Learn: A Student's Guide

Online e-learning courses

Introduction

Learn is the TAFE SA platform for online courses. This guide for Students covers information to get you started and more detailed instructions to use the features most effectively to get the most from your course.
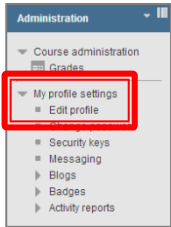
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Getting Started

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

Your Login

Your Username and Password for Learn will be the same single sign on you use for access to all TAFE SA services.

Forget your password?

Never mind. If you are registered for self-service password reset you can reset your own password here:

https://password.tafesa.edu.au

To register for self-service password reset visit http://passwordreg.tafesa.edu.au

Editing your Learn profile

Your Learn profile determines what information other users can see about you in the online classrooms. It's also where you choose how you want to receive emails from Course Facilitators, 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, eg. 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. Staff will add and remove students from online courses, but before you can be added to an online course, you must have registered in the unit through your myTAFESA online account and paid your fees. You must also have a current Learn account.

Online courses are reset at various intervals and at the end of each semester so please ensure you complete the course in a timely manner. If you can't complete your course on time it is important to contact your Course Facilitator as soon as possible.

Module Name

To provide ease of access for students, and to minimize the number of online courses, we group complimentary units together into 'modules'. The module name for the course is displayed in red across the top of the page.

To enter a Learn course simply login to Learn and click on the course or module name.

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

Courses or modules you are enrolled in. Click the name to enter the course.
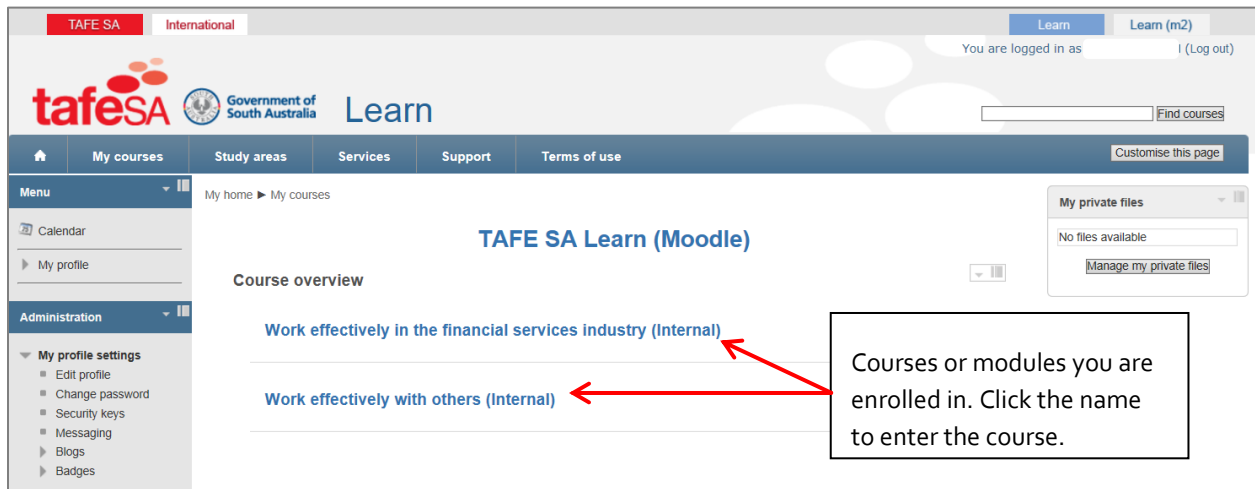
Course layout and features

Most of our 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 may require the course facilitator 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 section *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.* In some courses, a 'Check your Progress' link is provided.

Course Components

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

General Information

This section provides general information about online e-learning.

Course details

Course Details provides full information about completing the course. Information about course duration, required resources, required tasks and assessments, and a suggested timetable, are provided in this section. You should read this information first before commencing your studies, and contact your Course Facilitator if you have any questions.

Facilitator's details

This section provides contact information for the Course Facilitator and how to report any technical faults within the course.

Discussion Forum

We encourage our students to engage with each other to discuss aspects and content in the course so we provide a discussion forum to enhance your learning experience.

Units

Within each module you will find links to one or more Units. The Units are the individual units of competency that make up the course module. You may be enrolled into one or more units in a module.

In the link to each unit you will find all the information on how to complete that section of the course.

