



2025 Cold chain management guidelines and eLearning module - Frequently Asked Questions (FAQs)

Vaccines are sensitive biological products that can lose their effectiveness if exposed to temperatures outside the recommended range. Once potency is lost, it cannot be restored, and this can place individuals and communities at risk of vaccine-preventable diseases. The cost of vaccines discarded due to cold chain breaches alone (excluding expiry) account for a loss of more than 20,000 vaccines valued at over \$560,000 every year in WA. In Western Australia, cold chain management is governed specifically by national and state immunisation advice like the Strive for 5 guidelines and WA Health's Cold Chain Management guidelines. Cold chain management provides the framework to ensure vaccines are transported, stored and handled under optimal conditions from the point of manufacture to administration.

The WA Health cold chain management guidelines and eLearning module have been developed to provide clear and practical guidance for all staff involved in vaccine handling to ensure that vaccines administered are potent and that patients are protected.

Compliance

Is it mandatory for all staff that work at a vaccine ordering site to complete the training?

As a condition of holding a vaccine ordering account for government-funded vaccines and immunisation products, all relevant staff must complete the designated training module. This applies to any staff whose responsibilities may affect cold chain storage and handling, whether directly or indirectly. This includes:

- staff who may be involved in vaccine ordering, signing for the vaccine consignment, unpacking and checking of stock, recording fridge temperature (will often include administrative staff)
- staff responsible for immunisation

- staff who work in areas with vaccine fridges and may notice a problem e.g. a power outage, equipment failure
- In some cases, a single individual may be responsible for all these activities. In others, multiple people may share the tasks.

There may be staff working at immunisation services who would never come into contact with vaccines or cold chain. They do not need to complete the module. However, it is still expected that all staff would understand at a basic level what to do and/or who to contact if a vaccine fridge is alarming, this could include cleaning staff.

All staff who administer vaccines under the Structured Administration Supply Arrangements (SASA) are required to complete cold chain training annually, as part of the WA Health immunisation education requirements.

Who is responsible for ensuring staff, including new staff, complete the training?

It is the vaccine account holder's responsibility to ensure that all relevant staff, including new staff, are provided information about cold chain and provided the link to complete the module. This responsibility may be best suited to the organisation's manager, supervisor, owner, or another designated person.

We acknowledge staff movement, so the cold chain module should form part of the induction procedure at each organization where government-funded vaccines are ordered. This will ensure that all new staff are compliant.

When does the training need to be completed?

Staff of existing vaccine ordering sites are required to complete the training module **by 31 December 2025**.

The training module then needs to be completed annually.

What are the consequences of non-compliance?

If non-compliance is identified following a cold chain breach, sites would be given the opportunity to ensure that all relevant staff have completed the requisite training, if they have not already.

If an individual fails to complete the required training and register their completion, the provider account may be subject to suspension.

Can we track if staff in our clinic have completed the training?

Organisations are responsible for keeping track of their own staff's training progress. While WA Health retains this information and may use it in the event of a major cold chain breach, day-to-day monitoring is up to each clinic.

It is possible for Health Service Providers (HSP) to create a declaration package within the MyLearning platform. Please check with your relevant learning and development team. This allows organisations to track training in their unit.

ACCESS

I can't access the cold chain management module. Where can I complete the training?

You can register for the training via [eLearning Cold Chain Management training module](#). Once registered click on the 'Browse Library' option to view all the modules

This training is to be done by each individual. Staff can use personal emails to register if they don't have individual work emails.

For instructions and to register for the WA eLearning modules, please go to 'WA Health modules and education' on the [Immunisation education](#) webpage.

I have logged on and registered for the module but now I am unable to access it.

Please note that the eLearning account is temporary. If more than 2 weeks have passed since you last logged on, you may need to register again to continue accessing the modules.

While you have an active account you should be able to log in using this link [immunisation-education.rise.com](#) You can try 'forgot password' if it's not working.

For troubleshooting tips please see [WA Health modules and registration](#).

