inSupplyHealth
CO-CREATING INNOVATIONS FOR HEALTH

inSupply Learn · LEARNER GUIDE

Learner guide: professional skills courses

How to take the inSupply Health professional skills courses (Essential Facilitation Skills, Foundations of Problem-Solving, Adaptive Learning for M&E and Establishing your IMPACT Team) on inSupply Learn.

Read it online at **learn.insupplyhealth.com/help/guides/skills-learner**. Version 1.2, November 2026.

The journey at a glance

STEP 1
Register
Create your account and verify it with a code.

STEP 2
Enroll
Open the course and press Enroll.

STEP 3
Learn
About 2 to 6 hours, at your own pace. Stop and continue when you like.

STEP 4
Finish
View the course to the end, and pass the post-test if there is one.

STEP 5
Certificate
Your certificate of competency is issued at once.

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1. Before you start

The courses are free and open to everyone: health workers and any other learner. Most take about 2 hours; Establishing your IMPACT Team takes about 6. You can take them on a phone, a tablet or a computer.

1 Have your **email address** ready. The platform sends your code and your certificate to it.

2 Use a good connection for the first open of the course. After that, your progress saves even when the connection drops.

Tip: Your names are printed on your certificate exactly as you enter them. Check the spelling when you register.

2. The courses

Course	What you learn
Essential Facilitation Skills	How to plan and run a session that keeps people engaged and learning
Foundations of Problem-Solving	A simple method to find the cause of a problem and agree on what to do about it
Adaptive Learning for Monitoring and Evaluation (AL 101)	How to use monitoring data to learn and adjust a programme while it runs
Establishing your IMPACT Team	The IMPACT Team approach to supply chain data, the role of leaders, and how to set up your own team with its vision, goal and indicators

3. Create your account and enroll

1. Open **learn.insupplyhealth.com** and press **Register**. Enter your details and the code that comes to your email.
2. Press **Courses**, open the course and press **Enroll**.
3. The course now shows on your **Home** page under **Your courses**.

4. Take the course

1. Open the course and press **Start**, or **Continue** where you stopped.
2. Go through the lessons in order. Do the activities and knowledge checks as you go.
3. Press **Save & exit** when you stop. Next time, **Continue** opens the lesson where you stopped.
4. Press **Focus** for a bigger view, or **Fullscreen** on a computer.
5. Some lessons have attachments (a PDF or a template). Press the attachment to download it.
6. A longer course such as Establishing your IMPACT Team does not need to be done in one sitting. Take a section at a time; **Continue** brings you back to where you stopped.

Tip: If the course takes long to open on a slow connection, the player says so and shows **Load again**. Your progress is safe.

5. Pre-test and post-test

Some courses, such as Establishing your IMPACT Team, have a short test before you start and the same kind of test at the end. The course page shows them when the course has them.

1. The **pre-test** comes before the first lesson. It shows what you already know and does not count, so answer honestly and do not worry about the score.
2. Then go through the course.
3. The **post-test** opens when you have finished the course. It has 10 questions; pass it to complete the course.
4. If you do not pass, the page shows what to review and when you can try again.

Tip: Your pre-test and post-test scores show how much you gained. They also help us improve the course.

6. Get your certificate

1. When you view the course to the end, and pass the post-test if the course has one, your **certificate of competency** is issued at once.
2. It is emailed to you and is on your **Certificates** page, where you can download it.
3. Anyone can check it by scanning the QR code, or at **learn.insupplyhealth.com/verify**.

7. Get help

1. Open **Help** at the top of any page for answers to common questions.
2. Press **Contact us** to send a request. You get a reference and a reply by email, usually within one working day.
3. WhatsApp help desk: Monday to Friday, 08:00 to 17:00 EAT. Email: **learning@insupplyhealth.com**.

8. Quick fixes

I did not get the code.
Check your spam folder. Wait one minute, then press Send again. Check that the email address is correct.

The course is blank or slow.
Wait a moment. If the player says it is taking longer than usual, press Load again. If it stays blank, close the page and open the course again from your Home page.

An attachment does not download.
Press the attachment once and wait. On a phone, the file opens in a new tab or goes to your Downloads.

I finished but have no certificate.
Open the last lesson again and go to its end, then press Save & exit. The certificate is issued within a few minutes.