



Participant User Guide



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Introduction

Welcome to the etrainu e-Learning platform, or Learning Management System (LMS)! Your etrainu account will be your personal training record management system and hold everything you need. This includes your training courses, training records, certificates and more. All courses that you complete using your etrainu account will stay safely online, and are accessible 24/7.

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.

You may have also received access to the etrainu LMS through a specific organisation. This means you will have the ability to access very specific training and development courses made available by the organisation you are part of. You will also receive full access to the training they have provided, as well as the option to store additional qualifications and certificates within the platform in your very own Skills Passport.

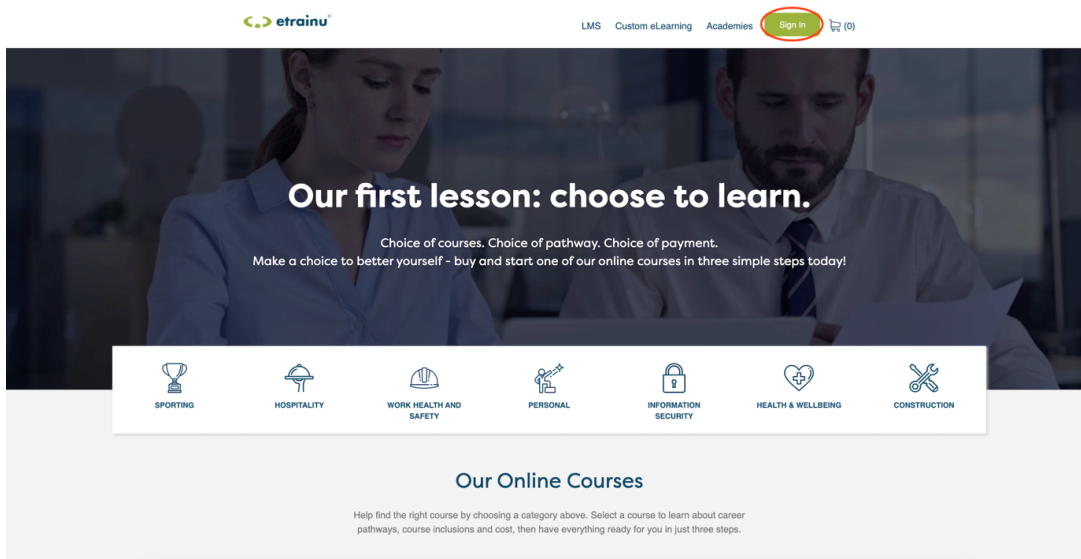
This User Guide is designed to help you navigate through the LMS and complete your training as seamlessly as possible.

Happy learning!

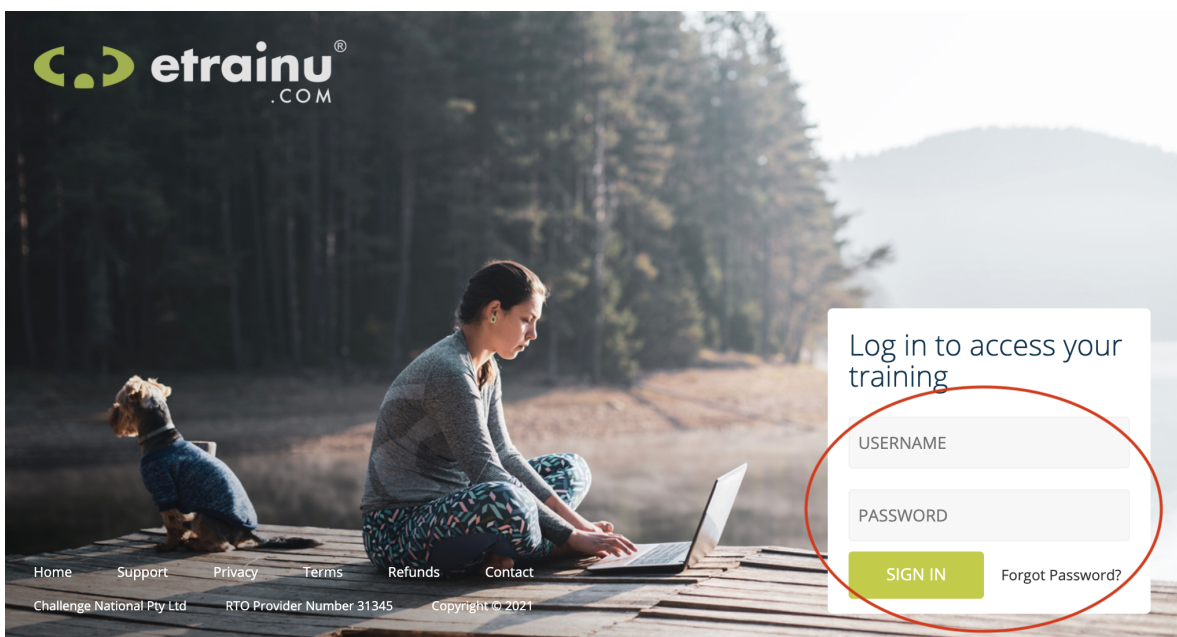
Logging On

To access your training, you must log into your LMS using your unique set of credentials.

1. Go to the etrainu website (www.etrainu.com) and click “Sign in”; this will take you to the main log in page. Please note, if you are logging in with a specific organisation, your website will be www.organisationnamehere.etrainu.com.



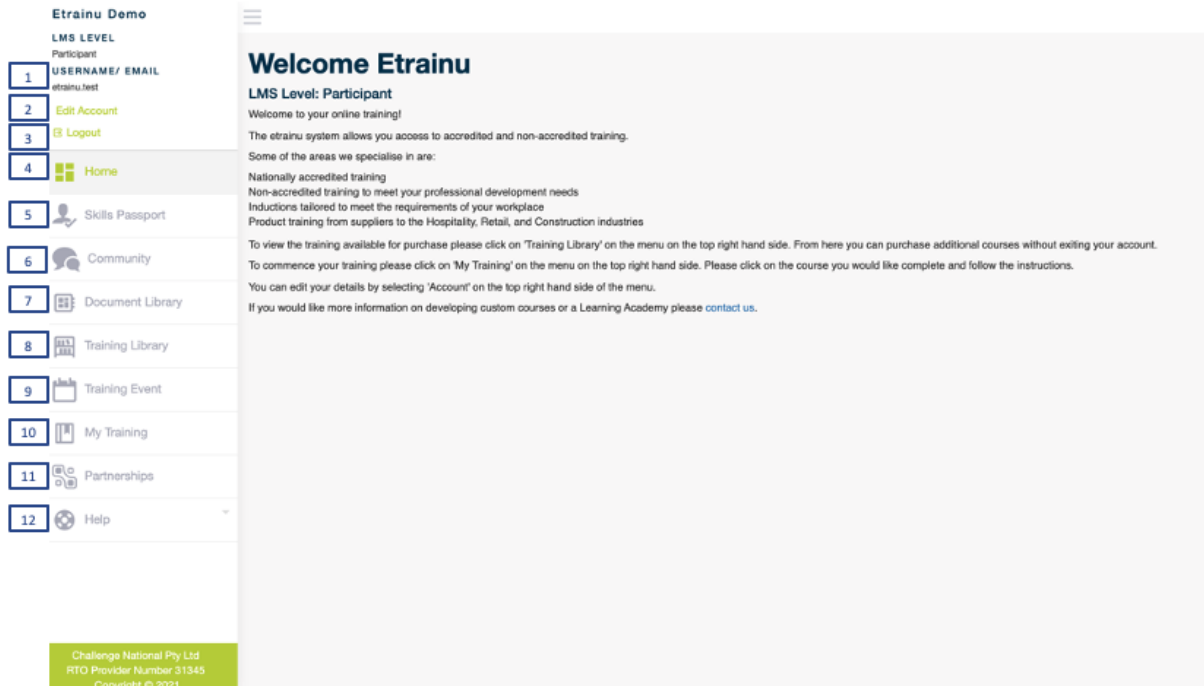
2. Type your username and password in the bottom right hand corner and click “Sign in”.



Note: If you don't know your username or password, check out our article “How to Reset your Password”.

Overview of the LMS

When you log into the LMS for the first time, you will notice there is so much to choose from! Below is a short overview of the different functions you may have access to.



