

Quality Assurance

Part A: Assessment Completion Guide RN/RPN



Quality Assurance – Part A: Assessment completion guide RN RPN Pub. No. 44051
Copyright © College of Nurses of Ontario, 2023

Commercial or for-profit redistribution of this document in part or in whole is prohibited except with the written consent of CNO. This document may be reproduced in part or in whole for personal or educational use without permission, provided that:

- Due diligence is exercised in ensuring the accuracy of the materials reproduced;
- CNO is identified as the source; and
- The reproduction is not represented as an official version of the materials reproduced, nor as having been made in affiliation with, or with the endorsement of, CNO.

First published: May 2023. Updated September 2024 to include changes to course player and new module.

College of Nurses of Ontario
101 Davenport Rd. Toronto, ON M5R 3P1
www.cno.org

Table of Contents (RN/RPN)

- Step 1: 4
- Step 2: 4
- Step 3: 5
- Step 4: 6
- Step 5: 6
- Step 6: 7
- Step 7: 7
- Player Controls..... 8
 - Legend..... 9
- Returning to the Course homepage..... 9
- Resume Assessment 9
- Instructions..... 10
- Certificate..... 10

How to access and complete your Quality Assurance (QA) Assessment: RN/RPN

Step 1:

From the Maintain Your Membership landing page, select **LOGIN TO MY ACCOUNT**.

Maintain Your Membership

1

LOGIN TO MY ACCOUNT ↻

Step 2:

Complete the mandatory fields with your email address and password. Select the **LOGIN** button to continue.

Login

2

The screenshot shows a login form with the following elements:

- Email Address**: A text input field.
- [Forgot your email address?](#): A link below the email field.
- Password**: A text input field.
- [Forgot your password?](#): A link below the password field.
- LOGIN** ↻: A blue button with a right-pointing arrow.
- [Don't have an account? Click here](#): A link below the login button.
- [Don't know if you have an account? Click here](#): A link below the previous link.

A red bracket on the left side of the form groups the email address and password input fields and the LOGIN button.

Step 3:

The Maintain Your Membership (MYM) landing page will appear. Go to the **MESSAGE CENTRE** to read your messages.

MESSAGE CENTRE
You have 5 unread message(s).
[GO TO MESSAGE CENTRE](#) →

Maintain Your Membership

MY MEMBERSHIP

- [Renew your membership](#)
- [Receipts](#)
- [Submit a self-report](#)
- [Apply to Non-Practising class](#)
- [Resign my membership](#)
- [Report hospital privileges](#)
- [Report a nursing registration in another jurisdiction](#)
- [Report a registration in another profession in any jurisdiction](#)

QA ASSESSMENT

- [Complete QA Assessment](#)
- [Quality Assurance program overview](#)

MY PROFILE

- [Update my personal information](#)
- [Update my consent](#)
- [Change my password](#)
- [Update my employer information](#)

This is how the Message Centre area will appear.

Message Centre

| Date | Subject | Status |
|-------------|---------------------------------------|--------|
| 2023-Nov-10 | QA Assessment Reminder 2 | Unread |
| 2023-Oct-27 | QA Assessment Reminder 1 | Unread |
| 2023-Oct-20 | 2023 CNO Quality Assurance Assessment | Unread |

← PREVIOUS Page 1 of 3 NEXT →

EXIT →

When you have finished reading the messages, select **EXIT**.

This will take you back to the MYM landing page where you can select the **Complete QA Assessment** link.

Step 4:

Select the **CONTINUE** button.

Maintain Your Membership

QA ASSESSMENT

To proceed to the QA Assessment, click *Continue* (you will be redirected to another secure website).

