

Accessing the QBE 'Golden Hour' e-learning module

Account registration and support workbook
November 2022



Workbook

QBE Business Insurance, in partnership with Human Focus, is launching an online training programme to help our customers achieve a robust approach to accident investigation.

Our 'Golden Hour' e-learning module is focused on providing front-line supervisors and managers with

the skills and knowledge to manage the critical early stages following an accident. It's within this period that vital evidence can be lost, which could impact liability decisions made in the future if a civil liability claim is made. This programme should improve your risk profile and your resilience to be able to defend claims.

This workbook provides guidance on how to access the 'Golden Hour' e-learning module.



Step 1.

Access the link <https://humanfocus.co.uk/campaign/qbe-goldenhour/> which will take you to the 'Golden Hour' landing page – then click the 'Request Account' button as shown below.



A robust approach to accident investigation

QBE Business Insurance, in partnership with Human Focus, is launching an online training programme to help our customers achieve a robust approach to accident investigation.

Our 'Golden Hour' e-learning module is focused on providing front-line supervisors and managers with the skills and knowledge to manage the critical early stages following an accident. It's within this period that vital evidence can be lost, which could impact liability decisions made in the future if a civil liability claim is made. This programme should improve your risk profile and your resilience to defend claims.

Click below to register and access this free service.

(Please note that QBE is not responsible and has no liability for the availability or content of materials provided by third-party suppliers.)

Request Account



Step 2.

The registration page includes a number of fields that are required to be completed before access to the system is authorised, this includes your QBE policy number.

The screenshot shows the 'Get In Touch' registration form for Human Focus. The header includes the Human Focus logo and contact information: 01737 647 882 and enquiries@humanfocus.co.uk. The form fields are as follows:

- First Name (required):
- Last Name (required):
- Organisation Name (required):
- Phone Number (required):
- Your Email (required):
- Confirm Email (required):
- Company Size:



Step 3.

When the details within the registration page have been completed and submitted, the e-learning digital platform will automatically generate an email which will be sent to your organisation's point of contact. The email will include all the relevant login details.

The screenshot shows an email from Human Focus with the following content:

Hello

Your Human Focus Account login details are below:

Web address: <https://www.humanfocus.org.uk/CBTbyB/Entry.aspx>

Organisation Identifier: 0001

Person Identifier: Test

Password: Test

If you are using a phone or a tablet, please download and access your training through our free app. Below are links to the apps which you might find useful.

Apple IOS devices - <https://apps.apple.com/us/app/human-focus/id619044101>

Android devices - https://play.google.com/store/apps/details?id=uk.org.humanfocus.hfi&hl=en_GB

If you have any queries about using the Human Focus e-Learning system please contact QBE Admin Account on jeremy@humanfocus.co.uk

Thank you

Human Focus



Step 4.

Within the email that contains the login details there is a link to the Human Focus digital platform login page.

QBE0001

Enter Person Identifier

Enter Password Here

Login

Forgot Password Trouble Logging In



Step 5.

Once logged in you will be presented with the Human Focus home page.

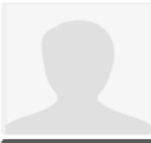
Profile [Edit](#)


Name: Nick Fox
Person Identifier: nickfox
Email: Nick.Fox@uk.qbe.com
Mobile No.: -
User Level: Manager

Dashboard


User Group(s): -
Department: -
Site / Location: -
Organisation: QBE Insurance
Organisation Identifier: QBE0001

Training Card [Print](#) [Check a Card](#)


 [Upload Photo](#)