CERTIFICATES

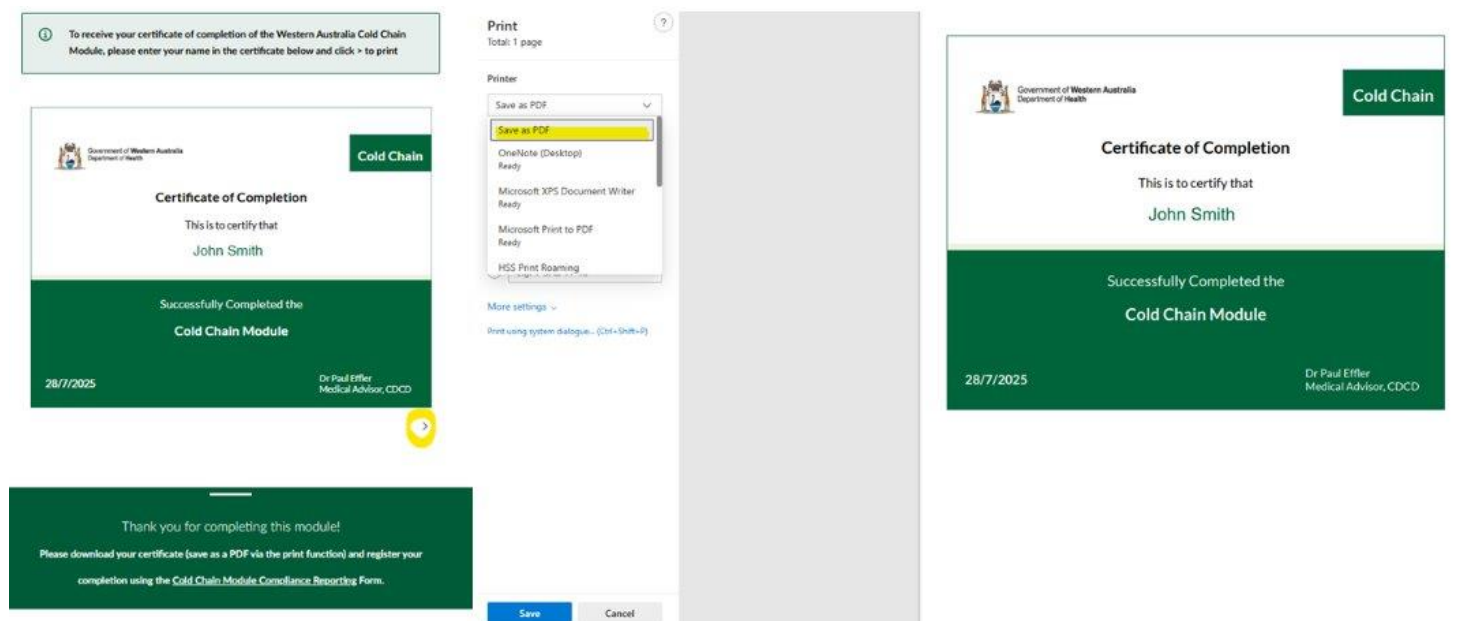
I have completed my training and am unable to access my certificate.

At the end of the assessment, a certificate will appear. Once you have typed your name into the certificate, you are then:

- I. select the arrow (circled in screenshot below).
- II. go to the drop down in the print section and select 'save as pdf' (highlighted). This will save in your downloads on your computer.



- III. go into the cold chain module compliance reporting form (under 'Thank you for completing this module!') and there will be an option in the form to upload your certificate



Once you have received your certificate you should register your completion [Cold Chain Module Compliance Reporting\(opens in a new tab\)](#)

After successful completion of the respective update, it is up to the individual to save a PDF copy of their own certificate. However, if you have trouble with this, please email immunisation.education@health.wa.gov.au

For up-to-date announcements and news, subscribe to the WA Department of Health [Vaccine updates \(external site\)](#) e-newsletter.

This document can be made available in alternative formats on request for a person with disability.

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