edu.au

Course participants were advised they had three weeks to complete the course from the date they received the enrolment confirmation email.

All course participants were referred to the '*ACN Government Funded User Guide*' before starting the course.

Essential information included: how to login, course navigation, subject and course evaluation, and finally certificate production. The main landing page also included information about relevant forums and guides, including tutor and student forums, the student tearoom forum, announcements

forum, course information booklet, student reflective journal, Zoom recordings, frequently asked questions (FAQ), finishing the course and certificate forum.

1.4.2 Modules

The Refresher course was delivered online via CNnect, which enabled the participants self-paced learning, anytime and anywhere. The course modules were updated to include the latest clinical information. The course composed of nine (9) modules:

1. Infection prevention and control
2. Introduction to physical assessment
3. Care and management of a deteriorating patient
4. Assessment and management of common respiratory conditions
5. Assessment and management of common cardiac conditions
6. Assessment and management of common neurological conditions
7. Wound management
8. Assessment and management of common mental health conditions
9. Professional issues in contemporary nursing practice

Each module had the same formatting and use of icons to enable ease of navigation for the participants as they progressed through the course, see **Appendix 2**.

1.4.3 COVID-19 specific information

In addition to the nine (9) modules, ACN added COVID-19 specific emerging information from relevant health and government agencies, see **Appendix 3**. Announcements were made in the 'news forum' to all course participants even if they had completed the course to ensure that participants had access to the latest clinical

information, particularly from the National COVID-19 Clinical Evidence Taskforce.

1.4.4 Zoom sessions

ACN has been delivering the Refresher Course for several years; however, the government funded Refresher Course was enhanced by including Zoom sessions.

Figure1 Zoom Session in progress



The project governance team recognised that some participants may be 'digital immigrants' as opposed to 'digital natives' and may require extra support so they could rapidly onboard and navigate the course.

Eleven (11) Zoom sessions were delivered between 31st March and 29th April. Participants were surveyed to ascertain suitable times, and Zoom sessions were scheduled at different times to support the needs of participants and time zone variation in Australia. The frequently asked questions (FAQ) sheet was updated after Zoom sessions, see **Appendix 4**.

1.5 Course evaluation

ACN used a three-pronged approach to the course evaluation.

Course participants after each module were requested to complete a module feedback survey see **Appendix 5**.

One thousand one hundred and fifty (1150) telephone interviews with course participants were conducted over five days in May, see **Appendix 6**.

Lastly, course participants were requested to complete a course feedback survey see **Appendix 7**.

1.6 Motivating participants to complete and ensuring student success

ACN used scripted messages to motivate the participants to complete the course, see **Appendix 8**



Student comments

"Thank you so much for allowing me to do the RN refresher program again hopefully now the second time I will be allowed to make a smooth transition back into the hospital sector without the clinical component which held me back two years ago, as they did not have the resources for me to do it at that time.

The course was great and I enjoyed updating, as many aspects had changed from the previous course and it will improve my current role in nursing before I leave for a new role. The ACN have been extremely supportive to me over the last few years, I am greatly appreciative, and I just wanted you to know that I think you're all amazing. Wishing you and all the team at ACN all the very best for the future. I hope all of us nurses will make a difference."

"I have completed the ACN government funded refresher program. I am sitting here with my certificate of achievement printed out before me. Thank you for this opportunity. It is valued very much by me.

I am very grateful as I do not know if I may be asked to go back on the floor in this COVID-19 climate.

I can go now knowing that I at least have passed this and would only need to pick up the computerised medication and observation charting system. The course was very clear, informative and concise.

The references were great. I would have liked more time to leisurely complete this, but I am satisfied with what I have achieved in this last 3 weeks."

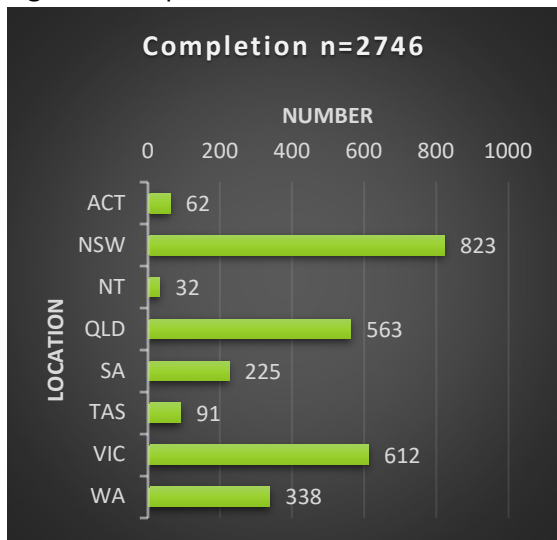
2 Results

2.1 Completion

There were participants from every state and territory in Australia.

ACT (62) NSW (823) NT (32) QLD (563) SA (225) TAS (91) VIC (612) and WA (338).

Figure 2 Completion



2.2 Overall satisfaction

The overall satisfaction was rated using a Likert scale (1-5).

One (1) 'Very dissatisfied' two (2) 'dissatisfied' three (3) 'neutral' four (4) 'satisfied' five (5) 'Very satisfied.'

A 4.2 overall satisfaction rating for the course was achieved see **Figure 3**.

Participants had the opportunity to provide feedback on each of the modules on completion.

For specific information related to each module, see **Appendix 9**.

Figure 3 Overall satisfaction



2.3 Telephone survey

A telephone survey was completed in May, and ACN contacted 1,165 participants.

1,150 (98.71%) agreed to participate in the survey.

15 (1.29%) declined participation.

Please note the variance in the numbers of responses to the survey as respondents could skip questions.