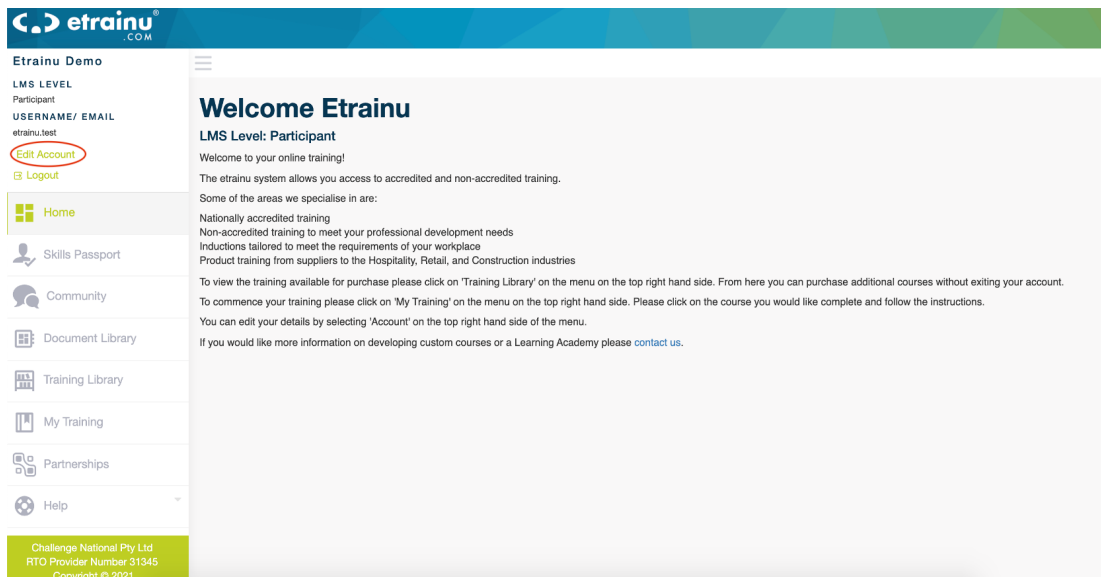
1. **Your personal details:** this shows you information such as your name and username.
2. **Edit Account:** this allows you to edit your personal details at any time.
3. **Logout:** this will log you out of the platform.
4. **Home:** this will redirect you to the home page of the platform.
5. **Skills Passport:** this holds your certificates of completion for any course completions within the etrainu LMS, as well as gives you the ability to upload additional qualifications and print this report to PDF.
6. **Community:** this is used as an internal communication and noticeboard platform. Click this to view any specific community articles for your organisation or start a conversation.

7. **Document Library:** this is used as a library resource for storing documents across the organisation. This may be turned on if your organisation has additional resources you can download as part of your LMS access.
8. **Training Library:** this is the library of training you have available to you within the LMS platform. You can click this to enrol into your courses at any time.
9. **Training Event:** this is where you book into a face-to-face course/event on the calendar if your organisation required face-to-face training.
10. **My Training:** this is where you can access training courses you have purchased and/or enrolled in. This includes training that has been completed, not yet started, and is in progress.
11. **Partnerships:** there may be instances where you work across multiple sections within your organisation; this is what we refer to as a partnership. You can create your own partnership for your supervisor to approve, or be invited into a partnership by your supervisor.
12. **Help:** this section will take you to our Support Centre and Help Desk. If you have a question, you can use this to browse a range of articles and videos to help you troubleshoot, or raise a ticket with our Help Desk team.

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" from the menu bar on the left-hand side of the screen.



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

Edit Account Information

Edit Account Information for Etrainu Participant

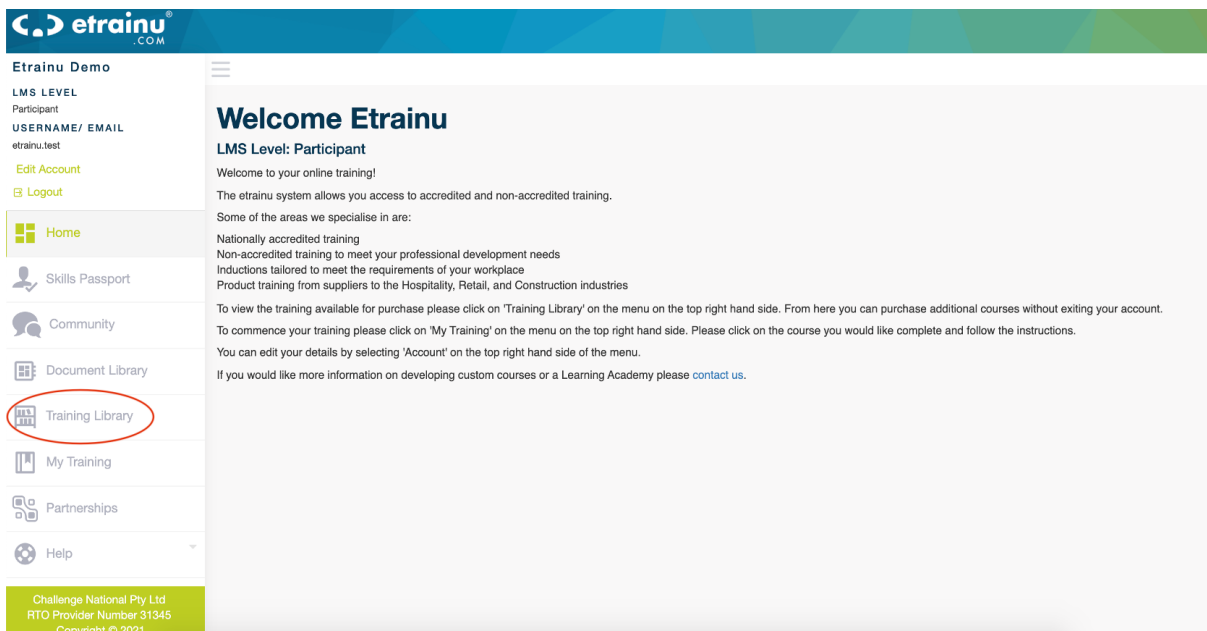
You will need a valid email address in order to receive notification messages from etrainu. Please add etrainu.com to your email safe list so that these messages are not marked as spam. We need just a few more details before we can start your training.

<h3>Account Information</h3> <p>Username *</p> <input type="text" value="etrainuparticipant2018"/> <small>Enter a unique username</small>	<p>Password *</p> <input type="password" value="*****"/> <small>Must be at least 4 characters</small>
<h3>Personal Information</h3> <p>Title *</p> <input type="text" value="Title"/>	
<p>Middle Name *</p> <input type="text" value="Middle Name"/> <small>Enter your name as you would like it to appear on your Statement of Attainment.</small>	<p>First Name *</p> <input type="text" value="Etrainu"/> <small>Enter your name as you would like it to appear on your Statement of Attainment.</small>
<p>Gender *</p> <input type="radio"/> Male <input type="radio"/> Female	<p>Last Name *</p> <input type="text" value="Participant"/> <small>Enter your name as you would like it to appear on your Statement of Attainment.</small>
<p>Date of Birth: *</p> <input type="text" value=""/> <small>Enter in the format dd/mm/yyyy</small>	
<h3>Contact Information</h3> <p>Email *</p> <input type="text" value="etrainuparticipant@etrainu.com"/> <small>Enter a valid email address</small>	
<p>Please double check that this address is correct and working. This email address needs to be your own email address so that etrainu can contact you if you require assistance.</p>	
<p>Please provide the physical address (street number and name NOT post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address.</p>	
<p>Building/Property Name</p> <input type="text" value="Building Name"/>	<p>Flat/Unit Details</p> <input type="text" value="Unit Number"/>
<p>Street Number *</p> <input type="text" value="Street Number"/> <small>(e.g. 205 or Lot 118)</small>	<p>Street Name *</p> <input type="text" value="Street Name"/>
<p>Suburb</p> <input type="text" value="Suburb"/>	
<p>Country</p> <input type="text" value="Country"/>	<p>State</p> <input type="text" value="State"/>
<p>Postcode *</p> <input type="text" value="1234"/>	<p>Phone Number *</p> <input type="text" value="0712345678"/>
<p><small>Please include the country code if you do not reside in Australia. This phone number needs to be your own so that etrainu can contact you if you require assistance.</small></p>	
<p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	