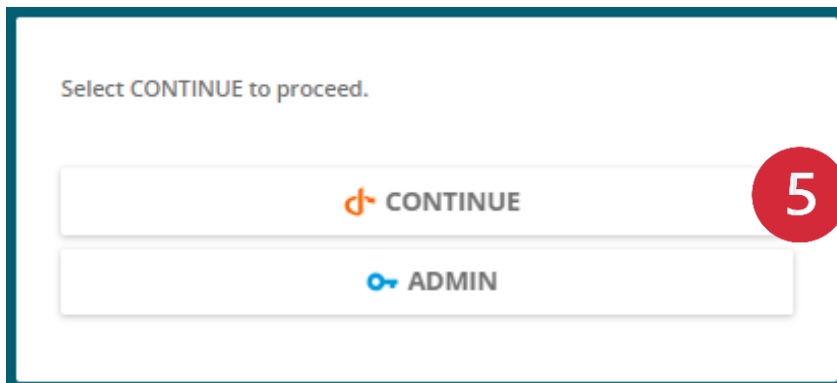
Click *Cancel* to return to the previous page.

4



Step 5:

Select **CONTINUE** from the Learning Management System (LMS) landing page.



Step 6:

Once you are logged into the LMS, you will land on the Quality Assurance course access page. Select the course entitled: **QA Assessment: RN/RPN** to be taken to the course homepage.

Welcome to Quality Assurance
Select the course to begin

QA Assessment RN/RPN

QA Assessment RN/RPN

ENROLLED
EN | 50m 00s

E-learning

Have a question?
CONTACT US

QA Feedback Survey
Upon completion of the assessment, you will have the opportunity to provide feedback by participating in an anonymous survey. Thank you for helping us improve the QA program!

in Instagram Facebook Twitter

Step 7:

From the course homepage, select **START LEARNING NOW** to begin.

QA Assessment RN/RPN

E-learning ENGLISH

Course Description

These modules will explore the roles and responsibility of nursing in Ontario and the legislation that governs the practice and profession. Beginning with the *Nursing Act* and *Regulated Health Professions Act*, we will review the scope of practice, the standard of care, professionalism in the workplace, the nurse-client relationship and the importance of providing culturally safe care. We will also provide an overview of the Code of Conduct standard and the nurse's accountability to it.

At the end of each module, you will be required to complete a short checklist to demonstrate your understanding of the course material. The completion of this attestation, alongside the annual self-assessment and Learning Plan will satisfy the QA Assessment requirement.

Show Less ^

Course Syllabus

10 Lessons | 50m

- Quality Assurance Video
Video
- Quality Assurance Attestation
Checklist
Lesson with prerequisites
- Regulation Video

Completion Status

0 of 10 lessons completed

Keep learning from

Quality Assurance Video
Video

START LEARNING NOW

Course details

Average completion time
50 minutes

Time to Complete
Unlimited access

Player Controls

The Player has **three main areas**:

1. Video area with pause/play button

Once you have entered the assessment page, the video will play automatically. You can pause/play the video, but you cannot move ahead by dragging the bar forward. You must watch the video in its entirety. This action is the same for each video.

2. Syllabus area

The Syllabus area holds the videos, modules, attestations and instruction page. Each of the items inside the syllabus area are locked and must be taken in the order that they appear. Once you have viewed a video or completed an attestation, that item will become unlocked and remain open for you to view.

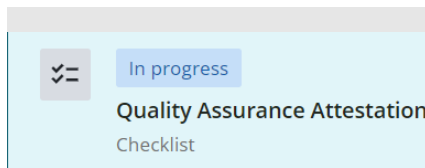
3. Previous lesson / Next lesson buttons

You will be able to move through the assessment by using the **PREVIOUS LESSON / NEXT LESSON** buttons or you can select each item within the syllabus area. You can also expand the screen to full screen view using the arrow.

The screenshot shows the user interface for the QA Assessment RN/RPN. At the top, there is a navigation bar with a back arrow, the text 'QA Assessment RN/RPN', and a play button. Below this, the page title 'QA Assessment RN/RPN' is displayed, followed by 'E-learning • English • 0 of 10 lessons completed'. The main content area is split into two sections. On the left is the 'Syllabus' area, which lists 10 lessons. The first lesson, 'Quality Assurance Video', is marked as 'In progress'. The remaining lessons are marked as 'Locked'. A red circle with the number '2' is placed over the 'Quality Assurance Video' item in the syllabus. On the right is the 'Quality Assurance Video' player. The video player shows a video from the College of Nurses of Ontario (CNO) / Ordre des infirmières et infirmiers de l'Ontario. The video title is 'Quality Assurance Video'. A red circle with the number '1' is placed over the play button in the video player. At the top right of the video player, there are buttons for '< Previous lesson' and 'Next lesson >'. A red circle with the number '3' is placed over these buttons. The video player also has a progress bar at the bottom showing '0:02 / 4:21' and a settings icon.

