# Insight & Dovetail

## Course Catalogue

## Disclaimer

# About us

Insight and Dovetail are specialist providers of alcohol and other drug training, education, practice advice and resources for workers and services in Queensland.

We are statewide initiatives of Queensland Health, proudly delivered by Metro North Mental Health – Alcohol and Drug Service (Brisbane/Meanjin).

We aim to build a capable, confident and connected alcohol and other drug, mental health, and social and emotional wellbeing workforce.

Our primary audience are specialist alcohol and drug and mental health practitioners across government, non-government and Aboriginal and Torres Strait Islander Community Controlled sectors. We also provide training and support to other health and community service workers who engage with people with substance use concerns, including government, statutory, and private service providers.

Dovetail is the youth-focussed team within Insight. Dovetail provides practice advice and professional support to workers, services and communities across Queensland who engage with young people impacted by alcohol and other drug use.

Whilst Insight and Dovetail support Queensland-based workers, our eLearning modules, webinars, practice tools, and resources are free to access anywhere across Australia.

## Our activities:

- Face-to-face and virtual classroom training (Queensland only)

- eLearning modules

- Weekly webinars

- AOD forums, conferences and other professional development events

- One-on-one practice advice and professional support (Queensland only)

- Practice guidelines, tools and other worker resources

- An AOD information clearinghouse.

**Contact details and enquiries**

For information on any of our programs or to be added to our mailing lists, please visit www.insight.qld.edu.au, phone: (07) 3837 5655, or email: insight@health.qld.gov.au or dovetail@health.qld.gov.au

## Leadership group

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# Insight – APSAD Webinar Series

Insight hosts a free webinar series each semester in partnership with the Australasian Professional Society on Alcohol and other Drugs (APSAD).

Webinars are broadcast on Wednesday mornings from 10:00 – 11:00am AEST (Queensland time) each semester.

Most webinars are recorded and made available to watch on-demand on our website within 2 weeks.

To view upcoming webinars or check out our back-catalogue of recorded sessions visit www.insight.qld.edu.au/training/webinars

We also invite you to be a contributor to future webinar programs. Please contact us on insight@health.qld.edu.au to discuss your topic or idea.

# Insight Toolkits

Insight Toolkits contain curated training events, recorded webinars, videos, practice tools, links and other resources focused on specific topics or areas of practice. We currently host the following Toolkits:

## AOD Client Engagement

This introductory resource was developed to assist alcohol and drug services to create partnerships with their clients to improve the safety and quality of their treatment and care. Whilst targeted toward Queensland public health services, the toolkit is relevant for other AOD service contexts.

## AOD Lived-Living Experience Organisational Readiness Toolkit

This Organisational Readiness Toolkit has been developed by Insight's AOD Lived-Living Experience (AOD LLE) Educators in consultation with representatives of the AOD LLE / peer workforce across government and non-government settings and their employers.

## AOD in Schools (Dovetail)

A package of resources including a best practice guide to assist school communities to better prevent and respond to alcohol and other drug use.

## Brief Interventions

A package of videos, 'Screening and Brief intervention's eLearning modules, Insight's "Check Tools" as well as other common AOD screening and assessment tools, templates and resources that can assist workers to undertake effective substance- focused brief interventions.

## Comprehensive Care

A toolkit to support Queensland Health Alcohol and Drug and Mental Health workers in the implementation of the Comprehensive Care: Partnerships in Care and Communication Project. These resources are made available through a collaboration involving Insight, Dovetail, the Queensland Centre for Mental Health Learning and Clinical Excellence Queensland.

## Diverse genders, bodies and sexualities

People who have diverse genders, bodies, and sexualities are disproportionately impacted by alcohol and other drug use; and are a priority population within AOD policy and service settings. This toolkit contains links to recommended online training, webinars, websites, tools and resources to assist workers to better support this community.

## Eyes on Ice (QAIHC)

"Eyez on Ice" is a culturally safe resource package designed to assist health professionals and families to support people impacted by problematic substance use, particularly crystal methamphetamine (ice). The package was produced by the Queensland Aboriginal and Islander Health Council (QAIHC) and the AOD- OUR-WAY Content Advisory Group.

## Fetal Alcohol Spectrum Disorder (FASD)

A package of links to recommended resources, videos, webinar recordings and organisations to support workers when working with people affected by Fetal Alcohol Spectrum Disorder (FASD).