Required Reading materials

REQUIRED READING

- Use Business Technology

Simple Download: reading and activities available in Student Resources

PRIMARY CHAPTERS COVERED

- Selecting and Using Business Technology
- The Right Work Environment
- Using Technology according to Organisational Requirements
- Operating Input Devices
- Maintain Technology

What you need to do to complete each chapter of the required reading

REQUIRED ONLINE ACTIVITY   Check your progress

You will need to complete the relevant required reading to complete each task

Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5
Review Technology Tips		Quiz 1	Quiz 2	Quiz 3
Activity 1	Activity 2	Activity 3	Activity 4	Activity 5
Available once activity is submitted				
Solutions		Solutions	Solutions	Solutions

Links to chapter quizzes

Chapter activities to complete and upload

REQUIRED ASSESSMENTS

	Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5
Practice Assessment					
Assignment					Assignment 1
Supervised Assessment					
Requirements					

Assessment tasks

Presentations and reading guides

These are power-point and pdf files containing the required reading for that unit. You will need to read through these before attempting the quizzes and activities for the unit.

Quizzes

Quizzes are self-marking questions with automatic feedback provided. Only two attempts are allowed. Correct answers are marked on the first attempt. You will be allowed a second attempt to correct any mistakes.

To attempt a quiz:

1. Click on the **Quiz 1** link for that chapter.
2. A screen appears showing how many attempts are allowed. To continue select *Preview quiz now*
3. A confirmation box will appear, to continue select *Start Attempt*
4. The quiz will start. Select the most appropriate answer and select *next* to display the next question. Some quizzes may have a button to check your answer to each question as you go.
5. Once you have completed the quiz 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   CHSSO Activity 2.pdf
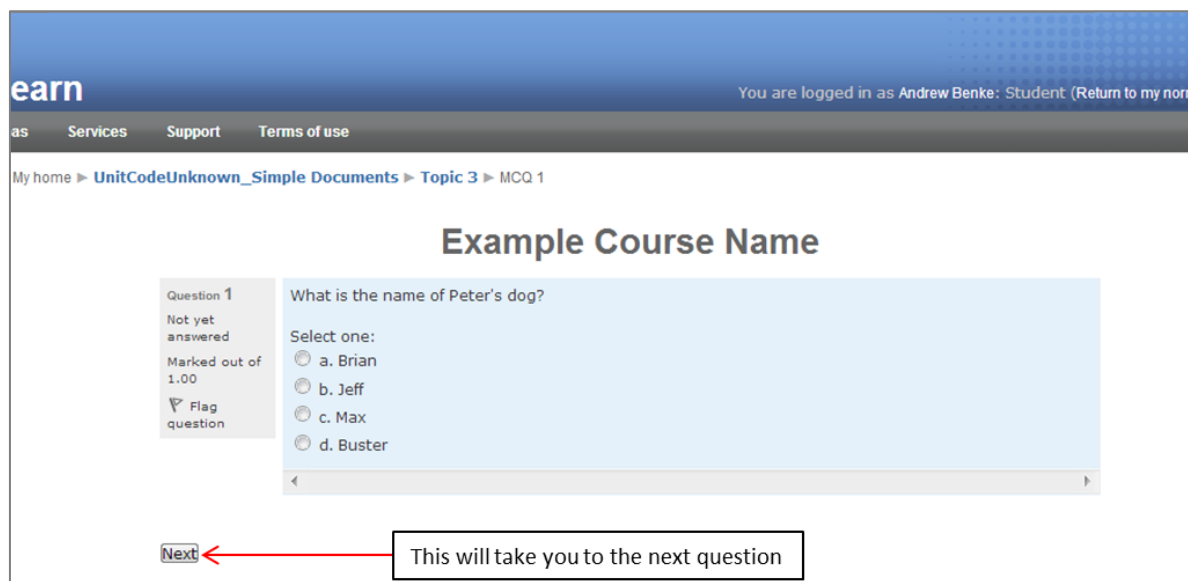
Activities are end of chapter questions that include essay and short answer questions. **Solutions** will be provided, but where they appear *dimmed out* it means the Course Facilitator is required to check your work and *mark it complete* before the solutions are made available to you. Once your work has been reviewed you may need to logout and log back in to refresh the screen and make the solutions visible.

Most activities will require you to download the PDF document, enter your answers, then upload your completed work files in a compressed folder. Within each activity you'll find a link to instructions on how to create a compressed folder. completed activites must be uploaded in a **compressed folder**

Required Assessments

In each unit you will find a table like the one shown below.