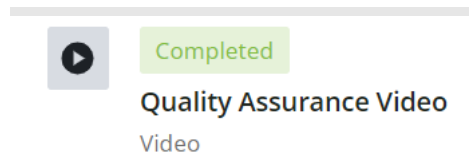
Legend

In progress item:



A light blue rectangular card with a grey play button icon in the top left corner. To the right of the icon is a blue pill-shaped label with the text "In progress". Below the icon and label, the text "Quality Assurance Attestation" and "Checklist" is displayed.

Completed item:



A grey rectangular card with a grey play button icon in the top left corner. To the right of the icon is a green pill-shaped label with the text "Completed". Below the icon and label, the text "Quality Assurance Video" and "Video" is displayed.

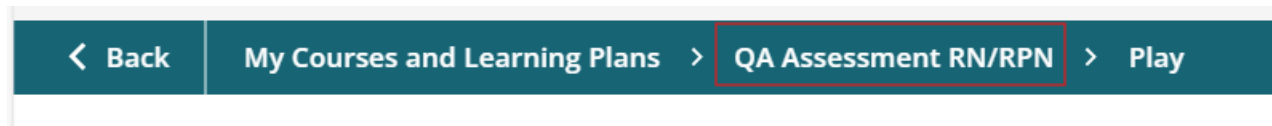
Locked item:



A grey rectangular card with a grey play button icon in the top left corner. To the right of the icon is an orange pill-shaped label with the text "Locked". Below the icon and label, the text "Regulation Video" and "Video" is displayed. At the bottom right, there is an orange triangle icon followed by the text "Lesson with prerequisites".

Returning to the Course homepage

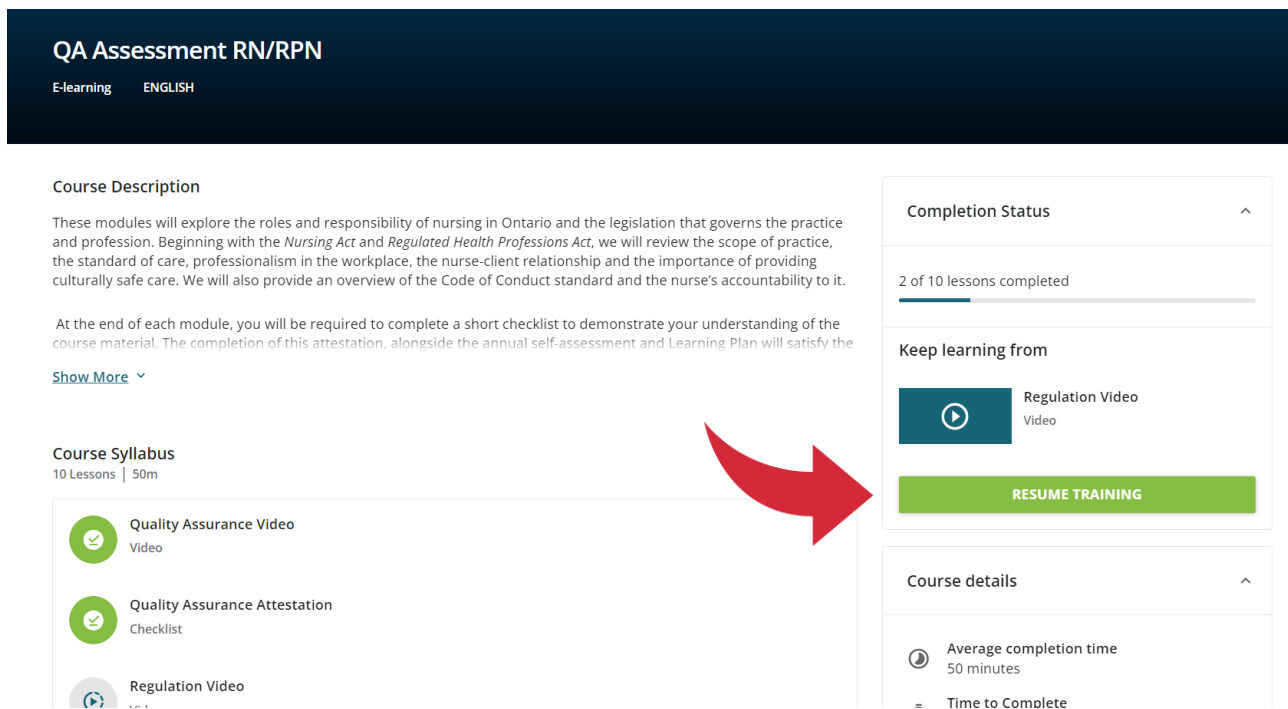
If you need to return to the course homepage from the course player, select the course name in the breadcrumb trail:



A dark teal horizontal bar containing a breadcrumb trail. From left to right, it includes a left-pointing chevron, the text "Back", a right-pointing chevron, the text "My Courses and Learning Plans", a right-pointing chevron, the text "QA Assessment RN/RPN" (which is enclosed in a red rectangular box), a right-pointing chevron, and the text "Play".

Resume Assessment

If you stop the assessment and log out, you can select **RESUME TRAINING** once you log back into the assessment.



The course page for "QA Assessment RN/RPN" features a dark blue header with the course title and "E-learning ENGLISH". The main content area is divided into several sections. On the left, the "Course Syllabus" section lists three items: "Quality Assurance Video" (Video), "Quality Assurance Attestation" (Checklist), and "Regulation Video" (Video). On the right, the "Completion Status" section shows "2 of 10 lessons completed" with a progress bar. Below this is the "Keep learning from" section, which includes a "Regulation Video" icon and a prominent green "RESUME TRAINING" button. A red arrow points from the "Regulation Video" icon in the syllabus to the "RESUME TRAINING" button. The "Course details" section at the bottom right indicates an "Average completion time" of "50 minutes" and a "Time to Complete" section.

Instructions

The instruction page will provide details of how to close out the assessment.

[Download certificate](#)

Instructions

< Previous lesson Next lesson > ↗

Thank you for completing your QA Assessment!

Please download your certificate by clicking the **Download Certificate** button. If further action is required, the QA program team will reach out to you by email.

Please take the time to participate in this voluntary, anonymous [survey](#) about your experience in completing this process. Your feedback will help to continuously improve our QA Program. Thank you.

You may now **close this window** and log out of the **Maintain Your Membership Portal**.

Certificate

Once you have completed the course requirements, a pop-up window will appear. Select the Download Certificate button to download your certificate.

Well done, you have completed the course! ✕

Congratulations, you have successfully completed the course

Certificate
You earned the course certificate

[Download certificate](#)



Alternatively, you can select the same button on the Instructions page. If you are in full screen mode, collapse the view to locate the button.

This will download a PDF of the certificate with your name on it.

Certificate of Completion
Quality Assurance Assessment, Part A

[firstname] [lastname]

Thank you for completing the Quality Assurance Assessment, Part A. We appreciate the work you do each day and your commitment to maintain the standard of care, protect the public and promote client safety.

COLLEGE OF NURSES OF ONTARIO / COLÈGE DES INFIRMIÈRES ET INFIRMIERS DE L'ONTARIO / THE STANDARD OF CARE. QA QUALITY ASSURANCE

[date_completed]



COLLEGE OF NURSES
OF ONTARIO
ORDRE DES INFIRMIÈRES
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.

101 Davenport Rd.
Toronto, ON
M5R 3P1
www.cno.org
Tel.: 416 928-0900
Toll-free in Canada: 1 800 387-5526 ext. 3922
E-mail: cno@cnomail.org

September 2024
44051