
Learn: A Student's Guide

Online e-learning courses



Introduction

Learn is the TAFE SA platform for online e-learning courses. This guide for Students covers basic information to get you started, and more detailed instructions to use the features most effectively and get the most out of your course.

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Getting Started

Before you can get started in Learn there are a few basics you'll need to know.

Web Browser compatibility

Google Chrome

While Learn can work with multiple browsers, file drag and drop functionality may be affected. Using Google Chrome will avoid this issue. Where applicable, download Google Chrome free from the following link:



[Download Google Chrome](#)

Office Software - for FREE!

As a TAFE SA student you can get Office software for free.

Go to the [TAFE SA Portal](#) and login using your TAFE SA login details.

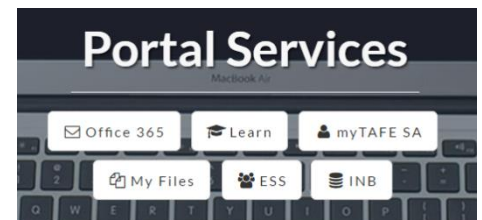
Click the button for Office 365. There are many apps available for you to use.

In the top right corner of the screen you'll see a download option for Installing Office and other software.



For support with Learn please email the Help Desk

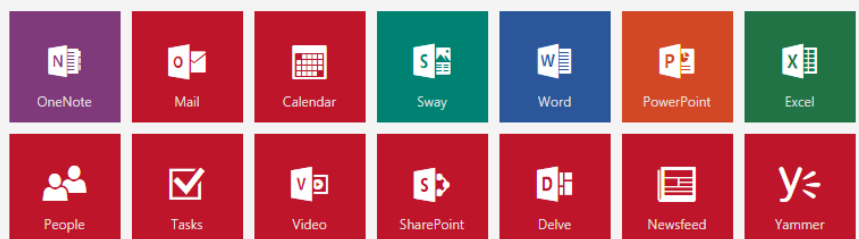
FJP.online@tafesa.edu.au



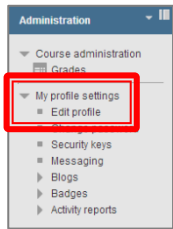
[Install Office 2016](#)

[Other installs](#)

Use the online apps



Editing your profile



Your Learn profile determines what information other users can see about you in the online classroom. It's also where you choose how you want to receive emails from lecturers, participate in forums, and edit text.

When you're first enrolled in Learn, the system creates a personal profile for you. In the *Administration block* on the main page, you can **edit profile** settings to:

- Add a *picture* of yourself, an avatar, or other image. This will display next to your contributions in the course, e.g.. discussion forums. Please make sure you have appropriate copyright clearance for any photos you upload.
- Use any *email* address to receive messages, but it should be one you check frequently to keep up with course developments.
- Add a *description* about yourself that fellow students will be interested in knowing.
- List any *interests* you have and separate them with a comma

Don't forget to click the [Update profile](#) button at the bottom of the screen when you're finished making changes.

My Courses

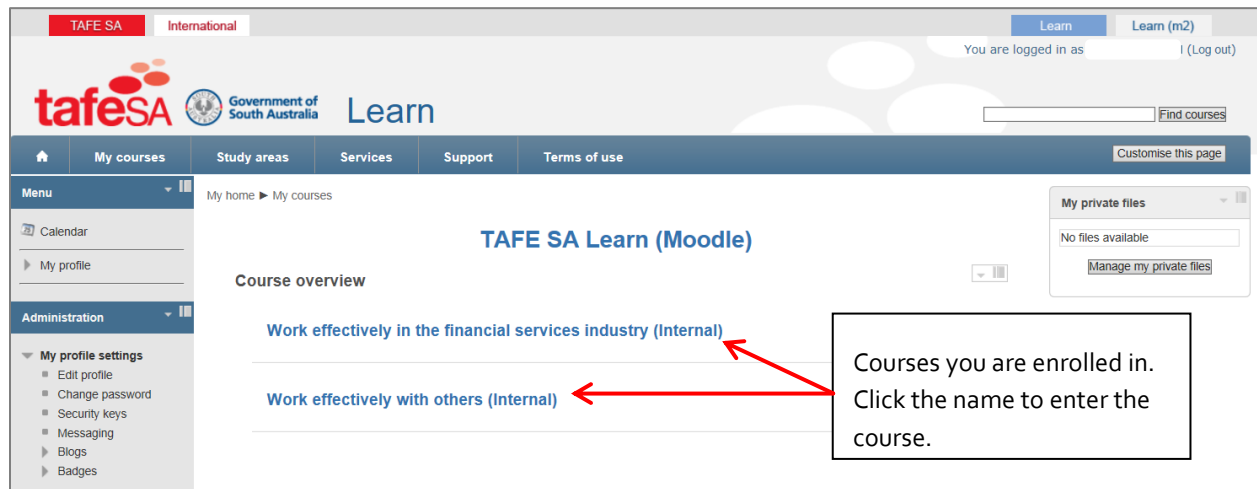
What courses am I enrolled in?

When you first login to Learn, a list of courses you are enrolled in will be shown. Using a self-enrolment key, Students add themselves to online courses, but before you can be added to an online course, you must have registered in the unit through your [myTAFE SA](#) online account and paid your fees.

Online courses are reset at the end of each semester, so please ensure you complete the course in the time allowed. If you can't complete your course on time it is important to contact your lecturer as soon as possible.

To enter a Learn course, simply login to the [TAFE SA Portal](#) and select Learn. Click on the course name.

The *Menu* and *Administration* blocks on the left of screen are there to assist you manage your account and navigate in courses.



Course layout and features

Most Financial Services courses in Learn will have a similar look, layout, and features. Although course layouts may differ, the features will all work in the same way.

Some parts of courses require the lecturer to grade your work before the solutions to activities are released, or the next part of the course is shown. This is known as conditional release and is described in more detail in the next section under *Activities and Assignments*.

You can keep track of your progress in a course by using *completion tracking*. This is explained in more detail in the section *Tracking your progress in the course*.

Course Components

Courses are made up of various components and tasks. These include reading material, presentations, quizzes, activities, assignments and assessments. Some require a Lecturer to grade, and some don't. Each component is explained below.

General Information

This is the unit of competency information produced by the Department of Education, Employment and Workplace Relations. It describes the national requirements for this course.

