



PROFESSIONAL
TRAINING
SERVICES
AUSTRALIA

STUDENT ONLINE USER MANUAL

V 1.1

User manual for PTSA's online learning facilities. Please refer to this before using our online learning system or contacting us for assistance. If after reading this document and you still require assistance, please feel free to contact us.



Call today on 1300 007 872
for more information

or visit www.ptsau.edu.au

1. Completing a Unit

1.1 Login using your student login and password

1.2 Upon login you will see a Welcome message on the Dashboard

1.3 Here you will find a table of containing a list of your Active Enrolments and Completed Units (if applicable).

This table will display information such as: the trainer who will be marking your work, the Status of those units you are Active in and whether these units are In Progress, Submitted or Marked.

For units you are actively enrolled in, you can Submit In Progress units for marking, View (but not edit) Submitted units and review a trainer's Comments and rework Marked units.

1.4 To begin or continue working on a unit, click on the unit code and title (displayed in RED) that you wish to work on

1.5 The next screen will display the Unit information screen and will have the unit code and title on the top of the page. Here you will find information about:

- The Unit purpose
- The Unit structure
- Any other additional reading material that may be recommended

You will also find PDFs for Unit information, Signoff forms and Assessment information

1.6 To begin reading the units content click on Section 1 on the top right hand side navigation panel

1.7 To scroll through to the next page by clicking on Next.

1.8 If at any time you would like to jump forward or back to a particular page, simply click on the Page drop down tab and select the page you wish to view.

1.9 To begin working on assessment activities, click on Section 1 Activities

1.10 All assessments will be divided into Sections, Activities and Questions. Complete the questions by adding your answers in the text box supplied. The text box will expand if you require more room for typing.

IMPORTANT:

Be sure to save your work on an ongoing basis. You do this by clicking Save at the bottom of every page. Your work will NOT BE SAVED if you exit out of the window. It is important that you save your work before you click out of the window to save having to complete the questions again.

1.11 In addition to each Section's Activities there may also be Written/ Oral Questions and Work related projects you may be required to complete. Just like the questions in the Activities, complete the questions by typing in your answer in the text box provided. There may be questions or work related project that require you to upload documents. See **2. Uploading Documents** below for more information.

2. Uploading Documents

2.1 Review the Question or Activity that is asking you to upload a document.

2.2 Create the document required and save it to your local computer drive (you're your Desktop /C drive) or USB.

2.3 Return to the Activity or Question that requires you to upload the document, click Browse, locate the document you wish to upload and Click open

2.4 This will return you to the Question or Activity. Click Save to complete the upload.

3. Submitting your work

Once you have read all the content in each section and completed all activities, Written Questions and Work Related Project, your work is ready for you to Submit.

- 3.1 To submit your work, click on Dashboard
- 3.2 Under the list of Active Enrolment, select the unit you wish to submit by clicking on Submit on the right hand column of the table
- 3.3 You will be prompted by a small window asking you to confirm that you are ready to submit work. If so, click Ok
- 3.4 Your trainer will now be notified that your work is ready to be marked

4. Returned work with Comments

For submitted units that have been found Not Yet Competent, the unit will be sent back to you for rework and should include comments from your trainer on areas that need improvement

- 4.1 To review your trainer's comments, click on Dashboard
- 4.2 Under the list of Active Enrolment, select the unit you wish to review by clicking on Comments on the right hand column of the table
- 4.3 Your trainer's comments can be found under Trainers Comments on this next page.
- 4.4 To edit your answers click on Click here to continue working on this unit.
- 4.5 This will take you back to your saved work. Continue working on the activities (as set out in 1. Completing a Unit).

5. Using Messages

- 5.1 To send, view and receive messages, click on Messages on the top right hand navigation bar. The first page you see will display all your new unread messages.
- 5.2 To create and send a message click on New Message on the right hand side of the navigation bar
- 5.2.1 To send a message to an individual user, search for the name of the recipient in the top search bar titled Search for a Recipient. Search for your recipient via first name or last name. Once found, click on the recipient you wish to send the message to.

To add another recipient repeat this step.

- 5.2.2 To send a message to All My Trainers and/or the Training Organisation, simply check the box next to the one that applies.
- 5.2.3 If you wish to send this message as a SMS, click Send as SMS. If you wish to send it internally as a message within the system leave this unchecked

Note: You may not have access to this functionality, so please contact your administrator if you would like it added to your account.

- 5.2.4 Type in the title of your message in the Subject bar
- 5.2.5 Type in your message in the Message text box provided
- 5.2.6 Once complete, click Send to send the message to the recipients.
- 5.2.7 If you wish to cancel at anytime, simply click Cancel at the bottom of the page.

- 5.3** If there are messages in your Inbox, there will be a number next to Messages on the top navigation panel, for example Messages (1)
- 5.3.1** To view these click on Messages, all unread new messages will be listed below. To view your complete inbox click on Inbox located on the right hand side navigation bar
- 5.3.2** A list of all new and old messages will be displayed. To view any message, click on the Subject of the message you wish to view
- 5.3.3** When the message appears, you will be able to either reply, delete or exit the message
- 5.3.3.1** To reply, click on Reply, type in your response and click Send to send to the message to the recipient
 - 5.3.3.2** To delete the message from your inbox, click Delete.
 - 5.3.3.3** To exit at any time simply click out of the window by clicking on any navigation title
- 5.4** To view all sent messages, click on Sent Items in the right hand side navigation panel
- 5.4.1** A list of all sent messages will be displayed. To view any message, click on the Subject of the message you wish to view
- 5.4.2** When the message appears, you will be able to either reply, delete or exit the message.
- 5.4.2.1** To reply, click on Reply, type in your response and click Send to send to the message to the recipient
 - 5.4.2.2** To delete the message from your inbox, click Delete.
 - 5.4.2.3** To exit at any time simply click out of the window by clicking on any navigation title.
- 5.5** All deleted items will be saved in Trash. To view these click on Trash in the right hand side navigation panel
- 5.5.1** A list of all deleted messages will be displayed. To view any message, click on the Subject of the message you wish to view
- 5.5.2** When the message appears, you will be able to either reply, delete or exit the message.
- 5.5.2.1** To reply, click on Reply, type in your response and click send to send to the recipient
 - 5.5.2.2** To PERMANENTLY delete the message from your inbox, click Delete.
 - 5.5.2.3** To exit at any time simply click out of the window by clicking on any navigation title.

6. Editing Your Details

- 6.1** To change your email and/or reset your password, click on Edit details.
- 6.1.1** Update your email name in bar titled Email
 - 6.1.2** To update your password, scroll to the bottom of the page and enter your new password in both the bars titled Password and Confirm Password.
 - 6.1.3** Once complete, click Submit
 - 6.1.4** The next time you login, remember to use your new login name and password
- 6.2** To update any other parts of your details simply update the areas within the form provided and click Submit