



Accessing Learnhub Tip Sheet

Accredited persons can now access their class 19 competency and learning requirements through external access to the departments Learnhub platform.

How to find Learnhub

To access Learnhub, select the following link or type it directly into the address bar of your internet browser - <https://learnhub.gov.au/>

This URL is accessible from anywhere with an internet connection on any departmental, personal, or other device.

Note: we recommend you bookmark this site for quick access in future.

How to log in

The screenshot shows the Learnhub login interface. At the top, it says 'Please select your Agency from the list to login with SSO:' followed by a search bar. Below this is a blue button labeled 'SSO LOGIN'. A red box with an arrow points to this button with the text 'SSO login option is not available to Accredited persons.' Below the SSO LOGIN button, it says 'If your agency is not listed above you can login manually below.' This leads to a 'Login' section with a blue header. Underneath is 'Manual Login' with two input fields: 'Username or Email' and 'Password', both marked with a red asterisk. A red box with an arrow points to these asterisks with the text 'Required fields are marked with an asterisk (*)'. Below the fields is a blue 'LOGIN' button and a link for 'Forgot your password?'. At the bottom, it says 'If you experience problems logging in to Learnhub, please email AEPsupport@agriculture.gov.au'.

Note: it is not possible for accredited persons to use the SSO Login option. You must use the manual email address and password option as displayed above.

- Enter your email address and password (email address you registered with AEP Arrangements) into the designated fields and select Login.
- You will then be prompted to change your password. Follow the instructions on the screen.
- If you would like to change your password at any other time, select the Change Password link that appears below the main content on the Learnhub login page.
 - If this does not allow you to log in, please email AEPsupport@agriculture.gov.au to check the status of your account.
 - If you need to change your registered email address, you will need to submit a [Change of details for class 19 accredited persons form](#) and return to AEP.Arrangements@agriculture.gov.au.

Resetting a forgotten password

If you have forgotten your password, from the Learnhub log in page:

- Select the Forgotten your password link on the Learnhub page.
- Enter the email address you used to log in and select the Submit button.
- Follow the instructions in the email sent to you will receive an email with a link to reset your password.

The screenshot shows the Learnhub login interface. At the top, there is a search bar for SSO login. Below it, a 'Manual Login' section contains two input fields: 'Username or Email' and 'Password', both marked with a red asterisk to indicate they are required. A blue 'LOGIN' button is positioned below these fields. A red box highlights the 'Forgot your password?' link located below the login button. A callout box with an arrow points to the asterisks, stating 'Required fields are marked with an asterisk (*)'. At the bottom of the page, contact information for support is provided.

More information

If you have any other questions or issues, please email AEPsupport@agriculture.gov.au.

Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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