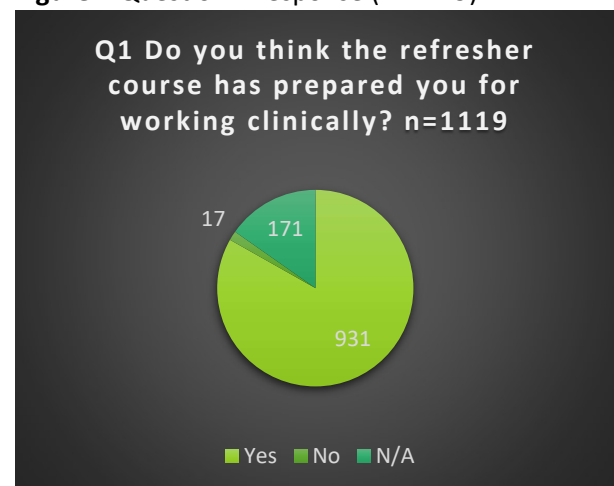
Q1 Do you think the refresher course has prepared you for working clinically?

Yes 931 (83.2%)

No 17 (1.52%)

N/A 171 (15.28%)

Figure 4 Question 1 response (n=1119)



Q2 If your role was unchanged, how effective was the refresher program to your current clinical role?

541 (71.75%) indicated that the refresher course was 'Extremely' (219) or 'Very' (322) effective in helping them with their current role.

157 (20.82%) indicated that the refresher course was somewhat effective in their current role.

56 (7.43%) indicated they enjoyed the refresher, but didn't feel that the content will help them in their current role

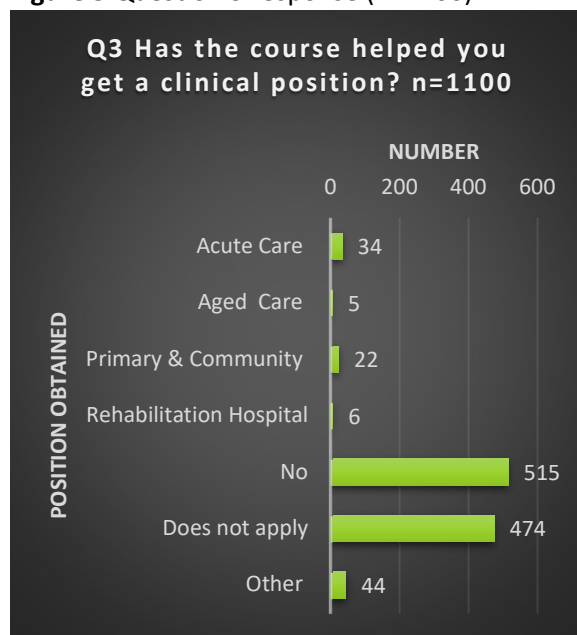
Q3 Has the course helped you get a clinical position?

66 (6%) had gained clinical employment at the time of the survey

44 (4%) indicated that the course would be useful in helping them gain employment

990 (90%) had not changed their role at the time of the survey

Figure 5 Question 3 response (n=1100)



Q4 What was your work setting prior to completing the ACN's nurse refresher course?

604 (53.93%) described the current work setting as 'other,' including

- Armed Forces RNs
- Aged Care RNs
- Cosmetic Nurses
- Correctional & School Nurses
- Infectious Disease Control RNs
- Mental Health Nurses; and
- Midwives.

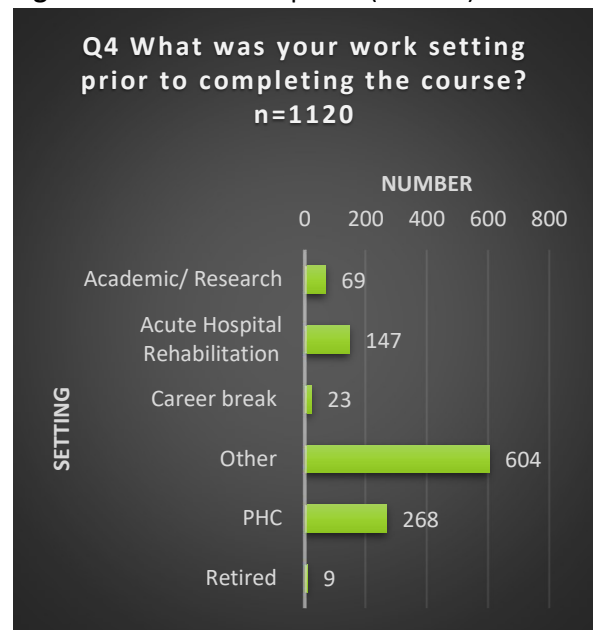
268 (23.98%) described the current work setting as Primary Health Care

147 (13.13%) described the current work setting as administration/management in acute care.

69 (6.16%) described the current work setting as nurse educators or researchers.

32 (2.85%) described themselves as currently retired or on a career break

Figure 6 Question 4 response (n=1120)



Q5 Where would you consider working now that you have completed the ACN's nurse refresher course?

449 (40.2%) would consider working in 'acute care.'

378 (33.84%) would consider working in 'other' and specified:

- Oncology
- Haemodialysis
- Justice Health
- Paediatrics
- Armed Forces RNs

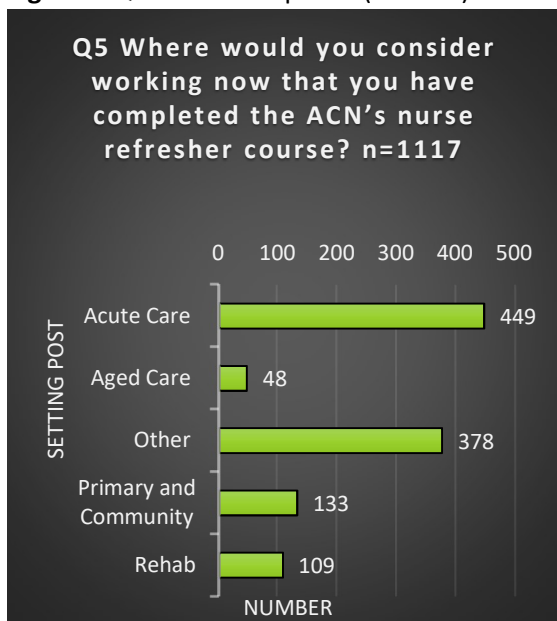
- Orthopaedics and rehabilitation
- Surgical and Intensive Care
- Aged and Palliative Care
- Cosmetic Nurses
- School Nurses
- Infectious Disease Control
- Remote community nursing
- Mental Health Nurses

133 (11.91%) would consider working in 'Primary and Community'

48 (4.3%) respondents would consider working in Aged Care

109 (9.76%) respondents would consider working in a rehabilitation hospital

Figure 7 Question 5 response (n=1117)



2.4 Course completion survey

Five questions were asked on the course completion survey however, only question one (1) and three (3) have been analysed for this report. Question two (2) and question four (4) requested the respondent to specify 'other' work settings and, due to the responses being too varied, it made categorising difficult. Question five (5) was privacy-related, and 1184 who completed the course agreed to ACN, "disclosing my personal information to the Federal, State and Territory Governments (or other health related entities) for the purpose of informing me about available nursing positions."

Q1 What was your previous work setting?

Previous work setting includes students' current work setting before the Refresher Program commencement and for retirees' work setting before retirement. The work setting categories identified are Academic and Research, Acute and Rehabilitation (admin), Career break, Community and Primary Health, Retired, and Other (various)

- 441** (16.46 %) Acute and Rehabilitation (admin/management role)
- 197** (7.35%) Academic and Research
- 211** (7.87%) Career break
- 644** (24.05%) Community and Primary Health (CPH)
- 23** (0.86 %) Retired
- 1162** (43.39 %) Other (various)

Figure 8 Previous work setting by state and territory (Pre-course)

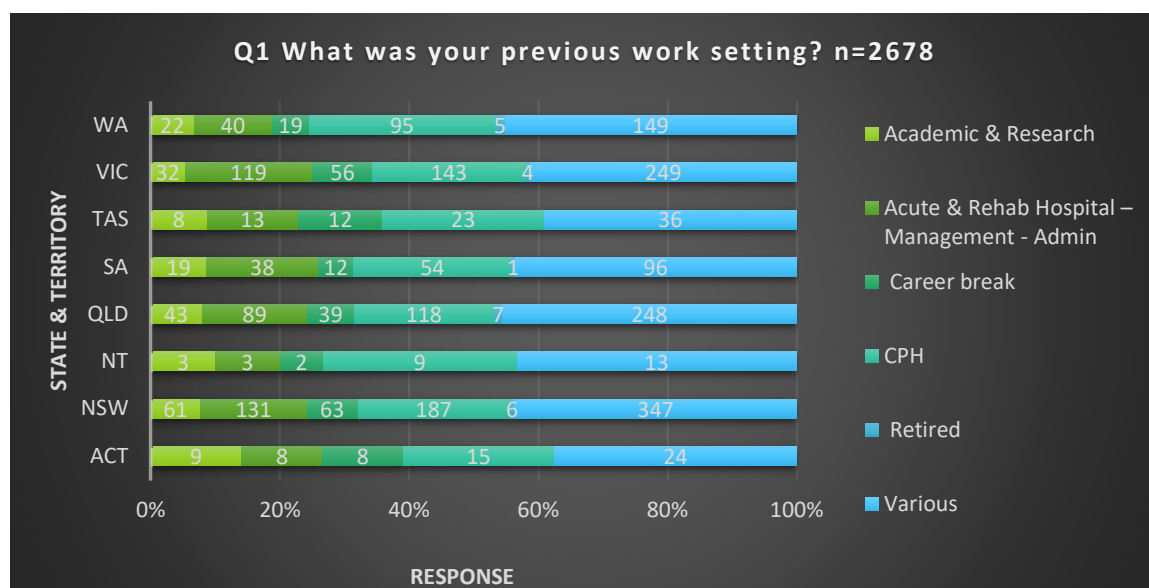


Table 1 Previous work setting by state and territory (Pre-course)

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Academic & Research	9	61	3	43	19	8	32	22
Acute & Rehab Hospital – Management - Admin	8	131	3	89	38	13	119	40
Career break	8	63	2	39	12	12	56	19
CPH	15	187	9	118	54	23	143	95
Retired		6		7	1		4	5
Various	24	347	13	248	96	36	249	149

Q3 Following the completion of the course, where would you consider working?

Respondents on course completion would now consider working in Acute Care, Aged Care, Primary and Community Health (PHC), Rehabilitation, and Other (Various)

- 1563** (57.97%) Acute Care
- 167** (6.19%) Aged Care
- 566** (21%) Primary and Community Health (PHC)
- 106** (3.93%) Rehabilitation
- 294** (10.90%) Other (various)

Figure 9 Locations participants would consider working in by state and territory, upon course completion.