## First Nations

A package of resources, eLearning modules, recorded webinars and videos as part of the delivery of training and cultural capacity building activities for both Aboriginal and/or Torres Strait Islanders and non- Indigenous workers.

## Fundamentals of Suicide and Suicidality

A toolkit offering eLearning modules and resources to help workers understanding suicidality, communicate effectively about it, and support individuals experiencing it.

## Inhalants (Dovetail)

A package of resources that can assist workers to respond to young people who use inhalants.

## Insight Check Tools

A series of brief, modular job-aids designed to assist workers to have structured, collaborative conversations with someone about their alcohol and/or non-prescribed drug use. They have been intentionally designed as a mix of 'information brochure' and 'guided brief intervention' all-in-one.

## High risk medicines

A package of eLearning modules, recorded webinars and other resources designed to enhance clinical practice in the prescribing and dispensing of high risk medicines. Previously hosted as QScript Learning.

### MDMA

A package of tools, eLearning modules, videos and other resources designed for health and community service workers who engage with people who use MDMA.

### Methamphetamine

A package of tools, factsheets, flowcharts, eLearning modules and videos designed for health and community service workers who engage with people who use methamphetamine.

### Opioids

A package of free tools, eLearning modules, videos and other resources designed for health and community service workers who engage with people who use opioids.

### Opioid Dependence Treatment – GP Resource Toolkit

This toolkit contains a range of PHN publications and resources designed to assist GPs in Queensland to provide better quality care to patients experiencing opioid use disorder.

### Police and Court Diversion – Service Provider resources

A toolkit for Police and Court Diversion service providers with training, resources and job aids to effectively deliver the program in Queensland.

### Pregnancy and Early Life

A package of brief intervention eLearning modules, resources and guidelines for health workers who support pregnant and parenting women.

### Queensland Needle and Syringe Program

A package of eLearning modules and accompanying tools, guidelines and resources for Queensland- based workers who operate within primary or secondary Needle and Syringe Programs (NSP).

### Relapse Prevention and Management

This toolkit contains a series of eLearning modules, demonstration videos, tools and other resources to help in the delivery of evidence-based relapse prevention and management (RPM) interventions.

### Sensory Approaches for AOD Practice

A package of tools, resources, videos and recorded webinars to enhance knowledge and skills in sensory approaches that can be utilised in AOD treatment contexts.

### Sex and Drugs

A package of sexual health eLearning modules, videos, tools, templates and other resources designed to equip workers with the knowledge, skills and confidence to undertake a basic sexual health assessment, brief intervention and appropriate supported referral with at-risk clients and patients.

### Shared Care for Opioid Treatment (SCOT)

A package of videos and resource packs designed to assist AOD services to establish models of shared care for opioid dependence treatment with GPs and other approved prescribers in Queensland.

### Take Home Naloxone

A package of training, tools, videos and resources co- developed with QuIHN and Metro North Mental Health – Alcohol and Drug Service to support Queensland- based workers and services to establish and supply Take Home Naloxone, including an endorsed eLearning module which meets Queensland Health's minimum training requirement for participating workers.

### Telephone Counselling

A package of eLearning modules, videos, tools and resources co-developed with NCCRED and Adis Queensland to assist workers who provide AOD counselling and brief interventions over the telephone.

### The Indigenous Risk Impact Screen (IRIS)

A package of eLearning, resources and videos on the IRIS screening and brief intervention tool. This tool has been validated to meet the specific needs of Aboriginal and or Torres Strait Islander people. It is designed to be used by both Aboriginal and or Torres Strait Islander and non-Indigenous workers in a wide variety of contexts including primary healthcare, community health, Emergency Departments and other health and community care settings.

### The Queensland Opioid Treatment Program (QOTP) Prescriber Course

Self-paced eLearning modules and accompanying guidelines and resources for GPs and Medical/Nurse Practitioners who are seeking to become authorised to prescribe opioid dependence treatment in Queensland.

### Trauma Informed Care

A package of eLearning modules, recorded webinars, videos, tools and other resources designed to enhance knowledge and skills in trauma informed care.

### Vaping (Dovetail)

A package of resources that can assist workers to respond to young people who vape.

### Withdrawal Management

A package of eLearning modules, clinical tools, guidelines and resources designed to assist workers to better understand and more effectively support clients and patients undertaking the process of substance withdrawal.

### Worker Wellbeing

A package of eLearning modules, videos, tools and other resources designed to support and promote worker wellbeing.

