

Clinical Learning Australia
Frequently Asked Questions



This document provides answers to several frequently asked questions regarding 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 on how to use CLA.

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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](#).

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, they can view previous assessments 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.

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 portable across training programs / sites. If a prevocational doctor commences training in another training program / site, 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.

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?](#)

Yes, prevocational doctors that have completed their PGY1 and PGY2 training will still be able to access the system to download a record of their learning using the login details they used when a PGY1 or PGY2 doctor. To change these login details to a new username/email address, contact the national CLA administrator.

[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 then 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 at a later time. The forms will indicate on the right of the form title 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. 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?

Yes, both blank and partially completed forms 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.

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 each 'Group' 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 DCT or EDMS and you will have all the privileges that come with this role.

Term and Clinical Supervisors are allocated to prevocational doctors through the Term Allocations process, here you can be assigned a relationship of Term or Clinical Supervisor to the prevocational doctor(s) you will be supervising in addition to your DCT role if required.

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.

In order to see prevocational doctors on your dashboard, you must be added to the same Cohort Group as the prevocational doctors. Contact your local CLA Administrator.

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'.

How does the system prevent duplicate user accounts?

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

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.

The Director of Clinical Training (DCT)/Executive Director of Medical Services (EDMS) at my organisation cannot see any prevocational doctors in their dashboards.

In order for a DCT or EDMS to see prevocational doctors on their dashboard, they must be added to the same Cohort Group as the prevocational doctors. Add the DCT/EDMS in the same way as you added the prevocational doctors. See the [Creating and managing users](#) quick reference guides for more information.

[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.

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 are able to complete an additional sign off form to confirm they have read and agree with an 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.

[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 is able to 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 reflective 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 access to the PGY doctor's record 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. If the PGY doctor is moving to a new organisation within the same state/territory, then a state admin user with relevant permissions across both sites can manage the change in 'ownership'. If moving inter-state, then this change needs to be made by the Nationwide System Administrator, i.e. contact CLA Support. 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. Once a user has logged in, then the account can only be deleted by the software provider. Admin users can archive users which will remove any user accounts from the list of active users. 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.

[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.

[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.

FAQs for local Information and Communications Technology (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.