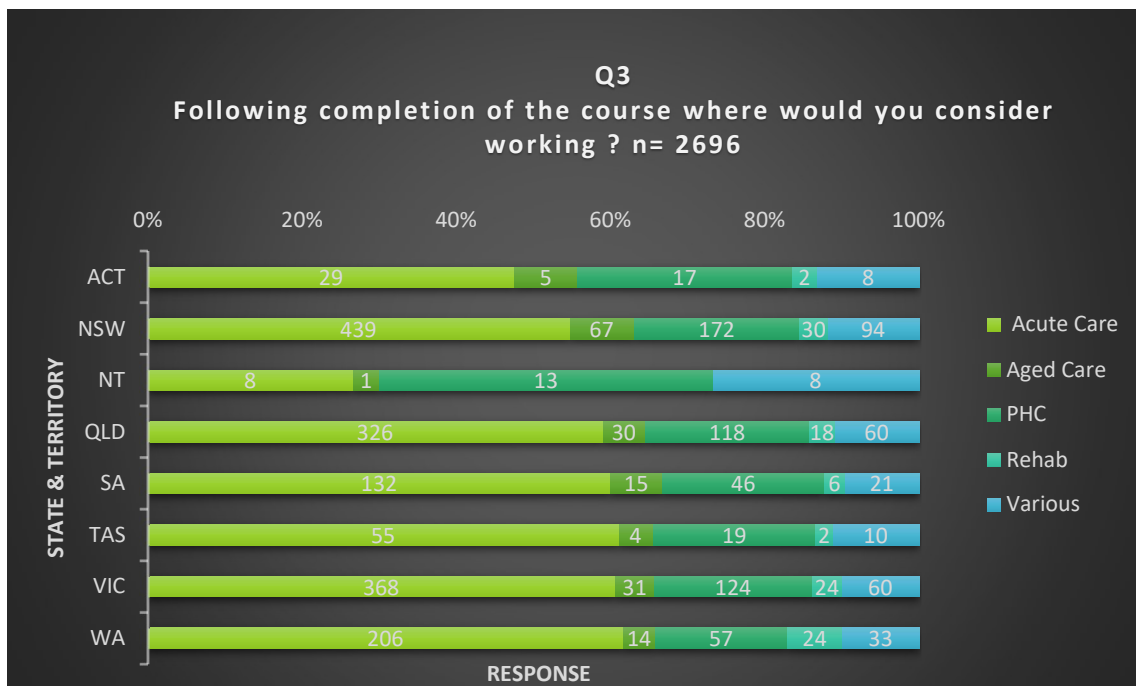


Table 2 Locations participants would consider working in by state and territory (Post-course)

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Acute Care	29	439	8	326	132	55	368	206
Aged Care	5	67	1	30	15	4	31	14
PHC	17	172	13	118	46	19	124	57
Rehab	2	30		18	6	2	24	24
Various	8	94	8	60	21	10	60	33

3 Discussion

The uptake of the course by registered nurses in each state is indicative of the number of registrations of registered nurses in Australia. Registered nurses are mostly employed on the east coast to meet the healthcare needs of the population. **2,746** registered nurses completed the course. Completion was distributed across states as follows: ACT **62** NSW **823** NT **32** QLD **563** SA **225** TAS **91** VIC **612** and WA **338**.

The course achieved a **91.5%** completion rate. The high completion rate reflects the students' genuine desire to be available and contribute to the Australian Government's response to the pandemic.

The student comment below is indicative of the feedback ACN received.

Just wanted to say a big thank you for getting all the information for the course up and running so smoothly. I can only imagine how flooded you were with enquiries and people wanting to get into [the course].

Happy to say I have just completed the course and downloaded my certificate. The information refresh was absolutely invaluable and hopefully I can put my knowledge to good use now."

ACN was able to utilise its educational experience as an online provider of nursing educational products in the Higher Education and VET sector to manage emerging issues, support student engagement and enable student success.

The program governance team identified before the commencement of the course that ACN would need to embed some risk mitigation strategies to achieve a high completion rate. Firstly, it was acknowledged that some students may be 'digital immigrants' as opposed to 'digital natives' and may require extra support so they could rapidly onboard and navigate the course.

To enhance the students' experience, ACN's education team launched a daily series of video conference sessions for the refresher course. These sessions were scheduled at different times of the day to meet the needs of the learners. The need for flexibility was compounded at the time of launch as some of the students had family members who needed to use the family computer for homeschooling and remote working.

There were many 'digital immigrants,' and they needed assistance with general site navigation, how to access the modules in the course, how to submit questions in the quiz, or even how to log in and access material. Early sessions were recorded and used as a resource for learners who were not able to attend. The need for the sessions was acute and reduced over time.

As the students progressed through the course, the education team was able to guide them through the course content and lead discussions pertinent to the care of people with COVID-19. The students began to interact with and support each other, forming a learning community. There was discussion about applying for jobs and giving back to the community when they had completed the course. The video conference sessions were also used to update the students as new information about COVID-19 was released by the Australian Government, State and Territory Governments and the World Health Organisation.

Secondly, it was acknowledged that motivation could subside after the initial euphoria of enrolling in the course. ACN had scripted messages following enrolment at specific trigger points of the course duration, so if students had not completed activities, they were contacted by SMS and emails. The education team were also contactable by email and in-person via the Zoom sessions, to motivate students and support student engagement. In a final drive to increase completion rates, messages were also sent via CNnect from the Chief Nursing and Midwifery Officer, Adjunct Professor (Practice) Alison McMillan. ACN also sent emails to all students still enrolled in the course with a key message for the final three weeks before the course's closure on the 10th July.

Overall, course satisfaction was **4.2**, based on a Likert scale of 5. Individual modules were also evaluated see **Appendix 9** for a more detailed analysis. It was evident that students initially had difficulty navigating the modules, but this improved as students progressed through the modules and with the Zoom session support. Below is the overall satisfaction of each module.