REQUIRED ASSESSMENTS

	Chapter 1	Chapter 2	Chapter 3
Practice Assessment			
Assignment			**Assignment 1**
Supervised Assessment **Requirements**			

Here you will find a list of the tasks you need to complete and after which chapter you should attempt it. In the example above, there is only one Assignment due at the end of Chapter 3.

Practice Assessments are designed to test your understanding before attempting any final assignments or assessments.

Supervised Assessments will require you to be supervised as you complete the tasks. For information about assessment guidelines, sitting an assessment, and to book an online Skype Assessment, please visit our Faculty Portal. Information will be provided in the online course and details are below in the heading Final Assignments /Assessments.

Navigating in Learn

Course Homepage

Below is a section of a typical unit layout. Clicking on any of the items in blue text will open that item.

REQUIRED READING

- Deliver and Monitor a Service to Customers

  PRIMARY CHAPTERS COVERED

  - Identifying Customer Needs and Responding to Enquiries
  - Deliver and Monitor a Service to Customers
  - Monitor and Report on Customer Satisfaction

REQUIRED ONLINE ACTIVITY   Check your progress

You will need to complete the relevant required reading to complete each task

Chapter 1	Chapter 2	Chapter 3
Quiz 1	Quiz 2	Quiz 3
Activity 1	Activity 2	Activity 3
Available once activity is submitted		
Solutions	Solutions	Solutions

Items in blue *can* be opened

REQUIRED ASSESSMENTS

	Chapter 1	Chapter 2	Chapter 3
Practice Assessment			
Assignment			**Assignment 1**
Supervised Assessment **Requirements**			

Tracking your progress in the course

On the front page of each module you will find a direct link to check your progress in the course.

Clicking on the Progress link will take you to a full list of all tasks and activities required for that unit.

As you complete each task, and the Course Facilitator has marked the activity as complete, a tick will appear in the box next to that task.

Below is a summary of the work you have completed.
For more information, check your grades

Use Business Technology (UBT)

Ch 1: UBT Activity 1
Ch 1: Activity 1 Solutions
Not available unless: The activity **Ch 1: UBT Activity 1** is marked complete
Ch 2: UBT Activity 2
Ch 3: UBT Quiz 1
Ch 3: UBT Activity 3
Ch 3: Activity 3 Solutions
Not available unless: The activity **Ch 3: UBT Activity 3** is marked complete
Ch 4: UBT Quiz 2
Ch 4: UBT Activity 4
Ch 4: Activity 4 Solutions
Not available unless: The activity **Ch 4: UBT Activity 4** is marked complete
Ch 5: UBT Quiz 3
Ch 5: UBT Activity 5

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.
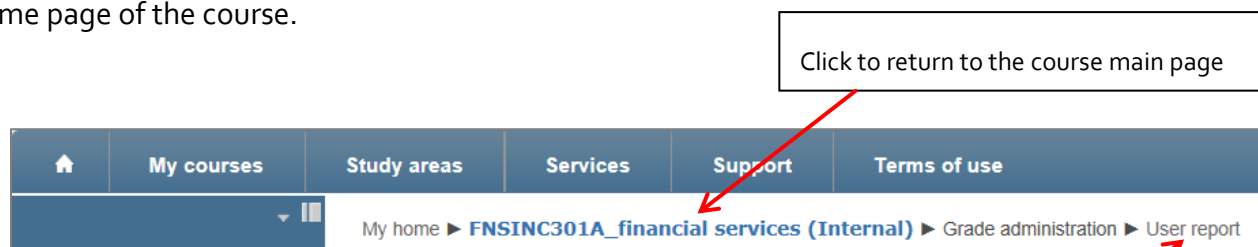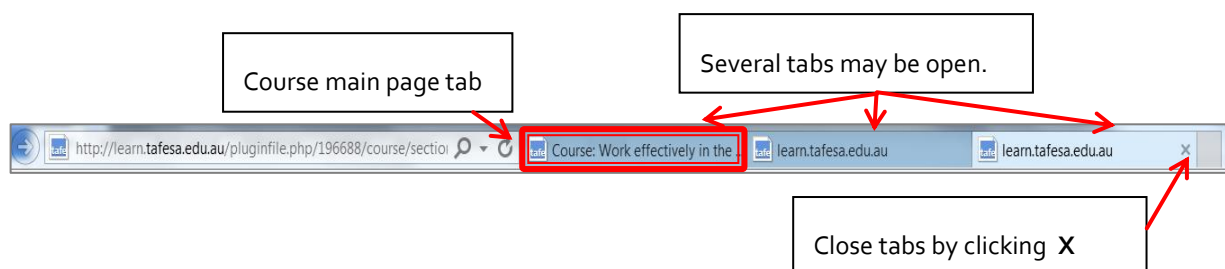
Click to return to the course main page

🏠	My courses	Study areas	Services	Support	Terms of use

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

The page currently open on your screen

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.