### Working with Families

A package of eLearning modules, recorded webinars and videos designed to assist workers who engage with families and significant others impacted by another person's substance use.

# eLearning

Insight has an eLearning syllabus containing a range of courses and topics. Featuring short, bite-sized modules (mostly 30 minutes or less) arranged to support both new learners and workers from related sectors to progress from core knowledge and skills through to more advanced specialist AOD topics. The syllabus also allows learners to pick-and-choose modules depending on their specific role or pre-existing level of knowledge and experience.

All Insight eLearning modules are free, self-paced and your progress is saved as you go. A Statement of Completion is provided following completion, with CPD/active learning details included wherever applicable. To access our full suite of courses and modules visit: www.insight.qld.edu.au/training/elearning

*NB: Whilst content is primarily Queensland-focused, most modules will be relevant and applicable for learners in other Australian jurisdictions and contexts.*

## Level 1 – Core AOD Knowledge

These modules cover foundational knowledge and concepts underpinning effective AOD practice. They are targeted towards all AOD, mental health and Social and Emotional Wellbeing workers, especially those who are new to the field or who wish to brush up on their existing knowledge-base.

### L1.1: AOD essentials

- Substance use foundation concepts
- Models of substance use
- Substance use and the law in Queensland
- Challenging stigma
- Working with diverse populations
- Person-centered care
- Introduction to trauma-informed care
- Rates and trends of substance use

### L1.2: Understanding the brain and body

- AOD and the brain
- Routes of administration
- Tolerance, dependence and withdrawal Rates and trends of substance use

### L1.3: Understanding drugs

- Alcohol
- Cannabis
- Opioids
- Methamphetamine
- Benzodiazepines
- Nicotine vaping products
- Inhalants: Volatile hydrocarbons
- Medicinal cannabis
- MDMA
- Cocaine
- GHB
- LSD
- Psilocybin
- Ketamine

### L1.4: The AOD treatment system

- AOD policy and practice contexts
- What is AOD treatment
- Understanding AOD pharmacotherapy
- Understanding the AOD lived/living experience workforce

### L1.5: Understanding ourselves

- Developing your practice framework
- Introduction to supervision
- Introduction to debriefing and reflective practice
- Worker wellbeing

### L1.6: Ethical and legal practice

- Introduction to ethics
- Confidentiality, consent and professional boundaries
- Duty of care, competence and dual relationships
- Natural justice, rights and discrimination
- Ethical decision-making
- Ethical decision-making in practice
- Rural and remote practice

## Level 2 – Core AOD Skills

These modules cover the core processes and practice skills required for effective AOD practice. They are targeted towards all AOD, mental health and Social and Emotional Wellbeing workers, especially those who are new to the field or who wish to brush up on their existing skills-base.

### L2.1: Screening and brief intervention

- Introduction to screening and brief interventions
- Smoking
- QLD Health's smoking cessation pathway
- The ASSIST
- Using the ASSIST in practice
- Universal AOD screening
- The AUDIT: Alcohol use disorders identification test
- The Indigenous Risk Impact Screen (IRIS) – Orientation training
- Problem gambling

### L2.2: Assessment and care planning

- Conducting an AOD assessment
- The stages of change model
- QC55 formulation and care planning (QCMHL)
- QC48 Mental state examination (QCMHL)
- Mental health histories and MSE (MHPOD)
- QC54 Foundations of risk assessment and management (QCMHL)
- Risk assessment and management (MHPOD)

### L2.3: Harm reduction

- Responding to intoxication
- Respond to an opioid overdose and administer THN

### L2.4: Withdrawal management

- Principles of withdrawal management
- Alcohol withdrawal management
- Cannabis withdrawal management
- Opioid withdrawal management
- Psychostimulant withdrawal management
- Benzodiazepine withdrawal management

### L2.5: Counselling skills

- Engagement and basic counselling skills
- Active listening

### L2.8: Psychosocial interventions

- Overview of psychosocial interventions and motivational interventions
- Cognitive and behavioural interventions
- Mutual-help groups, case management and narrative therapy

### L2.9: Motivational interviewing (M.I.)

- M.I. spirit and core skills
- Change talk
- Evoking change talk
- Tasks and planning

### L2.10: Relapse Prevention and Management

- An overview to relapse prevention and management
- Exploring thinking
- Managing cravings
- Expanding coping skills
- Creating a meaningful lifestyle
- Strengthening connections and supports

### L2.11: Fundamentals of suicidality

- Understanding suicide and suicidality
- Communicating about suicide and suicidality
- Supporting long-term reduction in suicide and suicidality
- Addressing short-term safety in suicide and suicidality

### L2.12: Co-occurring AOD and mental health

- Co-morbidity guidelines: Managing Co-occuring AOD and mental health conditions (Matilda Centre)
- Mental health medications (MHPOD)

### L2.13: AOD and physical and cognitive health

- Physical health impacts
- Working with people who experience pain
- Working with people who experience cognitive and/or functional challenges
- Oral health
- Nutrition and physical health
- Nutrition in AOD settings (QNADA)
- Clinical foundations of Hepatitis C (ASHM)
- elearning modules for health workers involved with FASD diagnosis (University of Sydney and Telethon Kids Institute)

### L2.14: AOD and sexual health

- Sex and drugs: Foundational concepts
- Sex and drugs: Understanding STIs
- Sex and drugs: Interventions in practice

## Level 3 – Priority Populations

These modules explore how AOD use intersects with specific population groups such as Aboriginal and Torres Strait Islander people, young people, and families. They are targeted towards all AOD, mental health and Social and Emotional Wellbeing workers.

### L3.1:Working with Aboriginal and Torres Strait Islander people

- Introduction to social and emotional wellbeing (SEWB)
- "Eyez on ice" orientation (QAIHC)

### L3.2: Working with young people

- Knowledge and understanding
- Practice processes
- Interventions
- Working with young people's families and significant others

### L3.3: Family inclusive AOD practice

- Introduction to AOD family inclusive practice
- Family inclusive AOD practice tools
- Understanding domestic and family violence (QLD Health)
- National workforce centre for child mental health - online courses (Emerging Minds)

### L3.4: Working with people who are pregnant

- Pregnancy and smoking
- Pregnancy and substance use

### L3.5: Working with CALD populations

- Introduction to working with CALD populations
- CALD practice tools
- Working with specific CALD populations

### L3.6: Diverse genders, bodies, and sexualities

- LGBTIQ+ inclusive education: Introduction to key terminology and concepts (TRUE)
- LGBTIQ+ inclusive training for the AOD sector (QNADA)

## Level 4 – AOD Treatment Specific

These modules are targeted towards workers who are engaged in specific AOD-treatment roles and settings. They focus on existing funded AOD treatment types, as well practice with priority populations such as Aboriginal and Torres Strait Islanders, young people and families.

### L4.1: AOD Peer Work Practice

- Sharing your story
- Looking after yourself

### L4.2: QLD Opioid treatment program

- Understanding opioid dependence, assessment and treatment
- Buprenorphine-naloxone and LAI buprenorphine
- Buprenorphine-mono and methadone
- Overview of ODT and QOTP for non-prescribers

### L4.3: Prescriber and dispenser training

- Understanding pain, opioid therapy & inherited patients
- Opioid rotation
- Opioid deprescribing and withdrawal management
- Gabapentinoids
- Benzodiazepines and z-drugs
- Quetiapine
- Interdisciplinary collaboration and referral pathways
- Effective communication: prescribers
- Effective communication: pharmacists
- High-risk clinical scenarios
- Opioid overdose and naloxone

### L4.4: QNSP

- Queensland Needle and Syringe Program Training

### L4.5: AOD Telephone Counselling

- Foundational concepts and skills
- Managing complex calls

### L4.6: Police/Court Diversion: Service Provider Training

- The health response
- Administration for service providers

## Training for Non AOD/MH Workers

These introductory modules provide a basic overview of substance use and society, including how to conduct a brief intervention with someone for whom AOD may be a concern.

They are recommended for anyone working in any setting where alcohol and drug is an issue, but is not a primary focus of your role.

**NB: Workers employed within specialist AOD and mental health settings are advised to skip these modules and proceed directly to Learning Levels 1 – 5 where concepts, theories and skills are explored in greater detail.**

### Introduction to alcohol and other drugs

- AOD Crash Course
- An introduction to young people and drugs

# Workshops

Insight deliver a range of face-to-face and online 'workshops for Queensland-based workers. All workshops are free and bookings are essential.

Requests for training tailored for your individual organisation or teams are considered on a case-by-case basis and fees usually apply. For more information see our fee-schedule below.

## Level 1 - Core AOD Knowledge

**AOD and the Brain**

This one-day workshop explores the effects of different substances on the brain and body, equipping participants with the knowledge and skills to support informed decision-making and individualised treatment planning.