- Infection prevention and control **4.18**
- Introduction to physical assessment **4.16**
- Care and management of a deteriorating patient **4.32**
- Assessment and management of common respiratory conditions **4.32**
- Assessment and management of common cardiac conditions **4.31**
- Assessment and management of common neurological conditions **4.27**
- Wound management **4.09**
- Assessment and management of common mental health conditions **4.08**
- Professional issues in contemporary nursing practice **4.32**

A telephone survey (n=1150) was completed in May, and this acted as a litmus test. The survey enabled ACN to see if the course was meeting students' needs (Yes 83.2%) and if nurses were gaining employment in relevant fields when they had completed the course. Sixty-six (66) had successfully gained employment when surveyed. The telephone survey enabled ACN to capture participants' current employment status, and which sector they worked in and where they would choose to work post-course completion.

After the course, students were invited to complete a final course survey. It was interesting to see the current work environments identified by students who completed this question (n=2678). Current work environment/status included: Academic and Research **197**, Acute and Rehabilitation **441** Career break **211**, Primary and Community Health (PHC) **644**, Retired **23**, and **Other** (various) **1162**.

Post-course students (n=2696) identified where they would now choose to work: Acute Care **1563**, Aged Care **167**, PHC **566**, Rehabilitation **106**, Other (various) **294**. After the course, students identified that they were ready, willing, refreshed, and able to be "called-up" to assist with the Government's workforce response to COVID-19.

During April and May 2020, ACN provided the opportunity for organisations to advertise nursing positions for free on ACN's Career Hub. On completion of the 'Refresher Program,' students received an email about career opportunities. ACN also advertised the Victorian Government's request for health care workers across all media platforms, as well as to students who completed the Online Refresher Program for Registered Nurses.

Appendix 1

Glossary of Terms

Term	Definition
Announcement Forum	A forum for general news and announcements
CNnect	ACN's online learning environment
Finishing the Course and Certificate Forum	A forum to instruct participants how to complete the feedback survey and download their certificate, once they completed their last module
Frequently Asked Questions (FAQ)	FAQ sheet specific to the ACN Government Funded Refresher Course
Tutor and Student Forum	An interactive forum where questions could be asked and receive a response.
Student Reflective Journal	A journal used by the student to record reflections. Not used in assessments but a helpful tool to record personal learning experience.
Student Tearoom Forum	This area is for communication between students only.

Appendix 2

Example of module structure




The screenshot shows the CNnect Australian College of Nursing Student Portal. At the top left is the CNnect logo and the text 'Australian College of Nursing Student Portal'. To the right is a search bar containing the text 'Search Courses'. Below the search bar is a grey dropdown menu with a downward arrow and the text 'Infection prevention and control'. Below the dropdown menu is a list of resources, each with an icon, a title, and a checkbox on the right:

-  Infection prevention and control module
-  Resource folder for infection control module
-  Printable learning guides
-  Infection Prevention and Control Quiz
-  Student Reflective Journal
-  Feedback on Infection Prevention and Control Module

Appendix 3







Coronavirus/COVID-19 online learning modules and information

 **CNnect**
Australian College of Nursing Student Portal


Search Courses

▼ Coronavirus/COVID-19 online learning modules & information

This tab will be updated frequently with the changes unfolding with COVID 19. Announcements will be posted in the news forum.

-  Nursing and Midwifery Board of Australia (NMBA) statement on Covid-19 for reference only click on the link and refresh this page to complete activity
-  Australian Government Department of Health COVID-19 Infection control training for reference only click on the link and refresh this page to complete activity
-  World Health Organization COVID-19 training module for reference only click on the link and refresh this page to complete activity
-  Infection Control Resources
-  National COVID-19 Clinical Evidence Taskforce Caring for people with COVID-19
-  Updated resources

We will add to this when we receive updates

-  COVID 19 & cardiac implications - article of interest

Appendix 4

Frequently asked questions

We will be adding answers to the general questions asked in the zoom sessions here. You can also access the recordings of the zoom sessions on the main page of CNnect.

1. Q How long do I have to complete the course?

A Three weeks from the day of enrolment for government-funded participants.

2. Q. Is three weeks enough time to complete?

A. There are approximately 36 hours of learning within the course which is equivalent to 2 hours of learning per day, as you are refreshing your knowledge this is achievable

3. Q, Do I have to complete the WHO modules in the COVID section?

A. No, you have to open the link and can refer to them once the course is completed. Refresh the CNnect page once you have clicked the link and the activity will be marked as complete.

4. Q. Do I have to complete all of the modules within the course?

A. Yes, you have to complete all of the modules and score at least 80% in each of the quizzes to be able to print your certificate. You have three attempts at each quiz.

5. Q. What do I do when I finish the course to be able to start work?

A. Apply for jobs at your local hospital or join an agency. Show them your certificate.

6. Q. Does the course include BLS?

A. No, this is a requirement of your employer within mandatory training.

7. Q. How can I track my completion?

A. After completing each topic, a tick will appear in the box next to the topic, or you can put the tick manually once you have completed the module. The only boxes that cannot be ticked are the dotted ones against the quizzes.

8. Q. How can we access the slides and the resource folder / reflective journal at the same time?

A. Right-click on the resource folder/ reflective journal will give you the option to open it in a new page. This will help to work on both documents simultaneously.

9. Q. Some of the quiz answers do not align with the slide content.

A. If you find typos or errors in quiz questions during your first attempt, please let us know by emailing acnrefresher@acn.edu.au, and we will look into it.