Course profile

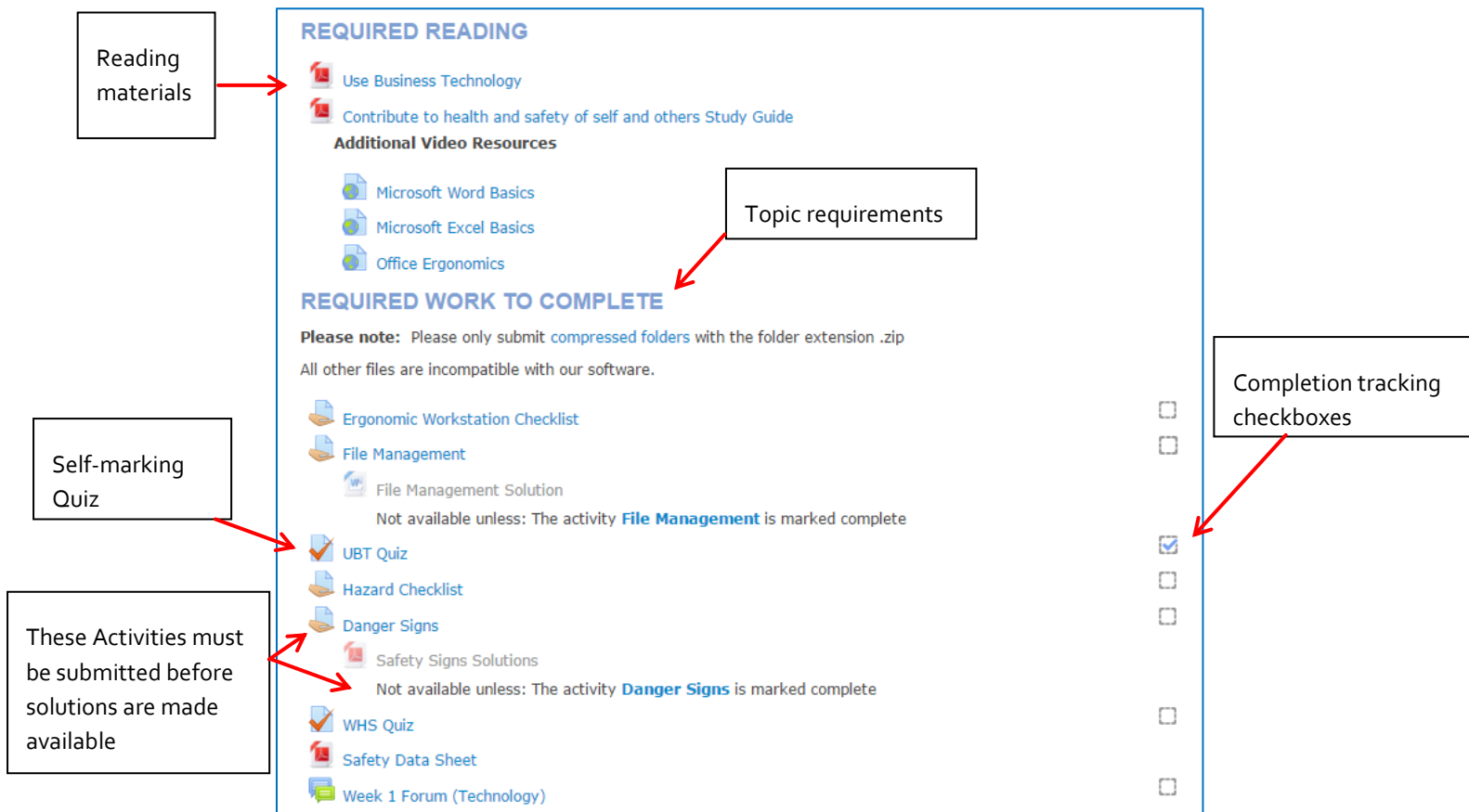
This is the learner guide containing full information about completing the course. You should read this document first before commencing your studies, and contact your lecturer if you have any questions.

The course profile contains:

- A description of the course and how online courses work
- details of text book (if required)
- study timetable
- submission of work
- presentation of work
- assessment and grading information
- study requirements
- policies & guidelines
- student support information

Course Topics or Sections

Each Topic or Section in a course will have similar types of content, depending on what the criteria at that stage of the course. A typical topic layout is shown below.



The diagram illustrates a typical topic layout within a learning management system. It features a central content area with various sections and activities, annotated with callouts explaining their purpose.

Annotations:

- Reading materials:** Points to the 'REQUIRED READING' section.
- Topic requirements:** Points to the 'Additional Video Resources' section.
- Self-marking Quiz:** Points to the 'UBT Quiz' activity.
- These Activities must be submitted before solutions are made available:** Points to the 'Hazard Checklist' and 'Danger Signs' activities.
- Completion tracking checkboxes:** Points to the checkboxes on the right side of the 'REQUIRED WORK TO COMPLETE' section.

Content Area:

REQUIRED READING

- Use Business Technology
- Contribute to health and safety of self and others Study Guide

Additional Video Resources

- Microsoft Word Basics
- Microsoft Excel Basics
- Office Ergonomics

REQUIRED WORK TO COMPLETE

Please note: Please only submit **compressed folders** with the folder extension .zip
All other files are incompatible with our software.

- Ergonomic Workstation Checklist
- File Management
 - File Management Solution
 - Not available unless: The activity **File Management** is marked complete
- UBT Quiz
- Hazard Checklist
- Danger Signs
 - Safety Signs Solutions
 - Not available unless: The activity **Danger Signs** is marked complete
- WHS Quiz
- Safety Data Sheet
- Week 1 Forum (Technology)

Completion tracking checkboxes:

- ☐
- ☐
- ☒
- ☐
- ☐
- ☐
- ☐


Presentations and reading guides

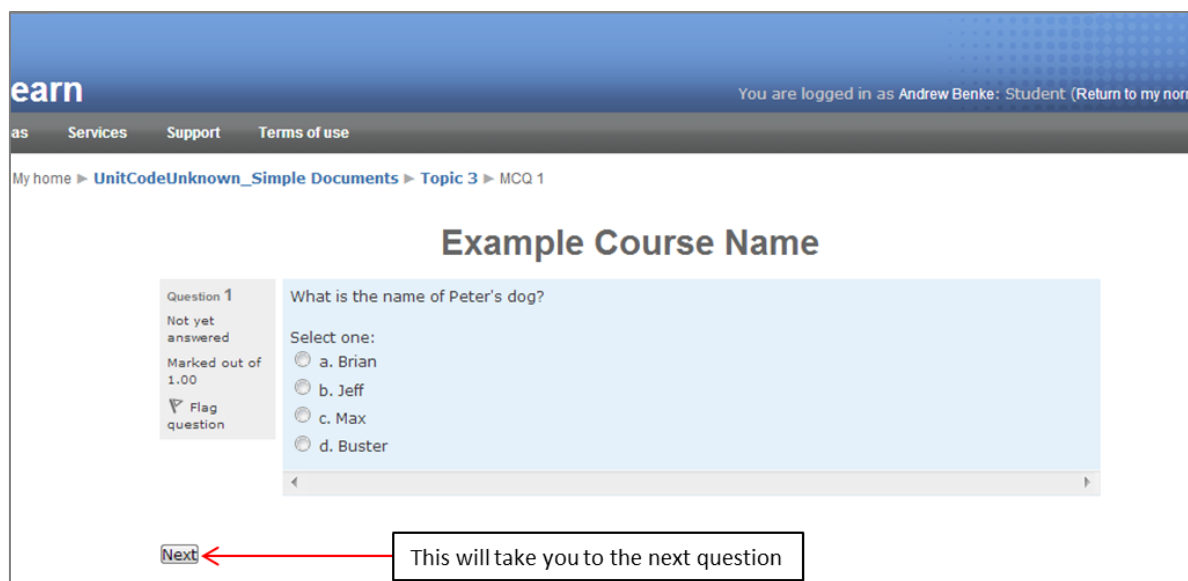
These are power-point and pdf files containing the required reading for a particular topic. You should read through these before attempting the quizzes and activities for that topic.

Quizzes

Quizzes in Learn are self-marking questions generally with automatic feedback provided. Two attempts are allowed. Correct answers are marked on the first attempt. You will be allowed a second attempt to correct any mistakes but you will need to sit the whole quiz again.

To attempt a quiz:

1. Click on the  quiz link.
2. A screen appears showing how many attempts are left and the current score/grade. To continue select **Attempt quiz now**
3. A confirmation box will appear, to continue select **start attempt**
4. The multiple choice quiz will start. Select the most appropriate answer and select **next** to display the next question.
5. Once you have completed the questions – select **Submit all and finish** and navigate past the confirmation box. You are now able to review your quiz attempt.
6. Select **finish review** and the summary of previous attempts will be displayed. You may decide to re-attempt the quiz now (unless you have used all attempts), or navigate back to your home screen.



Activities and Assignments

These are questions and tasks that generally include essay, research and short answer questions.

Solutions will usually be provided, but where they appear *dimmed out* it means the Lecturer is required to check your work and *mark it completed*. Once the Lecturer has reviewed your work you may need to logout and log back in to refresh the screen and make the solutions visible.

Navigating in Learn


Course Homepage


Below is a section of a typical course homepage. Clicking on any of the items in blue text will open that particular item. Items shaded out cannot be accessed until the work is submitted or a Lecturer has reviewed the submission and marked it complete.


Topic 2


Communicate in the Workplace


Overview


 Presentation 2


 Reading Guide 2

 MCQ 2

 Activity 2

 Activity 2 Solutions
Restricted: Not available until the activity **Activity 2** is submitted.

 Assignment 2

 Assignment 2 Solutions
Restricted: Not available until the activity **Assignment 2** is marked complete.

Items in blue *can* be opened

Items shaded out *cannot* be opened until submitted or a Lecturer has reviewed your submission

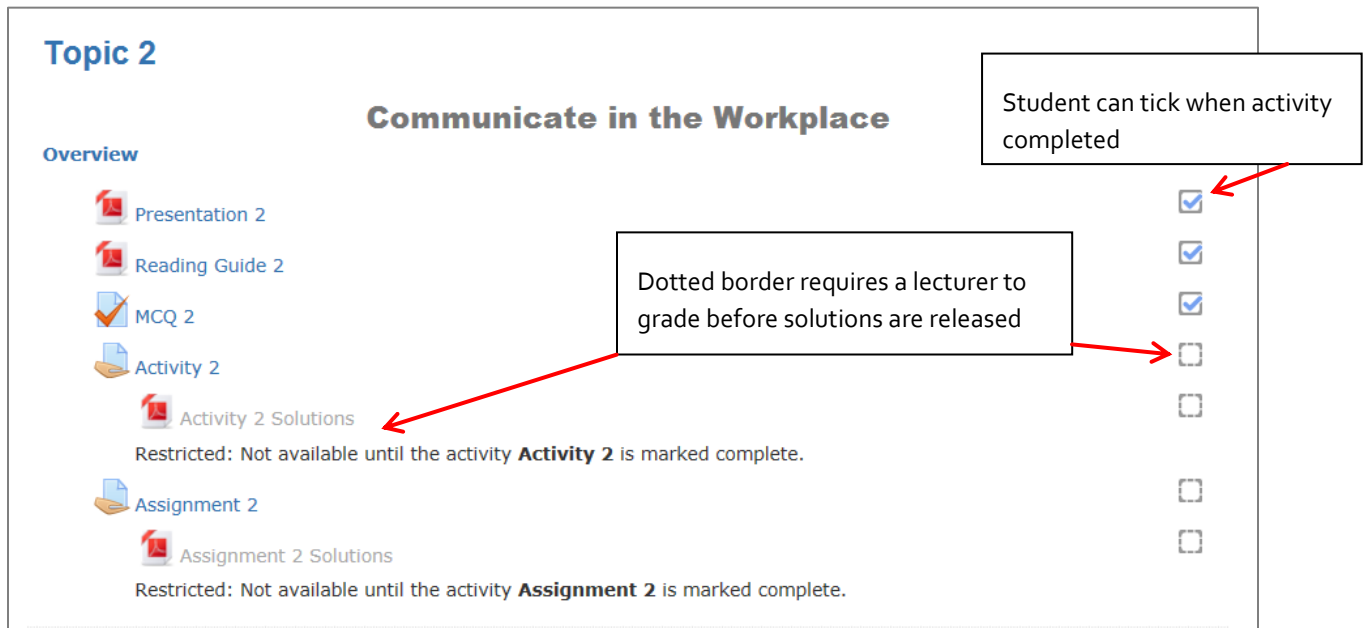
Tracking your progress in the course

One of the features used in some of our Learn courses is **completion tracking**. A check box is located alongside some of the tasks to help you keep track of what you have completed so far in the course.