What will be covered:

- Understanding the effects of stimulants, depressants, and hallucinogens on the brain and body.
- Assessing neurobiological stages such as intoxication, tolerance, and withdrawal to guide treatment adjustments.
- Applying knowledge of neurotransmitters impacted by AOD use to create tailored treatment plans.
- Communicating effectively with people about how substances affect their brain and body to empower informed choices.

**Cultivating Worker Wellbeing: Building resilience in AOD**

Whilst clients are frequently taught about the importance of stress management, lifestyle balance and utilising support, many AOD and mental health workers do not apply these same skills to enhance their own personal resilience.  This workshop aims to equip AOD and mental health workers with a greater awareness of the signs of burnout including practical things you can do to if it occurs.

What will be covered:

- Understand the difference between burnout and resilience
- Apply practical skills for building professional and individual resilience
- Develop an individual resilience plan in a changing AOD landscape
- Know where to access further support to reduce symptoms of burnout as an AOD worker

**Culturally Safe AOD Practice**

This full day workshop focuses on enhancing worker's culturally safe alcohol and other drug practice when working with Aboriginal and or Torres Strait Islander peoples, their families and communities.

By the end of this workshop learners will have increased knowledge and awareness of:

- the impact of colonisation on the social determinants of health for Aboriginal and Torres Strait Islander people.
- key concepts of Aboriginal and or Torres Strait Islander health including Social and Emotional Wellbeing.
- the prevalence and rates of substance use amongst Aboriginal and Torres Strait Islander populations.
- key practice principles and approaches when working with Aboriginal and or Torres Strait Islander peoples, families and communities
- resources and tools which can assist in culturally safe engagement, screening, assessment and intervention
- how to build and/or enhance organisational and workplace cultural safety.

## Level 2 - Core AOD Skills

**Using Motivational Interviewing in AOD Practice:**

This workshop, based on the principles and practices of Motivational Interviewing (MI), offers an opportunity to learn skills for having MI-consistent conversations across different stages of client readiness for change.

What will be covered:

- Understanding the MI approach and its relevance in supporting people experiencing AOD issues.
- Exploring the spirit of MI: partnership, acceptance, compassion, and empowerment.
- Techniques for creating a safe and non-judgmental space for open conversations.
- Techniques for engaging people who are at different stages of readiness in relation to their problematic AOD use
- Tools and resources for continuous learning and application of MI.

**AOD Harm Reduction**

This informative one-day workshop focuses on equipping participants with practical strategies, resources, and techniques to conduct effective harm reduction conversations with clients. Whether you are new to harm reduction or looking to update your skills, this workshop will provide valuable insights and practical tools.

What will be covered:

- Overview of harm reduction principles and person-centred approaches and their importance in providing effective substance use support.
- Techniques and strategies for providing tailored harm reduction conversations.
- Opportunity for hands on exposure to a range of equipment and harm reduction materials associated with drug use and simulated illicit drugs.
- Specific harm reduction practices for different substances and routes of administration.
- Introduction to a range of job aids and case studies to develop practical understanding and application of skills.
- Customising harm reduction information to suit diverse client characteristics and needs.
- Options for accessing up-to-date harm reduction resources.
- Opportunity to participate in skills-based scenarios as both a service user and service provider.

**Relapse Prevention and Management**

This workshop equips participants with skills to support people in managing relapse through tailored conversations, a flexible framework, and person-centred planning that adapts to evolving needs.

What will be covered:

- The purpose of Relapse Prevention and Management (RPM) and its essential components.
- How to adopt an appropriate RPM stance to support tailored and engaging conversations.
- Constructive approaches to averting and addressing lapse or relapse, which encourage continued service engagement.
- Using a flexible framework to guide RPM conversations effectively.
- Recording RPM plans to reflect a person's needs and preferences while meeting service requirements.
- Updating and adjusting RPM plans to align with a person's evolving goals and circumstances.

**Cognitive-Behavioural Therapy 4 AOD: Foundation Skills**

This two-day workshop focuses on the foundational aspects of Cognitive-Behavioural Therapy (CBT) and its application with individuals impacted by problematic alcohol and other drug use. Designed for workers who provide direct counselling, the workshop aims to build foundational knowledge and practical skills in CBT techniques.

What will be covered:

- Key concepts, structures, and elements of CBT tailored for substance use disorders.
- Techniques in conducting a functional analysis.
- Developing a CBT-based formulation and formulation-linked plan.
- Skills in applying cognitive techniques.
- Overview of behavioural strategies.
- Developing collaborative learning experience

## Level 3 – Specialist AOD Practice

**Assessing and Managing Withdrawal (Nursing and Medical)**

This one-day workshop is tailored for nurses and medical professionals who may be directly involved in assessing and medically managing alcohol and drug withdrawals in any setting. The content is crafted to deepen understanding and enhance practical skills, ensuring safe and effective care for individuals undergoing planned or unplanned withdrawal.

What will be covered:

- Overview of withdrawal syndromes associated with a range of substances.
- Physiology and psychology of dependence and withdrawal.
- Training in assessment tools and techniques for identifying withdrawal symptoms.
- Evidence-based approaches to managing withdrawal symptoms.
- Pharmacological and non-pharmacological interventions.
- Strategies for developing individualised withdrawal management plans.
- Skills for the management of deterioration.

# 'Let's Practise' Series

Insight's "Let's Practice" series offers short, online, skills-focused training sessions that cover a broad range of AOD-related practices. These sessions, available for Queensland-based workers, last between 30 to 90 minutes and include hands-on activities to assist workers in enhancing their practice. Participant numbers are limited, and registration through the Insight workshop page is essential.

*These sessions are for QLD-based workers only.*

# Fee Schedule
## 2025/2026

Insight and Dovetail provide free, open-access eLearning modules and webinars for workers across Australia, alongside a scheduled calendar of specialist face-to-face and online workshops available for Queensland-based workers only.

From time to time, government departments/services, non-government organisations, and/or commissioning bodies may seek additional training or eLearning tailored specifically to their needs and/or region. These requests are considered on a case-by-case basis subject to alignment with Insight's mission and service capacity. Where these requests can be met, a fee-for-service applies.

We recommend reviewing our eLearning modules before requesting face-to-face training or tailored online courses. Our modules are structured and designed to meet the needs of both beginner and more experienced AOD and mental health practitioners, alongside introductory modules specifically targeted towards to those who do not work in direct AOD roles or settings.

*NB: Please contact us with your training request with as much notice as possible, noting that we are unable to hold funds over successive financial year periods*

To view our current fee schedule: www.insight.qld.edu.au/training-requests

To request a quote or to discuss your particular training needs or circumstances (including capacity to pay), please contact us on (07) 3837 5655 or email insight@health.qld.gov.au

# Learning Portals

Insight's Learning Management System (LMS) has been configured to allow external organisations and programs - including those who provide training for other states and territories - to curate their own private, dedicated 'Learning Portals' customised and restricted specifically for their employees or target learner audiences.

## Features

Learning Portals have the following features:

- Customisable headings, banner image, introductory information and logos.

- The ability to host a mix of eLearning modules, training videos, webinars, downloadable resources, and links to other websites. These items can either be drawn from Insight's existing learning suite or supplied by the customer (subject to terms and conditions).

- Customised certificates and post-completion evaluation surveys for any hosted eLearning modules.

- Learner reports (specific to your Learning Portal) via csv export.

- Reporting dashboards for Learning Portal Managers for enhanced visualisation of learner characteristics and training completion data.

Learning Portal access is determined through the learner's registration details when they sign-up for an Insight account and can be organised according to:

- Individual email addresses,

- Organisational email addresses,

- Hospital and Health Service region (currently available in Queensland only), and

- State or territory.

## Reporting

Appointed "Learning Portal Managers" from customer organisations receive administrative access to view and export all of their individual learner details, training completion rates and evaluation data for modules housed within the Learning Portal. New features include dashboards filter reports which enable organisations to view and visualise learner characteristics and training completion data. These reports are available in both pdf and csv exports.

## Fees

Fees are calculated according to organisational type and location. They cover initial portal set-up, training for Learning Portal Managers and ongoing customer/learner support during business hours.

Whilst linked Insight modules are hosted free-of-charge, additional fees apply for hosting the customer organisation's own modules charged on a fee-per-module-per-month basis and are subject to terms and conditions.

New modules can be also developed and/or existing modules customised with fees determined on a case-by-case basis depending on the time and resourcing required. Please contact us to discuss further.

If you are interested in a Learning Portal for you organisation or team, or have any queries or suggestions, we would love to hear from you! Head to

www.insight.qld.edu.au/learningportals for more information.