Course main page tab

Several tabs may be open.

http://learn.tafesa.edu.au/pluginfile.php/196688/course/section   Course: Work effectively in the .   learn.tafesa.edu.au   learn.tafesa.edu.au

Close tabs by clicking **X**

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 should be **uploaded** to the course site ready for the Course Facilitator to review. Please do not email your work directly to the Course Facilitator. 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 Course Facilitator 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.

File protocol

To assist the Course Facilitator to mark your work, only Microsoft Word, Microsoft Excel, Microsoft Publisher, and PDF files should be uploaded in a Learn course.

The maximum file size is 10 Mb. A maximum of 1 attachment may be uploaded at one time and this is why it's important to zip your files in a compressed folder format. In most courses you'll only be able to upload a submission once, so be sure to have all the documents ready before you begin submitting.

Please name your files appropriately eg. First name_last name_Assignment_name
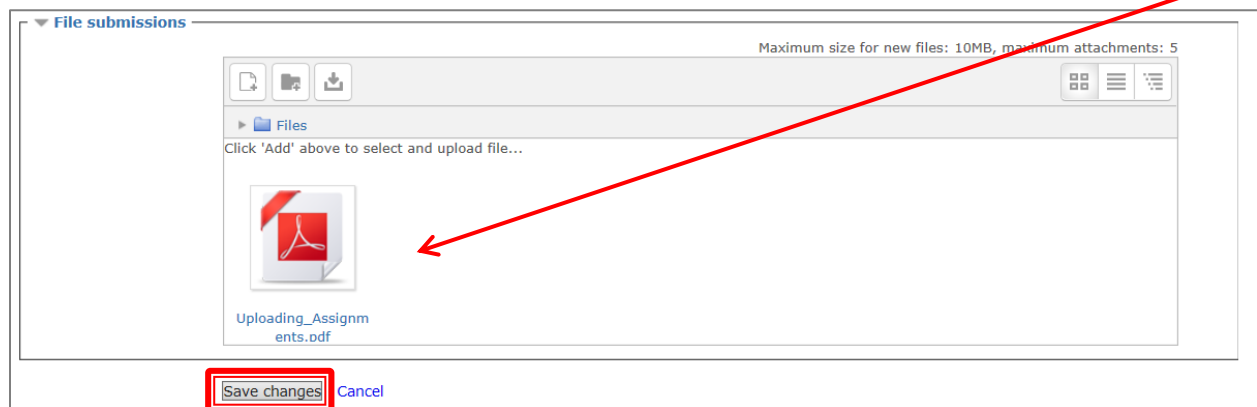
Uploading document files