10. Q. The resources link in the resources folder is not working.

A. The resource links sometimes drops out, please let us know by emailing us the exact location of the resource, and we will relink it for you.

11. Q. Is the student reflective journal compulsory?

A. No, it is an optional activity. We recommend that you do reflect on what you have learned and write it in the journal but it's totally up to the individual.

12. Q. "I did not receive formal email notification of acceptance. Could you please tell me what date exactly I was enrolled"?

A. We can't see individual start dates, so please refer to the letter's date with your log in details.

13. Q. I've finished the last quiz, but I can't see my certificate.

A. In the first section, you'll see a checkbox next to a line that reads Course Completion Feedback. Once you've done this, your certificate will be available for download. We'd appreciate it if you'd also complete the feedback survey.

Appendix 5

Feedback on modules

1. The content in this module was clear and easy to understand.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

2. The module length and duration was appropriate.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

3. This module has refreshed my knowledge on the subject.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

4. I have learnt something new in this module.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

5. Please list the concept/idea/information that was new to your learning:

6. The learning content discussed nursing care strategies that can be implemented in the clinical environment.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

7. Resource links provided within the content reinforced my learning.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

8. The content in this module was comprehensive.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

9. Please comment on what should be improved or added.

10. It was easy to navigate through CNnect site.

(1)Strongly Disagree

(2)Disagree

(3)Neutral

(4)Agree

(5)Strongly Agree

11. Please rate your overall satisfaction towards this module:

(1)Very Dissatisfied

(2)Dissatisfied

(3)Neutral

(4)Satisfied

(5)Very Satisfied

Appendix 6

Telephone survey

- Q1. Do you think the refresher course has prepared you for working clinically?
- Q2. How effective was the Refresher course for you? Any benefits to your current role?
- Q3. Has it helped you get a clinical position?
- Q4. What was your work setting prior to undertaking the refresher course?
- Q5. Having completed the course, where would you consider working?
- Q6. How did you hear about the Government's scholarship for the ACN Refresher program?

Appendix 7

Course completion feedback

1. What was your previous work setting?

Academic/Research

Primary & Community - Management/Administration

Acute Hospital/Rehab Hospital – Management/Administration

Retired

Career break

Other

2. If your answer is "Other" for question 1, please specify here

3. Following completion of the course, where would you consider working:

Aged Care

Acute Care

Rehabilitation Hospital

Primary & Community Care (including GP practices)

Other

4. If your answer is "Other" for question 3, please enter your option:

Important Information

By completing the Refresher Program for Registered Nurses, the Australian College of Nursing (**ACN**) has collected your personal information (e.g. name, date of birth, email, mobile, address and registration status) to support its functions in delivering the course to you.

ACN would like to disclose your personal information to the Federal, State and Territory Governments (or other health-related entities) for the purpose of informing you about available nursing positions.

ACN would also like to use your personal information to:

- enrol you in ACN's Career Hub for the purpose of informing you about available nursing positions; and
- contact you about membership and other services offered by ACN.

ACN is regulated by the *Privacy Act 1988* (Cth), which protects the privacy of your personal information. For information about how ACN collects, uses and discloses personal information or

how you may request access to, or correct the personal information that ACN holds about you, please refer to the ACN privacy policy available at: [ACN Privacy Policy](#).

5. Please tick the boxes below if you consent to ACN collecting, using and disclosing your personal information in the way described.

I consent to ACN disclosing my personal information to the Federal, State and Territory Governments (or other health related entities) for the purpose of informing me about available nursing positions.

I consent to ACN using my personal information to enrol me in ACN's Career Hub for the purpose of informing me about available nursing positions.

I consent to ACN using my personal information to contact me about membership and other services offered by ACN.

I do not consent.

Appendix 8

SMS script for the refresher program

Not logged in

Reminder to log into your ACN refresher course. You have three weeks to complete this course from the day that you were enrolled. Contact acnrefresher@acn.edu.au

End of week one

You have three weeks to complete this course. You should have now completed the first three modules. Contact acnrefresher@acn.edu.au if you need any assistance

Not logged in after week two

We have noticed that you have not logged in Contact acnrefresher@acn.edu.au

End of week two

You should now have completed six of the modules Contact acnrefresher@acn.edu.au if you need any assistance.

Middle of last week

You have three days left to complete the course Contact acnrefresher@acn.edu.au if you need any assistance.

Emails sent three weeks before the end of course 10th July 2020.

23rd June Email from Alison McMillan via ACN

Thank you for enrolling in the ACN Refresher Program. Australians across the nation are to be congratulated in their response to the significant measures that have been required. Your enrolment in this program contributes to this response. To ensure the maximum number of participants are able to complete their program, the deadline for completion has been extended to 10th July 2020. This program, funded as a key initiative of the Australian Government Department of Health's response to the COVID-19 pandemic, will equip you to contribute to Australia's surge health workforce. Your completion of the refresher program contributes to the capacity of the health system to respond to the possibility of a resurgence of the virus. The Government has invested in you to ensure we have a surge capacity in nursing workforce should we need it. Please login and ensure you complete your program before 10th July 2020. Remember, the program also contributes to your continuing professional development.

If you no longer wish to complete the program, please contact ACN on acnrefresher@acn.edu.au

26th June Email from ACN 2 weeks to go

Thank you for enrolling in the ACN Refresher Program. Australians across the nation are to be congratulated in their response to the significant measures that have been required. Your enrolment in this program contributes to this response. The deadline for completion of the program is two weeks away on 10th July 2020. This program, funded as a key initiative of the Australian Government Department of Health's response to the COVID-19 pandemic, will equip you to contribute to Australia's surge health workforce. Your completion of the refresher program contributes to the capacity of the health system to respond to the possibility of a resurgence of the virus. The Government has invested in you to ensure we have a surge capacity in nursing workforce should we need it. Please login and ensure you complete your program before 10th July 2020. Remember, the program also contributes to your continuing professional development.