Check boxes with a *solid border* are there for you to use. You can tick this box when you have completed the activity. Using these check boxes is optional.

Check boxes with a *dotted border* require the lecturer to review your activity submission before the solutions to that activity are released. When the Lecturer has reviewed your work and marked it

complete a tick will appear in the box automatically. The solutions will be visible in blue and you may open the file to check your own work.



Topic 2

Communicate in the Workplace

Overview

- Presentation 2
- Reading Guide 2
- MCQ 2
- Activity 2
- Activity 2 Solutions
- Assignment 2
- Assignment 2 Solutions

Restricted: Not available until the activity **Activity 2** is marked complete.

Restricted: Not available until the activity **Assignment 2** is marked complete.

Student can tick when activity completed

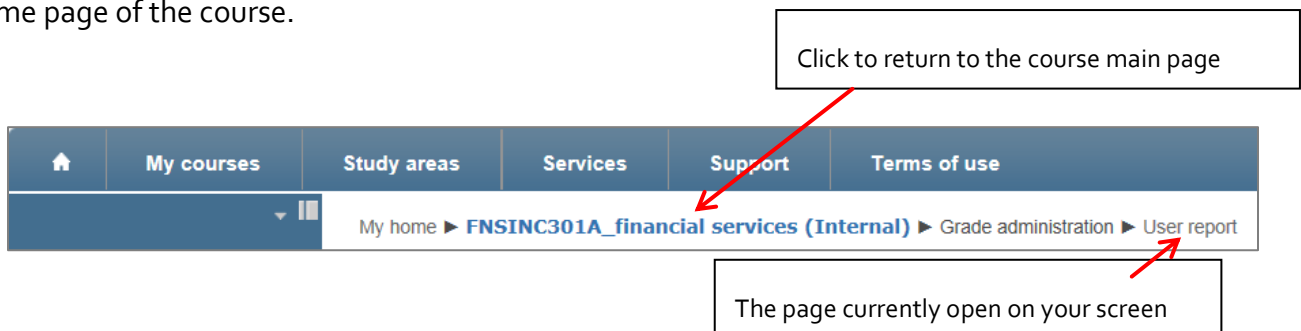
Dotted border requires a lecturer to grade before solutions are released

Moving around the course

There are different ways to move around the screens in a course.

Breadcrumbs

Breadcrumbs are a trail showing you the pages you have passed through to get to your current location. At the top of every screen you will find the file path (see image below) that tells you where you are in the course. In Learn these are known as *breadcrumbs* and the main home page of the course will always be highlighted in blue. Clicking on this breadcrumb is the quickest way to return to the home page of the course.



Click to return to the course main page

My home ► **FNSINC301A_financial services (Internal)** ► Grade administration ► User report

The page currently open on your screen

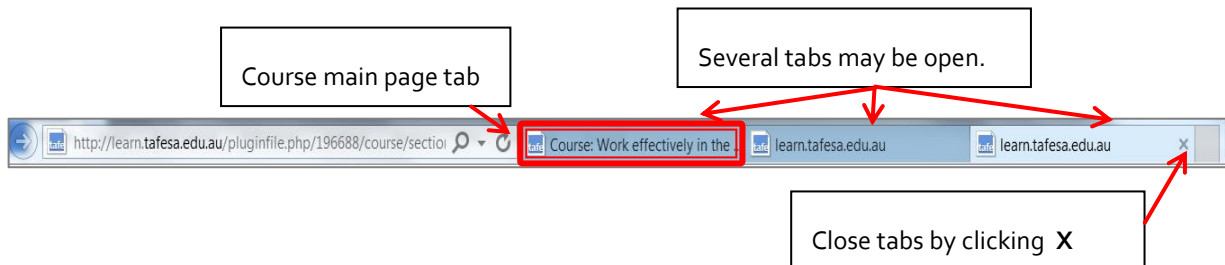
Back & forward buttons



When you are in the main body of the course you can also use the *Back* and *Forward* buttons located in the top left corner of the screen. This will not take you back to the main page of the course if you are in a PDF document.

Tabs - new windows

Learn courses contain several files, many of which are PDF documents. Depending on the settings when the course was created, some documents will open in a new tab. You may have many tabs open at the top of your screen. The tab titled *Course:.....* is the main page of the course you are in. You can check which page the tab is for by hovering over it with your mouse pointer. Tabs can be closed by clicking the **X** in the top right corner of the tab.



Closing a Learn course

To log out of the site, click on the **Logout** button near the top right corner of the screen or click the red cross in the very top right corner of the screen . Either way will close the course and your work will automatically be saved.

Submitting assignments & receiving feedback

In Learn online courses, all of your submissions must be **uploaded** to the course site ready for your Lecturer to review and to satisfy auditing purposes. Please do not email your work directly to your Lecturer. It is important to upload it to the course site as the system is designed to track your progress through each stage of the learning process. If not all sections of the course are fully completed, it may affect your overall grade and outcome in the course.

The Lecturer can see what you submit and will generally give you feedback. You too can see the activities you have completed, the work you submit, and the grades you are given. Your classmates cannot see anything you have done in the course or any of your personal results.

Files and filename protocol

For the Lecturer to mark your work, only Microsoft Word, Microsoft Excel, Microsoft Publisher, PDF and .zip files should be uploaded in a Learn course.

The maximum file size is 10 Mb. Only one file may be uploaded. In the section below 'Compressing (zip) files' we will show you how to combine several files into one to upload to the course. In most courses you'll only be able to upload a submission once, so be sure to have the document ready and named correctly before you begin uploading.

Important: Please name your files appropriately using the following structure:

First name_last name_Assignment_name

If your files aren't named correctly they will be returned to you unmarked.