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 Add submission
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 Add submission
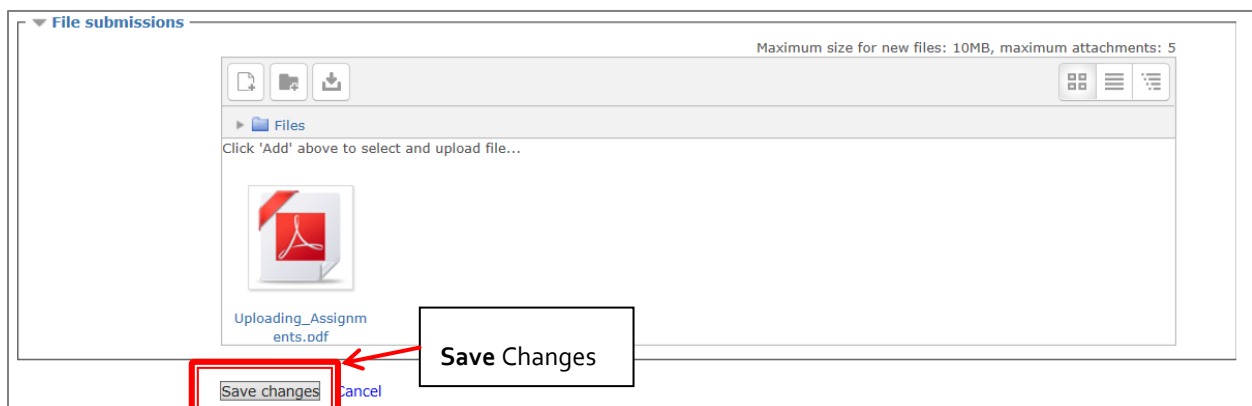3. The *file submission* box opens. Click on the **Add** icon to locate the file you want to upload.
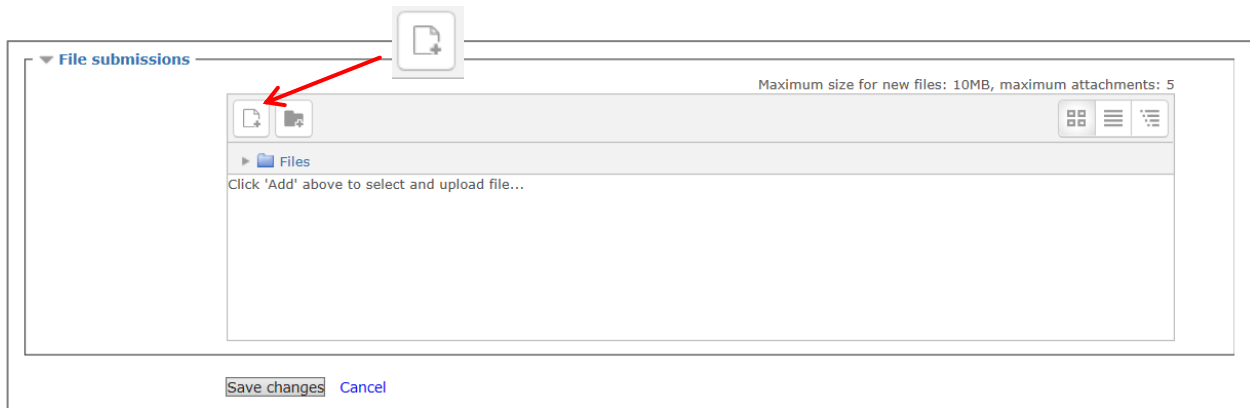
4. The *File Picker* window opens. Click on **Submit / upload file** and then click **Browse**
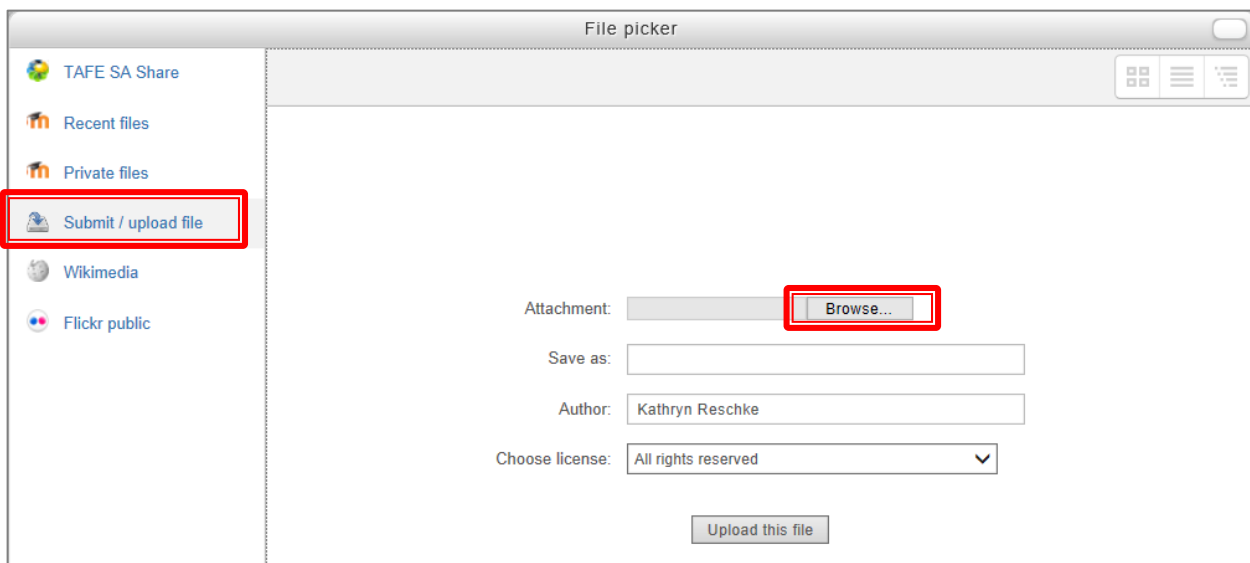
5. This will open another window. Find the file you wish to upload and click **Open**.
6. The file is now uploaded. Click **Save changes** (see image below)

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

The Course Facilitator will review the work you upload and provide you with feedback. In most cases, the solutions to activities and assignments will be released to you automatically once the Facilitator has marked your work as *completed* or has graded your work.

