Kineo LMS and Course Library
Presented by Peak Services

peak
services

Contents

1   Courses

'Our pre-built courses aim to deliver best-in-class workplace digital learning'

With compliance and training being fundamental to the success of all organisations, Peak's learning provider Kineo Courses provides the essential tools to manage successful business. Our content offers a highly interactive experience, designed with the learner in mind, focused on behavioural change.

Peak Services has partnered with Kineo to deliver essential tools that provide personalised, engaging, and effective training for your team. The partnership between Peak Services and Kineo, features competitive rates on Kineo Courses and is complimented but a Kineo's distinctive training delivery portal at no additional cost with full library subscription.

The Kineo training delivery portal branded and personalised to suit your needs to and includes complete training for its administration and are available for support post go-live. Additionally, you will have unlimited access to Learning Activity Builder (LAB), our in-house course creator, where you can create your own courses.

Peak's Kineo courses delivery method provides ready-to-deploy solutions, ensuring quick and easy implementation of your courses within a matter of hours. Kineo's training delivery portal is very easy to deploy and manage, and the Service Desk Team is dedicated to providing onboarding and ongoing support with any technical or general query raised. Driven by market intelligence and industry expertise, we help leading businesses improve the life and work performance of their employees through learning and technology. With our clients at the centre of our philosophy, operations and ideas, we provide the confidence needed for organisations to compete, grow and achieve.

We are committed to being innovative. Our solution takes a step beyond the cookie-cutter approach of many content libraries available off the shelf today. We believe it is time the true potential of corporate learning is realised. We build content that helps shape the workforce of the future.

We continue to challenge the status quo and innovate the online training experience in a way that is personal, relevant, and more effective. We believe corporate learning should deliver real impact to more people, impact that is measurable for both individuals and the organisation. Our range of pre-built workplace digital learning products defines the future benchmark and leads the conversation.

Whether it is onboarding a new employee, building new skills or changing workplace behaviour, every organisation understands the importance of training and retraining.

The challenge? Your staff are already pressed for time. Likewise, you have worked diligently to allocate your online training resources and stretch your training budget. Pre-built online learning could be the answer to ensuring your training goals can be met efficiently and effectively in a neat little package that doesn't require any of your time or assets.

Our courses are frequently updated to ensure the content remains in line with current legislation and best practices.

We combine world-class technology and learning principles to focus on what matters; ensuring relevant knowledge is transferred and applied in the workplace. We do this by:

- utilising on-trend digital learning approaches, using interactive challenges, stories and elements of fun and surprise to drive engagement,
- providing a highly impressive experience our clients enjoy and recommend,
- expanding from providing compliance courses to providing a searchable and shareable repository of resources – courses, infographic takeaways, animated videos, guidelines and more
- focusing on business impact of our training first and foremost.

Credible Content

You can be **assured** that our content is:

- delivered by a trusted advisor in the compliance learning space,
- built in partnership with prominent industry subject matter experts, and
- endorsed by highly regarded independent sector organisations

Adaptics Technology

Our Adaptics pre-assessment technology dynamically adapts training materials for the individual. Learners can apply their existing experience and knowledge to streamline their learning and focus only on areas where knowledge gaps have been identified.
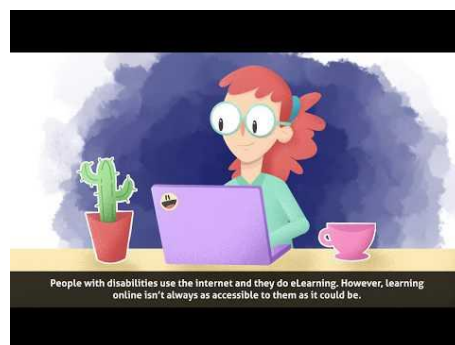

Fully Responsive

Responsive format is our latest approach to course design. It combines fluid and adaptive design, allowing you to view our pre-built courses on any device.
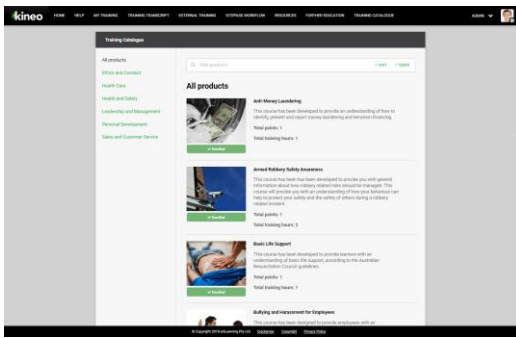
Fully Accessible

If you require your courses to meet Accessibility standards, rest easy. At Kineo, we can develop content to meet WCAG 2.1 Level AA conformance requirements.

Platform and Browser Agnostic

Our content is delivered seamlessly online through the latest version of most popular internet browsers, via our own learning management system or through our Cloud solution.

2   Kineo Courses delivery platform

Included is our learning and content delivery platform enabling you to easily deliver courses to your users through a branded interface. It includes the following features and benefits for your Kineo Courses delivery:

Key features and benefits

Branded Portal

A portal provides a central corporate branded landing page for all users and access to assigned training, help and support, and resources. You can customise the look and feel of your portal with logos, favicons, images, themes, text and videos to provide a personalised login page to your platform.

Learning Management

Learning Management is a system to assign, track, and manage training delivery to all users. Learning Management provides comprehensive tools to set deadlines and reset dates, view training history, manage direct managers, and manage groups of users.

Resource Management

Resources management provides a system to host and deliver resources to your users. Create folders to host links to websites, or upload files such as policies, site maps, site and hazard information, or other necessary information for your user base to browse and access.

Learning Activity Builder

Learning Activity Builder is an online course authoring tool that allows you to easily build and deliver online training for your workforce. Build small policy or bookend courses, create multiple choice assessments or upload SCORM compliant training to deliver to your users in addition to your course subscription.
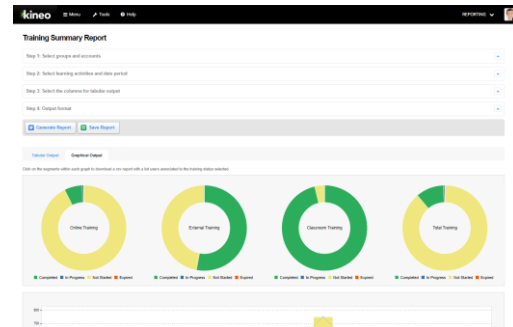
Training Catalogue

Catalogue allows you to provide end users access to a catalogue of training, which they can self-enrol into for free or with management approval.

Reporting

Reporting is a real time reporting engine that enables administrators to report on all data collected, training delivered, assessment results, and your organisation's level of compliance.
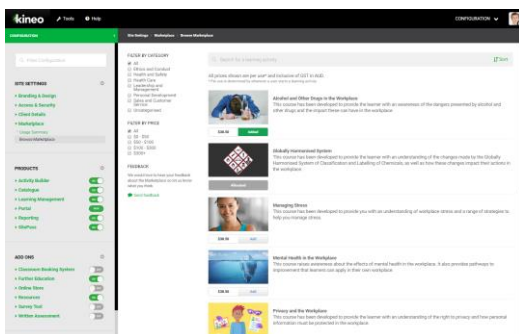

Branded certificates

On completion of training, users can access a corporate-branded certificate with their details, course title, training points and scores together with your corporate logo and a signature for official sign off.

Training automation and Adaptics

Setup custom rules to control how your training is delivered to your users. Configure reset conditions, email notifications, and enable Adaptics pre-assessments in the training delivered.

Kineo Courses marketplace

Browse and select any Kineo Courses from the range of training under ethics and conduct, health and safety, leadership and management, healthcare, personal development, and sales and customer service.

2.3 Other included delivery platform features

Kineo Courses delivery platform includes a range of additional features and benefits that allow you to manage the delivery of training to your entire workforce:

- Apply corporate branding to email templates
- Mobile responsive applications
- Free image library to develop the portal
- Username and password logins
- Forgotten password process
- Custom menus for the portal
- User account details page
- My Training to view all assigned training
- Audio for content
- Accessible content and portal delivery
- Training Categories
- Training contents pages with page tracking
- Capture external training records
- Training transcript to view all training records
- Groups and role management
- Advanced searching with role filtering
- Account creation
- Login activity reporting
- Learning reset and deadline dates
- Completion histories
- Direct manager assignment
- Group inherited training

- Upload and deliver SCORM content
- Unlimited resource uploads
- URL and file resource types
- Branded certificate design
- Unique certificate numbers
- Track training points and hours
- Manager approved enrolments
- Approval workflows for training
- YouTube video integration
- Multiple choice assessments
- Assessment completion history tracking
- Visual Assessment reports
- Ask a tutor
- Detailed user reports
- Training summary reports
- Consolidated training reports
- Save and sharing of reports
- CSV and HTML export options for reports
- Customise help and support contacts
- Customisable FAQs for users
- Simple self-registration for employee registration
- Reporting for marketplace usage
- Portal dashboard
- Unlimited number of learning activities can be created

3   System integration options with Kineo Courses delivery platform

System integration is the process of linking together different computing systems and their applications to act as a coordinated whole. For the Kineo Courses delivery platform (LMS), system integration involves 'linking' your internal systems with the LMS to have common data and processes. The delivery platform provides a range of options to integrate your internal systems:

Integration API
REST webservices available to integrate your internal systems with the LMS. Create and update users, assign training, and extract training records using the available web services.

Flat File Integration
Flat file integration is a simpler means of integrating two systems where a client can schedule a report generated from their system to periodically update their user account information in the LMS.

Single Sign On
Single Sign-On (SSO) enables users to access all computers and systems with a single authentication and authorisation.
Using SSO with the delivery platform enables users to access their Kineo Courses and delivery platform (LMS) system without needing to manually login once they have logged in through their internal system (e.g. Active Directory, Website or Intranet).

Site Integration
Sine is an easy-to-use visitor management system that allows you to check-in your visitors, contractors, staff, and assets across your workplace. Sine has been integrated with Kineo Courses delivery platform, providing a worker or visitor access to your site only when they have completed the necessary training.
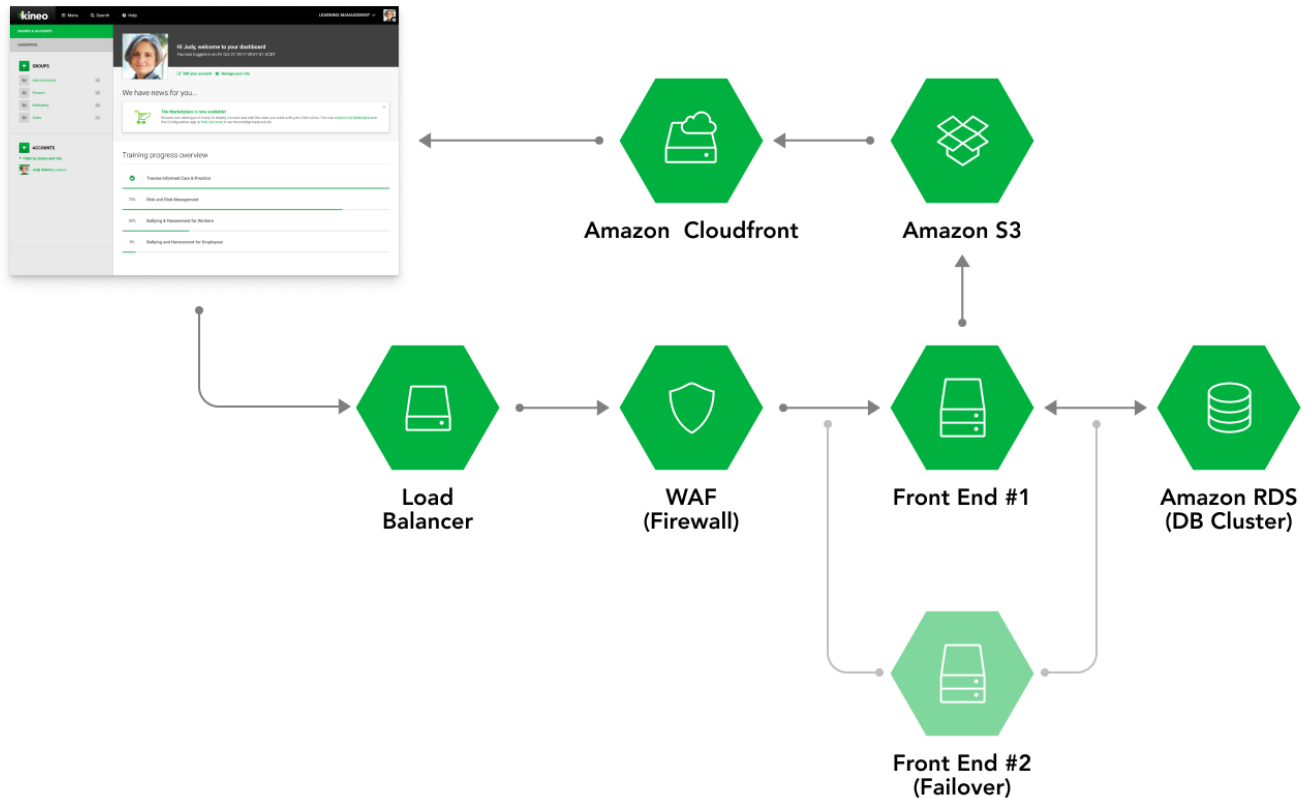
Quick and easy to deploy
With Kineo Courses delivery platform, 'Learnforce' ensures your course library is ready to go in a matter of hours, not weeks or months! As a cloud hosted, secure and low maintenance solution, the delivery platform provides peace of mind that is both convenient and cost effective for delivering Kineo Courses. With over 5 million registered users on the ISO 27001 certified platform, you can be assured of security and up-time any time day or night.

4   Infrastructure and security

We understand the importance of the information captured in our platform, and with that in mind we have invested in world class infrastructure to host and deliver our courses to you. Kineo (Peak's LMS provider) partners with Amazon Web Services (using the AWS cloud hosting service) to provide a secure and scalable infrastructure to deliver 99.9% uptime for our platform.

The infrastructure and security benefits from our platform include:

- Accessible 24/7, 365 days a year
- Separate hosting options for Australia and Europe
- Auto scalable to meet demand
- High availability – 99.9% up time. Refer to our Platform Service Levels (PSL)
- Robust disaster recovery with automatic failover. Refer to our business continuity
- Encryption at rest and in transit
- Daily and incremental backups
- All backups are encrypted
- Hosted over multiple availability zones in each AWS region

- Includes beta environment for client testing
- Subscribe to our status page to receive maintenance updates
- Platform is compliant with ISO27001 (extends to GDPR)
- ISO9001 compliant
- AWS includes additional levels of compliance
- Domain hosting and certificate management
- SSL enforced encryption
- Web application firewall

5   Included Support Services

We want your implementation to be a success, and to ensure this occurs, we provide the following included support services:

Second Level Support

Phone support by our help desk team provides system administrators support for the platform, configuration guidance, and resolution of system issues.

Email Tickets

Email support for system administrators is provided by the help@kineo.com.au email address. All emails sent to the Kineo help desk team will automatically create a ticket in the ticketing system.

Knowledgebase

A comprehensive knowledgebase is available to provide how to guides for delivery platform and all Kineo Courses subscription products. The knowledgebase is also accessible within the application, so when a user requires assistance, they can just click on the help button to search the knowledgebase for answers.

Product Releases

All product updates for Kineo Courses and Learning Cloud are communicated prior to those changes being released. You can view all changes that have occurred and subscribe to updates from our product releases website.

Client Services Manager

A dedicated client services manager will assist you with your access and delivery of Kineo Courses.

Course List

Anti-Money Laundering
This course has been developed to provide an understanding of how to identify, prevent and report money laundering and terrorism financing. Learners can personalise the learning experience by selecting one or more regions, as is appropriate to their local business operations. The course content will then be filtered with the relevant information and learning objectives specific to that selection.

Bullying and Harassment for Employees
This course for all employees in Australian organisations is designed to minimise the risk of bullying and harassment occurring in the workplace. The course focuses on building positive behaviours and stopping negative behaviours based on Australian legislation.

Bullying and Harassment for Managers and Supervisors
This course has been designed to provide managers and supervisors with an understanding about workplace bullying and harassment, and what they can do to prevent and manage bullying and harassment in their workplace.

Competition and Consumer Law - An Introduction
This module is the first in the Competition and Consumer Law series. Developed in partnership with Margaret Barron, Barrister and Solicitor to the Supreme Court of South Australia and author of 'The Fundamentals of Business Law', this module introduces the Competition and Consumer Act 2010 and its objectives. It will cover the major amendments to the Act, Australian Consumer Law (ACL) and the role of the Australian Competition and Consumer Commission (ACCC).

Competition and Consumer Law - Dealing with Consumers Part 1
This module is the second in the Competition and Consumer Law series. It should be performed after completing the 'Introduction' module and before completing the 'Dealing with Consumers: Part 2' module. This module will discuss Australian Consumer Law (ACL) and how it relates to Consumer Protection. To assist in explaining the Australian Consumer Law, the course covers some real Australian case studies. The course also looks at a fictional company and how it may breach the consumer protection provisions of the ACL.

Competition and Consumer Law - Dealing with Consumers Part 2
This module is the third in the Competition and Consumer Law series. It should be performed after completing the 'Dealing with Consumers: Part 1' module and before completing the 'Dealing with Other Businesses' module. This course we will continue to look at how businesses deal with consumers and how the Australian Consumer Law (ACL) aims to protect consumers including unconscionable conduct, product safety and product information, manufacturer's liability, implied conditions.

Competition and Consumer Law - Dealing with Other Businesses
This module is the fourth and final in the Competition and Consumer Law series. It should be performed after completing the 'Dealing with Consumers: Part 2' module. This course aims to provide an understanding of the practices and conducts restricted by the Competition and Consumer Act 2010, how they are enforced, and how they relate to businesses dealing with one another.

COVID-Safe Workplace
This new course is designed for all workers who are returning to the workplace after COVID isolation. This course provides training in the need for workplace changes: how to keep the workplace hygienic; behaviors that minimise the risk of spreading the coronavirus; actively caring for your mental health.

Dealing with Workplace Conflict
This course has been developed to provide you with an understanding of how to deal with and de-escalate conflict. After completing this course, you will have an understanding of:

- drivers and influences that can lead to and escalate conflict
- the human body's reaction when faced with conflict
- key signs of increasing tension in individuals
- how to assess threat and risk using a logical threat and risk assessment model
- some aspects of the law in relation to conflict
- how to formulate strategies to minimise personal risk in conflict situations, and
- practical techniques to de-escalate and avoid conflict.

Equal Employment Opportunity for Employees
This course has been designed to provide you with an understanding of equal employment opportunity (EEO) and discrimination.

Equal Employment Opportunity for Managers and Supervisors
This course provides managers and supervisors with an understanding of equal employment opportunity (EEO) and discrimination.

Fraud and Corruption Awareness and Prevention
This course has been developed to provide an understanding of what actions can be described as fraud or corruption, and how these actions can be prevented and reported.

Identifying Poor Performance, Misconduct and Absenteeism
This course will provide you with an understanding of what misconduct, poor performance and absenteeism are, and what can happen if they're not managed correctly.

How to Behave at the Work Party
This course is designed for all employees and provides an understanding that workplace consequences still apply at any work-related parties; that behaving responsibly is good for your relationships and the party is a time to have fun.

Information and Cyber Security
This course has been developed to provide an understanding of the steps that can be taken to help ensure the confidentiality, integrity and availability of an organisation's information.

LGBTIQA+ Awareness in the Workplace
This course aims to promote the inclusion of LGBTIQA+ people at work, as well as provide learners with an awareness of behaviours and language that positively and negatively impact LGBTIQA+ people.

Managing the Discipline Process
This course has been designed to provide training in how to manage the discipline process with consistency and procedural fairness.

Modern Slavery
This course has been developed to provide an understanding of what modern slavery is, how organisations can minimise their risk of being involved, and how to fulfil their mandatory reporting obligations.

Positive Workplace Culture
This course has been developed to provide an awareness of what a positive workplace culture is, as well as how to proactively identify and reduce risks that negatively impact on workplace culture.

Privacy and the Workplace
The Privacy and the Workplace course has been developed to provide the learner with an understanding of the right privacy And how personal information must be protected in the workplace.

Protecting Whistle-blowers
This course has been developed to give the learner an understanding of the role whistle-blowers play in the workplace and how they are protected.

Sexual Harassment
This course has been developed to provide the learner with an understanding of how to recognise and avoid behaviour that could be considered sexual harassment, and what to do if they are being subjected to or witness this type of behaviour.

Social and Digital Media and the Workplace
This course has been designed to provide you with an understanding of appropriate uses of social and digital media in the workplace, and how to avoid breaching workplace standards and safety legislation.

Working from Home
The 'Working from home' course is designed to teach remote workers how to work from home effectively. The course teaches strategies to stay productive while having good work-life balance in a home-office work environment. The course includes how to set up for good office ergonomics, how to look after your mental health. It also reinforces that the usual expectations of work still apply.

Health and Safety

Alcohol and Other Drugs
This course has been developed to give learners an awareness of the dangers presented by alcohol and other drugs and the impact these can have in the workplace.

Armed Robbery Safety
This course provides learners with an understanding of how to behave safely during a robbery situation.

Asbestos Awareness in the Workplace
This course has been designed to provide you with an awareness of the dangers posed by asbestos. It explains where asbestos risks might occur in the workplace and some of the controls used to minimise and eliminate these risks

Biological Hazards Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to biological hazards in the workplace.

Confined Spaces Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to confined spaces in the workplace.

Contractor Induction
This course has been developed to provide learners with a basic understanding of work health and safety (WHS) requirements, risk management, and injury prevention in the workplace.

Driver Safety
This course has been developed to provide car (C class) licensed drivers with an understanding of driver safety and how to follow driver management procedures in the workplace.

Duty of Care for Managers and Supervisors
This course has been developed to provide managers and supervisors with an overview and understanding of how to fulfil their duty of care to help maintain the health and safety of the workplace.

Duty of Care for Workers
This course has been developed to provide an understanding of duty of care responsibilities in the workplace.

Electrical Risks Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to working with electricity in the workplace.

Environmental Awareness
This resource has been developed to give learners an awareness of the environmental impact their individual behaviour has, as well as promote reducing the learner's carbon footprint in their everyday life. This course includes being water smart, being efficient with air conditioning and heating; using energy efficient lighting; knowing how and what to recycle and how to reduce your food footprint.

Excavations Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to excavations in the workplace.

Fire Awareness and Extinguisher Training
This product has been updated to provide more relevant imagery and minor text modifications in line with current terminology. This course features some great illustration, animation and activities. This product has also been updated with the addition of a customised new 'home page' feature. This new element of the Kineo Courses offering provides a dashboard style entry point into the module. No changes have been applied to the learning outcomes or the pre-assessment. However, we recommend that clients update to the new unit for an improved learner experience.

General Evacuation Training
This course has been developed to provide the learner with an understanding of why evacuations take place, what occurs during an emergency and their responsibilities concerning evacuation.

Globally Harmonised System of Classification and Labelling of Chemicals
This course has been developed to provide the learner with an understanding of the changes made by the Globally Harmonised System of Classification and Labelling of Chemicals, as well as how these changes impact their actions in the workplace.

Hand Operated Power Tools Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to hand operated power tools in the workplace.

Hazardous Chemicals for Managers and Supervisors
This course has been developed to provide people in supervisory roles with an understanding of how to manage hazardous chemicals in the workplace.

Hazardous Chemicals Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to hazardous chemicals in the workplace.

Hazardous Substances and Dangerous Goods (Vic & WA) Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to hazardous substances and dangerous goods in the workplace.

Health and Safety in the Workplace
The course has been designed from the ground up to provide learners with the knowledge and skills they need to contribute to ensuring the safety of everyone in the workplace. Upon completing the course learners will have an understanding of Workplace health and safety legislation relevant to them; their health and safety responsibilities in the workplace; how to manage risk in the workplace using the risk management process; common workplace hazards, and steps they can take to reduce the risks associated with these hazards.

Incident Investigation
This course has been developed to provide an overview of the legislative requirements for incident reporting and investigation and the knowledge and practical advice to conduct an investigation successfully.

Injury Management for Managers and Supervisors
This course will provide managers and supervisors with a better understanding of injury management, and of their role and responsibilities in relation to injury management.

Injury Management for Workers
This course has been developed to provide the learner with an understanding of the injury management process, their rights and responsibilities regarding injury management, and the steps they need to take if injured at work.

Managing the Risk of Falling Objects
Falling objects at work are dangerous. This might seem like an obvious statement, but it's a fact backed up by some startling numbers. Since 2020, over 15,000 Australian workers were injured by falling objects in the workplace, almost 20 have died and more than 200 are now permanently disabled. Falling objects mean more than large objects falling – it can be something as innocuous as a power tool or building materials being dropped from the upper levels of a construction site or a scaffold. Anything heavy, no matter the size, has the potential to seriously injure or kill someone when it strikes them after falling. This course provides learners with an understanding of:

  • the risks and consequences of falling objects
  • how to identify the risk of falling objects
  • how to manage exclusions zones, and
  • how to control the risk of falling objects.

Manual Handling Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to manual handling in the workplace.

Manual Tasks for Workers
This course has been developed to provide workers with an understanding of the risks associated with manual tasks and an awareness of how to perform those tasks safely.

Minimising Risk Using PPE Hazard Guide
This course has been developed to provide the learner with an understanding of why personal protective equipment (PPE) is used in the workplace, their PPE responsibilities and some commonly used items of PPE.

Noise Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to noise in the workplace.

Office Ergonomics
This is a highly interactive course that requires the learner to set up an office workstation in simulated environments in accordance with ergonomic principles. This office ergonomics training course looks at a variety of scenarios, including, glare, noise, chair height and equipment distancing. The course also encourages the learner to structure their workday to avoid risk factors, including those caused by mental stress and long periods at a desk.

Psychosocial Risk Management in the Workplace
This course has been developed to provide learners with an understanding of what psychosocial hazards are, the effect that these hazards can have on the people in your workplace and how to eliminate or minimise the risk of psychosocial hazards in the workplace.

Risk Management for Managers and Supervisors
This course has been developed to provide managers and supervisors with an understanding of how risk is managed in the workplace and their role in reducing risk.

Risk Management for Employees
This course has been developed to provide workers with an understanding of how risk is managed in the workplace and their role in reducing risk.

Slips and Trips Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to slips and trips in the workplace.

Stress Less at Work
This course has been developed to provide you with an understanding of workplace stress and a range of strategies to help you manage stress.

Underground Utilities Hazard Guide
This course has been developed to provide the learner with an understanding of the controls that should be applied to underground utilities in the workplace

Warden Training
This course has been developed to provide the learner with an understanding of the warden's role in the workplace, as well as emergency preparation, prevention and readiness.

Working at Heights Hazard Guide
This course has been developed to provide the learner with an understanding of the risk controls that should be applied to working at heights in the workplace.

Working Safely with Hazardous Chemicals
This course has been developed to provide the learner with an understanding of what hazardous chemicals are and how to identify them, their responsibilities, and requirements to maintain safety in the workplace and the controls used to manage the risks presented by hazardous chemicals.

Health Care Library

Aged Care Quality Standards: Introduction
Aged Care Quality Standard 1: Consumer dignity and choice
Aged Care Quality Standard 2: Ongoing assessment and planning with consumers
Aged Care Quality Standard 3: Personal care and clinical care
Aged Care Quality Standard 4: Services and supports for daily living
Aged Care Quality Standard 5: Organisation's service environment
Aged Care Quality Standard 6: Feedback and complaints
Aged Care Quality Standard 7: Human resources
Aged Care Quality Standard 8: Organisational governance
Aged Care Quality Standards for Personal Care Workers and Support Workers
Antimicrobial Stewardship in Aged Care
Assist Clients with Medication
Basic Life Support
Care Planning in Aged Care
Diabetes in Aged Care for Personal Care Workers and Support Workers
End Stage Dementia
Falls Prevention in Home Care
Falls Prevention in Residential Aged Care
Falls Prevention Programs in Home Care
Falls Prevention Programs in Residential Aged Care
Food Allergens in Aged Care
Hand Hygiene for Healthcare Workers
Health Services Induction
Healthcare Emergency Preparedness

Incontinence Suite: Bowel Management
Incontinence Suite: Dementia and Incontinence
Incontinence Suite: Incontinence Night Care
Incontinence Suite: Individual Assessment and Product Selection
Incontinence Suite: Introduction to Personalised Incontinence Care
Incontinence Suite: Leakage Prevention
Incontinence Suite: Pad Changing and Change Frequency
Incontinence Suite: Perineal Skin Care in Relation to Incontinence
Infection Prevention and Control: Standard Precautions
Infection Prevention and Control: The Basics
Infection Prevention and Control: Transmission Based Precautions
Manual Tasks in Aged Care
Medication Calculations Competency
Medication Calculations Competency Including IV Therapy
Peripheral Intravenous Cannulation
Person-centred Care in Aged Care
Positive Behaviour Support
Reporting Abuse and Serious Incidents in Residential Aged Care
Reporting Abuse and Serious Incidents in Home and Community Aged Care Services
Safe Medication Management
Safe Medication Management Including IV Therapy
Understanding Dementia: Effective Communication
Understanding Dementia: Person Centred Care
Understanding Dementia: What is Dementia?
Workplace Violence and Aggression in Healthcare