If you no longer wish to complete the program, please contact ACN on acnrefresher@acn.edu.au

3rd July Email from ACN 1 week to go

Thank you for enrolling in the ACN Refresher Program. Australians across the nation are to be congratulated in their response to the significant measures that have been required. Your enrolment in this program contributes to this response. There is one week left to complete the program before 10th July 2020. This program, funded as a key initiative of the Australian Government Department of Health's response to the COVID-19 pandemic, will equip you to contribute to Australia's surge health workforce. Your completion of the refresher program contributes to the capacity of the health system to respond to the possibility of a resurgence of the virus. The Government has invested in you to ensure we have a surge capacity in the nursing workforce should we need it.

Please login and ensure you complete your program before 10th July 2020. Remember, the program also contributes to your continuing professional development.

If you no longer wish to complete the program, please contact ACN on acnrefresher@acn.edu.au

Appendix 9

Individual module feedback

Table 1 Module 1 Infection Prevention and control

Submitted answers: 1604 Overall satisfaction 4.18

Question		Responses					
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		43	17	75	868	599	
		2.7%	1.1%	4.7%	54.1%	37.3%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		40	14	129	955	453	
		2.5%	0.9%	8.0%	59.5%	28.2%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		37	3	53	741	750	
		2.3%	0.2%	3.3%	46.2%	46.8%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		37	34	282	763	472	
		2.3%	2.1%	17.6%	47.6%	29.4%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		36	6	40	843	637	
		2.2%	0.4%	2.5%	52.6%	39.7%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		37	9	102	883	533	
		2.3%	0.6%	6.4%	55.0%	33.2%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		38	9	77	897	546	
		2.4%	0.6%	4.8%	55.9%	34.0%	
9	It was easy to navigate through CNet site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		46	104	328	746	344	
		2.9%	6.5%	20.4%	46.5%	21.4%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	Average
		12	10	73	886	583	
		0.7%	0.6%	4.6%	55.2%	36.3%	

Table 2 Module 2 Introduction to physical assessment

Submitted answers: 1309 Overall satisfaction 4.16

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		17	29	105	766	388	4.12
		1.3%	2.2%	8.0%	58.5%	29.6%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		15	30	136	764	347	4.03
		1.1%	2.3%	10.4%	58.4%	26.5%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		16	9	62	663	542	4.26
		1.2%	0.7%	4.7%	50.6%	41.4%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		11	25	221	622	411	4.02
		0.8%	1.9%	16.9%	47.5%	31.4%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		13	8	57	728	475	4.19
		1.0%	0.6%	4.4%	55.6%	36.3%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		19	11	98	753	399	4.08
		1.5%	0.8%	7.5%	57.5%	30.5%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		17	16	92	741	416	4.10
		1.3%	1.2%	7.0%	56.6%	31.8%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		28	69	240	625	315	3.79
		2.1%	5.3%	18.3%	47.7%	24.1%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		10	11	93	705	463	4.16
		0.8%	0.8%	7.1%	53.9%	35.4%	

Table 3 Module 3 Care & management of a deteriorating patient

Submitted answers: 1253 Overall satisfaction 4.32

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		16	1	41	670	518	4.32
		1.3%	0.1%	3.3%	53.5%	41.3%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		13	9	76	701	445	4.22
		1.0%	0.7%	6.1%	55.9%	35.5%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		15	3	60	598	564	4.32
		1.2%	0.2%	4.8%	47.7%	45.0%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		17	14	214	587	404	4.03
		1.4%	1.1%	17.1%	46.8%	32.2%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		14	2	28	646	545	4.32
		1.1%	0.2%	2.2%	51.6%	43.5%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		11	3	53	665	495	4.24
		0.9%	0.2%	4.2%	53.1%	39.5%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	4	66	653	501	4.26
		0.7%	0.3%	5.3%	52.1%	40.0%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		14	59	153	631	370	3.96
		1.1%	4.7%	12.2%	50.4%	29.5%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		8	0	47	605	570	4.32
		0.6%	0.0%	3.8%	48.3%	45.5%	

Table 4 Module 4 Assessment and management of common respiratory conditions

Submitted answers: 1213 Overall satisfaction 4.32

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		13	7	67	652	467	4.26
		1.1%	0.6%	5.5%	53.8%	38.5%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		11	17	85	677	412	4.18
		0.9%	1.4%	7.0%	55.8%	34.0%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		12	2	30	553	591	4.35
		1.0%	0.2%	2.5%	45.6%	48.7%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	14	188	570	416	4.09
		0.8%	1.2%	15.5%	47.0%	34.3%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	2	45	658	475	4.25
		0.8%	0.2%	3.7%	54.2%	39.2%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		7	15	101	654	412	4.14
		0.6%	1.2%	8.3%	53.9%	34.0%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	10	47	628	494	4.25
		0.8%	0.8%	3.9%	51.8%	40.7%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		14	26	123	611	403	4.03
		1.2%	2.1%	10.1%	50.4%	33.2%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		6	6	49	576	555	4.32
		0.5%	0.5%	4.0%	47.5%	45.8%	