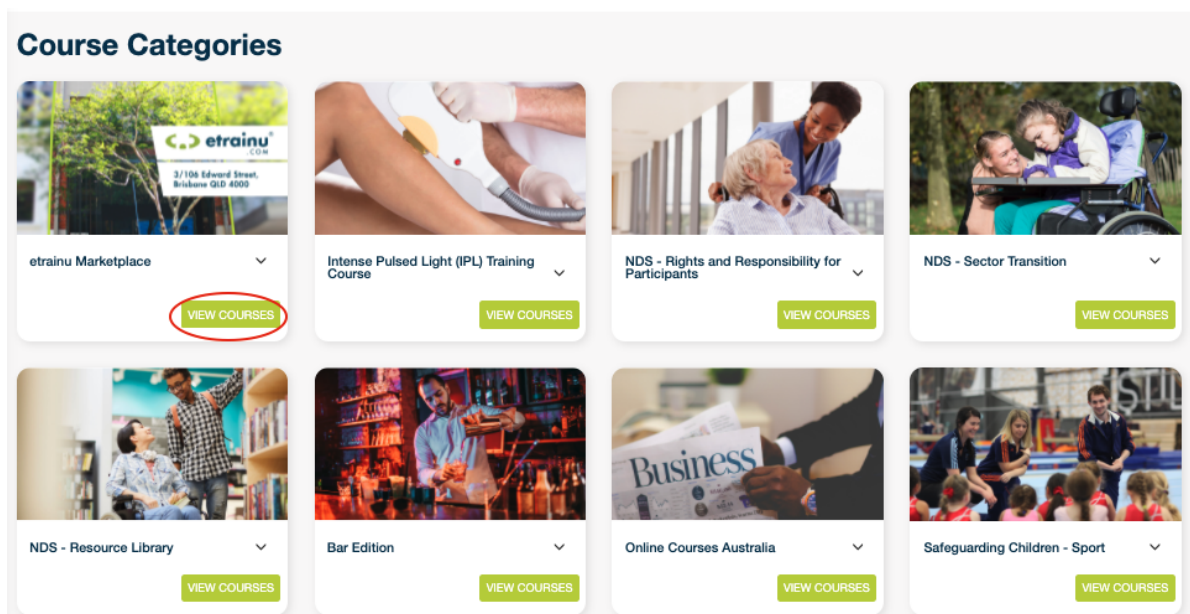
Purchase Training

Having an account with the etrainu LMS will give you access to a range of training courses and resources 24/7. These can be purchased directly through the Training Library.

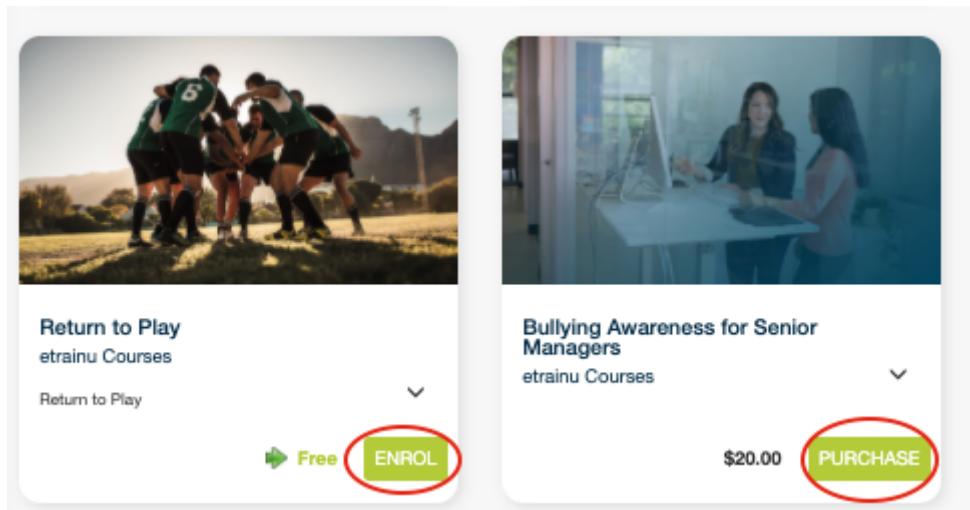
1. Click on the “Training Library” menu bar option, available on the left-hand side of the screen.



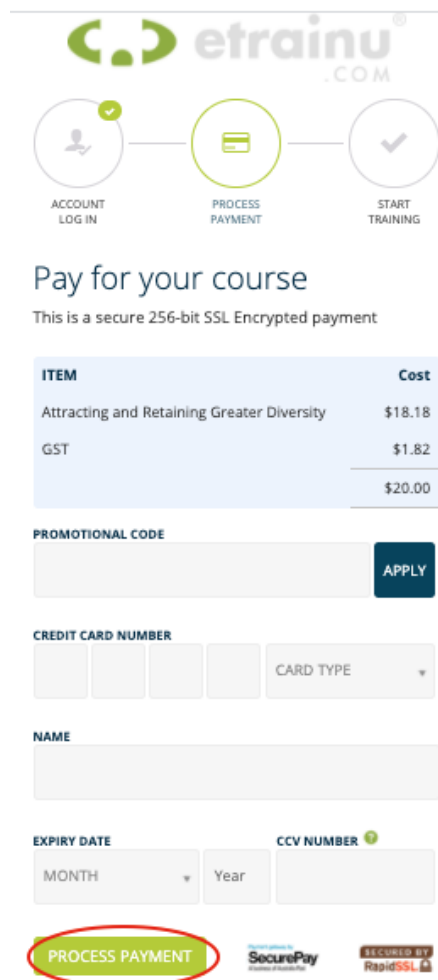
2. You will then be directed to the “Course Category” page. Click into the Course Category that you would like to make your purchase from.




- Once you have found the course you wish to purchase, click on either “Enrol” or “Purchase” to access this course.





- Follow the payment instructions provided to make payment with your credit card. If you have been provided with a promo-code, you must enter this in at this stage.



etrainu
.COM


 ACCOUNT
LOG IN


 PROCESS
PAYMENT


 START
TRAINING

Pay for your course

This is a secure 256-bit SSL Encrypted payment

ITEM	Cost
Attracting and Retaining Greater Diversity	\$18.18
GST	\$1.82
	\$20.00



PROMOTIONAL CODE APPLY

CREDIT CARD NUMBER

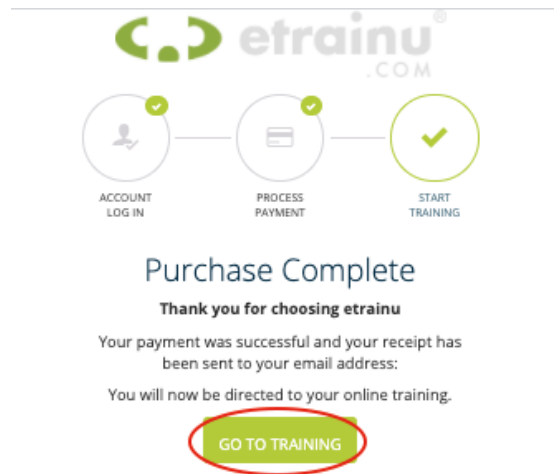
NAME

EXPIRY DATE MONTH Year

CCV NUMBER

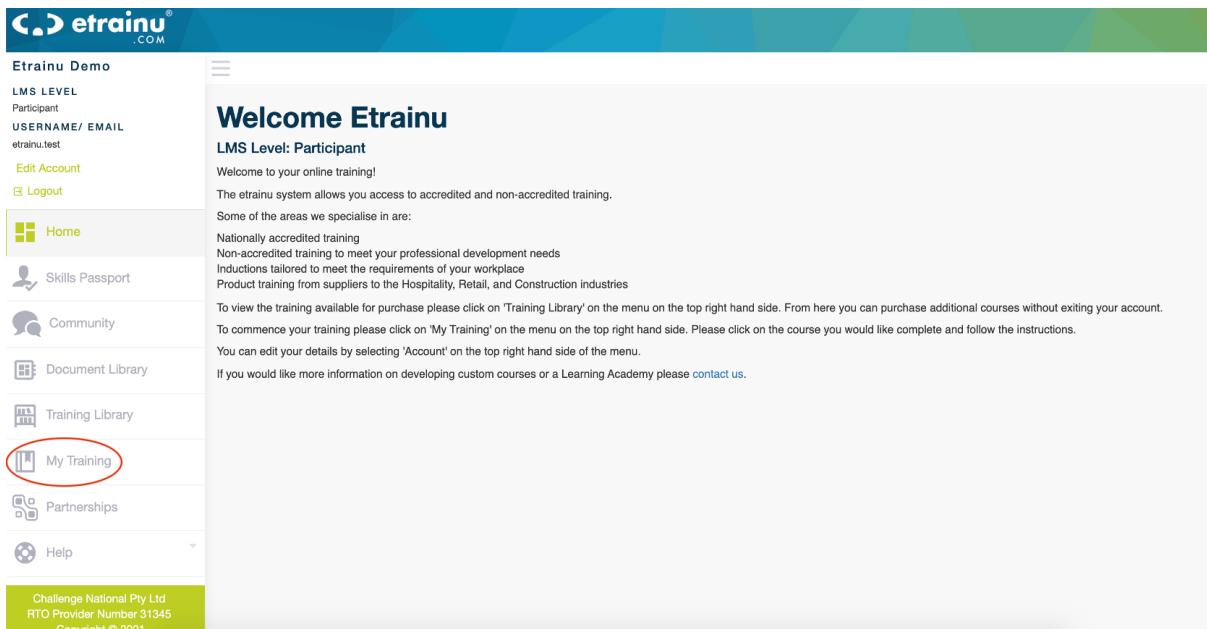
PROCESS PAYMENT



- Once your payment has been successful, you can access the course by clicking “Go To Training”.

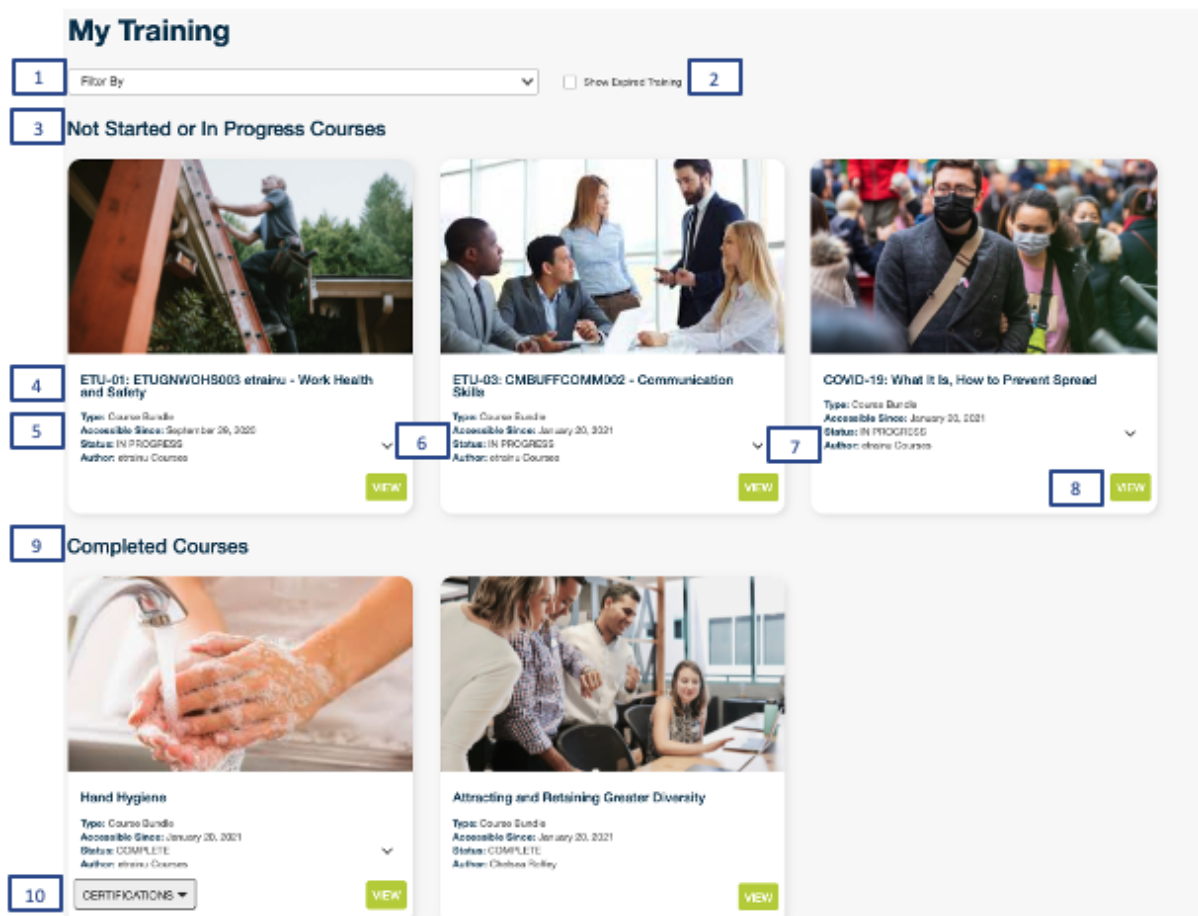


Access and Complete your Training

To access any training which you have enrolled into or purchased, or has been assigned to you, click on the “My Training” menu bar option located on the left hand side of the screen.



When you enter the “My Training” page, you will see the list of training items you have access to, as well as a few other features. These include:



1. **Filter by:** this function allows you to filter your training by status.
2. **Show Expired Training:** when selecting this button, it will show you any courses that have expired since you completed them.
3. **Not started or In Progress Courses:** any courses which you have not yet completed will appear in this section.
4. **Course Title:** this is the title of the course assigned to you.
5. **Accessible Since:** this is the date you were first assigned the training.
6. **Status:** this outlines the status of your progress and may include not yet started, in progress, or complete.
7. **Author:** this outlines the content provider/creator.

8. **View:** by clicking this, you can view and commence your training.
9. **Completed Courses:** any courses that you have completed will appear in this section.
10. **Certifications:** this allows you to download your certificate of completion.

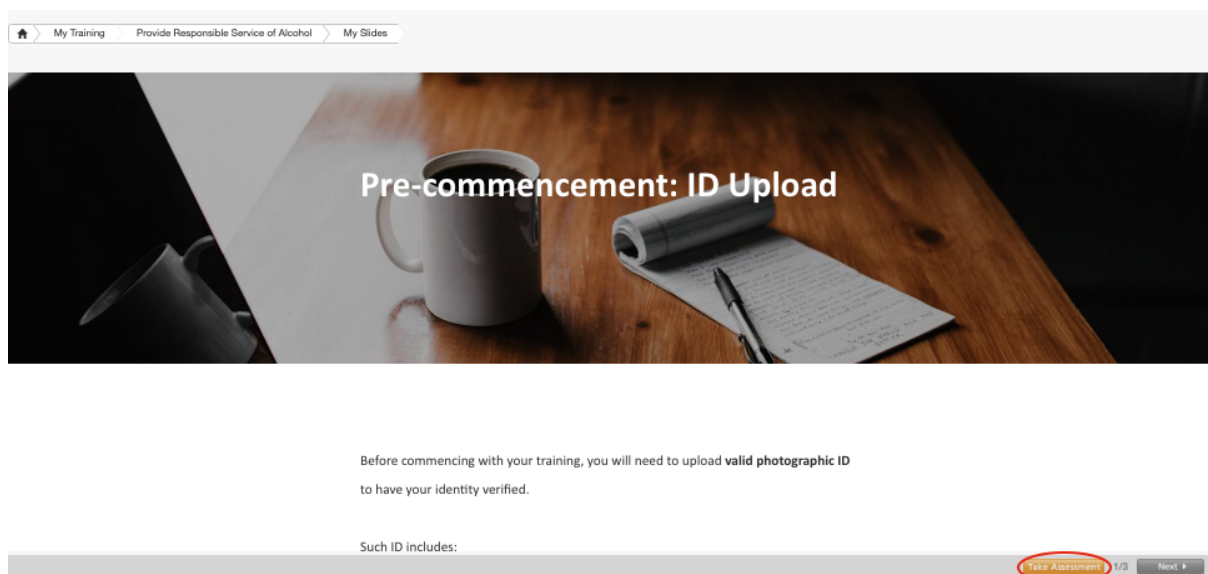
Access and Complete your Assessments

It is important to note that not all courses have assessments, and assessments may be taken in a number of format types. These types include multiple choice, multiple response, short and long answer, video assessments, and document uploads.

If your course has assessments, you will notice this is broken into stages. These stages include learning content and assessment sections built throughout the course. To commence your training, click on the “Start” button in your “My Stages” section.

Current Stages		
1. Stage 1	Not Started	Hide Slides
Pre-commencement to Stage 1	OPEN	Start Take Assessment
Part 1 - Click here to review content		Start
Part 2 - Click here to review content	CLOSED	Start Take Assessment

Once you have completed your training, within your course you may have a “Take Assessment” button.



My Training Provide Responsible Service of Alcohol My Slides

Pre-commencement: ID Upload

Before commencing with your training, you will need to upload valid photographic ID to have your identity verified.

Such ID includes:


Take Assessment 1/3 Next

Alternatively, you can click “Click here to return to stages”. This will direct you back to the previous screen. On this, click the “Take assessment” button to commence your assessment.

Current Stages		
1. Stage 1	Not Started	Hide Slides
Pre-commencement to Stage 1	OPEN	Start Take Assessment Start
Part 1 - Click here to review content		Start
Part 2 - Click here to review content	CLOSED	Start Take Assessment

As mentioned, there are various forms of assessment which you may need to complete subject to your chosen course. All assessment types are designed to reinforce your understanding of the training content and competency in your training.

1. Once you have clicked into your assessment, read over the instructions provided carefully.
2. Read each question carefully and answer as per instructions.
3. If you need to exit the assessment, click on “Save progress” before exiting.



Note:

Stage 3 Assessment

Questions

Topic 1 - Assess Intoxication

What strategies should a licensed venue implement to assess intoxication levels? Select two (2) correct answers.

- Monitor how often patrons are dancing
- Monitor if patrons are on mobile phones and not talking to peers
- Sufficient monitoring of the premises
- Monitor how long patrons are in queue wait to get into venue
- Monitoring the door and queue closely

Topic 2 - Assess Intoxication (2)


Actively promoting food consumption is a strategy that can be used to assist in identifying intoxication. True or false?

- True
- False

Topic 3 - Individual Responses

When assessing intoxication, you are to take into account factors that may affect individual responses to alcohol - either physiological and biological factors? Select five (5) factors.

- Women vs. men
- Age of a person
- If the person drinks often
- Smaller people vs. larger people



4. When returning to your assessment, you will be able to continue on with your assessment questions.

5. Once you have answered all questions, click on “Save progress” and “Submit” at the bottom of the assessment.

Topic 4 - Individual Responses (2) Save Progress

Typically, women are affected by alcohol quicker than men, due to body size and weight. True or false?

True
 False

Topic 5 - Identifying Refusal

You could attract a penalty if you sell liquor to a unduly intoxicated patron. True or false?

True
 False

Topic 6 - Identifying Refusal (2)

By Australian law, service of alcohol must be refused to anyone that is unduly intoxicated. True or false?

True
 False

Topic 7 - Noise and Intoxication

An increase in a person's noise levels and drink purchases, typically indicates signs of intoxication. True or false?

True
 False

Submit Cancel

Multiple Choice and Multiple Response Assessments

Multiple choice and multiple response questions are self-marking, which means you will get your results in real time. If you have answered a question incorrectly, you can go back into the assessment and complete the highlighted incorrect answers again until they are correct.

Save Progress

Stage 2 Assessment

Questions

Topic 1 - Prepare and Serve Drinks

You have already answered this question correctly.

When serving a standard drink what is the standard measure for spirits? Select one (1) correct response.

10 mls
 45 mls
 30 mls
 20 mls
 35 mls

Topic 2 - Prepare and Serve Drinks (2)

Sorry, but your answers to this question were incorrect.

To serve a standard drink what is the standard measure for a glass of wine? Select one (1) correct response.

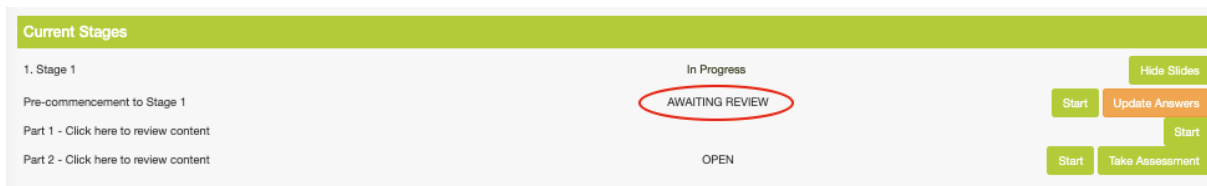
100 mls
 145 mls
 130 mls
 150 mls
 135 mls

Short and Long Answer Response Assessments

When completing a short or long answer assessment, you will be required to have competency checks completed by an assessor. Once you have submitted your assessment, an assessor will mark these and provide you with a competent/not yet competent result.

If you have received a “not yet competent” result, you will be required to follow the above steps and resubmit your assessment.

When an assessor has marked your assessment, you will receive an email with your result. This will also update within your LMS on your “My Training” page.



The screenshot shows the 'Current Stages' section of the LMS. It lists '1. Stage 1' with sub-items 'Pre-commencement to Stage 1', 'Part 1 - Click here to review content', and 'Part 2 - Click here to review content'. The status is 'In Progress' and 'AWAITING REVIEW' is circled in red. On the right, there are buttons for 'Hide Slides', 'Start', 'Update Answers', and 'Take Assessment'.



The screenshot shows the 'Current Stages' section of the LMS. It lists '1. Stage 1' with sub-items 'Pre-commencement to Stage 1', 'Part 1 - Click here to review content', and 'Part 2 - Click here to review content'. The status is 'In Progress' and 'COMPLETED' is circled in red. On the right, there are buttons for 'Hide Slides', 'Start', 'Take Assessment', and 'Take Assessment'.

Document and Video Upload Assessments

When completing an assessment that requests an upload, it is important to note the following requirements to upload your item:

- Assessment names must be less than 50 characters
- Assessment names cannot contain any special characters such as . , : / ? * () - etc.
- File sizes cannot exceed 200MB as they will not be accepted within the LMS

Note: If your file size is over 200MB, you will need to compress the file. You can compress your file by clicking on the below link:

<https://clideo.com/compress-video>

1. Complete the upload document or video required and compress the file if necessary.
2. Click on the “Take assessment” button as mentioned in earlier instructions.

3. Read the upload instructions and click “Upload”.
4. Once the upload has completed, click on “Save Progress” and “Submit”.

Note:

Pre-commencement to Stage 1



Questions

Copy of Photo ID

The mandatory government requirements of this course require us to verify that only you complete the course content and online assessment as well as the face to face assessment.

Therefore, you must provide a copy of photographic ID to us. This allows us to verify your identity.

Here is a list of approved photographic ID items you can select from.

- A valid driver's license issued by an Australian state or territory
- 18+ card
- A current and valid passport
- Student/school identity card

Please upload below.



5. If you have uploaded the incorrect file, click on “Clear File”.

Note:

Pre-commencement to Stage 1 - ID Upload



Questions

Copy of Photo ID

The mandatory government requirements of this course require us to verify that only you complete the course content and online assessment as well as the face to face assessment.

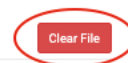
Therefore, you must provide a copy of photographic ID to us. This allows us to verify your identity.

Here is a list of approved photographic ID items you can select from.

- A valid driver's license issued by an Australian state or territory
- 18+ card
- A current and valid passport
- Student/school identity card

Please upload below.

File Uploaded: Upload an assessment.png



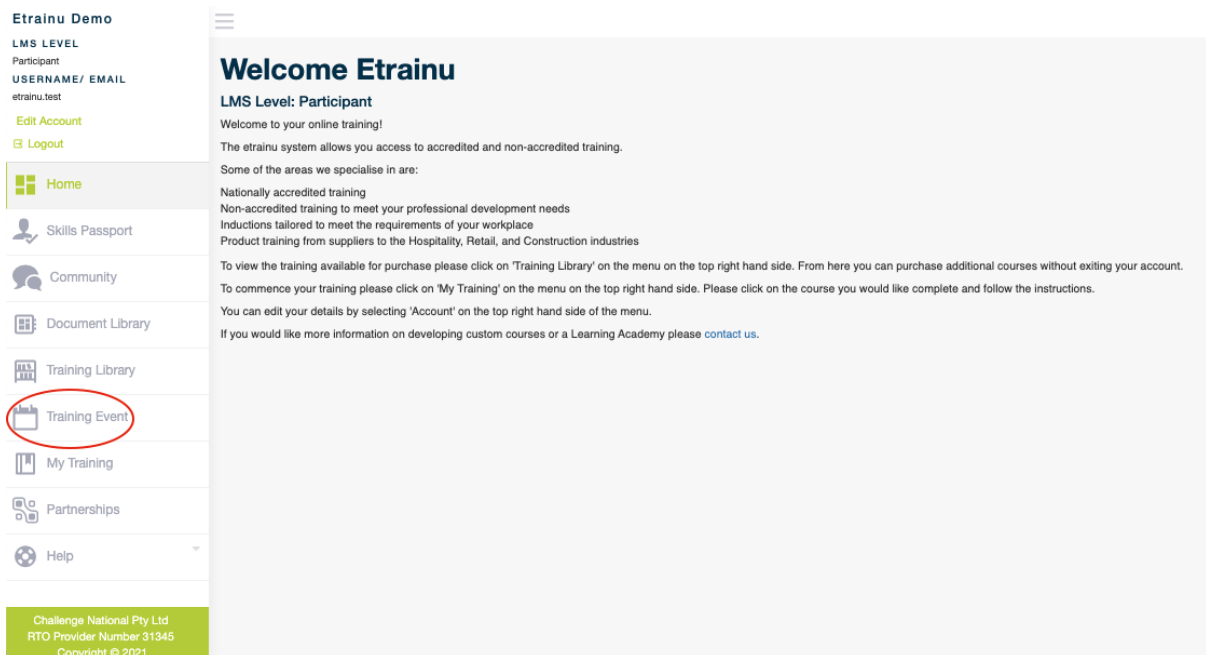
Locked Out

A “lock out” occurs when you have incorrectly answered an assessment question 3 times. Your assessor is immediately notified and you will be required to wait a minimum of 30 minutes before you can enter back into your assessment. During this 30 minutes, it is recommended that you review your training content.

If you do not get access back into your assessment within 30 - 45 minutes, you may be able to get unlocked manually. To do this, contact your assessor or email helpdesk@etrainu.com.

Booking a Face-to-Face Event

Some courses may additionally require a face-to-face competency assessment. To schedule your face-to-face or practical assessment, you must book into an event. To do this, click on the “Training Event” tab on the left hand side.



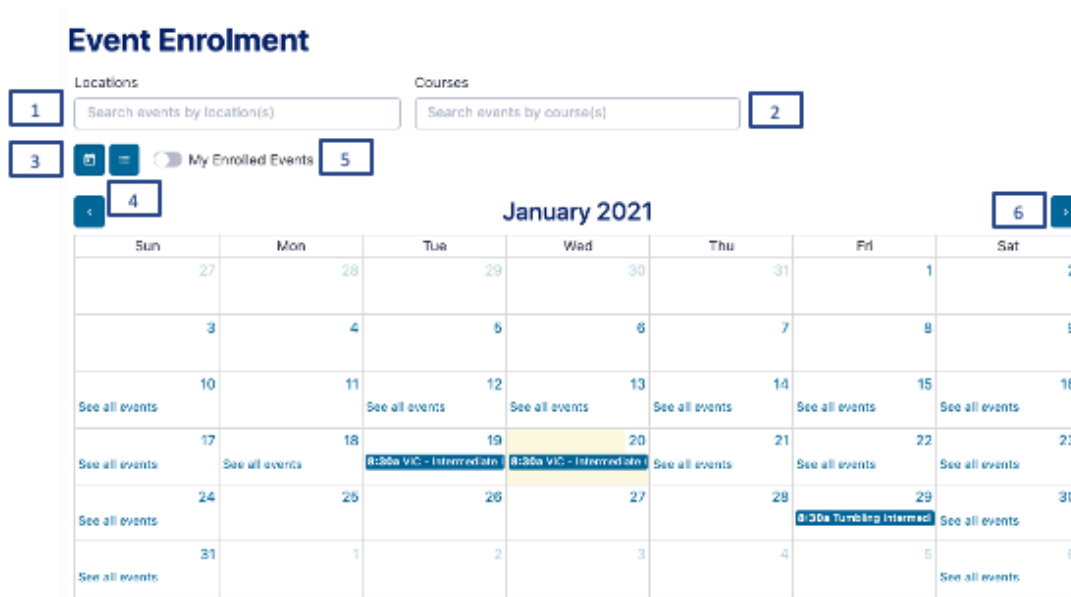
The screenshot displays the Etrainu Participant User Guide interface. On the left, a navigation menu is visible with the following items: Home, Skills Passport, Community, Document Library, Training Library, Training Event (highlighted with a red circle), My Training, Partnerships, and Help. The main content area on the right is titled "Welcome Etrainu" and includes the following text:

LMS Level: Participant
Welcome to your online training!
The etrainu system allows you access to accredited and non-accredited training.
Some of the areas we specialise in are:
Nationally accredited training
Non-accredited training to meet your professional development needs
Inductions tailored to meet the requirements of your workplace
Product training from suppliers to the Hospitality, Retail, and Construction industries

To view the training available for purchase please click on 'Training Library' on the menu on the top right hand side. From here you can purchase additional courses without exiting your account.
To commence your training please click on 'My Training' on the menu on the top right hand side. Please click on the course you would like complete and follow the instructions.
You can edit your details by selecting 'Account' on the top right hand side of the menu.
If you would like more information on developing custom courses or a Learning Academy please [contact us](#).

Challenge National Pty Ltd
RTO Provider Number 31345
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Once you have opened the event calendar, you will see the following sections.



Event Enrolment

Locations: Search events by location(s) [1]

Courses: Search events by course(s) [2]

[3] [4] [5] My Enrolled Events [5]

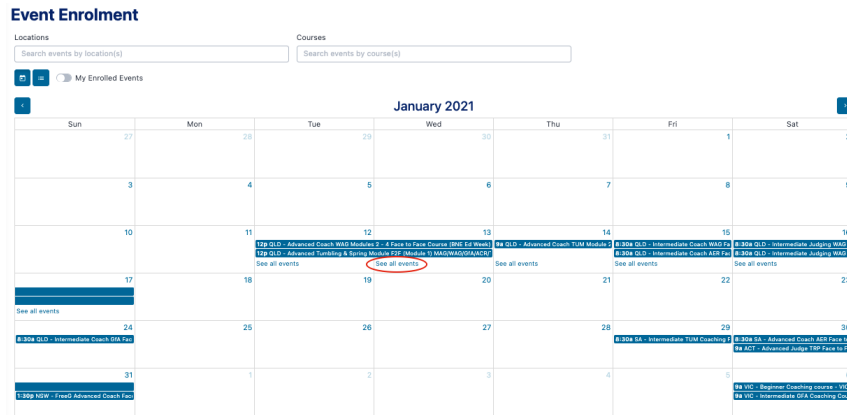
[4] January 2021 [6]

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
See all events	See all events	See all events	See all events	See all events	See all events	See all events
17	18	19	20	21	22	23
See all events	See all events	A:30a VIC - Intermediato	A:30a VIC - Intermediato	See all events	See all events	See all events
24	25	26	27	28	29	30
See all events	See all events	See all events	See all events	See all events	A:10a Tumbling Intermediato	See all events
31	1	2	3	4	5	6
See all events	See all events	See all events	See all events	See all events	See all events	See all events

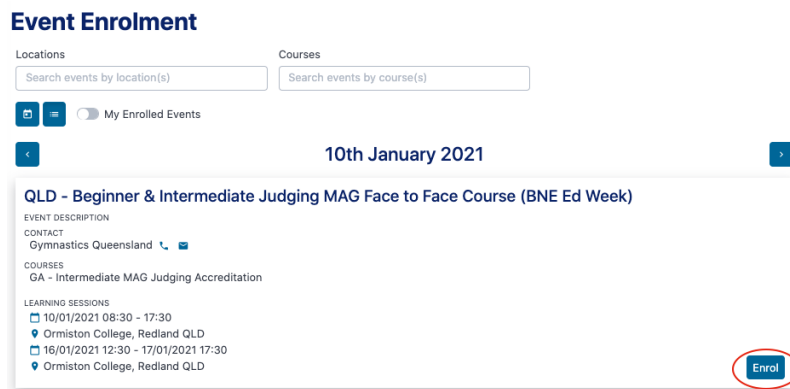
1. **Locations:** you can type a geographic location to help filter events.
2. **Courses:** if you know the name of the course you are attending, you can type this in to help filter results.
3. This changes the calendar view to calendar.
4. This changes the calendar view to list.
5. This filter allows you to see only events you have enrolled into.
6. These arrows help you navigate across each month of the year.

To book an event, follow these instructions:

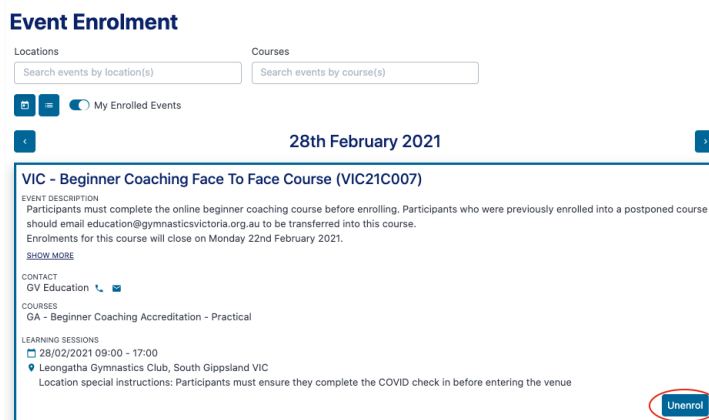
1. View the calendar and click “see all events” if there is more than one event scheduled for that day.



2. Once this list view has appeared, select your preferred event and click “Enrol”.

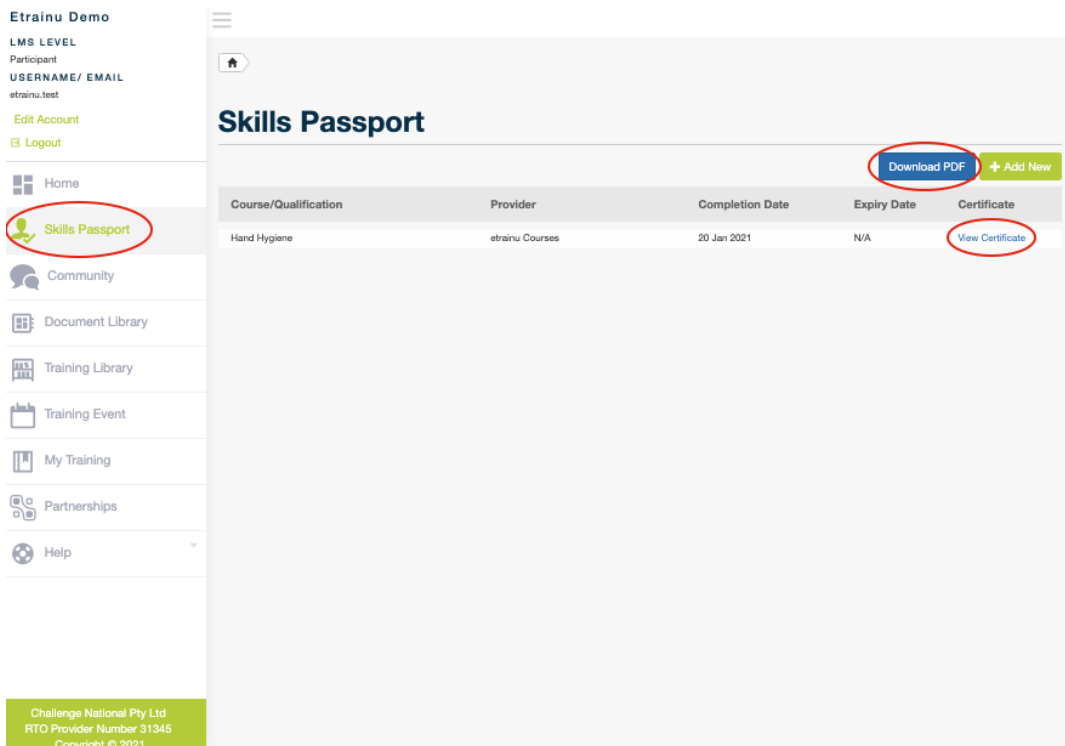


3. If you need to cancel your enrollment into this event, simply come back to this screen and click “Unenrol”.



Skills Passport

Your Skills Passport is a unique platform which holds your certificates of completion for training within the etrainu LMS, and also a platform you can upload any other qualifications you hold. To access your Skills Passport, click on “Skills Passport” on the left hand side.



Etrainu Demo
 LMS LEVEL
 Participant
 USERNAME/ EMAIL
 etrainu.test
[Edit Account](#)
[Logout](#)

Home
Skills Passport
 Community
 Document Library
 Training Library
 Training Event
 My Training
 Partnerships
 Help

Skills Passport

[Download PDF](#) [+ Add New](#)

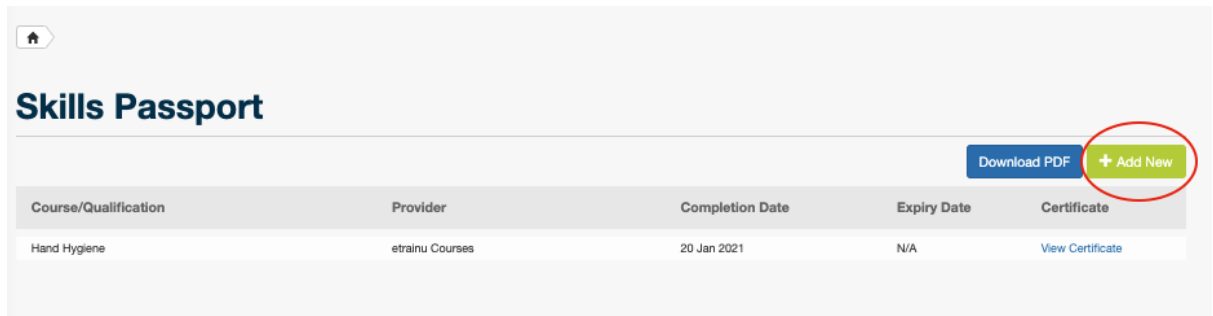
Course/Qualification	Provider	Completion Date	Expiry Date	Certificate
Hand Hygiene	etrainu Courses	20 Jan 2021	N/A	View Certificate

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 RTO Provider Number 31345
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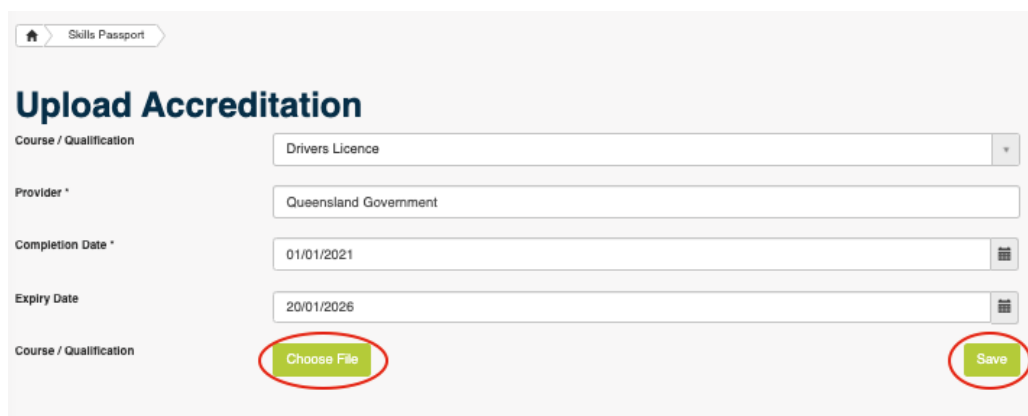
1. To view a certificate, click on “View Certificate”.
2. To check an expiry date of a course, view the “Expiry Date” column; if the course has an expiry date, the date will appear beside the relevant course.
3. To download a PDF report of your Skills Passport, click on “Download PDF”.

To upload a certificate to your Skills Passport, follow these instructions:

1. Click on “+ Add New”.



2. Fill in information requested as part of the upload.
3. Click on “Choose File” to upload your certificate into the LMS.
4. Click on “Save” to complete this process.



The screenshot shows the 'Upload Accreditation' form. The form fields are as follows:

- Course / Qualification: Drivers Licence
- Provider *: Queensland Government
- Completion Date *: 01/01/2021
- Expiry Date: 20/01/2026

At the bottom of the form, there are two buttons: 'Choose File' and 'Save'. Both buttons are circled in red.

Downloading Certificates

There are two ways in which you can access your certificate of completion.

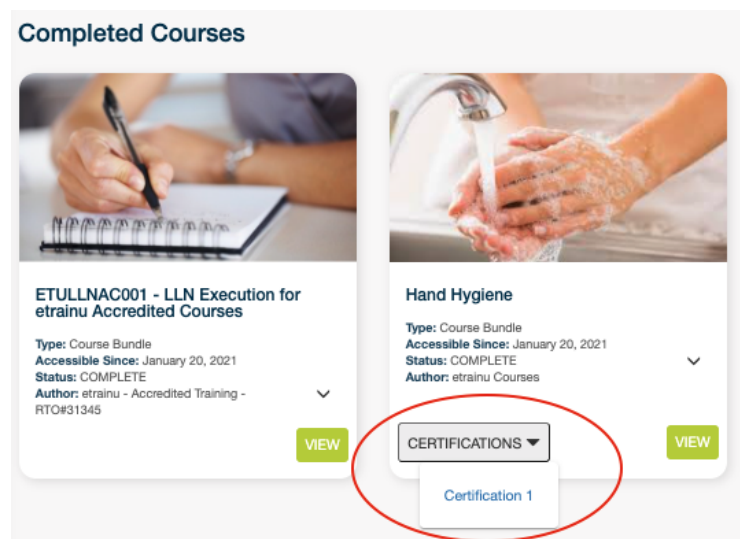
- Skills Passport
- Within the course itself

Skills Passport

Please follow the steps outlined above in the “Skills Passport” section of this user guide.

Within the Course

1. Click on the “My Training” tab on the left hand side.
2. Find the course you have completed.
3. Click on the “Certifications” text under the completed course.
4. Click on “Certification 1” to download your certificate.



FAQ's and Support

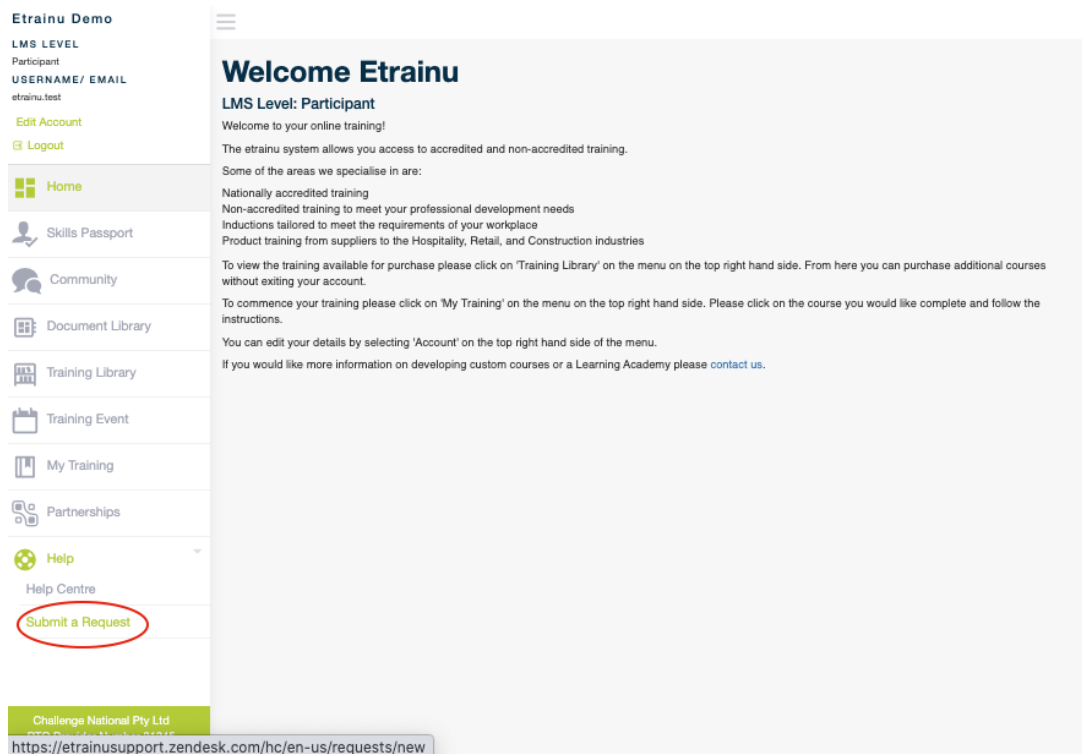
Within our etrainu Support Centre, we have a range of helpful articles and training videos available to help you with any questions or concerns you may have while you complete your training.

It is always recommended that if you are completing training via an organisation, to reach out to your Manager or Training Provider first.

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

Contact Us

To log a ticket with our Help Desk, click on “Help” on the left hand side of your screen, followed by “Submit a Request”.



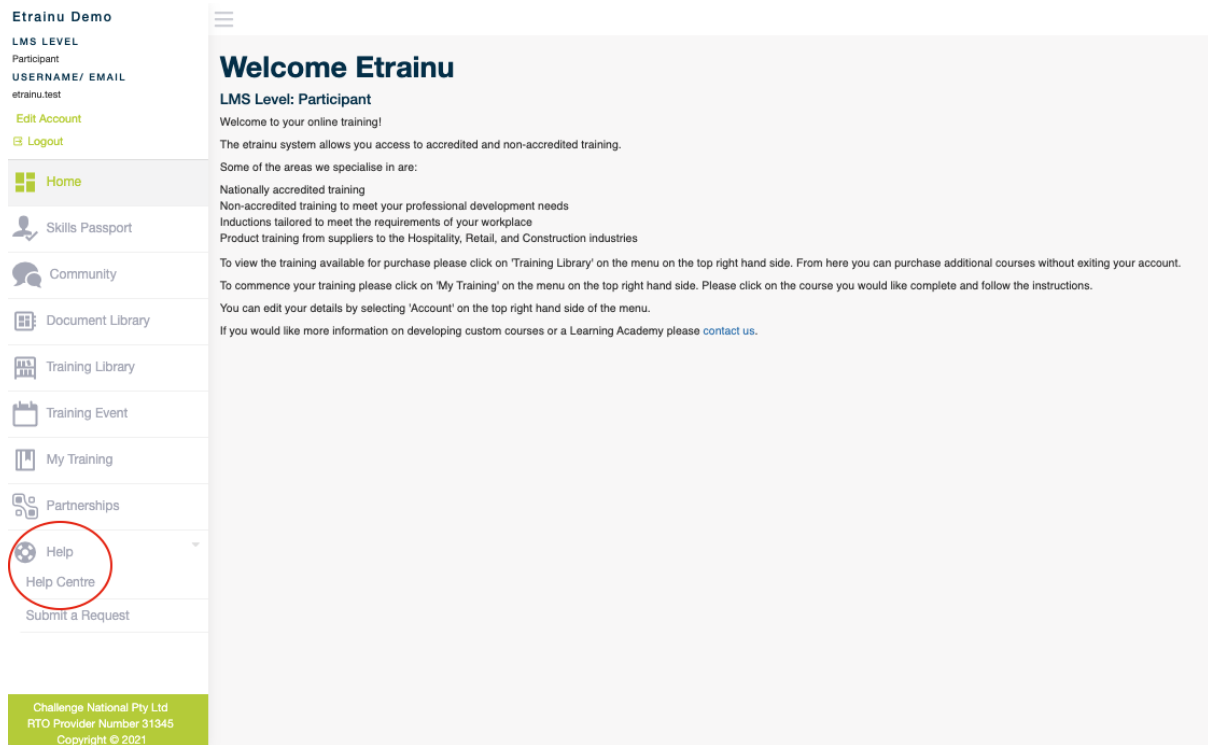
Alternatively, you can email our Help Desk directly via the following email address:

helpdesk@etrainu.com

Please allow up to 2 business days for a response.

The etrainu Support Centre

To access the Support Centre, click on “Help” on the left hand of your screen, followed by “Help Centre”.



The screenshot shows the etrainu user interface. On the left is a navigation menu with the following items: Home, Skills Passport, Community, Document Library, Training Library, Training Event, My Training, Partnerships, Help (circled in red), Help Centre, and Submit a Request. Below the menu is a footer with the text: Challenge National Pty Ltd, RTO Provider Number 31345, Copyright © 2021. The main content area displays a 'Welcome Etrainu' message for an LMS Level Participant, including a welcome message and information about training options and account management.

The etrainu Support Centre

<https://etrainusupport.zendesk.com/hc/en-us>

Browse our FAQ's

<https://etrainusupport.zendesk.com/hc/en-us/categories/202715058-etrainu-FAQ>

Browse our How To Video Library for Participants

<https://etrainusupport.zendesk.com/hc/en-us/sections/360000288375-User-Training-Videos>