

HRH GLOBAL RESOURCE CENTER eLEARNING: A PORTAL FOR LEARNING AND TRAINING

BACKGROUND

Health workers and managers in low- and middle- income countries have a large unmet need for practical training and educational opportunities that would help enable them to provide quality care and effectively manage the health system to maximize service delivery to populations in need. Issues with traditional training, such as travel costs and the inability to take time away from understaffed posts, are often barriers to continued education for health workers.

To address this gap, CapacityPlus's HRH Global Resource Center (GRC) (<http://www.hrresourcecenter.org>), the premier digital library for human resources for health (HRH) resources, responded to the high number of user requests and developed an eLearning program (<http://www.hrresourcecenter.org/eLearning>) that offers free courses developed by technical experts in the fields of HRH, health informatics, and health service delivery to build the capacity of country-based users in critical skills development. The program is low-bandwidth-friendly and offers self-paced courses with modular lessons designed to meet a number of different learning needs.

INNOVATIVE PLATFORM

Developed on a flexible, open source platform, each course provides basic information on the purpose, audience, and learning goals for the course. It also includes links to course resources, videos, and tutorials for more information on core content, and live feeds from the GRC with the latest supporting materials for the topic.

Technical experts author the content based on best practices in their field and lessons learned from offering trainings in-country. The platform also allows the course creators to offer audio and video files to enhance the user experience or provide demonstrations of complex tasks and activities, such as how to download software or use a new tool. All audio and video files have full transcriptions available for those who have difficulty downloading audio or video files or who prefer to read the information.

Instructors can also choose to create student forums for courses to encourage peer-to-peer learning and sharing. The forums give users the opportunity to ask questions of the instructor and each other, and to provide feedback on the course activities that the GRC team will use to improve future editions of the course and to develop networks and communities of learners to further the impact of the training.

SERVING TRAINING NEEDS

The first course published in the GRC's eLearning program is iHRIS Administrator – Level 1, which provides instruction on the basic skill set needed to enable users to administer and customize CapacityPlus's human resources information systems software, iHRIS Manage and iHRIS Qualify. In the first four months, 340 users from 65 countries signed up to take the course, demonstrating a demand for this training beyond the countries receiving direct technical assistance from CapacityPlus.

Future courses will cover topics such as gender issues in the health workforce, monitoring and evaluation of HRH programs, and how to develop effective, tailored incentive packages to attract and retain health workers in rural and remote areas. Courses are available in English and can be developed in or translated to other languages as needed.

HRH GLOBAL RESOURCE CENTER ELEARNING SERVICES

The GRC eLearning program supports health workers and HRH stakeholders by providing essential HRH training, including:

- Integration with the GRC, the largest digital library of open access HRH resources
- Flexible platform capabilities that can support features such as demos, videos, and audio to meet a wide variety of learner needs
- Automatic issuing of certificates for users who successfully complete a course
- Open forums for learners to ask questions of the instructors and each other, and to build networks of people working in the field with similar information needs.