Table 5 Module 5 Assessment and management of common cardiac conditions

Submitted answers: 1189 Overall satisfaction 4.31

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	10	52	658	452	4.27
		0.8%	0.8%	4.4%	55.3%	38.0%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	24	104	636	401	4.14
		0.8%	2.0%	8.7%	53.5%	33.7%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	0	27	515	616	4.40
		0.8%	0.0%	2.3%	43.3%	51.8%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		8	7	144	578	435	4.16
		0.7%	0.6%	12.1%	48.6%	36.6%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		8	2	29	617	507	4.29
		0.7%	0.2%	2.4%	51.9%	42.6%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	18	74	608	444	4.14
		0.8%	1.5%	6.2%	51.1%	37.3%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		8	9	47	571	515	4.23
		0.7%	0.8%	4.0%	48.0%	43.3%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		13	29	106	593	414	4.06
		1.1%	2.4%	8.9%	49.9%	34.8%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		6	6	37	569	544	4.31
		0.5%	0.5%	3.1%	47.9%	45.8%	

Table 6 Module 6 Assessment and management of common neurological conditions

Submitted answers: 1148 Overall satisfaction 4.27

1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		8	17	119	628	366	4.13
		0.7%	1.5%	10.4%	54.7%	31.9%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		10	35	112	638	333	4.04
		0.9%	3.0%	9.8%	55.6%	29.0%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		6	2	33	562	524	4.34
		0.5%	0.2%	2.9%	49.0%	45.6%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		6	7	119	551	448	4.20
		0.5%	0.6%	10.4%	48.0%	39.0%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		3	4	44	621	458	4.28
		0.3%	0.3%	3.8%	54.1%	39.9%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		5	12	63	614	425	4.18
		0.4%	1.0%	5.5%	53.5%	37.0%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		3	5	57	589	473	4.27
		0.3%	0.4%	5.0%	51.3%	41.2%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		6	33	106	595	371	4.03
		0.5%	2.9%	9.2%	51.8%	32.3%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	Average
		5	7	59	569	486	4.27
		0.4%	0.6%	5.1%	49.6%	42.3%	

Table 7 Module 7 Wound management

Submitted answers: 1182 Overall satisfaction 4.09

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		14	58	125	622	352	4.02
		1.2%	4.9%	10.6%	52.6%	29.8%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	30	112	662	352	4.07
		0.8%	2.5%	9.5%	56.0%	29.8%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	16	81	611	435	4.15
		0.8%	1.4%	6.9%	51.7%	36.8%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	24	183	586	363	4.03
		0.8%	2.0%	15.5%	49.6%	30.7%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		8	6	82	672	393	4.16
		0.7%	0.5%	6.9%	56.9%	33.2%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		7	26	141	636	340	4.00
		0.6%	2.2%	11.9%	53.8%	28.8%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	33	134	598	377	4.02
		0.8%	2.8%	11.3%	50.6%	31.9%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	31	104	618	385	4.04
		0.8%	2.6%	8.8%	52.3%	32.6%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		11	36	121	568	423	4.09
		0.9%	3.0%	10.2%	48.1%	35.8%	

Table 8 Module 8 Assessment and management of mental health conditions

Submitted answers: 1177 Overall satisfaction 4.08

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		11	51	137	621	350	4.04
		0.9%	4.3%	11.6%	52.8%	29.7%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		17	55	133	642	315	3.97
		1.4%	4.7%	11.3%	54.5%	26.8%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		9	24	108	608	414	4.15
		0.8%	2.0%	9.2%	51.7%	35.2%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		13	34	232	561	321	3.93
		1.1%	2.9%	19.7%	47.7%	27.3%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		8	11	80	663	397	4.17
		0.7%	0.9%	6.8%	56.3%	33.7%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		10	12	102	599	425	4.13
		0.8%	1.0%	8.7%	50.9%	36.1%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		11	32	137	581	389	4.04
		0.9%	2.7%	11.6%	49.4%	33.1%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	
		15	35	126	614	358	4.00
		1.3%	3.0%	10.7%	52.2%	30.4%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	
		10	36	120	582	407	4.08
		0.8%	3.1%	10.2%	49.4%	34.6%	

Table 9 Module 9 Professional practice issues

Submitted answers: 1305 Overall satisfaction 4.32

Label	Question	Responses					Average
1	The content in this module was clear and easy to understand.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		12	8	77	713	488	4.25
		0.9%	0.6%	5.9%	54.6%	37.4%	
2	The module length and duration was appropriate.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		11	6	64	741	462	4.21
		0.8%	0.5%	4.9%	56.8%	35.4%	
3	This module has refreshed my knowledge on the subject.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		10	4	68	694	511	4.26
		0.8%	0.3%	5.2%	53.2%	39.2%	
4	I have learnt something new in this module.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		12	34	279	627	331	3.89
		0.9%	2.6%	21.4%	48.0%	25.4%	
5	The learning content discussed nursing care strategies that can be implemented in the clinical environment.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		8	1	53	697	524	4.27
		0.6%	0.1%	4.1%	53.4%	40.2%	
6	Resource links provided within the content reinforced my learning.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		7	4	75	699	482	4.17
		0.5%	0.3%	5.7%	53.6%	36.9%	
7	The content in this module was comprehensive.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		7	7	76	699	488	4.20
		0.5%	0.5%	5.8%	53.6%	37.4%	
9	It was easy to navigate through CNnect site.	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Average
		12	34	105	689	438	4.09
		0.9%	2.6%	8.0%	52.8%	33.6%	
10	Please rate your overall satisfaction towards this module:	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)	Average
		4	4	62	623	590	4.32
		0.3%	0.3%	4.8%	47.7%	45.2%	

ⁱ [Australian Government Department of Health. Training to help nurses re-enter the health workforce](#)

ⁱⁱ [Nursing and Midwifery Board Ahpra](#)