 666BKHMFK1

My Results ⓘ

 Show Matrix Bar

Next Actions

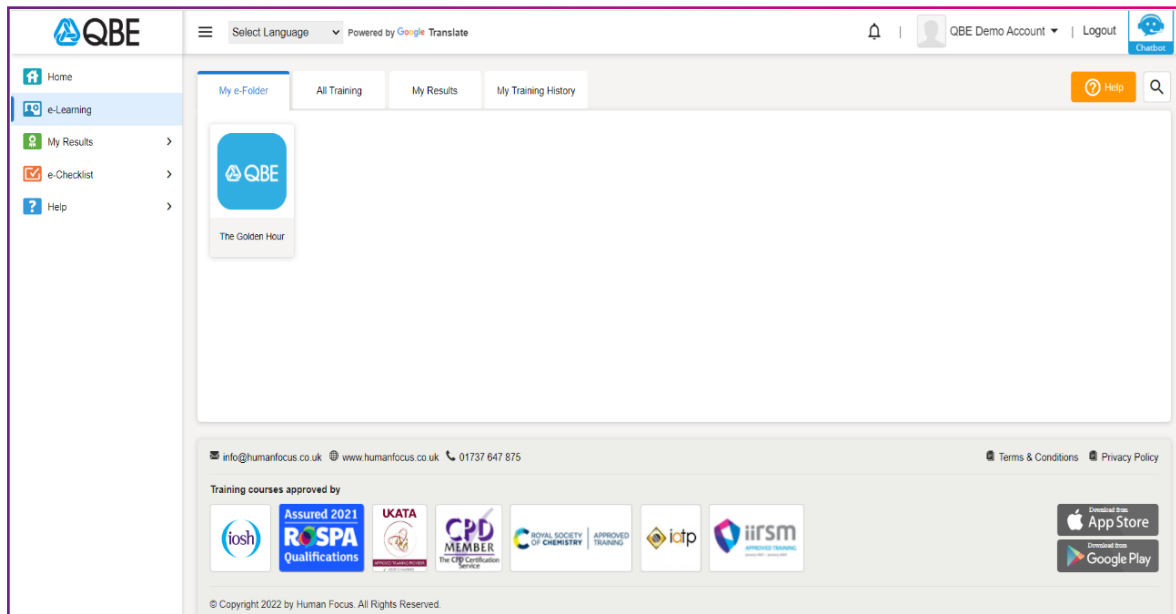
 Upload Training Record

 Bulk Certificate Verification

Golden Hour Workbook – Risk Solutions

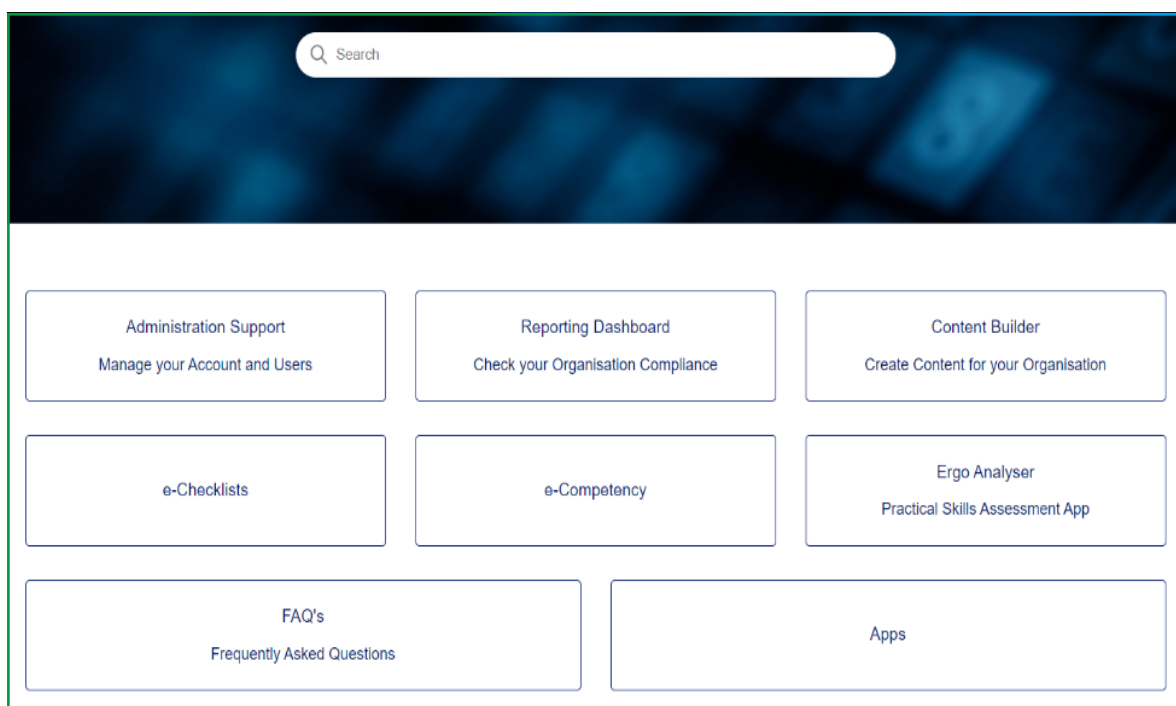
Step 6.

The 'Golden Hour' e-learning module can be accessed through the e-learning tab inside the 'My e-folder section'.



Step 7.

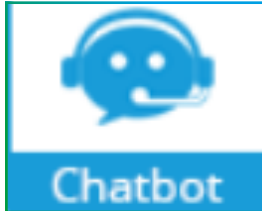
To understand the functionality of the system, access the 'Help' tab which has a number of resources to help you manage the system. The guidance also includes instructions on how to allocate training throughout your organisation.





Step 8.

If you need additional support, you can access the chatbot which is on the header of each page within the Human Focus digital platform.



QBE European Operations

30 Fenchurch Street
London EC3M 3BD
tel +44 (0)20 7105 4000
QBEurope.com

This information is intended as a general discussion surrounding the topics covered and is for guidance purposes only. It does not constitute legal advice and should not be regarded as a substitute for taking legal advice. QBE UK Ltd is not responsible for any activity undertaken based on this information. QBE European Operations is a trading name of QBE UK Limited, QBE Underwriting Limited and QBE Europe SA/NV. QBE UK Limited and QBE Underwriting Limited are both authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. QBE Europe SA/NV is authorised by the National Bank of Belgium under licence number 3093.