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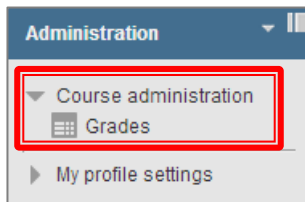
The **User report** shows you a table with all the required activities in that particular course, your grade, and Course Facilitator feedback. You can click on the activity name to see more information about that task. See the image below.

### 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. In a course, forums look like this:
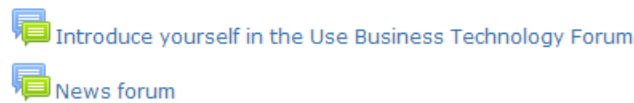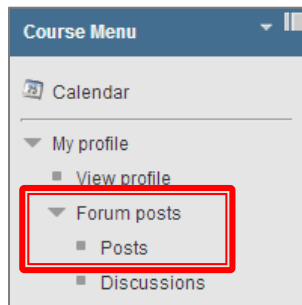
Forums are used for Course Facilitators and students to discuss various topics in the course (*general forum*), or for the Facilitator to notify all students in the course about news and other information. These are called *News forums*. In a news forum the Facilitator posts the information for the students to view only.

Another forum may be a Learning forum where the Facilitator 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 peoples 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 Course Facilitator 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 Course Facilitator 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

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

Formatting toolbar

First Page

▼ Collapse all

┌─ **Editing this page 'First Page'** ──────────────

HTML format ⑦

| Paragraph | B | I | ≡ | ≡ | ⌀ | ⌀ | ⌀ | ⌀ | ▶ | ⌀ | ⊞ | ⌀ | ⌀ | <> | ⤢ |

Toggle full screen mode

List 3 items of Office technology/Equipment or consumables that would be useful in the offices of a financial services business.

1. MYOB Account-Right Software and Subscription.

2. Microsoft Office Software and Subscription.

3. Netgear N300 Wireless ADSL2+ Modem Router and Internet Service Provider.

Type in your contribution here

Path: p » em » strong

┌─ ▼ **Tags** ──────────────

Tags   Official tags
None

Other tags (enter tags separated by commas)

Don't forget to SAVE!

Save Preview Cancel

Final Assignments / Assessments

Final Assignments / Assessments for a course will depend on the level and content of the course. Some assessments are unsupervised 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.

Full details about assessment booking options can be found on our Faculty Portal.

For enquiries please contact finance.assessments@tafesa.edu.au

Assessment supervision by Skype Webcam

We encourage students to sit a supervised assessment by Skype. You book your supervised assessment by clicking on the **Book your Assessment** link in the online course. Available dates and times will be displayed for you to choose and make your booking.

Please book your assessment 14 days in advance.   Book your Assessment
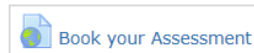
There will be several scheduled assessment dates throughout the semester and there is no fee to sit a supervised validation assessment by Webcam.

Assessment supervision at a TAFE SA Financial Services campus

Assessments may be conducted at a TAFE SA campus where a Financial Services Course Facilitator is based. They are currently Noarlunga, Mount Barker, Mount Gambier, Whyalla, Victor Harbor and Gawler campuses. Please contact the Course Facilitator at the campus to arrange a time and date. Here is a list of Campus contact details.

Other TAFE SA Campuses and Approved Assessment Centres

Assessments may be conducted by booking at another TAFE SA Campus or Approved Assessment Centre. Contact details for other TAFESA campuses can be downloaded here "Other TAFESA Campuses"

Most interstate Approved Assessment Centres will charge the student a fee to sit a supervised assessment. Click on the following link for Approved Assessment Centres.

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 Course Facilitators. 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 Course Facilitator. 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

Reporting a technical fault

As you are working through the course you may encounter a technical fault or error. It may be a link isn't working, a document won't download, or perhaps a quiz isn't displaying properly. Throughout the course you will find a link where you can report an error. For example, if you come across a technical fault within a quiz, simply click on the link at the end of the quiz to send an email with a reference direct to that quiz. That way we can fix any errors when they are reported.

Technical Error?

Report Below

Notes: