Making Every Contact Count (MECC) E-learning
Step by Step Guide – Wider Devon

Introduction

The fundamental idea underpinning the Making Every Contact Count (MECC) approach is simple. It recognises that staff across health and care, local authority, voluntary sectors and other partner workforces have thousands of contacts every day with individuals and are ideally placed to support and promote health and wellbeing.

MECC is for everyone, it is not restricted to one person, job role, profession or organisation.

The MECC e-learning will contribute to individuals developing the competence and confidence to have brief conversations and help encourage others to change their behaviour, directing them to local services that can support them when appropriate.

Some learners may complete only the MECC e-learning, others may have been instructed to complete the e-learning in addition to a face to face MECC Healthy Conversation Skills course.

This guide will provide information on how to find the MECC e-learning, how to access and complete the e-learning, and details of how to provide evidence that you have completed the required e-learning (when required).

What is included in the e-learning?

The MECC e-learning programme is an interactive resource designed to support learners in developing an understanding of public health and the factors that impact on a person's health and wellbeing. It focuses on how asking questions and listening effectively to people is a vital role for us all.

There are three sessions to complete:
Session 1 – what is MECC and why it is important?
Session 2 – how to have a MECC conversation
Session 3 – signposting

Please note – session 3 'signposting' references the need to record how many MECC conversations you have, this *is not* the case in Devon. We hope people focus on practising and embedding the skills more consistently in their conversation style, not counting the number of conversations they have using these skills.

A fourth session called Five Ways to Wellbeing is highly recommended for completion as it offers information and resources in promoting emotional wellbeing, a valuable part of the wider MECC approach.

The estimated time to complete the three MECC sessions is around 1 hour. The Five Ways to Wellbeing session takes around 15-20 minutes. You may find it takes less time or more time, depending on personal experience.

Routes to access the MECC e-learning

The MECC e-learning is available on the E-learning For Health (ELFH) web site. There is no charge to access the MECC e-learning.
There are two routes available to access the MECC e-learning:

- Register for an ELFH account
- Access the course without registering for an ELFH account

The benefits of registering for an ELFH account include receiving course completion certificates and having a permanent record of your learning, as well as being able to access a wider range of e-learning programmes available to registered users of the ELFH site.

It is recommended that if you require evidence of completing the e-learning that you register for an ELFH account.
If you cannot register for an account but require evidence of your learning, advice on how to do this is provided later in this Step by Step guide (p9-10).

How to find the MECC e-learning

First go to the ELFH web site home page – www.e-lfh.org.uk

Once there click on the 'Programmes' tab, then scroll down until you find Making Every Contact Count in the Programme list. Click on the 'MECC' course title to be taken to the main MECC programme page
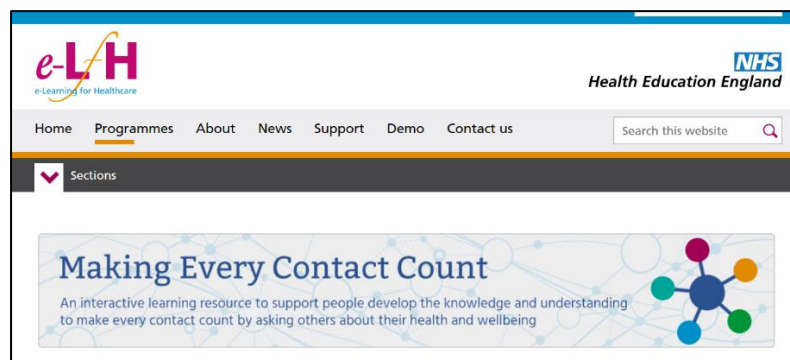
(IMAGE: MECC Programme page on ELFH - view of top section of page)

How to access the MECC e-learning

Please scroll down towards the bottom of the MECC programme page to find the 'how to access' section

How to access

Available to all

The **Making Every Contact Count** programme is freely available to access here.
Please note your progress and completion of sessions will not be recorded and you will not be able to generate a record of completion. If you require evidence of learning, please register and then log in to access this programme on the e-LfH Hub.

Access guidance >

Register >

If you already have an account with e-LfH, then you can enrol on to the **Making Every Contact Count** programme by logging in to the e-LfH Hub, selecting **My Account** > **Enrolment** and selecting the programme. You can then access the programme immediately in the **My e-Learning** section.

(IMAGE: 'how to access' section of MECC programme page)

The next step will depend on which option you have chosen –
- For 'Option A: registered user access' please go to page 4
- For 'Option B: unregistered access' please go to page 7

Option A: registered user access
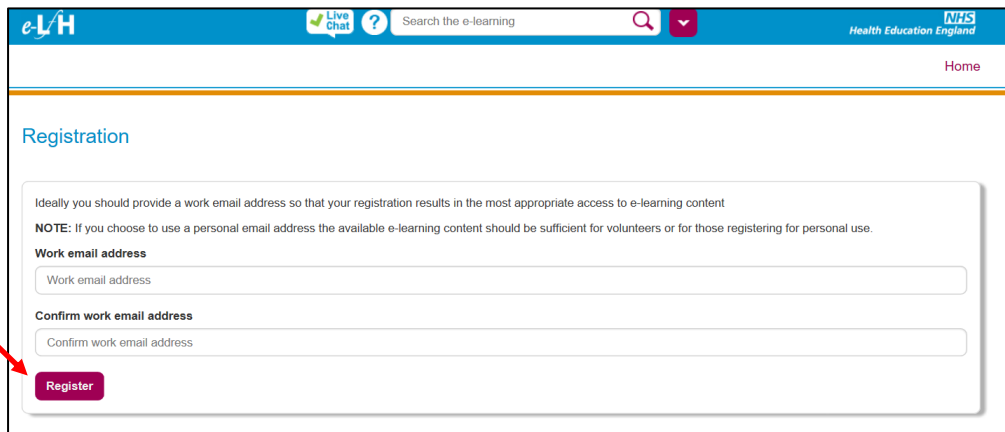
Existing ELFH account users

If you already hold an ELFH account, log in to your account as usual, select the 'My Account' tab, then select 'Enrolment' and find & select MECC. The programme will then be available in the 'My Learning' tab of your account home page.
(go now to 'completing the e-learning' on page 5)

How to register for an ELFH account

If you need to register for an ELFH account, click on the red 'register' button in the 'how to access' section on the MECC course page (see image on page 3 above), and you will be taken to the first screen in the 'registration' process. On this first page you will need to provide an e-mail address, then click the red 'register' button and follow instructions as prompted.

(IMAGE: first screen of registration process)

The registration process will vary for NHS and non-NHS workforces.
All users will be asked for details of organisation and work role. If you are a non-NHS user, please note your organisation name and/or role description may not be listed – please select the closest or best match you can.

The ELFH site is designed primarily for use by NHS organisations and workforces but is freely available to anyone to use including non-NHS workforces.

There is additional guidance on how to register for an ELFH account available if needed, which includes specific video demonstration for NHS users and non-NHS users
https://support.e-lfh.org.uk/get-started/registration/

Once you have finished the process to register for an account, you can use the search bar near the top of each page to type in Making Every Contact Count or MECC and find the MECC programme. Click on the course name to proceed.

Completing the MECC e-learning

The three MECC sessions should be completed in order:
- what is MECC and why is it important?
- how to have a MECC conversation
- signposting

The Five Ways to Wellbeing session can be completed after the three MECC sessions are complete.