Submitting document files

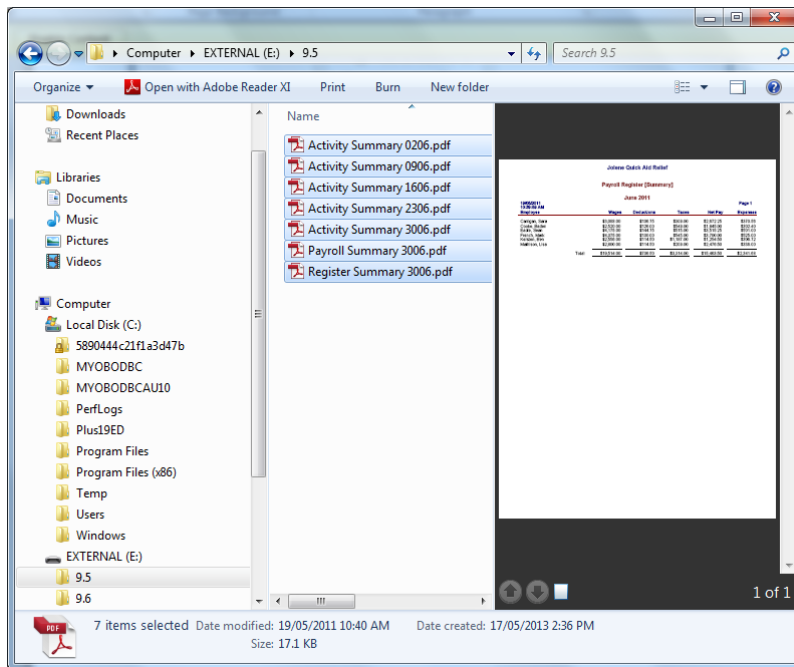
To minimize disk space, only one file can be uploaded for each activity. When you have more than one file to submit you will need to compress (zip them) into a single folder ready for upload. Here's how:

How to Compress (zip) Files (Windows or Mac)

Locate the files you want to compress.

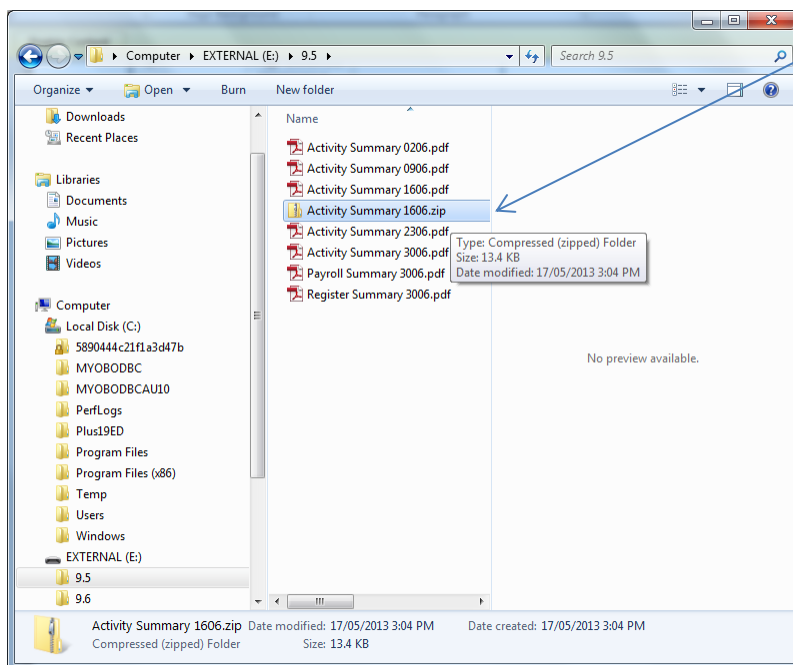
If the files are in a group as shown in the image below, select them all by clicking on the first file to be included, hold down the Shift key and select the last file to be included. If you only want to include some of the files use the Ctrl key instead and click on each file to be included.

All the files to be included should now be highlighted.



Hover the mouse pointer over one of the highlighted files and right click. A popup menu will appear. Select the command 'Send to' which will bring up a further popup menu. Select 'Compressed (zipped) folder'. If you are using a Mac computer select 'Compress items'.

A new folder will be created and added to the original list of files. You can distinguish this file by the 'zip' in the middle. See image below.



You can rename the compressed folder by right clicking and selecting 'Rename'. To add additional files to the compressed folder simply click on the file to be added and drag it to the

zipped folder.

The files are now compressed ready to be uploaded to the Learn course.

To unzip a compressed folder do one of the following:


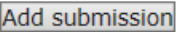
- To unzip a single file or folder: Open the zipped folder, then drag the file or folder from the zipped folder to a new location.
- To unzip all the contents of the zipped folder: Press and hold (or right-click) the folder, select 'Extract All', and then follow the instructions.

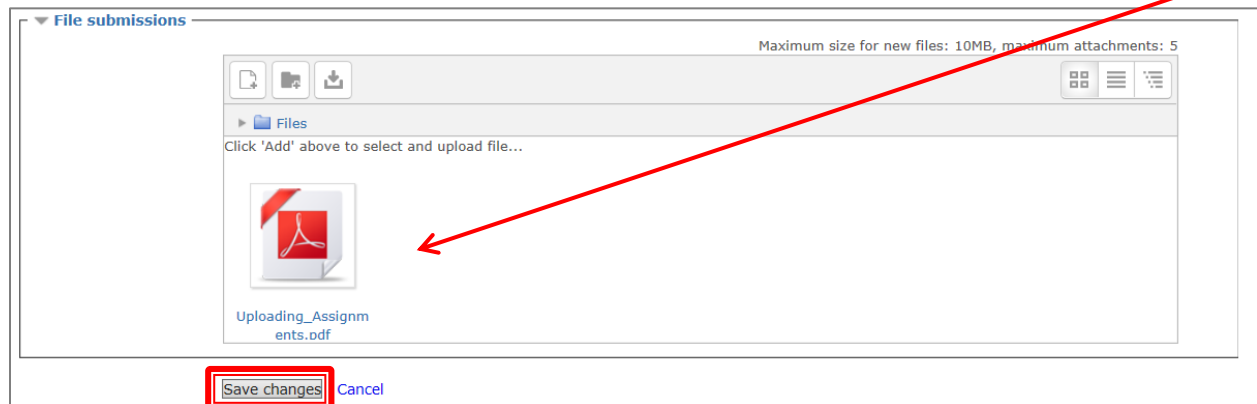
Uploading document files

There are two ways to upload documents in a Learn course.

