etrainu

SUPPLIER AND ASSESSOR USER GUIDE

etrainu

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Introduction

Welcome to the etrainu e-Learning Learning Management System (LMS). Our LMS is designed to cater for your every training need and boasts a number of features, including course completion, Assessor lead or self-marking assessments, practical face-to-face assessment capability, and more. Our LMS is also designed to provide you with the ability to self-manage the majority of your own platform and give you full visibility into your staff or member training.

Our LMS is accessible 24/7 from anywhere in the world, and our Help Desk Support Team is readily available to assist you as needed.

Here at etrainu, we offer a range of both accredited and non-accredited training across a vast number of industry sectors. These include hospitality and tourism, disability services, mining and construction, sporting, health and wellbeing, business and more being added daily! To view the full range of courses available, visit www.etrainu.com.

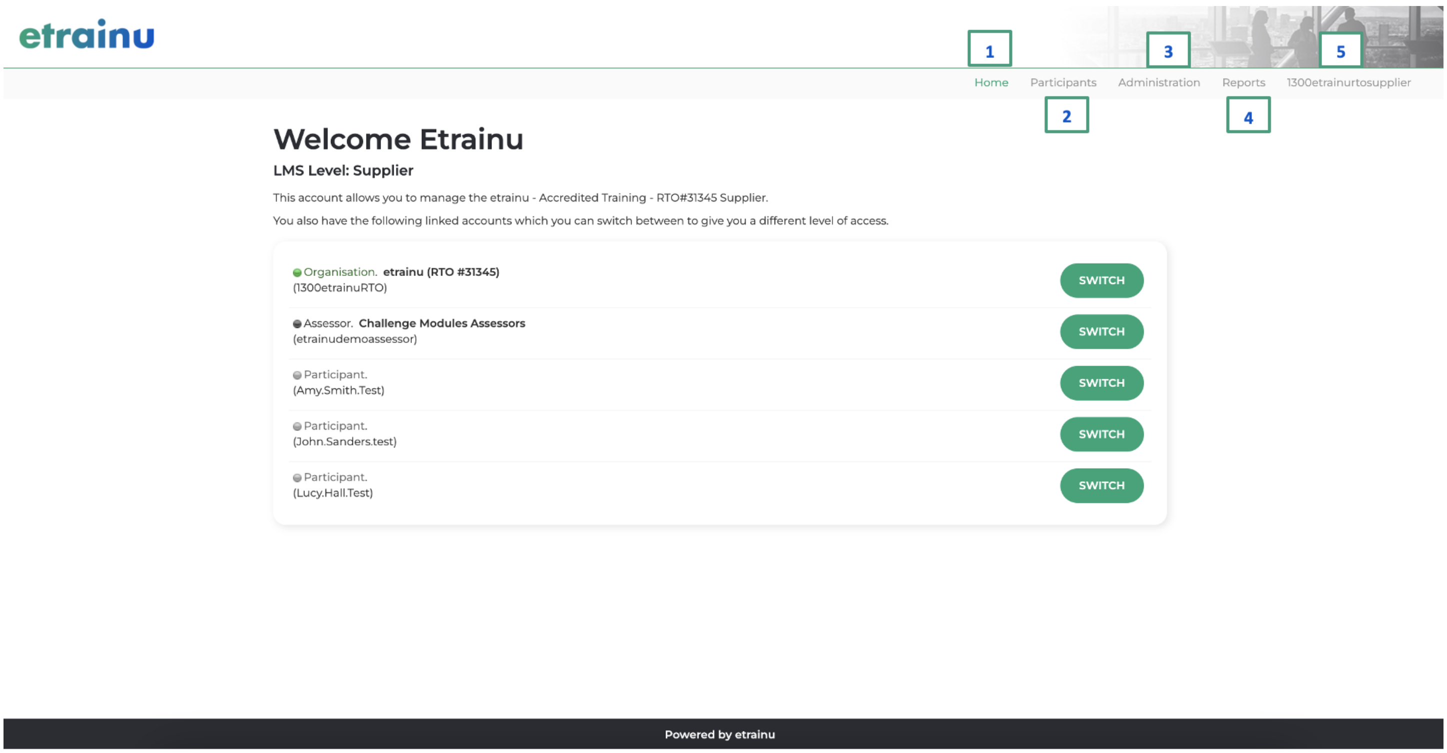
This User Guide specifically helps you understand the Assessor Administrator Area, where you have the ability to manage your Assessors and assessment area, as well as the Assessor functions within the LMS.

Happy learning!

Overview of the LMS - Supplier Area

When you log into the Supplier Area of the LMS for the first time, you will notice it is slightly different from the standard LMS area.

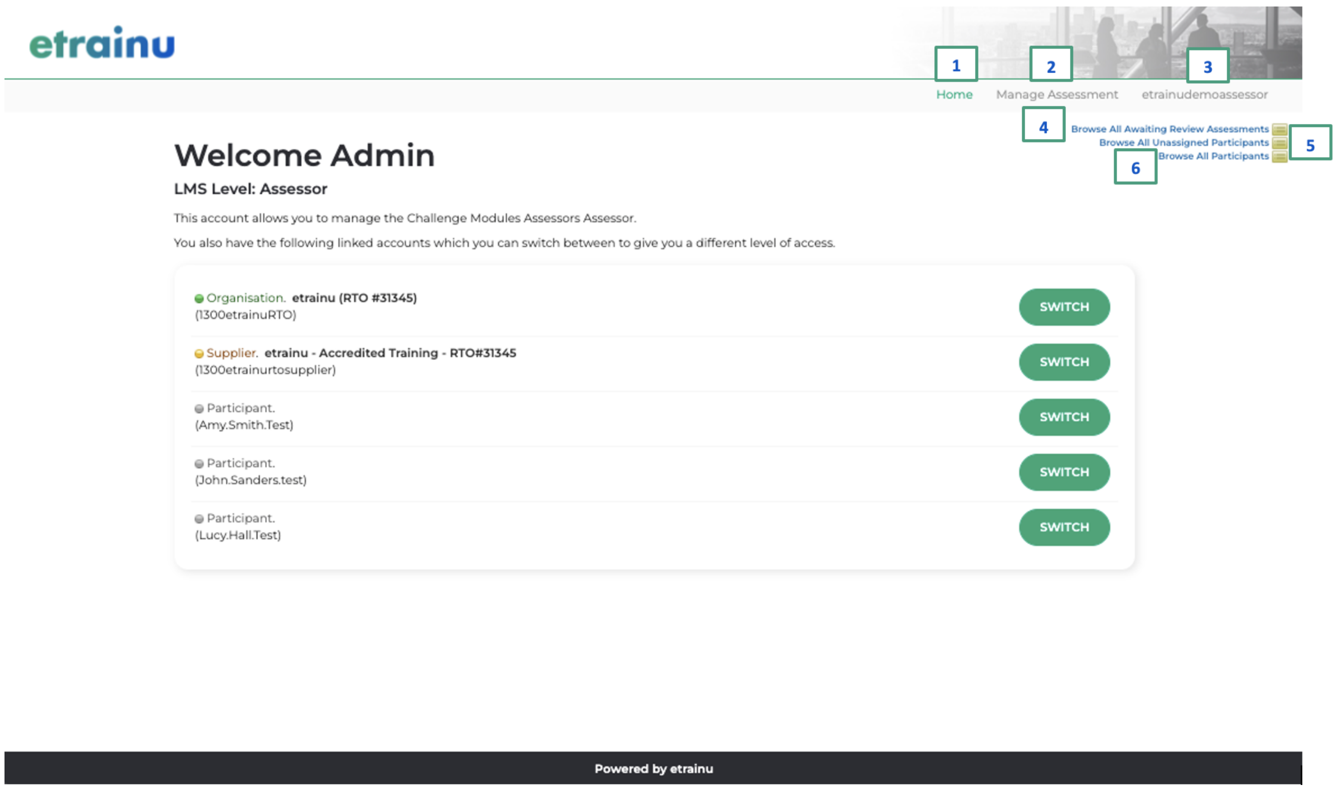
The Supplier account allows you to complete all assessing functions (excluding the assessing app) within the LMS, as well as manage your Assessors. As an example, if you needed to create a new Assessor account, you can do this via the Supplier Area.



1. **Home:** This will bring you back to the Supplier home page.
2. **Participants:** This allows you to manage the assessment items.
3. **Administration:** This allows you to manage your Assessors, including creating their accounts and allocating training to your Assessors.
4. **Reports:** This menu item showcases our reporting menu and reporting functions.
5. **Account:** This section allows you to switch between your accounts or logout at any time.

Overview of the LMS - Assessor Area

When you log into the Assessor Area, it will allow you to complete all functions required to mark assessment for your Participants within the LMS.



1. **Home:** This will bring you back to the Assessor home page.

2. **Manage Assessment:** This allows you to manage the assessment items, shared documents and Participant lookup. In addition, you can access the Training Event Administrator App via this menu item.

3. **Account:** This section allows you to switch between your accounts or logout at any time.

4. **Browse All Awaiting Review Assignments:** You can review all assignments submitted by the Participants that are yet to be reviewed by an Assessor.

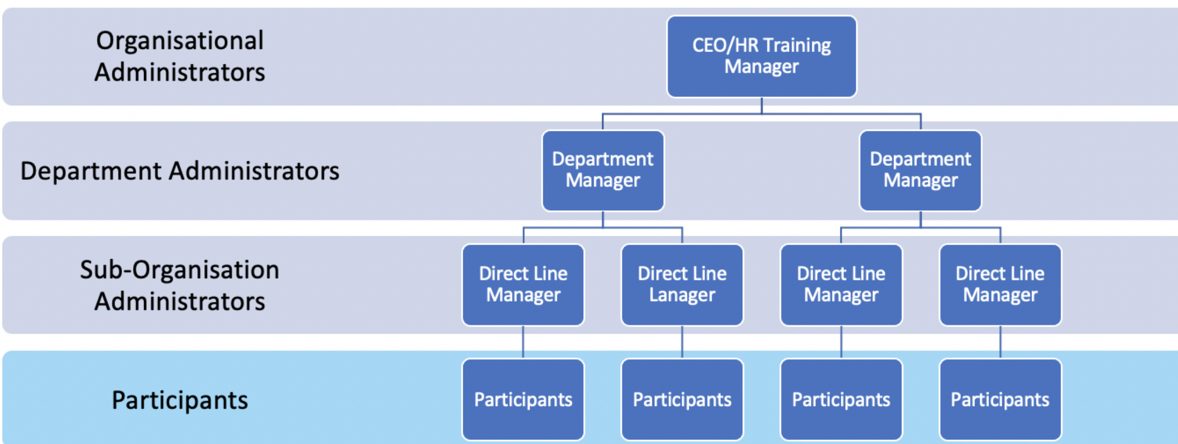
5. **Browse All Unassigned Participants:** This allows you to view all Participants that are not assigned to an Assessor. You have the option to assign them to an Assessor.

6. **Browse All Participants:** This section allows you to view all Participants in the LMS.

System Hierarchy

The etrainu LMS gives you the ability to create your personalised hierarchy in accordance with your organisation structure and reporting requirements. Our hierarchy functionality allows you to personalise a three-layer administration hierarchy approach.

We refer to these layers as organisation, department, and sub-organisation. You can add and change departments / sub-organisations at any time, and even though you are restricted to the three layers vertically, you can build as many Departments / Sub-organisations horizontally as you require.



Each layer of management can oversee all layers below; however, not any layers above nor any layers beside. Please see below a brief overview of each administration access type:

Organisation: This administrator has full access to the entire Organisation.

Area: This administrator has full access to their Area and the Sub-Organisations within it.

Sub-Organisation: This administration only has access to their Sub-Organisation.

Logging into your Account

Your organisation will have a unique URL to access your etrainu LMS platform. Typically, this URL is usually organisationname.etrainu.com/training. If you do not know your URL, please contact your Manager or helpdesk@etrainu.com.

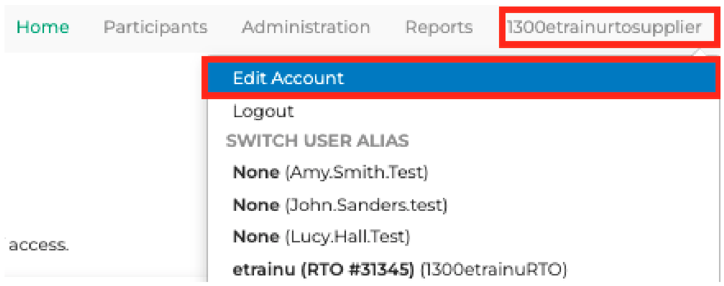
1. When you reach the login page, enter your login credentials and click "Sign in".

2. If you are unsure of your credentials, please check your inbox, including spam folders or contact your system administrator.

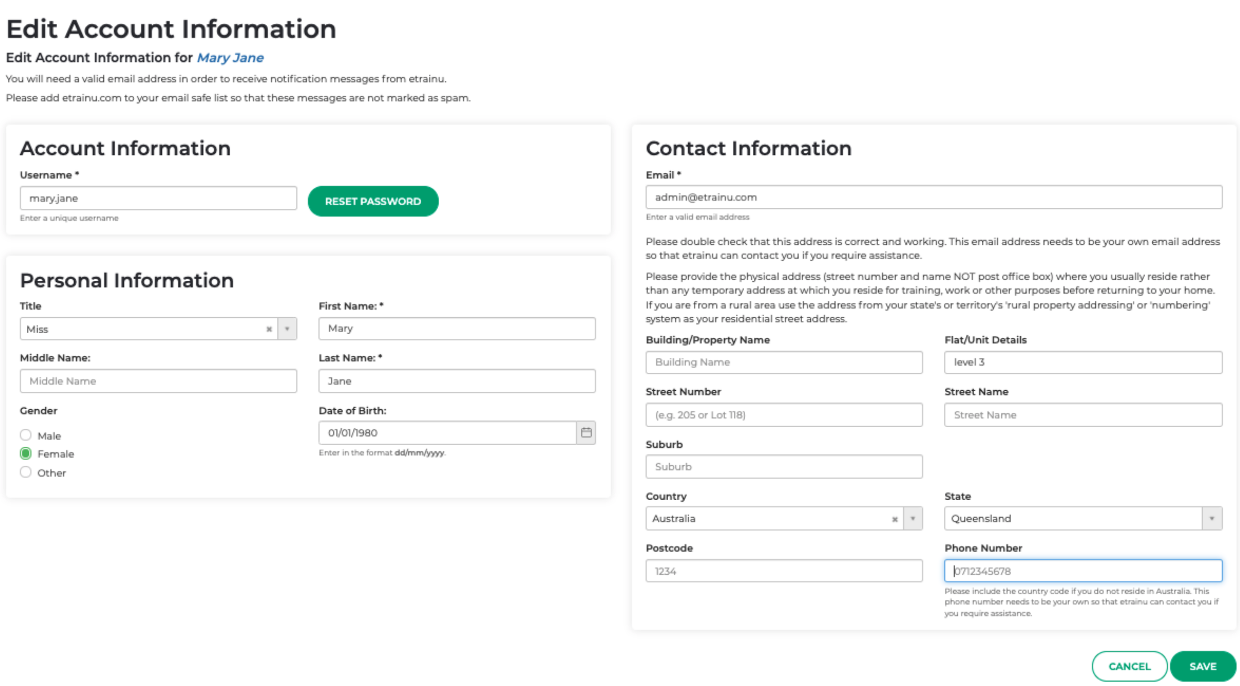
Managing your Personal Details

It is important to keep your information up-to-date at all times while you are using the platform.

1. Click on “Edit Account” on the top right of the screen.



2. Make the required adjustments to your account information and click “Save”.

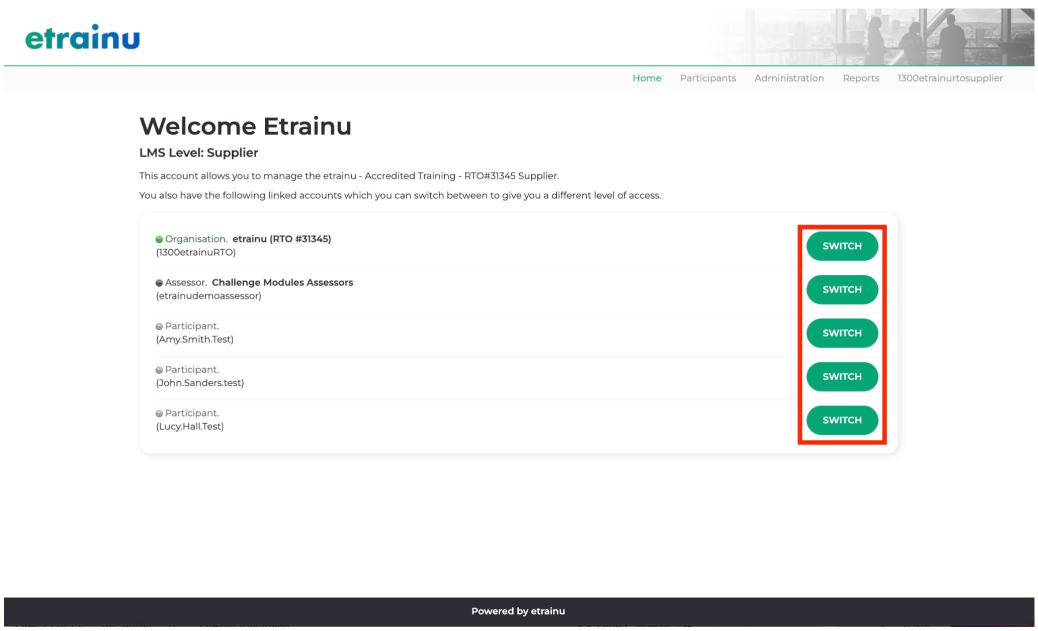


Note: *Organisations that have an integration or have switched off this menu option will not be able to edit their account details. Please contact your manager if you need assistance.*

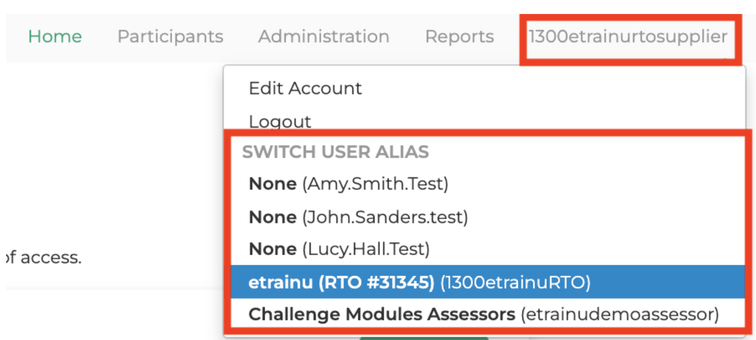
Switching between your Accounts

You are able to switch between multiple accounts from your administrator account. There are two ways you can switch between accounts.

1. Click on the “Switch” button for the account you would like to switch into from the home page.



2. Click on your username in the menu bar on the top right and select the account you would like to switch into.



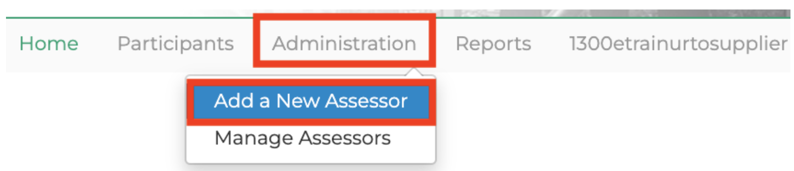
Note: *You can switch back into any account when you have logged in.*

Creating an Assessor Account

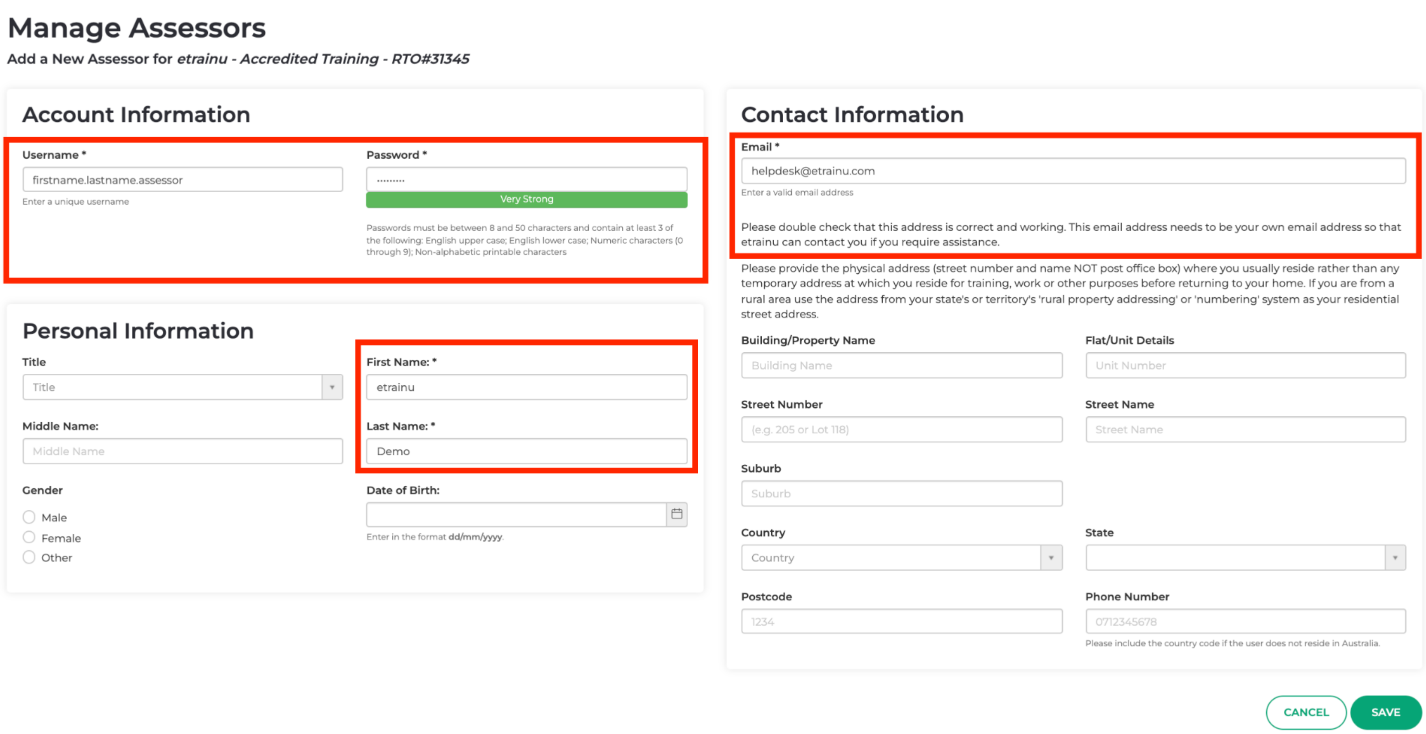
Within your Supplier account, you are able to manage your Assessors. This includes all areas from creating accounts, assigning training to them, and editing their details where required.

To create an Assessor account, follow these steps:

1. Click on “Administration” followed by “Add a New Assessor” in the menu bar.



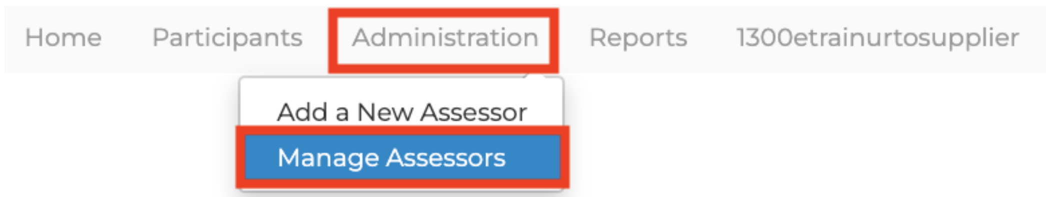
2. Complete the account creation for your Assessor and press “save”.

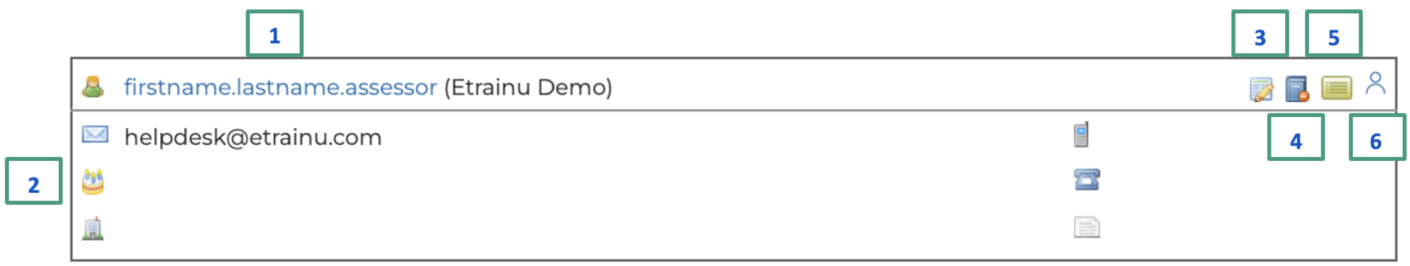


Note: Once you have created your Assessor account, you must assign them the training they are due to assess.

Managing an Assessor Account

To view your list of Assessors and manage their accounts, click on “Administration” followed by “Manage Assessors” in the menu bar.





1. **Username:** Username for the Assessor.

2. **Personal details:** Details of the Assessor.

3. **Edit Account:** This allows you to edit the Assessor’s details.

4. **Archive:** This allows you to archive the Assessor’s account when it is no longer required.

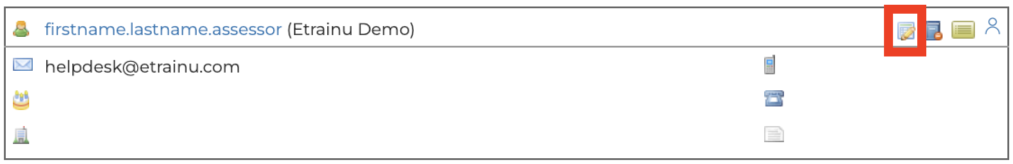
5. **View Assigned Training:** This allows you to view and assign training to the Assessor.

6. **Manage Attached Sub-orgs (Sub-Organisations):** this allows you to assign specific Sub-Organisations to the Assessor so that they only see assessment items within that Sub-Organisation.

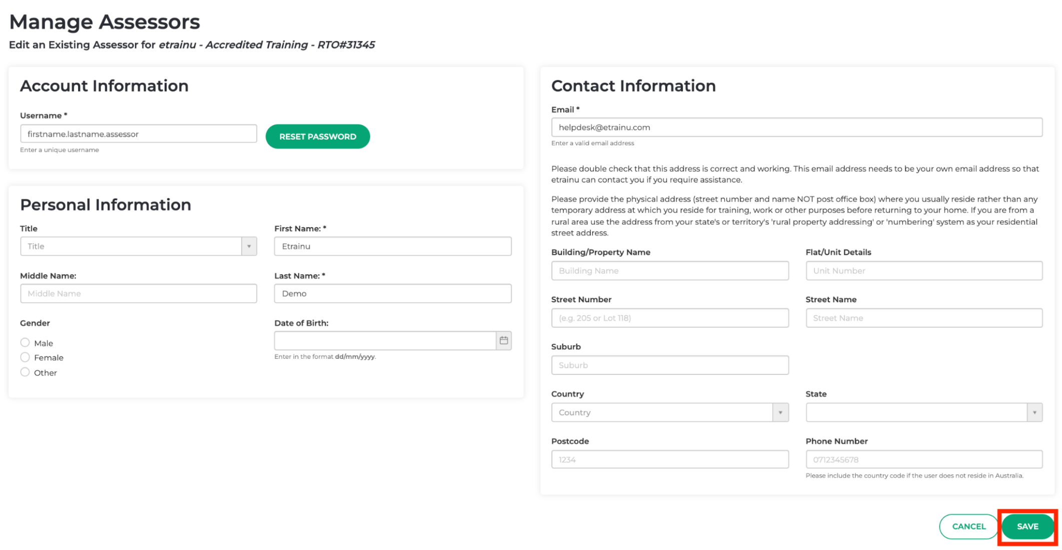
Edit Assessor Account Details

To edit an Assessor's account, follow the below instructions.

1. Click the "edit" icon from the menu bar.

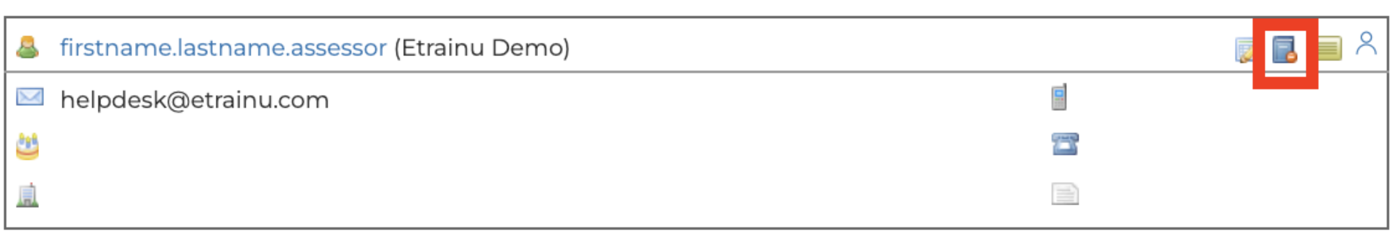


2. Make the edits required for the Assessor account and click "save".



Archive an Assessor Account

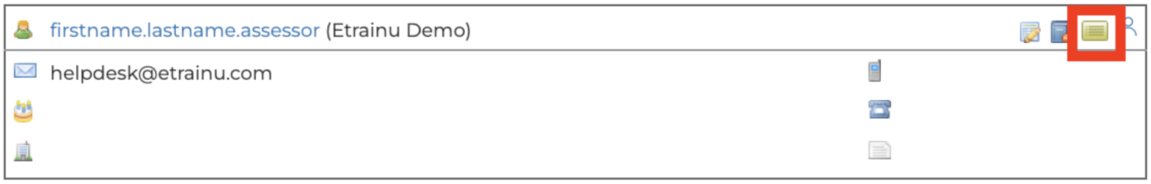
In the instance where an Assessor no longer requires access to the LMS, you can archive their account. To do this, click the "archive" icon from the menu bar.



Assign Training to an Assessor Account

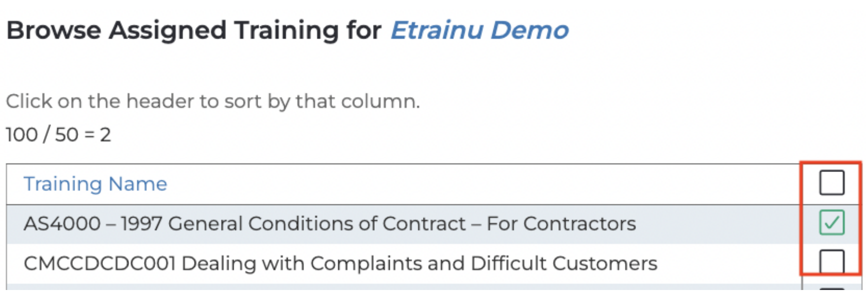
In order for an Assessor to have visibility to assessment items, they must be assigned the specific training items they are required to assess.

1. Click the "View Assigned Training" icon from the menu bar.



2. If your organisation has Assessment Training Groups set-up in the system you are able to select this and this will allocate the list of training / assessment items to your assessor if not review step 3.

3. From here, you will notice a list of training / assessment items available.
Tick the box in the action column to assign a training item / assessment item individually.
If you tick the box at the top this will assign all training / assessment items.

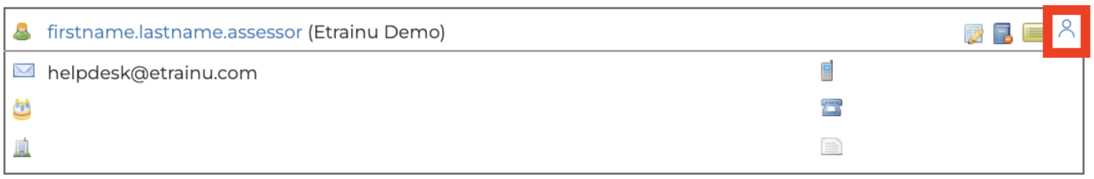


4. If you wish to remove an assessment item from an Assessor, simply untick the relevant assessment item.

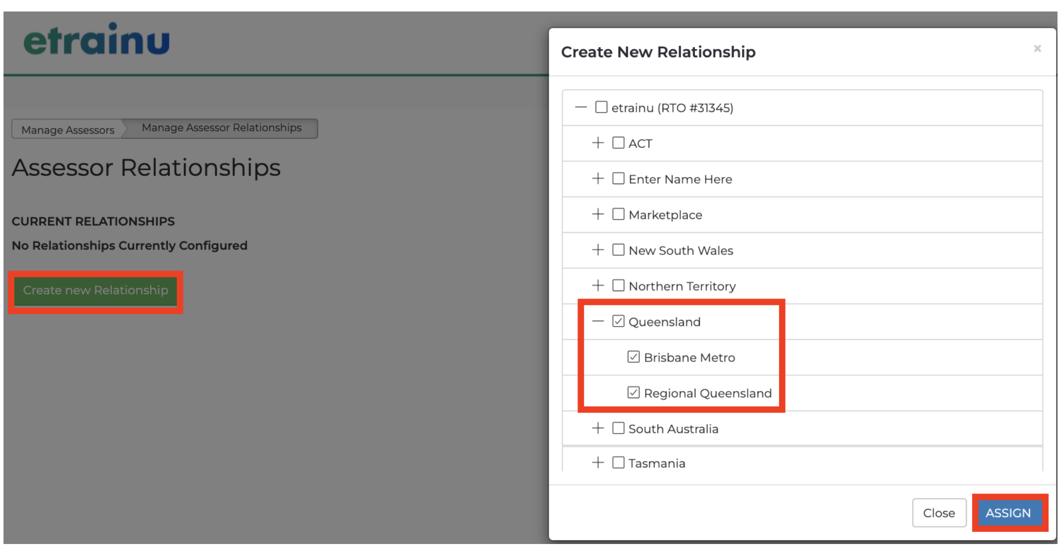
Manage Attached Sub-orgs (Sub-Organisations)

As a general set up, Assessors will be able to view assessment items across your entire Organisation, unless filtered otherwise. To limit the view of Participants your Assessor has, you may choose to allocate only specific Sub-Organisations or Departments to that Assessor's account by creating a relationship. This means they will only be able to view Participants and their assessments if their profile is within the selected Sub-Organisations where the Assessor has visibility.

1. Click the "Manage Attached Sub-orgs (Sub-Organisations)" icon from the menu bar.

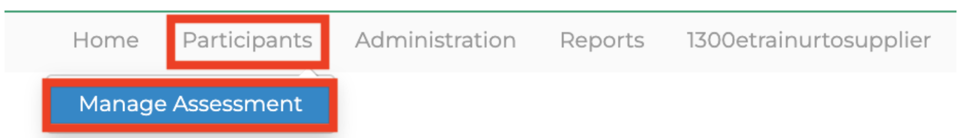


2. Click on "Create New Relationship" and, using the Sub-Organisation selector, select the Sub-Organisations and/or areas that you want to allocate to the Assessor and click the " Assign" button.

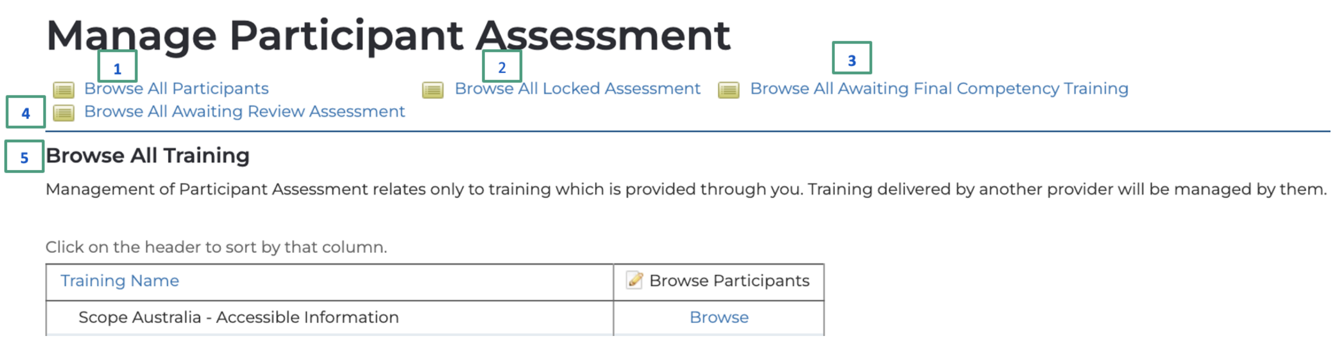


Manage Assessments

An Assessor will typically do the marking of assessments, however within the Supplier area of the LMS you will also have access to do so. To log into the Manage Participant Assessment area, click “Participants” from the menu bar, followed by “Manage Assessment”.



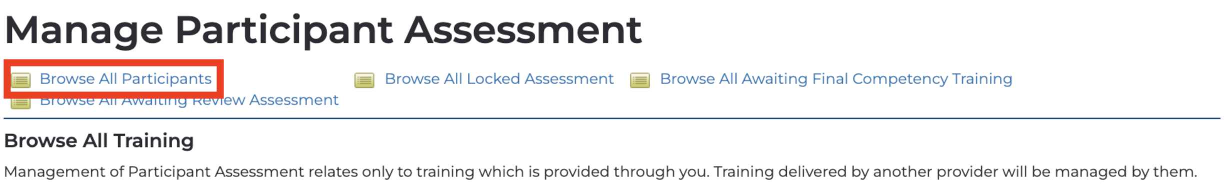
Within this screen, you will notice a range of filters available to you.



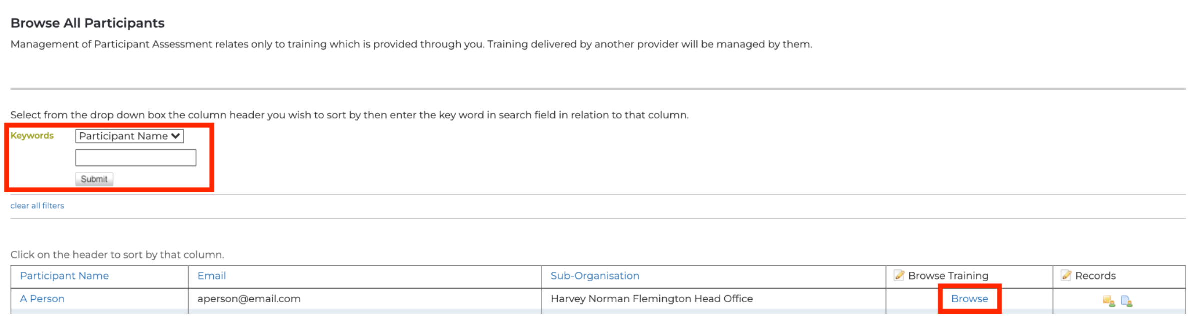
1. **Browse All Participants:** This screen will show you all Participants in the platform so you can view their assessment individually.
2. **Browse All Locked Assessment:** Participants may be “locked out” of their assessment for a period of time if they incorrectly answer assessment items. This screen will allow you to unlock assessments.
3. **Browse All Awaiting Review Assessment:** To view all assessment submissions, you can click this screen to see a completed list of outstanding assessments to be marked.
4. **Browse All Awaiting Final Competency Training:** In instances where an assessment requires a final competency check, you can view and approve these using this screen.
5. **Browse All Training:** The default view shows all training items included within your LMS.

Browse All Participants

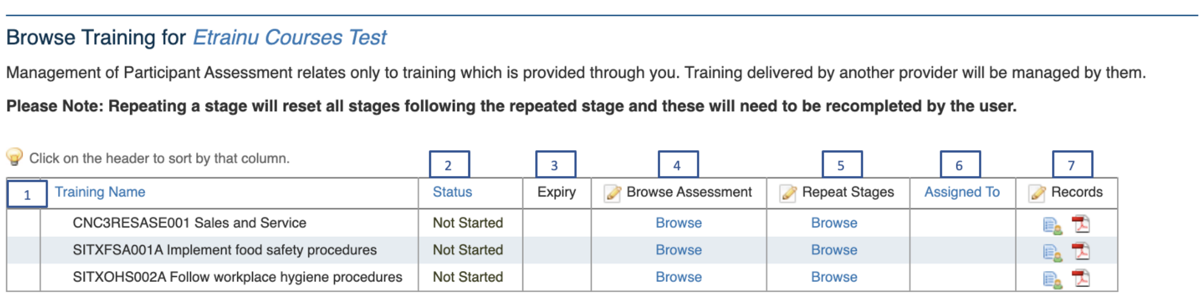
Click “Browse All Participants” to view all Participants within the system.



From here, you can search for an individual Participant using the search function, as well as browse training submissions by clicking “Browse” under the “Browse Training” column.



From here, you can see the below information.



1. **Training Name:** This outlines the name of the course the Participant is enrolled into.
2. **Status:** This outlines whether the user is either Not Started, In Progress, or Complete.
3. **Expiry**: This outlines whether there is an expiry date attached to the course.
4. **Browse Assessment:** Clicking this allows you to view their assessment submissions.
5. **Repeat Stages:** This allows you to reset the stage for a user for them to complete again.

6. **Assigned To:** This outlines the assessor the user has been assigned to.

7. **Records:** there are two icons available for view; Stages Notes and Checklist.*
   **Note: this functionality is no longer available*

To view a user's assessment submission, click on the "Browse Assessment" text.
This will bring you to a new page outlining each module included within the course.

	Training Name	Status	Expiry	Browse Assessment	Repeat Stages	Assigned To	Records
	SITXFSA001A Implement food safety procedures	Not Started		Browse	Browse		
	SITXOHS002A Follow workplace hygiene procedures	Not Started		Browse	Browse		

Click "View Report" under the "View Results" column to view a Participant's assessment answers to date.

Assessment Name	Limited Attempts	Pass %	Started	Completed	Status	Times Locked	Assessor	View Results
SENDING YOUR CONFIRMATION			23/07/2020 02:25:25 PM		Open	0		View Report
Food Safety	✓				Closed	0		View Report

On this screen, you can view the assessment answers the Participant advised.
You also have the option to review the Assessment, add notes, documents, send an email and also mark as not proficient.

View Assessment Results

Browse Assessment History | Browse Assessment | Mark as Not Proficient
User Notes | User Documents | View/Send Email

Assessment Report

Summary

Student
Jaspa Lee

Unit Title
6.1 Self-analysis Project

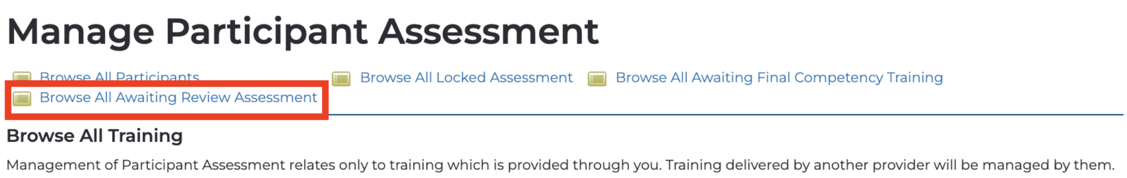
Date of Assessment Commencement
05:56 PM | 16/06/2021

Date of Assessment Submission
06:47 PM | 01/01/2022

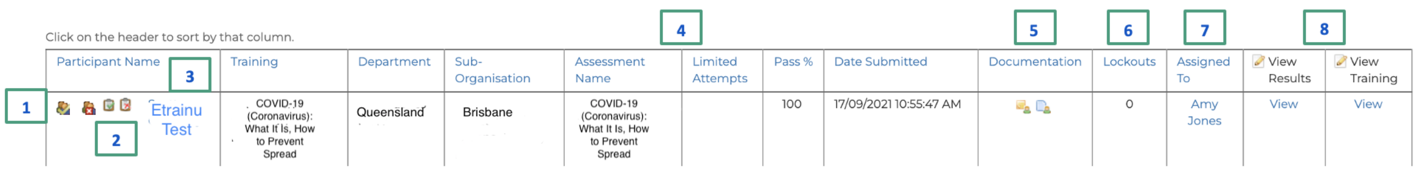
Assessment

Browse All Awaiting Review Assessments

Click "Browse All Awaiting Review Assessments" to view a full list of assessment submissions that need to be marked.



On this page, you will notice the following areas.



1. **Assign Assessor:** This icon works in two ways; if you are in your Supplier account you can assign a specific assessor to this assessment, or, if you are in your Assessor Account, you can use this to assign the assessment item to yourself.

2. **Mark as Proficient/Not Yet Proficient:** This icon when clicked will mark the assessment item as either proficient or not yet proficient. Please note when this is clicked, the status cannot be reversed.

3. **Participant Name:** This shows the Participant's name.

4. **Training Menu:** These columns showcase the training course, Department, Sub-Organisation, assessment name, whether the assessment has a limited attempt attached to it, pass percentage and date the assessment was submitted. If in the event there is a resubmit attempt, this will also appear highlighted in red.

5. **Documentation:** You can click on "User Notes" to add any comments required about the participant, and click "User Documentation" to view any additional upload information.

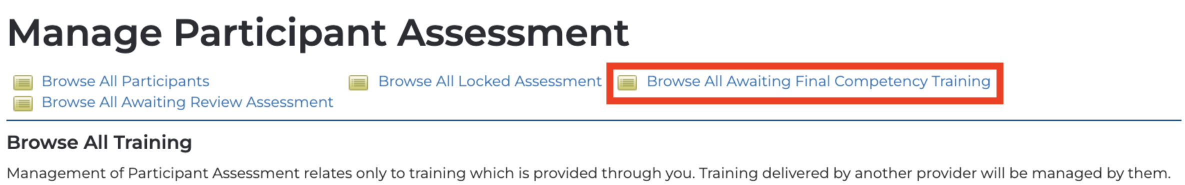
6. **Lockouts:** This helps identify how many times (if any) the participant has been "locked out" of their assessment.

7. **Assigned to:** This column will show you the assessor that has been assigned to this assessment item, noting that the column will be blank if no assessor has been assigned.

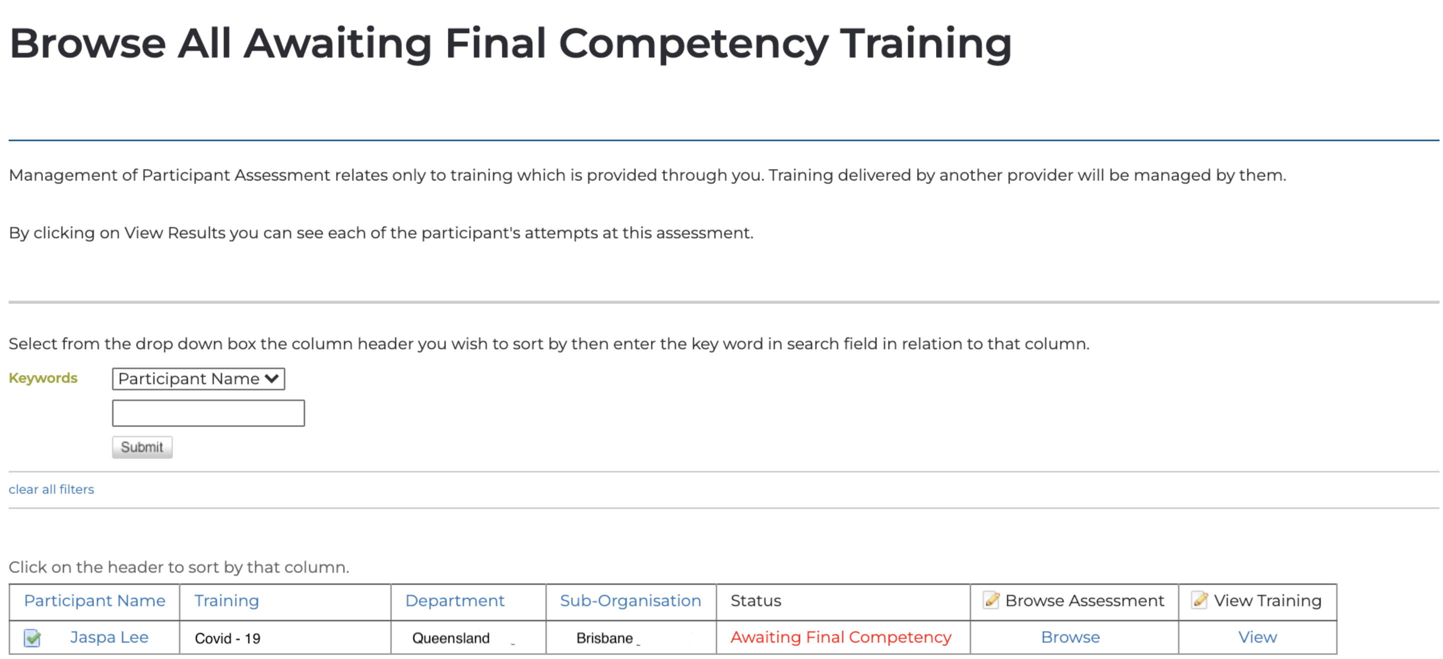
8. **View Results/View Training:** These menu items will allow you to view either the assessment submission or training slides attached to this participant.

Browse All Awaiting Final Competency

Click “Browse All Awaiting Final Competency” to view a full list of assessment submissions that need to be marked.



In instances where a course requests a final competency check, you will additionally be required to mark their entire course as competent. The Participant’s name will appear on this screen after their final assessment item has been marked as competent.



To browse the assessment, click “Browse” under the “Browse Assessment” column.

Click on the header to sort by that column.

Participant Name	Training	Department	Sub-Organisation	Status	Browse Assessment	View Training
Jaspa Lee	Covid - 19	Queensland	Brisbane	Awaiting Final Competency	Browse	View

To mark the course as complete and competent, click the “Mark as Competent” icon beside the Participant’s name. This will then mark the entire course as “complete” in the LMS and generate a certificate of completion (if the bundle has been assigned one).

Click on the header to sort by that column.

Participant Name	Training	Status	Browse Assessment	View Training
Alexander White	Covid - 19	Awaiting Final Competency	Browse	View

Similar to other screens, if a Participant has had to resubmit any assessment items, their record will appear highlighted in red.

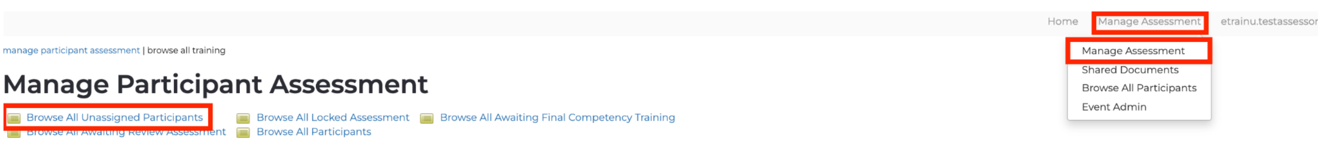
Assessment Functions within the LMS

The following section will highlight the different functions within the LMS so you can manage assessment of your participants effectively. These processes are like-for-like across both the Supplier and Assessor account types.

The workflow and icons shown below will be consistent throughout each of the menu views above mentioned.

Assigning an Assessor

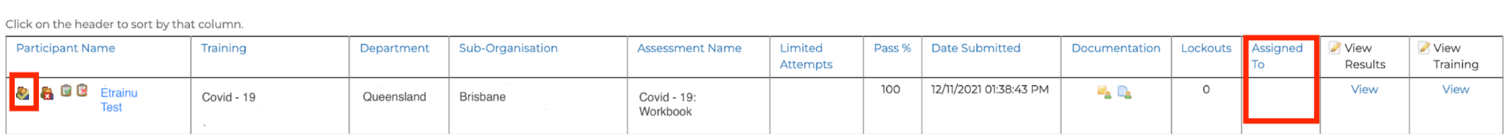
Where a participant does not have an assessor assigned, you can either allocate the assessment to yourself (Assessor Account), or, you can assign an assessor to the participant (Supplier Account). To assign an assessor, you need to click on “Browse All Awaiting Review Assessments”.



Supplier Account

Where an assessment has not been assigned to an assessor, you will notice the “Assigned To” column is blank.

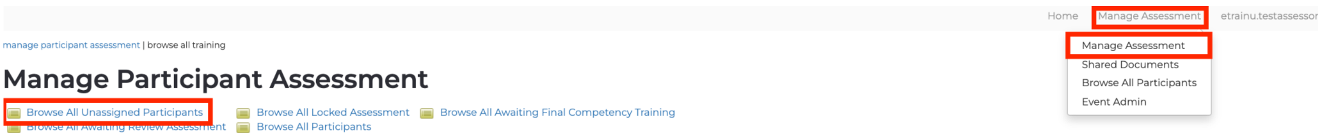
To assign an assessor to this participant, click on the “Assign Assessor” icon and select an assessor from the list provided.



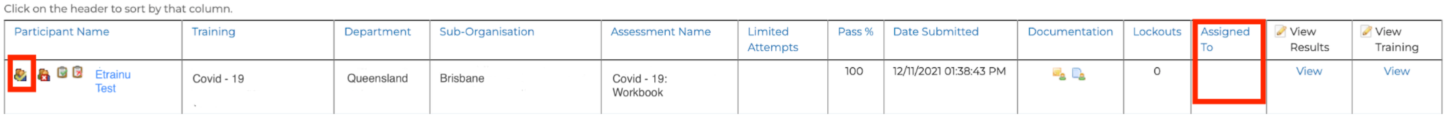
Assessor Account

Where an assessment has not been assigned to an assessor and you wish to assign this assessment to yourself (You must be in your assessor account).

You need to click on "Browse All Unassigned Participants".



Then click the "Assign Assessor" icon. This will then allocate that participant to you so you can mark their assessment.



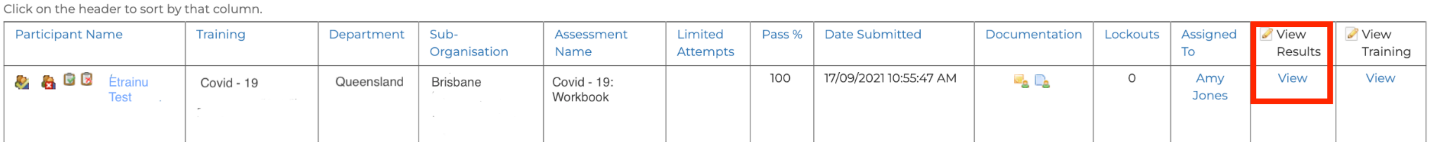
Click on the header to sort by that column.

Participant Name	Training	Department	Sub-Organisation	Assessment Name	Limited Attempts	Pass %	Date Submitted	Documentation	Lockouts	Assigned To	View Results	View Training
Etrainu Test	Covid - 19	Queensland	Brisbane	Covid - 19: Workbook		100	12/11/2021 01:38:43 PM		0		View	View

Viewing and Marking Assessments

Once a Participant has submitted their assessment, it needs to be marked by an authorised assessor. The marking of assessments can be completed and both the Supplier and Assessor levels of access.

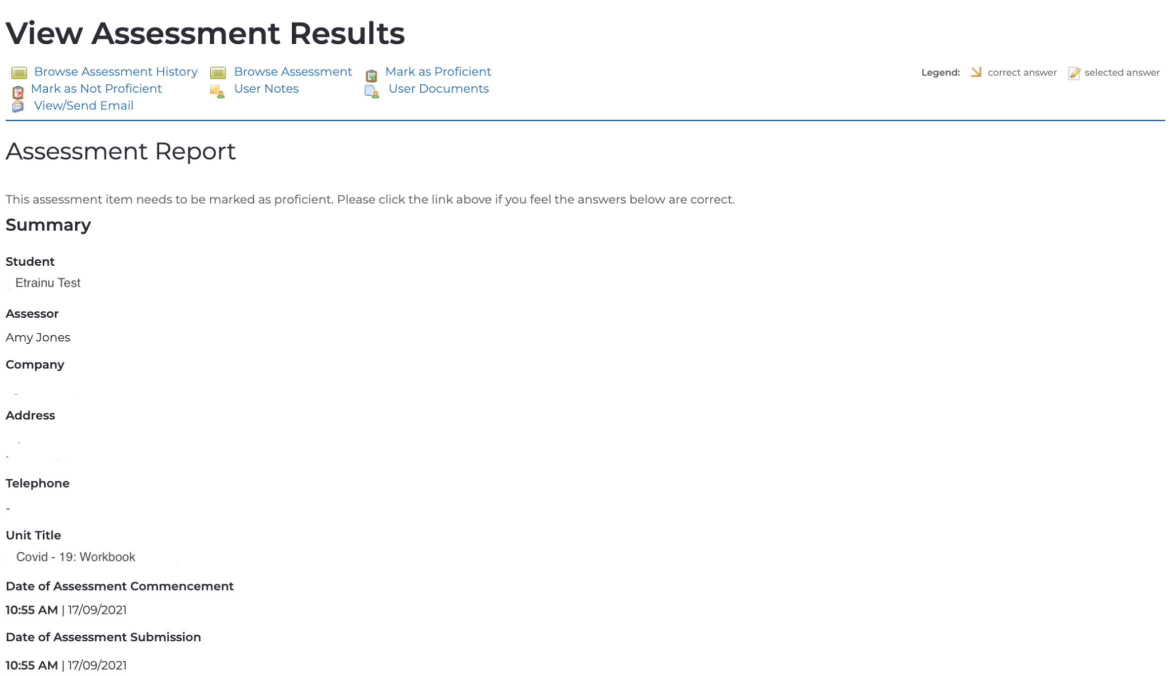
To view a Participant's submission, click "View" under the "View Results" column.


Click on the header to sort by that column.

Participant Name	Training	Department	Sub-Organisation	Assessment Name	Limited Attempts	Pass %	Date Submitted	Documentation	Lockouts	Assigned To	View Results	View Training
Etrainu Test	Covid - 19	Queensland	Brisbane	Covid - 19: Workbook		100	17/09/2021 10:55:47 AM		0	Amy Jones	View	View

You will then be directed through to the "View Assessment Results" page.
On this page, you will notice a Summary section and Assessment section, as well as a key on the top left of the page.

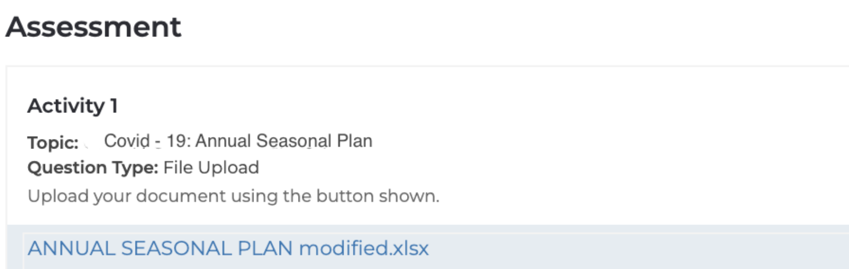
The Summary section will give you general information about the Participant and assessment submission.



The Assessment section will outline each of the participant's responses for all questions that form that completed assessment.

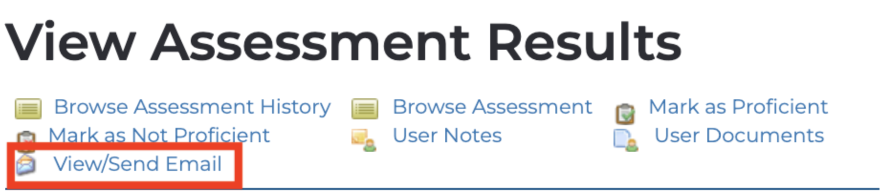
From here, you are required to review each response and determine whether the participant is proficient or not yet proficient in their responses.

Where a question is a short or long response, the answers will appear in a highlighted blue box under the relevant question. Where there is a document upload required, this will appear as a hyperlink within this same light blue box under the question. Where answers are selected (e.g. multiple choice, multiple response, etc.), there will be an orange arrow highlighting the correct response for ease of marking. In most cases, any of these question types will be automatically marked by the LMS, subject to your organisation's specific set up requirements.



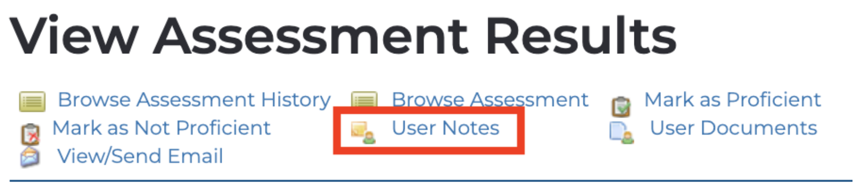
Before marking the assessment proficient / not yet proficient, we recommend that you communicate with the participant.

You can do this by clicking the "View/Send Email" icon at the top of the screen. This allows you to provide specific feedback on why the assessment was proficient / not yet proficient.

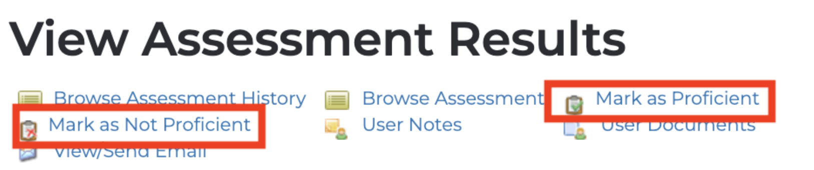


You may also choose to document any notes about the participant for assessor use only. You can do this by clicking the "User Notes" icon at the top of the screen.

This allows you to track any internal notes and is a great tool if you have multiple assessors assessing the same assessment item for Participants. These notes are only visible for administrators and assessors.



To mark the assessment as proficient or not yet proficient, select either icon at the top of the screen. The participant will then be notified of their result via email.



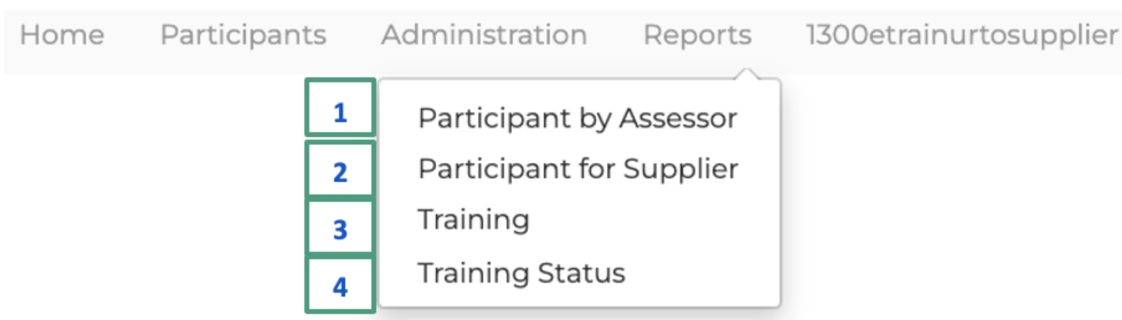
Viewing Reports - Supplier Level Only

The etrainu LMS Supplier Area has a range of reports that can be switched on/switched off for your organisation subject to your organisational needs.

When building your reports, you have the ability to customise and filter these according to your individual reporting needs. You can filter by date ranges, completion status, individual bundles, participant groups and training groups.

All reports can be exported in excel, CSV and PDF formats.

The below reports are our most commonly used reports and functions within the Supplier area.



1. **Participant by Assessor:** This report will outline each Participant and their assessment item, and outline the assigned Assessor.

2. **Participant by Supplier:** This report will provide you with a list of Participants enrolled into any courses that are supplied by your organisation.

3. **Training:** This report will show you a full list of modules/inductions and the total number of Participants allocated, in progress and complete.

4. **Training Status:** This report will show you the training status and progress for all Participants within a selected course.

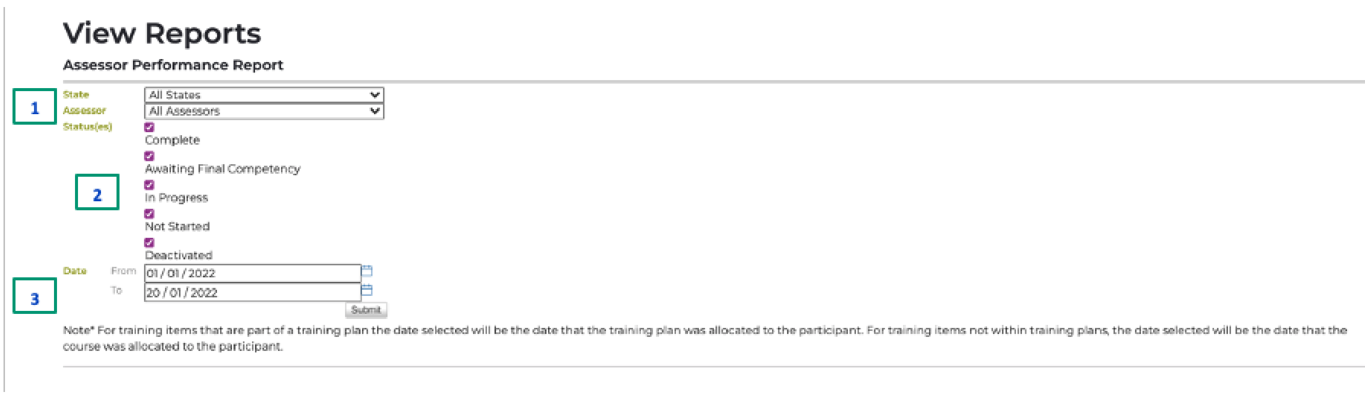
Participant by Assessor

The Participant by Assessor report outlines a full list of Participants in the LMS, the assessment items they are working through and the assigned assessor to each. To build your report, consider the following filters:

1. **Assessors:** you can select all assessors, or select a single assessor to build this report.

2. **Status(es):** you can select as many or little statuses based on the report you want to run.

3. **Date:** if you are looking for a specific date range, you may use these date filters.



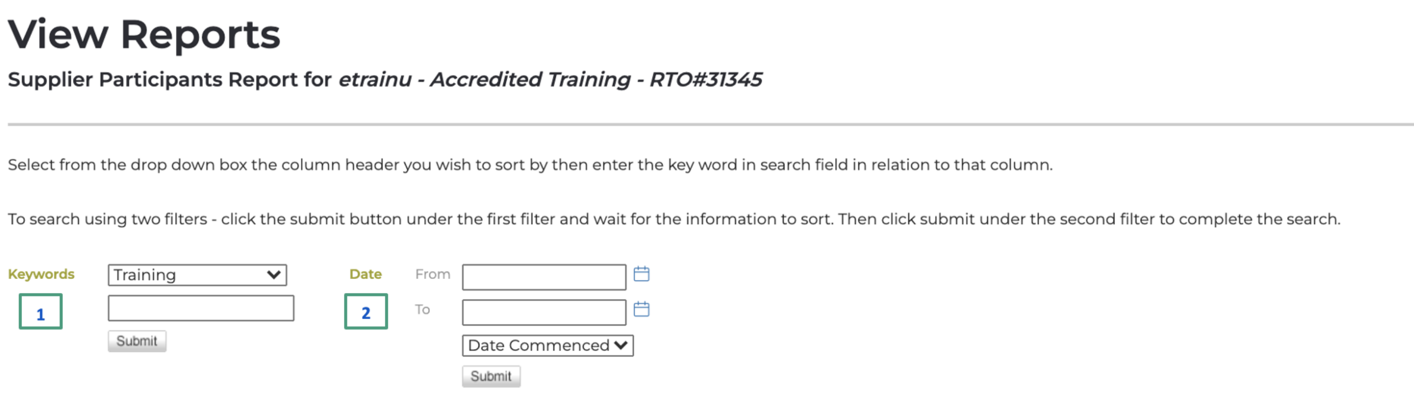
Participant by Supplier

The Participant by Supplier report will provide you with a full list of Participants assigned to any courses which your organisation supplies. Depending on your specific operation model, you may have Participants on this report that sit both within your organisation and outside your organisation.

To build your report, consider the following filters:

1. **Keywords:** You can filter your report based on keywords throughout a selection of filters

2. **Date:** You can filter your report based on a specific date range, as well as filter either by date commenced or date completed.

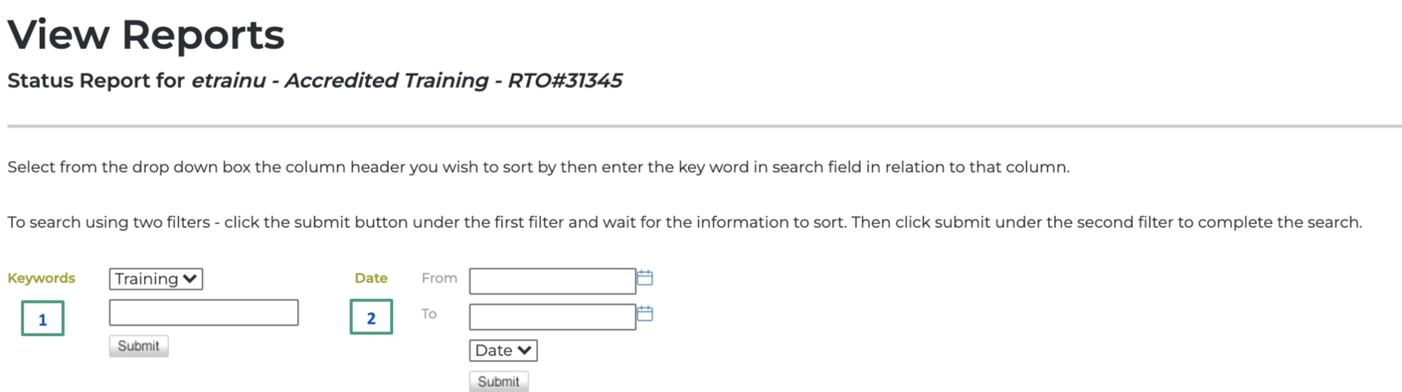


Training Report

The Training report will provide you with a full list of modules and the total number of Participants allocated to that module. In addition, it will separate your "in progress" and "complete" statuses through the main screen. To build your report, consider the following filters:

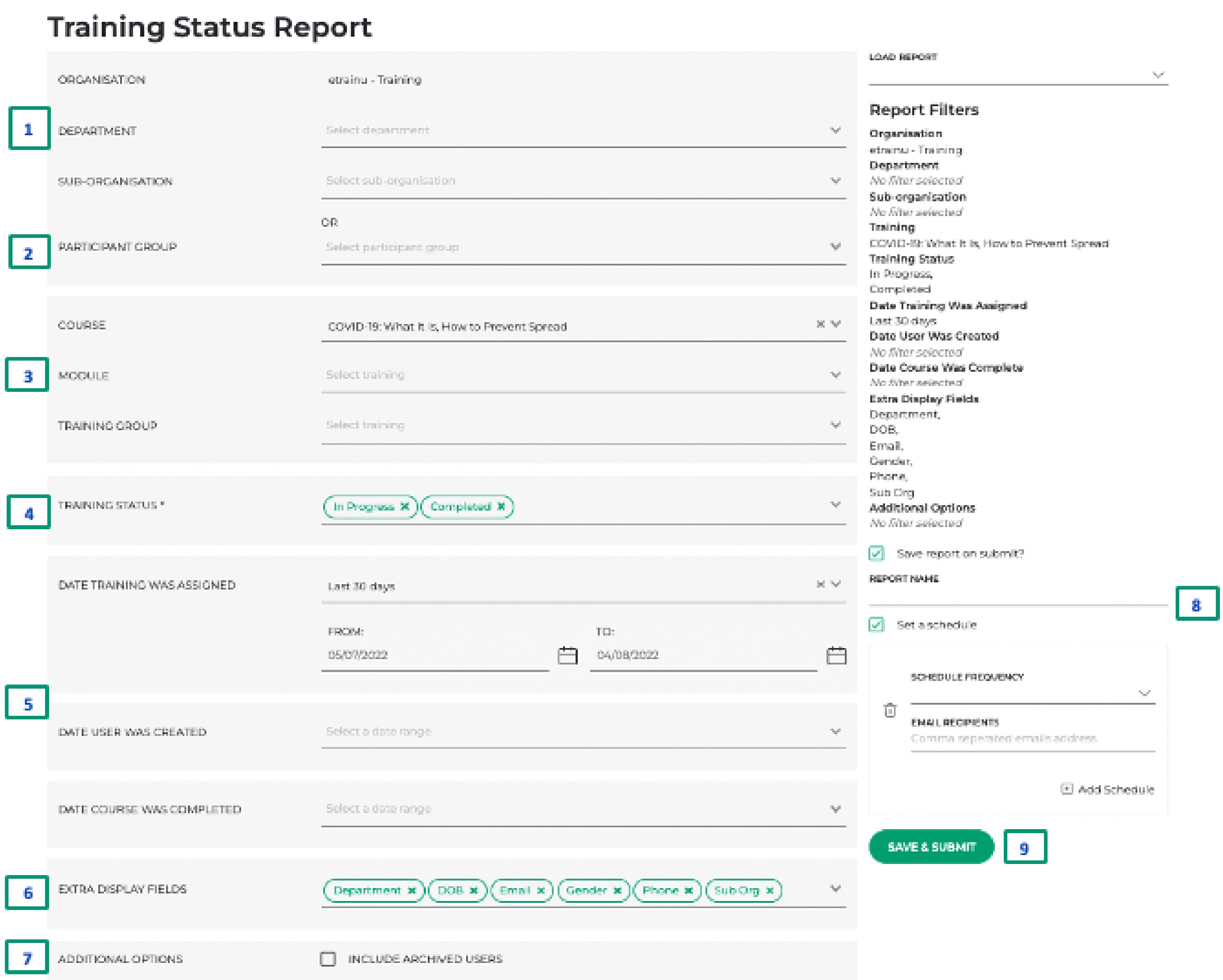
1. **Keywords:** You can filter your report based on keywords throughout a selection of filters.

2. **Date:** You can filter your report based on a specific date range, as well as filter either by date commenced or date completed.



Training Status Report

The Training Status report outlines the training status for your Participants and can be filtered to suit your needs. To build your report, consider the following filters:



1. **Department/Sub-organisation**: If you wish to only pull data for a specific Department or Sub-organisation, you may use these filters - leaving this blank will pull all data you have access to.

2. **Participant Group**: If you have a specific Participant Group set up, you can pull this group of Participants.

3. **Course/Module/Group:** A Course (bundle) it the completed course itself in full (recommended); A Module (induction) is a section within a Course (bundle); a “Group” refers to a Training Group which captures a group of training courses (refer to “Training Groups” to understand this functionality.

4. **Training Status:** At Course and Group Level you can filter the training status by “In Progress”, “Complete” or “Deactivated” . The “In Progress” and “Completed” options are selected as a default. At Module level you can filter the training status by “Not Started”, “Awaiting Final Competency”, “In Progress”, “Completed” or “Deactivated”.

5. **Date Ranges:** You can filter the reports based on training assigned dates, participant creation dates and/or completion dates.

6. **Extra Display Fields:** You can choose to select All fields or you can select additional fields such as Department, Date of Birth, Email, Gender, Phone, Sub-Org.

7. **Additional Options:** You can choose to include users that have been archived.

8. **Save Report:** You also have the option to save the report on the left. This functionality allows you to save the report (so you don’t have to complete the above fields next time) and also set a schedule to have the report sent to a nominated email address.

9. **Save & Submit:** Click this to create your report.

Event Admin

Please refer to the etrainu - Assessor Assessing App User Guide.

FAQ’s and Support

Within our etrainu Support Centre, we have a range of helpful articles and training videos available to help you with any questions or concerns you may have while you complete your training.

It is always recommended that, if you are completing training via an Organisation, to reach out to your System Administrator first.

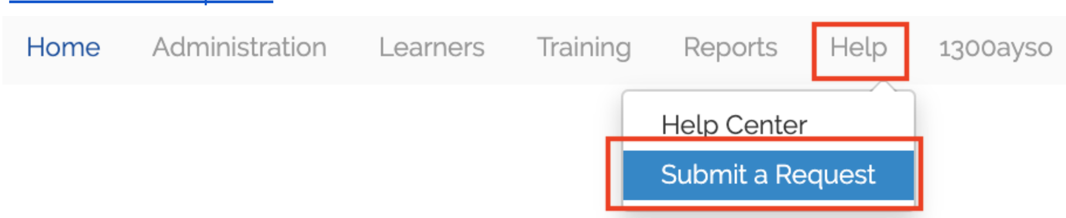
However, if you are unable to have your questions answered, please see the below helpful links.

The etrainu Support Centre

To access the Support Centre, click on the link below:
https://etrainusupport.zendesk.com/hc/en-us

Contact Us

To log a ticket with our Help Desk, click on “Help” from the menu bar on the top right, followed by “Submit a Request”.



Please allow up to 2 business days for a response.