## How to find your course certificate/evidence of completion

Once you have completed your sessions, please click in the 'My Activity' tab and click 'certificates' from the drop-down choices.
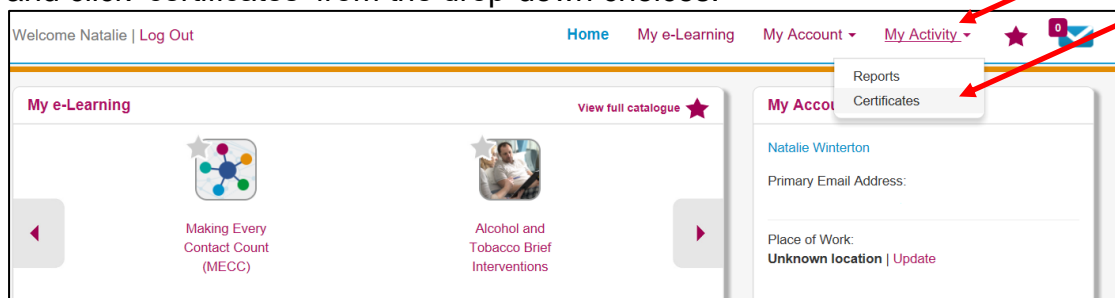
Then select the MECC programme on the left hand side
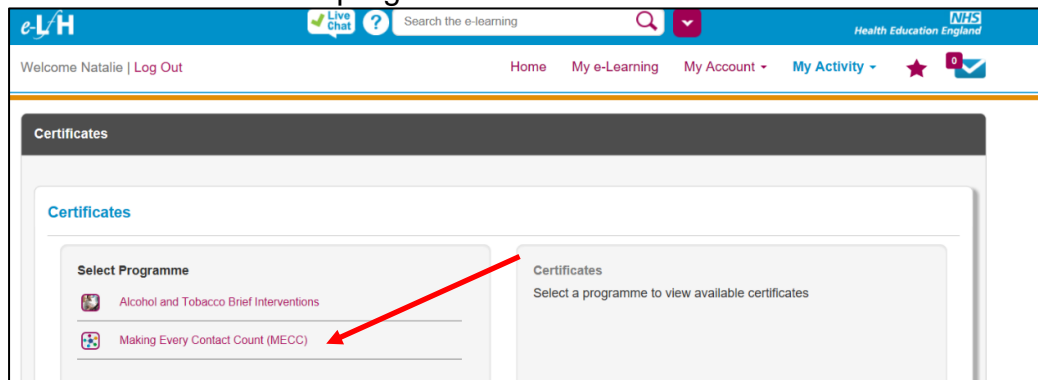
The certificates available will appear in the right-hand side of the page view – those with a gold colour ribbon icon are complete.
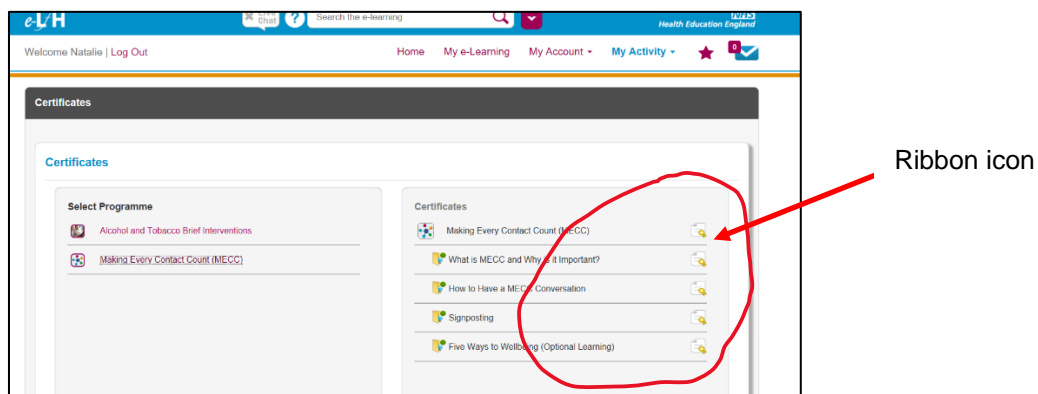
Ribbon icon

Click on the ribbon icon to download and save a certificate. If you need to provide evidence of completion for your MECC trainer(s) you can e-mail or print it for them (they will have told you what their preference is).

Alternatively, if you cannot download a certificate please click on the 'My e-Learning tab' and then select the MECC programme. This will list your completed sessions – you can take a screenshot of that page view as evidence instead of a certificate. Please see the example below (dates will show when the sessions were completed, and a gold ribbon icon indicates successfully completed).
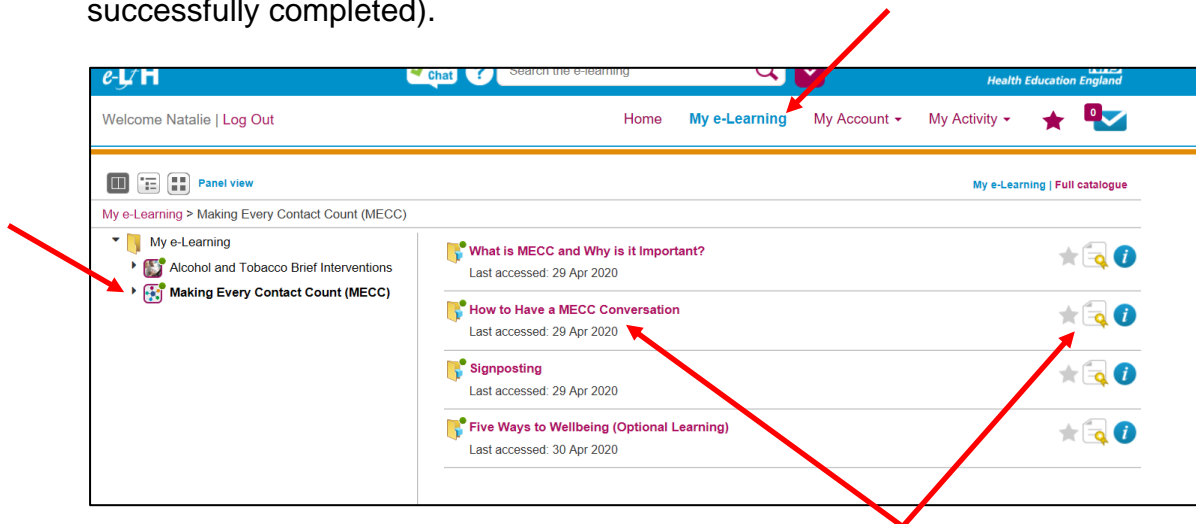
If you are unsure how to take and save a screenshot, please follow the instructions on page 11.

Option B: un-registered access

Please remember that as an un-registered user your progress in completing the e-learning will not be saved.

It is recommended to register as a user if you need evidence of your learning, but if you cannot do this then information is provided in Step 8 regarding evidence of completion for un-registered users.

TOP TIP - It may be helpful to first read through all the steps to familiarise yourself with what you need to do, and then start your e-learning by initiating Step 1.

Step 1
In the 'how to access' section of the MECC Course programme web page, click on the word 'here'

Step 2
You will see the MECC programme page – click the red 'view' button:
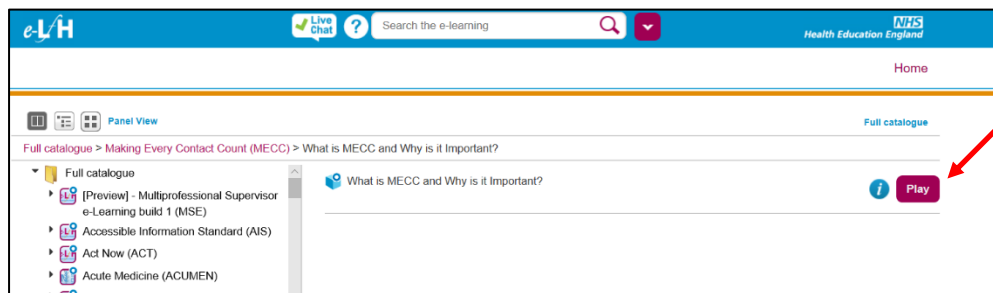
Step 3
You will see a list of the three MECC sessions along with the Five Ways to Wellbeing session. Click on the first session title
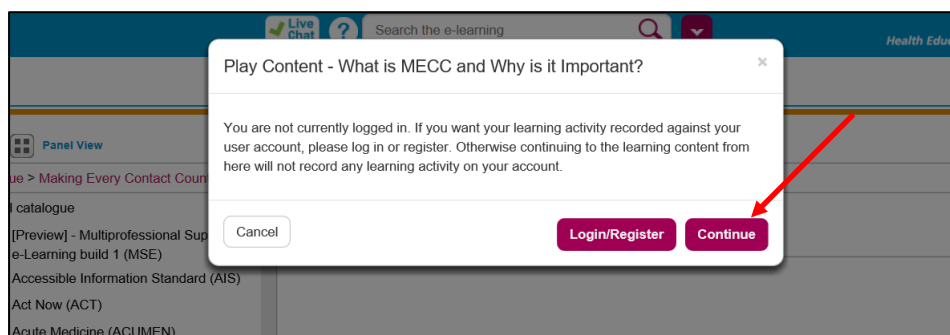

Step 4
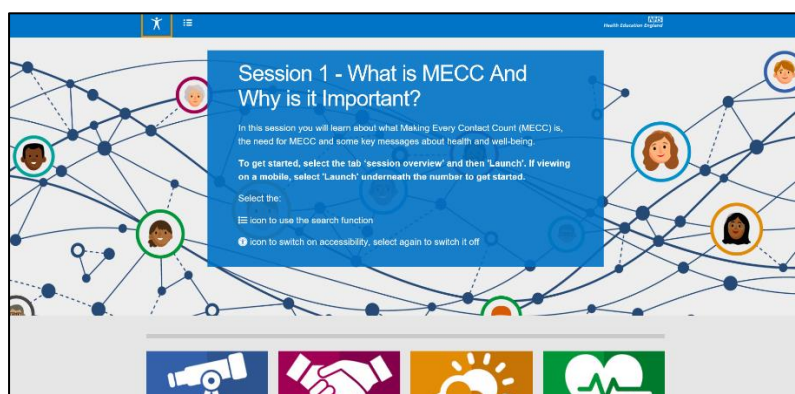You will see this screen, click the red 'play' button:

Step 5
A pop-up box will appear to check if you want to continue without logging in/registering – select 'continue'
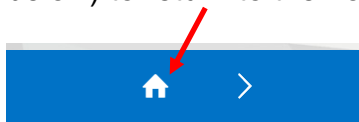
<u>Step 6</u>
You will now see the home page of the session. Proceed with completing the
session as prompted by the instructions on-screen.

<u>Step 7</u>
When you reach the end of the first session, click on the 'home' icon (example
below) to return to the home page of the first session.

<u>Step 8</u>
To successfully complete the session all individual sections must have a
green tick. A green tick will only appear when all content has been viewed,
and all quiz questions answered correctly for that section.
If any do not, please click on the section(s) without a green tick to go back
and fully complete it.
The image below shows one section without a green tick – this session is not
yet fully complete.
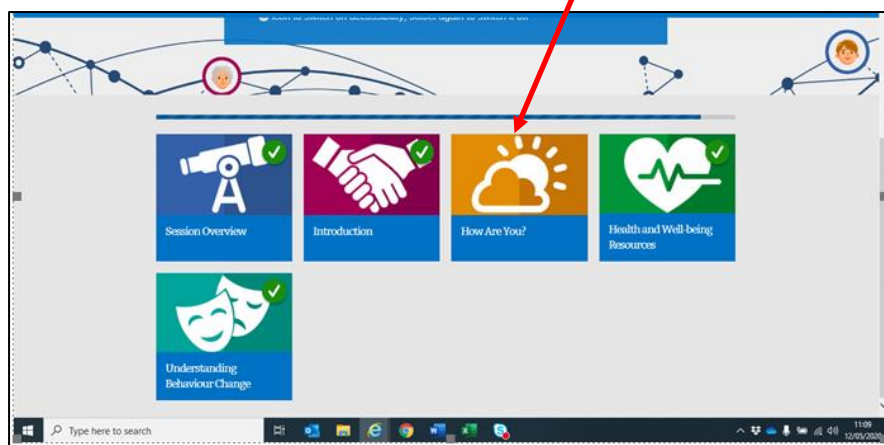
If you <u>do not</u> require evidence of completion of your e-learning, please go now
to Step 9.

If you <u>do</u> need evidence of completion, please read this information carefully:
<u>IMPORTANT</u> – if you are a non-registered user but need to provide evidence of completion, you will need to take a screenshot of the home page of the completed session showing a full set of green ticks.
Please take this screenshot <u>before</u> closing any individual session window - once you close an individual session window you cannot return to your previous progress (as an unregistered user your progress and learning will not be saved).
You can save your screenshot into a word document or e-mail – see page 11 if you need guidance on this.

<u>Step 9</u>
Once you have successfully completed the session (and taken a screenshot if needed) click the cross in the top right-hand corner of the window to close it. You will return the screen with a list of all the sessions again (image shown in step 3 above).

<u>Step 10</u>
Select the second session by clicking on the title and follow steps 4 – 9 again.

<u>Step 11</u>
Select the third session by clicking on the title and follow steps 4 – 9 again.

<u>Step 12</u>
You have completed the three MECC e-learning sessions – congratulations!

<u>Step 13</u>
If you wish, you can now also complete the recommended (optional) Five Ways to Wellbeing session.

<u>Step 14</u>
This step is only for users required to share evidence that they have completed the three MECC e-learning sessions – please send your three screenshots to your MECC trainer according to their instructions (usually via e-mail or printed copy handed over in person)

How to take and save a screenshot

When you can see on your screen the web page/view required, press and hold the 'Ctrl' and 'PrtSc' keys on your keyboard at the same time.

(NB - on laptop keyboards the 'PrtSc' button may be to one side of the space bar and not at the top of the keyboard)

Depending on your preference either open a new email or a new word document, and then right click with your mouse into the body of that email or document and click 'paste'. The image should then appear.

You can then send the e-mail with the image(s) in it or save the word document and include it as an attachment to an e-mail to be sent to your trainer. Or print the word document if you need to show the evidence of completion to a trainer in person.

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