- Drag and drop
- Find and select


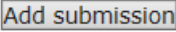

Drag & Drop

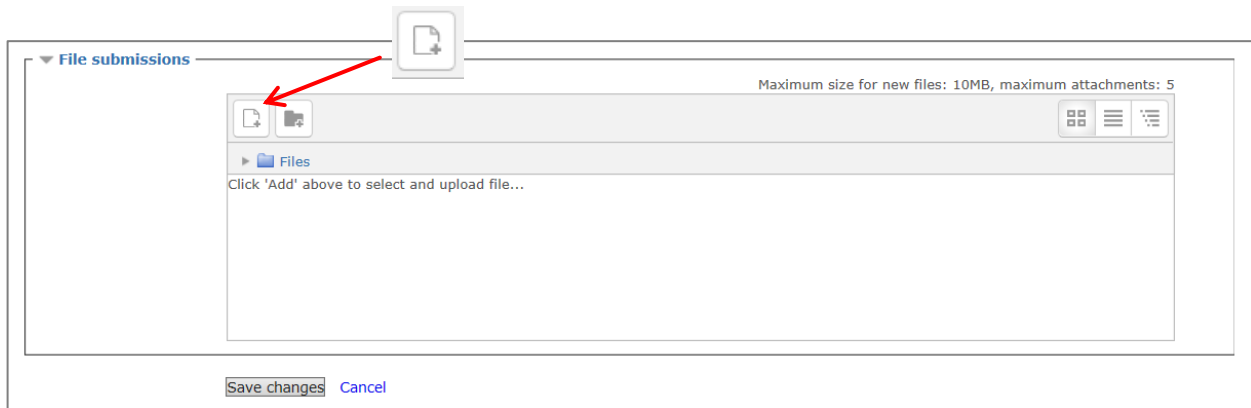
1. On the main course page, click on the *activity or assignment* to open it.  Activity 1
2. Click on the **Add Submission** button 
3. A *File submissions* window opens. You can drag files from your computer and drop them here.



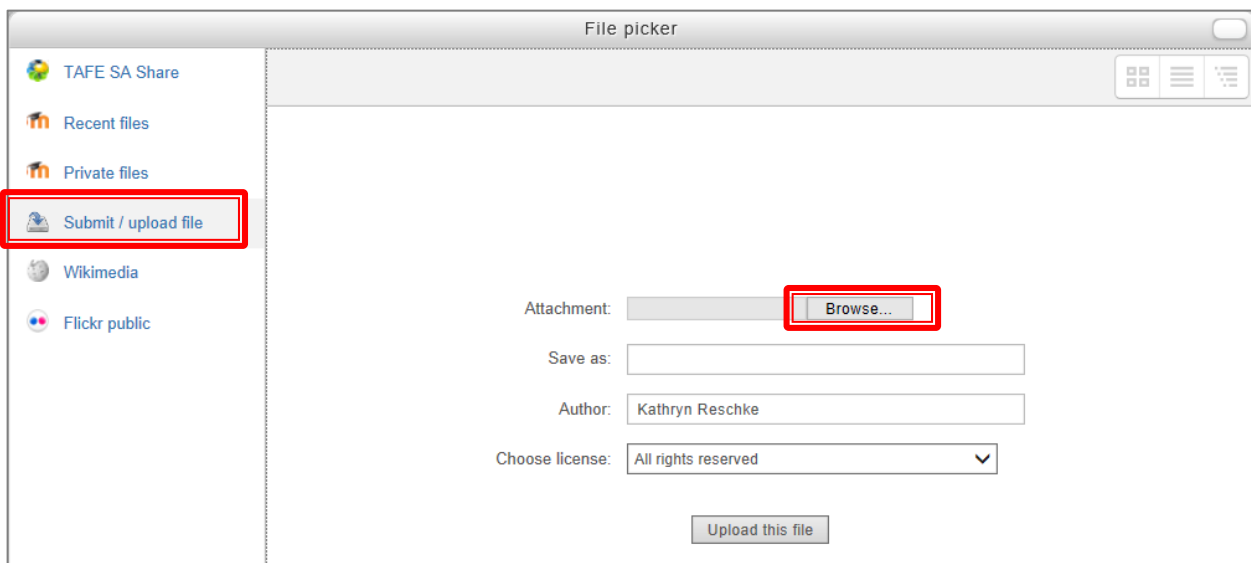
4. Click on **Save changes**

Find & Select

1. On the main course page, click on the *activity or assignment* to open it.  Activity 1
2. Click on the **Add Submission** button 
3. The *file submission* box opens. Click on the **Add** icon  to locate the file you want to upload.

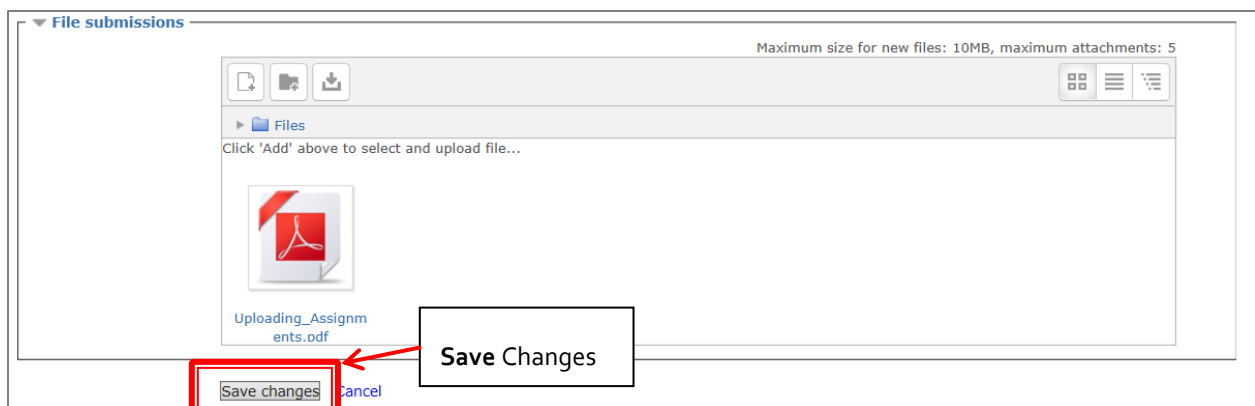


4. The *File Picker* window opens. Click on **Submit / upload file** and then click **Browse**



5. This will open another window. Find the file you wish to upload and click **Open**.

6. The file is now uploaded. Click **Save changes** (see image below)



7. You will be returned to the assignment upload window which looks similar to the one above, and you will be asked to confirm the assignment is your own work. Once submitted you will not be able to make any changes to this document.

☒ This assignment is my own work, except where I have acknowledged the use of the works of other people.
Are you sure you want to submit your work for grading? You will not be able to make any more changes.

8. You have now completed the upload. A confirmation email may be sent to you.

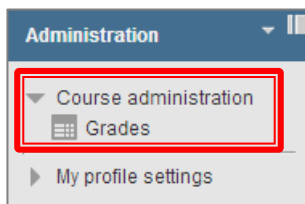
Feedback on your submissions

Your Lecturer will review the work you upload and, if necessary, provide you with feedback. In most cases, the solutions to activities and assignments will be released to you automatically once your work is submitted or the lecturer has marked your work as *completed*.

e-Learning courses are designed for self-directed learning. It is your responsibility to compare your answers with the solutions provided. If you still have difficulty understanding the solutions, please contact your lecturer or tutor for assistance.

How can I see my recent assignment feedback?

The easiest way to see your feedback is by simply going to the same place where you uploaded the work. Another way is to view **Grades**. If this feature has been activated in the course, you'll find it in the Administration block on the left of screen.



The **User report** shows you a table with all the required activities in that particular course, your grade, and Lecturer feedback. You can click on the activity name to see more information about that task. See the image below.

Why is my course average so low?

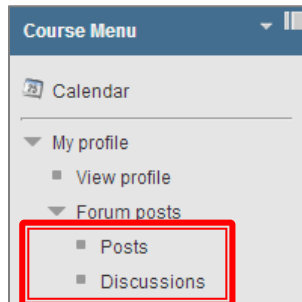
Don't panic. The Learn grade book takes into account unmarked and un-submitted work. You start with a zero grade and as you progress through the course and complete graded activities the percentage will steadily rise.

Grade item	Grade	Range	Percentage	Letter grade	Feedback
Work effectively in the financial services industry (Internal)					
Activity 1	-	Fail-Distinction	-	-	
Assignment 1	-	Fail-Distinction	-	-	
MCQ 1	-	0-10	-	-	
MCQ 2	-	0-10	-	-	
Activity 2	-	Fail-Distinction	-	-	
Assignment 2	-	Fail-Distinction	-	-	
MCQ 3	-	0-10	-	-	
Activity 3	-	Fail-Distinction	-	-	
Assignment 3	-	Fail-Distinction	-	-	
Activity 4	-	Fail-Distinction	-	-	
MCQ 4	-	0-10	-	-	
Assignment 4	-	Fail-Distinction	-	-	
Case Study	-	Fail-Distinction	-	-	
Course total	-	0-100	-	-	

Participating in forums & wikis

Forums

There are different types of forums in Learn which may, or may not, be activated in some courses. Your participation in most course forums is optional, but in some online classes the forums are a compulsory part of the course. In a course, forums look like this:



Introduce yourself in the Use Business Technology Forum
News forum

Forums are used for Lecturers and students to discuss various topics in the course (*general forum*), or for Lecturers to notify all students in the course about news and other information. These are called *News forums*. In a news forum the Lecturer posts the information for the students to view only.

Another forum may be a Learning forum where the Lecturer posts a question or topic for discussion relevant to an area of your learning. Clicking onto a topic link will open the thread and allow participants to contribute.

Forum etiquette

Before posting for the first time, read the forum rules and guidelines. Be civil with your posts and remember that personal differences should be handled through email or phone, and not through posts displayed to everyone. Stay on the topic and do not use all caps or SHOUT in your posts. If it's a new topic, start a new thread. Do not post content that violates copyright or contains personal or identifiable information.

Keep your postings brief and be thoughtful with your wording. The forums may be read by people from a variety of backgrounds and ages. Use correct spelling and grammar and avoid using slang unless you know others will understand it.

Be aware that many people are new to using forums and need support and encouragement.

Posting into a forum

To add your contribution to an existing forum:

- Click on the forum link
- Click on the headings of other people's postings to read them.
- Click on **Reply** to add your comment
- Click on **Post to forum**

To start a new Discussion:

- Click on the forum link
- Click on **Add a new discussion topic**
- Add a subject heading and your message
- Click on **Post to forum**

Sharing images through forums

When an image is 'attached' as a file to a forum message, it is immediately displayed full size after the message (there is no need to click on an attachment). This is an excellent way of sharing images without having to go through the process of uploading them as files and linking them from within web pages.

Post length

Extra-long posts can cause problems when doing a forum search and can be difficult to read on screen. Rather than creating a very long post, consider copying and pasting the text into a text file such as Microsoft Word and add it as an attachment to your forum.

Post editing time limit

There is a time limit for editing posts, usually 30 minutes so it's a good idea to compose your message in a program such as Microsoft Word and paste into the forum when you are ready.


Emails and forums





If you're not getting emails of forums and others are, chances are your email address in your profile is either wrong or disabled (see the section *editing your profile*). It could also be that you are not subscribed to the forums that are generating emails.

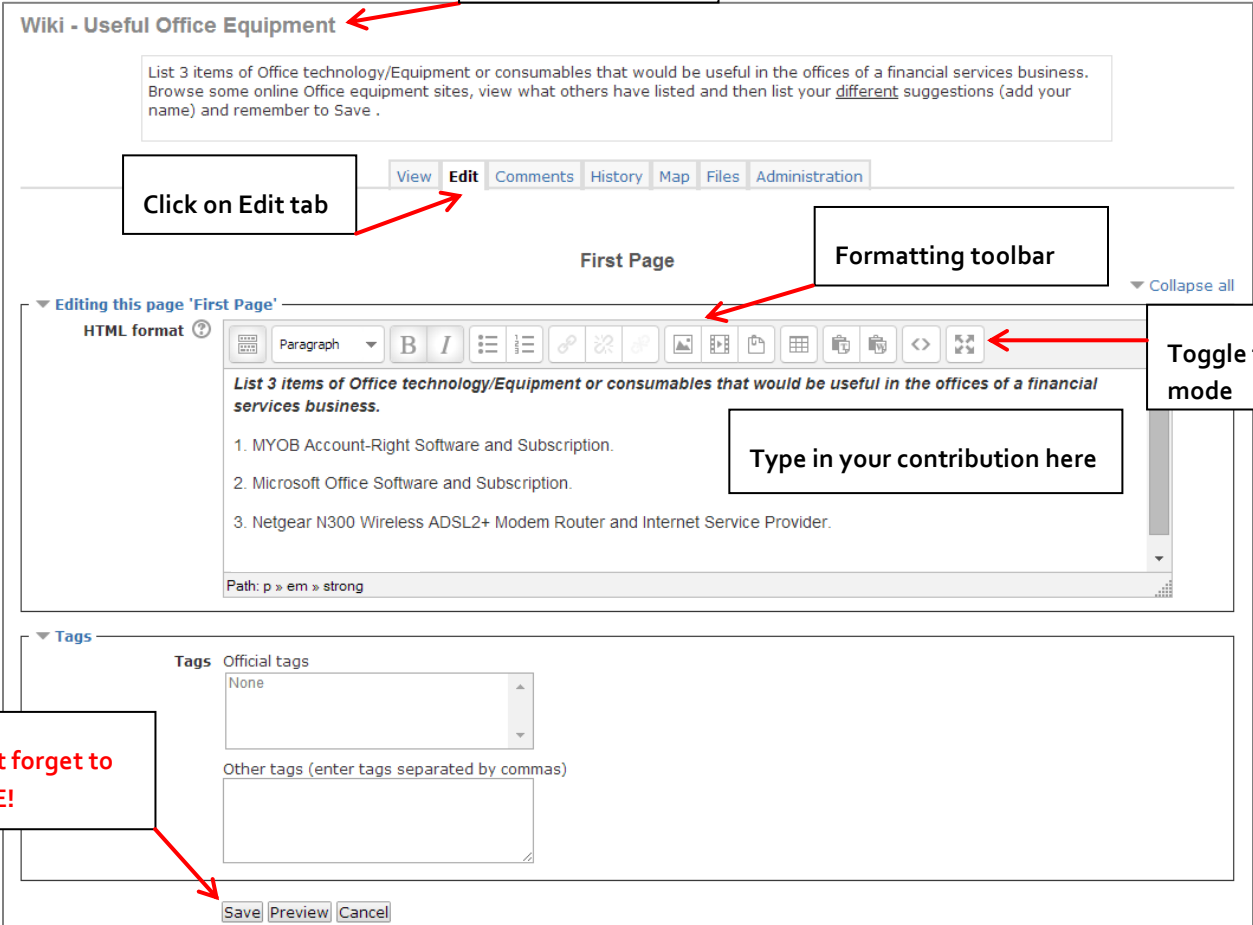
Wikis

Some Learn courses contain Wikis. Wikis are a tool used mainly for collaboration. A good example of a Wiki is Wikipedia, the web-based encyclopedia. It is a location for students to participate with each other to build on a topic in the course.

To contribute to a Wiki:

1. Enter the Wiki assignment link in the course site. It will look something like this
 [Wiki - Useful Office Equipment](#)
2. If your Lecturer has asked all the class to work on the same wiki page, then you just click on the **Edit tab** and follow the steps below. If your Lecturer has provided an index page to the wiki, there may be a link to an individual page via your name. Individual wikis will have a private space in which to work. You will not be able to see or edit other individual wikis.

3. In a class wiki, the wiki is visible to all participants. You will be able to view, but not edit, their posts.
4. In the editing page you can maximize your window to full screen mode by clicking on .
5. You can add and format text using the formatting toolbar.
6. You can add things to your wiki such as images , or media such as video or audio files .
7. When you are done with your contribution, first get back out of full screen mode by clicking the full screen button again .
8. You can then click on **Preview** to see what your page will look like, and make any final adjustments.
9. When you're done with editing



The screenshot shows a wiki page titled "Wiki - Useful Office Equipment". The page content is a list of three items: MYOB Account-Right Software and Subscription, Microsoft Office Software and Subscription, and Netgear N300 Wireless ADSL2+ Modem Router and Internet Service Provider. The page is in "Edit" mode, and the "Formatting toolbar" is visible. The "Toggle full screen mode" button is highlighted. The "Don't forget to SAVE!" note points to the "Save" button. The "Type in your contribution here" note points to the text area.

Wiki topic or task

Wiki - Useful Office Equipment

List 3 items of Office technology/Equipment or consumables that would be useful in the offices of a financial services business. Browse some online Office equipment sites, view what others have listed and then list your different suggestions (add your name) and remember to Save .

View Edit Comments History Map Files Administration

Click on Edit tab

First Page

Formatting toolbar

Toggle full screen mode

Type in your contribution here

Don't forget to SAVE!

Save Preview Cancel

Assignments & Assessments

Assignments and Assessments for a course will depend on the level and content of the course. In most online classes, all activities and quizzes for the overall assessment grade.

In other online courses, a final assignment or assessments may be required. Some are unsupervised assessments and will be available in the online course. However, some assessments will require you to be supervised and you will need to make a booking to sit your assessment. This online class does not require you to complete formal assessment tasks. Your overall course participation and grades will be used to determine your final grade.

Your responsibilities

As a student of TAFE SA you have a right to study, learn and develop your skills in a safe, healthy and supportive educational and social environment. As a student you also have certain responsibilities to your fellow students, staff and Lecturers. These include:

- Treat other students and TAFE SA staff with respect, fairness and courtesy
- Not engage in plagiarism, collusion or cheating in any assessment or examination
- Submit all assessment tasks by the due date or ask for an extension if there are exceptional circumstances
- Return or renew library resources by the due date
- Not behave in a way that could offend, embarrass or threaten others
- Use campus computing facilities in a responsible, ethical and lawful manner

Study support

We understand that studying online can be difficult for some people. For that reason we have a number of ways to support you. In all cases, the best person to help you with your course content is your Lecturer. For more general assistance such as literacy and numeracy, study skills, assignment skills and personal support we have a range of free services available to all our students. Please visit our website for full details: <http://www.tafesa.edu.au/services>

Help with Learn

If you are experiencing any difficulties and cannot find help in this booklet, please email the Help Desk on fjp.online@tafesa.edu.au

Help can be provided for:

- Creating a new account
- Forgotten passwords or logins
- Uploading assignments
- Viewing feedback and answers

Notes:
