

LEARNING AND DEVELOPMENT

ONLINE LEARNING

Student Portal

Acknowledgements

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Introduction

Overview

The Mental Health Coordinating Council's Learning and Development Unit has recognised the need for students to be able to access course information and documents from anywhere at any time. That is why we have created the Student Portal which students can immediately access 24 hours a day, 7 days a week.

Through the portal you can:

- Check your personal timetable
- Review your contact details
- Access course resources and assessments
- Access all letters and other documents that MHCC have issued you
- Communicate with MHCC staff
- View the progress of your enrolment.

Helpful Hints

Throughout this guide you will see sections of text in **orange**. These pieces of information are important things you should know or just helpful facts.

For example:

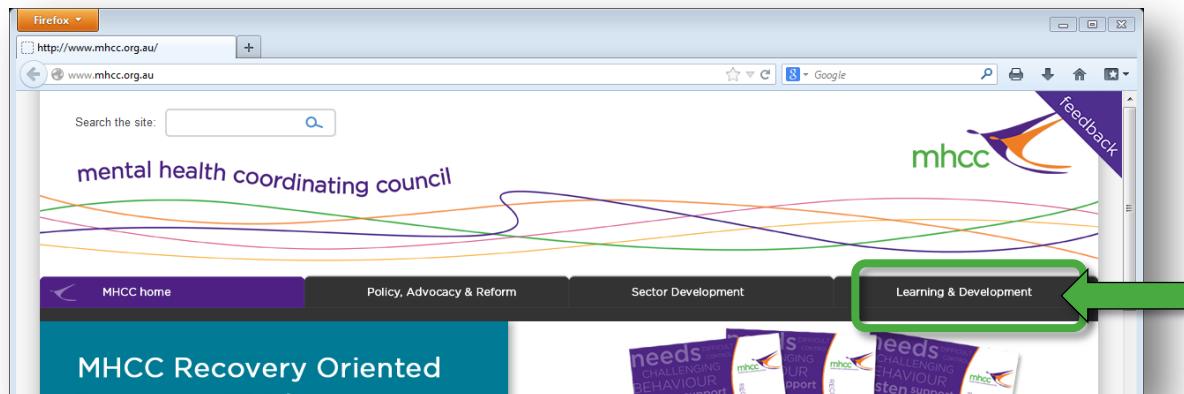
Note: If you right mouse click on a link you can open that link in a new tab or window. This means you can have more than one section open at a time and you can use this anywhere in the portal.

Keep your eye open for more helpful hints in orange!

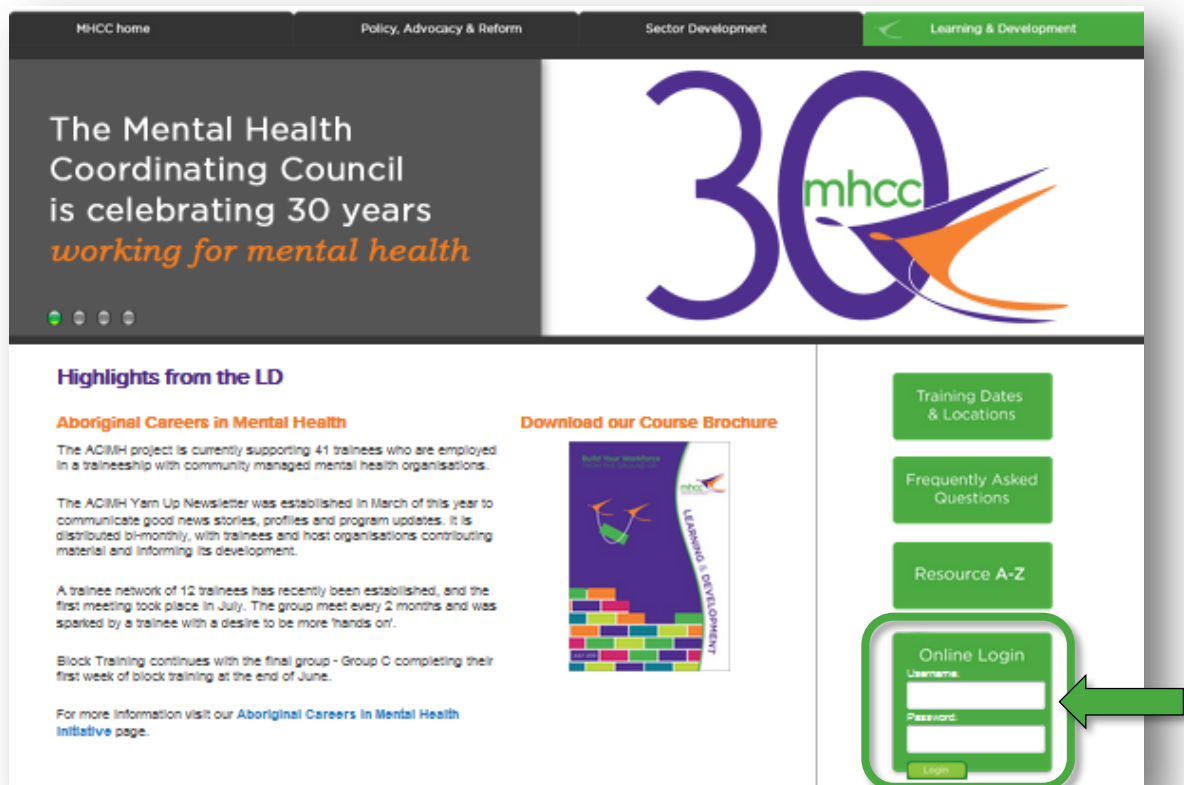
Accessing The Portal

How to find the login page

To access the student portal, go to the Mental Health Coordinating Council website: www.mhcc.org.au. Click the **Learning & Development** tab on the right at the top.



You can then log in directly from the Learning & Development home page.



How to log in

Go to the login box in the top right hand corner under “**Online Login**” and enter your user name, password and click **Login**.

Note: Remember passwords are case-sensitive! For example if your password is **Sydney1** then if you use a small “s” in **sydney1** it won’t work.

A green rectangular login box titled "Online Login". It contains two input fields: "Username:" with the text "training@mhcc.org.au" and "Password:" with masked characters (dots). A green arrow points to the password field. At the bottom is a green "Login" button.

You should have received your login details via email. If you do not have login details or you are having problems logging in, please contact support at training@mhcc.org.au.

Forget your password?

The “**Forgotten password?**” link in the bottom left hand corner of the login box is currently unavailable. If you forget your login details please email training@mhcc.org.au.

Your Home Page

The Dashboard

The **dashboard** is the first page you will see when you log in to the Student Portal. The dashboard is a summary of your courses, documents, upcoming events and messages. New items will show in bold and the number or unread items will be displayed in the heading. To open any of the items simply click the title in blue.

Courses	Documents (4 unread)
Community Services (Mental Health) (TEST Dip ComServ) Status: Active	Assessment - Intro to Integrated Practice Assessments / General
	Assessment - Improving Practice Assessments / General
	Assessment - Promotion and Advocacy Assessments / General
	Participants Handbook Course Documents / General
	Show all documents (4) »
Upcoming Events	Messages
TEST Dip ComServ Day 2 22/2/2012 9:00AM - 5:00PM	You have no messages
Show all upcoming events (1) »	

The Navigation

My Portal
Dashboard
My Details
My Courses
My Timetable
My Employer
Change my Password
Messages
My Messages (0 new) ▶
Send us a message
Documents
My Documents (0 new)
Add a new Document
Assignments
Submit an Assignment
Submit RPL Evidence
Balance: \$0.00
Invoices
Payments
My External Systems
Moodle

On the left hand side of the screen you will see your navigation bar. You can click on any of the headings to go to that section and you can do this from anywhere in the portal.

Helpful Hint: To return to your home page click the **Dashboard heading**.


Your Information

My Details

Here you can view your personal details such as; date of birth, address, phone number etc. You cannot change your details.

Note: If you see a mistake please send us a message through *My Messages* so we can correct it for you. For more information on sending messages see the ***My Messages*** section of the user guide.

My Details

 **Student, Demo** (PAMEN01348)

Title	Student	Gender	Female
Surname	Demo	Date of Birth	1 January 1900
First Name(s)		Contact Method	Letter
Known By			

Address
© (Work) MHCC, Building 125, Cnr Church and Glover Street, Lilyfield
New South Wales, 2040
Australia

Phone
© (Phone) (Work): 0295558388

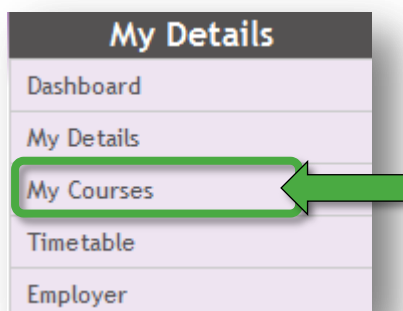
Email
© online@mhcc.org.au

Identification
No identifications have been recorded

Contacts

Type	Name	Relationship	Phone	Email
No contacts recorded				

My Courses



My Courses is where you can see the course information for any courses which you are enrolled on. To access your course information click the ***My Courses*** tab on the left hand navigation panel.

This will bring up a list of courses that you are enrolled on. To open a course click the name in blue. If you are only enrolled on one course it will open your enrolment details for that course.

Note: If you click on any of the column headings it will sort your courses by that heading.

My Courses					
Course	Code	Start Date	End Date	Enabled	
Test Course (Test Course Offer 3)	TEST	23/8/2011		<input checked="" type="checkbox"/>	
Community Services (Mental Health) (TEST Dip ComServ)	CHC50308	24/10/2011		<input checked="" type="checkbox"/>	

2 matches found Page 1 of 1 1

My Enrolment Details

When you open one of your courses you will see all your enrolment. It will also show you a list of subjects and units you are enrolled to study and any outcomes that have been completed.

Enrolment Details : Student, Demo					
Course Details					
Course:	Community Services (Mental Health) (TEST Dip ComServ)		Study Mode:	Full Time	
Enrolment Status:	Active		Other Trainer:		
Trainer:	Trainer, Demo				
Course Dates					
Start Date:	24/10/2011		Target End Date:	23/10/2012	
Actual End Date:					
Payment					
Balance					
Code	Unit	Outcome	Start Date	End Date	
CORE UNITS					
CHCAD504A	Provide Advocacy And Representation Services				
CHCAOD510A	Work Effectively With Clients With Complex Alcohol And/Or Other Drugs Issues				
CHCCOM403A	Use Targeted Communication Skills To Build Relationships				
CHCCS504A	Provide Services To Clients With Complex Needs				
CHCCW503A	Work Intensively With Clients				
CHCMH401A	Work Effectively In Mental Health Settings				
CHCMH402A	Apply Understanding Of Mental Health Issues And Recovery Processes				
CHCMH404A	Conduct Assessment And Planning As Part Of The Recovery Process				
CHCMH409A	Facilitate Consumer, Family And Carer Participation In The Recovery Process				
CHCMH501A	Provide Advanced Supports To Facilitate Recovery				
CHCMH504D	Provide A Range Of Services To Clients With Mental Health Issues				
CHCORG428A	Reflect On And Improve Own Professional Practice				
CHCPOL501A	Access Evidence And Apply In Practice				
CHCPROM503A	Provide Community Focused Promotion And Prevention Strategies				
HLTOHS400A	Maintain OHS Processes				
ELECTIVE UNITS					
CHCAOD402A	Work Effectively In The Alcohol And Other Drugs Sector				
HLTHIR403B	Work Effectively With Culturally Diverse Clients And Co-Workers				
HLTHIR404B	Work Effectively With Aboriginal And/Or Torres Strait Islander People				
ADDITIONAL UNITS					

Your enrolment details will include the following information:

Course details:

- Course – shows the name of your specific course
- Study Mode – shows whether you are classified as full time or part time
- Enrolment Status – shows whether you are active, withdrawn etc.
- Trainer – shows your designated trainer (note: this may change).

Course dates:

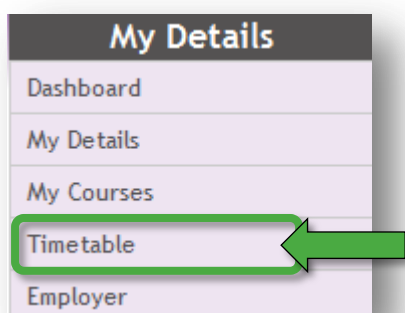
- Start Date – is the date your enrolment started
- Target End Date – is the date by which you must have completed your course
- End Date – is the date you finished or blank if you are still studying.

Payment: This feature is currently inactive

Units:

- This shows the units of competency attached to your course. If you are enrolled on an accredited course then each workshop covers 1 or more units of competency.
- Non-accredited courses won't have a unit of competency.
- The units are divided into core, elective and additional units
- Each unit shows the unit code, unit name, your outcome, the date you started this unit and the date you completed this unit. (Note: in some courses units may not be marked until the whole course is completed).

Timetable (Workshop Information)



The **Timetable** is where you can see the classes/ workshops you are registered to attend, these are called events in the system. To access your timetable information click the **Timetable** tab on the left hand panel navigation panel.

Using the Calendar

This will open the calendar in a week view. It is usually easier to view by month. To do this, click the Month tab at the top of the calendar.

Timetable							
29 September 2013 – 5 October 2013							
Go to date: 29/9/2013							
< Previous	Today	Next >	Day	Week	Month	All	
	Sun 29/09	Mon 30/09	Tue 01/10	Wed 02/10	Thu 03/10	Fri 04/10	Sat 05/10
Before 8:00am							
8:00am							
9:00am							
10:00am							

Previous	Today	Next	Day	Month	List	All
	Sun 22/01	Mon 23/01	Tue 24/01	Wed 25/01		

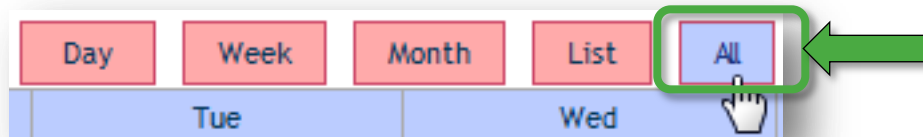
In the month view you can see any upcoming events for that month. An event will appear on the calendar under the date it is on. You can move between months by clicking the **Previous** and **Next** buttons in the tabs up the top.

Timetable							
February 2012							
< Prev	Today	Next >	Day	Week	Month	List	All
Previous	Today	Next	Day	Week	Month	List	All
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	January 29	30	31	February 1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	March 1	2	3

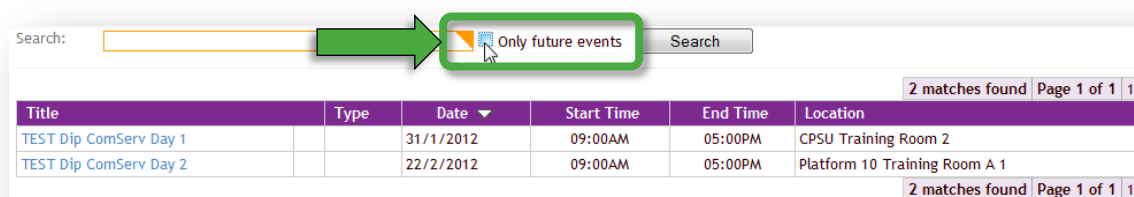
Note: You can enter a date into the calendar in the top right hand corner to jump to a date.

Viewing a List of Your Workshops

You can also view a complete list of workshops you are scheduled to attend. At the top of the main calendar click the **All** tab.

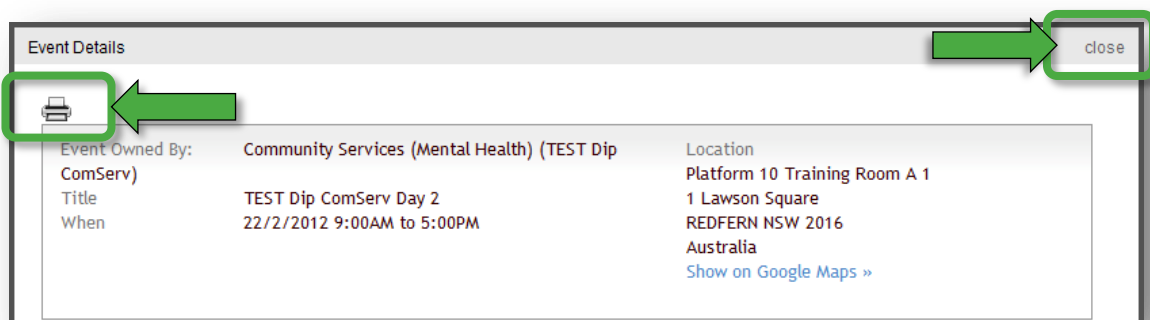


This will show a list of all the events you are scheduled to attend. You can also unclick the box marked **Only future events**. This will show any past events from your calendar.



Workshop Details

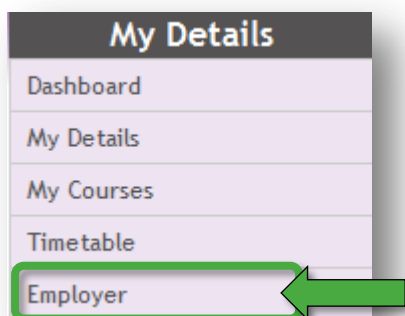
To see the information about the event, click the event. This will open a box with the event details. **To exit, click the close button in the top right hand corner. To print, click the print icon in the top left hand corner.**



This will show you the date, time and location of the event. Note: If you know there is a workshop you need to attend and it is not in your calendar or the dates are different you should check with MHCC staff. Send an email to training@mhcc.org.au.

Note: Not sure where the venue is? Click *Show on Google Maps* to get a map of the location.

Employer



The **Employer** section shows your previous/ current employer and their contact details such as address and phone number. To access your employer information click the **Employer** tab on the left hand panel navigation panel.

If you are coming to a course as a private student you may not have any employer details registered.

If you only have one employer then the details page will open directly.

A screenshot of the 'Employer Details : Test Employer' page. The page has a purple header bar with the title 'Employer Details : Test Employer'. Below the header, there are two rows of information: 'Legal Name' and 'Trading Name', both with the value 'Test Employer'. Below this, there are two columns. The left column is titled 'Address' and contains the text: '(Work) 111 Magic Street, Darling Harbour', 'New South Wales, 2000', and 'Australia'. The right column is titled 'Phone' and contains the text: '(Phone) (Work): 0290009000'.

If you have had more than one employer you will see a list with the start date and end date for each employer. Note: these may not be exactly correct as they are from the date MHCC was notified, not your actual start and end dates at that place of work. If you have more than one employer you can click the employer's name in the list to open their details.

Messages

My Messages

The **My Messages** section is used for communication between students and MHCC staff. This is generally the preferred method of communication as each message is recorded against your file. Messages in the system are often called file notes.

There are 3 options which can be seen by hovering your mouse over the **My Messages** tab, All Messages, Send us a message and Previous Messages. To open any move your mouse across to the section you want to open and click.

Other	
My Messages (1 new)	All Messages
My Documents (4 new)	Send us a message
Change my Password	Previous Messages

All Messages

All Messages shows a list of every message between you and MHCC staff. You can get to this by either clicking the My Messages heading or the All Messages heading. They both take you to the same place.

Note: New messages will show in bold. To open a message, just click the message from the list.

My Messages (1 new)	All Messages
My Documents (4 new)	Send us a message
Change my Password	Previous Messages

Messages						
					1 matches found	Page 1 of 1 1
Priority	Category	Date	User	Details	Follow Up	Status
	General	3/2/2012	kat.purwanto	Assignment Extension	30/3/2012	Open
					1 matches found	Page 1 of 1 1

When you open a message the Message Details page will appear. You will see when it was sent, who sent it, the title and what the message is (the description section).

Message Details			
For	Party: Student, Demo	Created By	Purwanto, Kat
Date	3/2/2012	Updated By	Student, Demo
Category	General		
Title			
Assignment Extension			
Description			
An extension has been granted on Assignment 1 until the 30th of March.			

Send us a Message

The **Send us a message** tab is a way for you to communicate directly with MHCC staff. This is the best method of communication as a record of the message will always be in your file. Emails are much harder to track.

My Messages (1 new)	All Messages
My Documents (4 new)	Send us a message
Change my Password	Previous Messages

When sending us a message the category should be set to “General” and it should be assigned to “Administration”. The administration team will then make sure the correct person follows the issue up. Give the message a title and type your message into the box below. When you are finished click create.

Messages Create

For: Party: **Student, Demo**
 Date: 2/18/2018
 Category: **General** (dropdown)
 Created By:
 Updated By:
 Assigned To: **Administration** (dropdown)

Title
 Enter Title Here (16 characters)

Enter content here.

Create Cancel

Previous Messages

The **Previous Messages** section will show any messages which are no longer relevant or the issue has been resolved. To open an old message, simply click the message in the list. If your messages are all still active then a message showing **No Files Notes Exist** will appear.

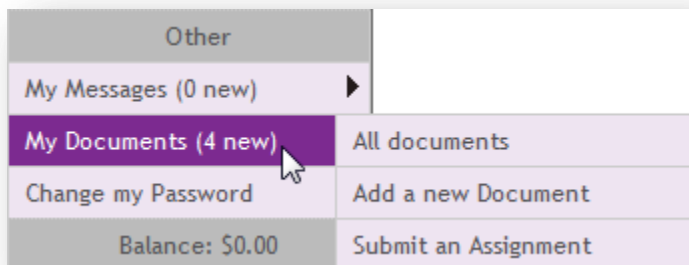
Previous Messages							0 matches found Page 1 of 1 1	
Priority	Category	Date	User	Details	Follow Up	Status		
No File Notes exist							0 matches found Page 1 of 1 1	

Documents

My Documents

The **Documents** section provides access to any documents relevant to your training or enrolment. These could include course documents, training plans, completion plans, assignments etc. You can also upload documents against your student file so they will always be accessible i.e. completed assignments, RPL documents etc.

To access your documents hover over the **Documents** tab on the left hand panel you will have 3 options: All Documents, Add a New Document, Submit and Assignment.



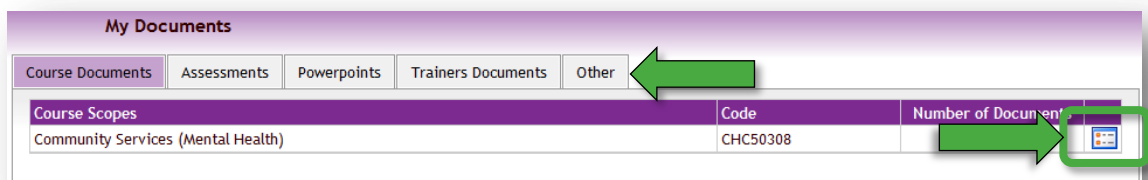
All Documents

All documents will show you all your documents. The documents are divided into sections: Course Documents, Assessments, Powerpoints, Trainers Documents and Other.

Note: You do not have access to any PowerPoint's or Trainers Documents.

You can click any of the headings to change to a different section. Each section is divided into courses.

Note: You need to click the icon at the end to open the list of documents for that course.



Click the document name in blue to open the document.

Note: Documents are stored in PDF, word and excel so you will need to have programs to open these formats on your computer (e.g. Microsoft office and Adobe).

Course Documents		Assessments	Powerpoints	Trainers Documents	Other
Course Scopes				Code	Number of Documents
Community Services (Mental Health)				CHC50308	1
#	Document	Category		Last Updated	
1	Participants Handbook	General		5/1/2012 11:02:24 am	
Diploma of Community Services Participants Handbook					

Add a New Document

You can add new documents which have been requested by MHCC e.g. copies of resume, prior learning recognition documents etc. Hover over the **My Documents** tab and click **Add a new document**.

My Documents (4 new)	All documents
Change my Password	Add a new Document
Balance: \$0.00	Submit an Assignment

Give the file a name and a description (optional). Choose a category and then click browse to search for the file on your computer.


Note: You do not need to add **Type** or **Order**. If the file is from a website copy in the url into the space provided. Leave **Portal** clicked and **Web Published** unclicked. Click **Upload** and your file will be uploaded and a notification sent to MHCC.

The screenshot shows the 'Add a new Document' form. At the top are 'upload' and 'cancel' buttons. Below is a purple header bar labeled 'Document'. Underneath, there is a 'Name:' field with the placeholder 'Enter Name Here' and a 'Description:' text area with the placeholder 'Give it a description (optional)'. Below these is a rich text editor toolbar with various icons and dropdown menus. At the bottom of the form, there is a 'Category:' dropdown menu set to 'General', 'Type:' and 'Order:' dropdowns, a 'File:' field with a 'Browse...' button, and an 'or url:' field. There are checkboxes for 'Portal' (checked) and 'Web Published' (unchecked). At the very bottom is an 'upload' button. Five green arrows point to the 'Name' field, 'Description' text area, 'Category' dropdown, 'Browse...' button, and the bottom 'upload' button.

You will know your document has uploaded successfully when you see a green bar at the top saying it has been uploaded successfully and the document appear in the list.

Submit an Assignment

You can upload any assignments for marking. Hover over the **My Documents** tab and click **Submit an Assignment**.

My Documents (4 new)	All documents
Change my Password	Add a new Document
Balance: \$0.00	Submit an Assignment 

This will open the page to upload your assignment. Give the assignment a name and a description (optional) and then browse for the file. When you have selected the file click upload.

Note: You do not have to link it to a unit as often 1 assignment covers multiple units.

The screenshot shows the 'Submit an Assignment' form. It has a purple header bar with the title 'Submit an Assignment' and two buttons: 'upload' and 'cancel'. Below the header is the 'Assignment' section. It contains a 'Unit:' dropdown menu, a 'Name:' text field with a red asterisk and the placeholder 'Give it a name', and a 'Description:' text area with the placeholder 'Add a Description (optional)'. Below the description area is a rich text editor toolbar with various icons and a 'Path: p > span' label. At the bottom of the form is a 'File:' input field with a 'Browse...' button. At the very bottom is an 'upload' button. Green arrows point to the 'Unit:' dropdown, the 'Name:' field, the 'Description:' text area, the 'Browse...' button, and the 'upload' button.

You will know your assignment has uploaded correctly if a green bar appears and says **Assignment was successfully submitted.**

The screenshot shows the 'My Documents' page. At the top is a green bar with the message 'Assignment was successfully submitted.' Below this is a tabbed interface with 'Course Documents', 'Assessments', 'Powerpoints', 'Trainers Documents', and 'Other'. The 'Course Documents' tab is selected, showing a table with the following data:

Course Scopes	Code	Number of Documents
Community Services (Mental Health)	CHC50308	1

You should find your assignment under the **Other** tab, under **Personal**. Click the icon on the left to open and check your document has uploaded successfully.

Note: If you upload the wrong document, first upload the correct version and then send us a message letting us know the name of the incorrect version and we will delete it.

Assignment was successfully submitted.

Course Documents		Assessments	Powerpoints	Trainers Documents	Other
------------------	--	-------------	-------------	--------------------	-------

Course Scopes		Code	Number of Documents
Test Course		TEST	1

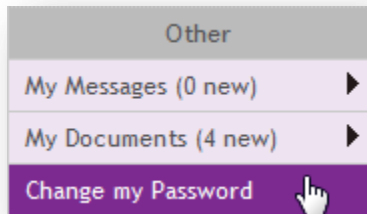
Personal		Code	Number of Documents
Student, Demo			3

#	Document	Category	Last Updated
1982	Assignment Test	Assignment	7/2/2012 1:54:46 pm
	Assignment 1 for Diploma		
1981	MHCC website	General	3/2/2012 3:21:03 pm
1980	Aboriginal Training Dates	General	3/2/2012 3:19:01 pm

Password

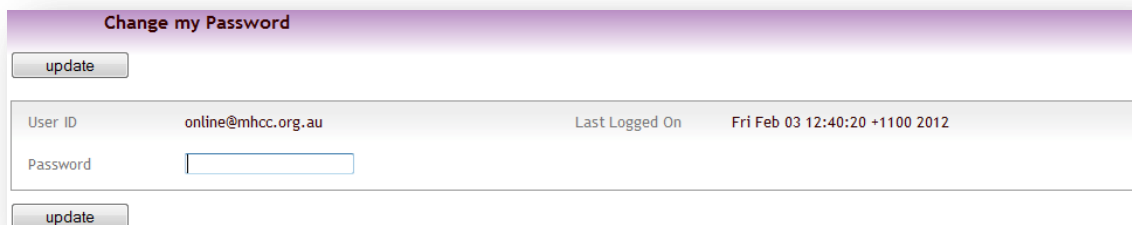
Change my password

Change my Password allows you to choose a new password. To change your password, click the **Change my Password** tab on the left hand navigation panel.



Enter your new password in the box and click update.

Note: The recommended password setting should include a minimum of 6 characters, at least 1 upper-case, 1 lower-case and 1 special character i.e. number. (Example: Sydney1).

A screenshot of a web form titled 'Change my Password'. At the top left is an 'update' button. Below this is a table with two rows. The first row contains 'User ID' with the value 'online@mhcc.org.au' and 'Last Logged On' with the value 'Fri Feb 03 12:40:20 +1100 2012'. The second row contains 'Password' followed by an empty text input field. At the bottom left of the form is another 'update' button.

Balance

Balance – NOT VALID

This feature is currently not being used so the balance amount is invalid. For information on your balance please contact training@mhcc.org.au.

Invoices/ Payments

This feature is currently not being used.

Balance: \$0.00
Invoices
Payments

Online Etiquette

Code of Conduct

When posting or messaging online, it is important to maintain online etiquette. This means being sensitive to other users and using respectful, non-discriminatory language. When you first enter the site, you are asked to agree to a Code of Conduct. This Code of Conduct is a guide to how to conduct yourself when you are online.

Contributions to MHCC websites should:

- make a positive contribution to training debates and resources
- foster constructive exchanges
- ensure they protect and de-identify private information about consumers or carers
- foster understanding and inclusiveness of other's beliefs and situations (including cultural, religious, economic, political and other beliefs)

Contributions should not:

- use obscene language
- harass, insult or attack others
- be defamatory
- be derogatory
- involve or advocate illegal activities
- violate human rights
- contravene copyright laws
- display offensive and pornographic images
- harm or disturb users
- have depictions that condone or incite violence, particularly sexual violence
- portray any person in a demeaning manner
- include any private or confidential information about consumers, clients or carers
- Plagiarize or copy anyone else's work

Help

Support Contact

For any problems contact support at training@mhcc.org.au. Or if it is urgent call 02 9555 8388 ext. 106.

Suggestions/ Feedback

We are always looking for feedback on how we can improve the system for you. If you have any recommendations or feedback on the system or this user guide please send an email to training@mhcc.org.au.

Evaluation form for Student Portal User Guide (Online Learning)

MHCC would really appreciate your comments.

Your comments can be anonymous, however if you would like to be contacted regarding your feedback, please write your contact details below.

Name: _____

Tel: _____ Email: _____

Please circle your responses to the following.

1. This **User Guide** is:

useful

acceptable

not useful

2. This **User Guide** is:

easy to use

acceptable

not easy to use

3. This **User Guide** is:

comprehensive

acceptable

inadequate

4. This **User Guide** is:

interesting

acceptable

dull

What I like about this **User Guide** is: _____

In my opinion what needs to be improved about this **User Guide** is: _____

Please attach any other comments you would like to make and send this form to:

Mental Health Coordinating Council
Learning and Development Unit
PO Box 668 Rozelle NSW 2039
Email: training@mhcc.org.au