



EARLY CHILDHOOD  
EDUCATION SERVICES & TRAINING



**ECTARC**  
**Student**  
**Management**  
**Portal**  
**User Guide**



*Enriching futures together*

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# Welcome

Welcome to the Early Childhood Training and Resource Centre (ECTARC) Student Management Portal.

ECTARC is excited to announce the launch of our new online Student Management Portal which is powered by JobReady. The ECTARC Student Management Portal will give you access to your personal information and student records 24 hours a day, 7 days a week. ECTARC has chosen market leading technology to provide an easy to use, secure, cloud based system that will increase communications with our students and ensure valuable information is available when required.

The ECTARC Student Management Portal allows you to:

- review your progress/assessment results
- send/receive a message to/from your Training and Development Officer (TDO)
- view your Training Plan and assessment due dates
- download additional course resources
- update your personal contact details

ECTARC also has a Training Portal which allows students to:

- access your assessments at any time
- submit assessments online
- view assessment results and feedback instantly once they are marked
- access unit specific resources at any time

For more information on the ECTARC Training Portal, please see the 'ECTARC Training Portal User Guide'.

## Accessing the Student Portal

Upon enrolment with us, you will receive an email from ECTARC with your portal username and password.

If you have not received or misplaced your email from us, please contact our office on 02 4223 1111 or email [info@ectarc.com.au](mailto:info@ectarc.com.au).

## Student Portal Web Address

To sign in to the portal, please copy and paste the following web address into your preferred internet browser and enter your username and password.

<https://ectarc.jobreadyrto.com.au>

# Student Portal Login Process

On the left hand side of the portal sign in page you will see the following:

The screenshot shows a 'Sign In' form with the following elements and callouts:

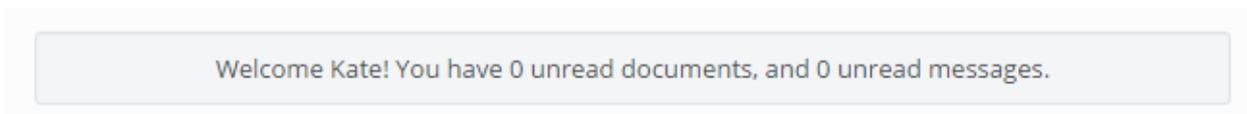
- Username field:** A callout box points to this field with the text: "Enter in this field the **username** you have been emailed by ECTARC."
- Password field:** A callout box points to this field with the text: "Enter in this field the **password** you have been emailed by ECTARC."
- Sign In button:** A callout box points to this button with the text: "Once you have entered both the username and password, click **Sign In**."
- Forgot your password? link:** A callout box points to this link with the text: "If you have **forgotten** your details, click on this link and follow the prompts."

**Note:** ECTARC employees do not know your username or password. It is your responsibility to save your details in a place which you can refer back to.

In the event you forget your details, please click on the '*Forgot your password?*' link on the portal sign in page or email [info@ectarc.com.au](mailto:info@ectarc.com.au).

## Student Portal Dashboard

Once you have logged in to the portal, you will be navigated to the Dashboard and will see the following welcome message at the top of the page.



**Note:** the amount of unread documents and unread messages you have will vary, dependant on your use of the portal.

# Student Portal Dashboard

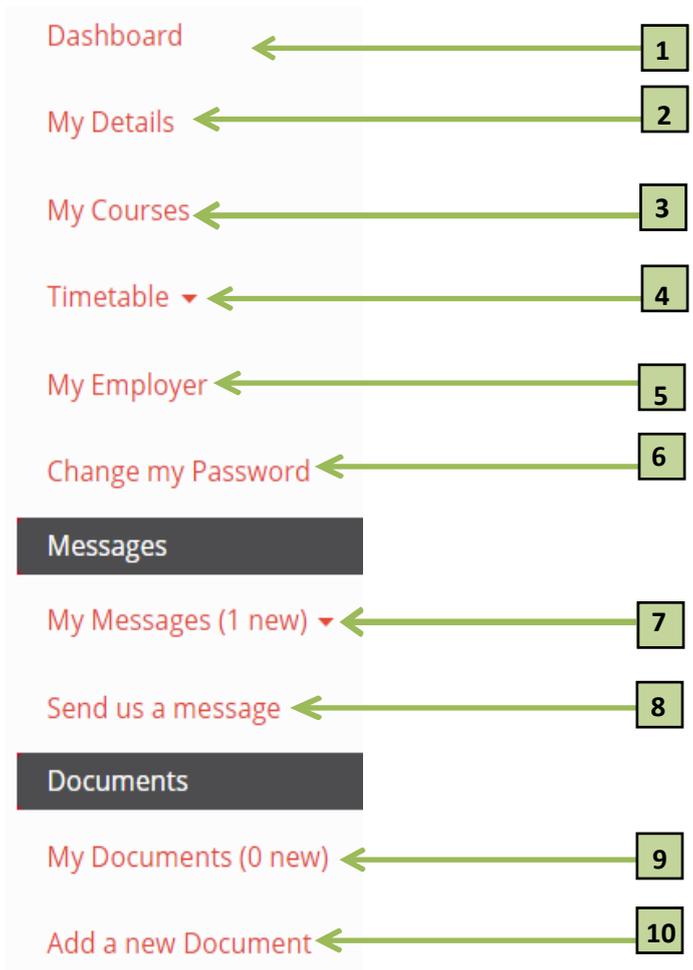
The Dashboard is the 'homepage' of the portal and this is where you will navigate your way around. The Dashboard will look like the following:

The dashboard interface includes a purple header with the ECTARC logo, a user profile for 'Kate Middleton (TEST STUDENT)', and a 'Log off' link. A navigation menu on the left lists options like 'My Portal', 'Dashboard', 'My Details', 'My Courses', 'Timetable', 'My Employer', 'Change my Password', 'Messages', 'Documents', 'Assignments', and 'Forums'. The main content area is divided into several sections: 'USI' (Unique Student Identifier) with options to create or enter one; 'Courses' showing a list of courses; 'Upcoming Events' with a calendar view; 'Forum posts' (currently empty); and 'Messages' showing a list of recent messages. Three callout boxes provide instructions: one for navigating via the left menu, one for viewing assessment results in the 'Courses' section, and one for logging out in the top right. Three other callout boxes at the bottom provide instructions for viewing upcoming events, uploaded documents, and messages.

**Note:** if you navigate away from the Dashboard and need to return to this home page, click on 'Dashboard' under 'My Portal' on the left hand side panel.

# Student Portal Menu and Icons

On the left hand side of the Dashboard under 'My Portal' you will see the following menu:



1. The **Dashboard** link will take you back to the homepage of the Student Portal.
2. The **My Details** link will allow you to view and update your contact details, as well as upload a profile photo.
3. The **My Courses** link will allow you to view your course progress/result of your assessments.
4. The **Timetable** link will allow you to view any visits/events your Training and Development Officer may schedule with you.
5. The **My Employer** link will allow you to view our record of your service details.
6. The **Change my Password** link will allow you to update your password.
7. The **My Messages** link will allow you to view messages from your Training and Development Officer.
8. The **Send us a message** link will allow you to send one message to your Training and Development Officer.
9. The **My Documents** link will allow you to view documents you have uploaded.
10. The **Add a new Document** link will allow you to upload documents.



- This is the **Update** icon which will allow you to edit/update your details.
- This is the **Add** icon which will allow you to upload documents and add contact details.
- This is a **Note** icon which may appear next to a unit end date on the My Courses link.

# Changing your Password

When you first log in to the portal, click on the **'Change my Password'** link on the left hand side to update your password.

The screenshot shows a web portal interface. On the left is a navigation menu with items: My Portal, Dashboard, My Details, My Courses, Timetable, My Employer, Change my Password (highlighted), and Messages. The main content area is titled 'Change my Password'. It features a form with a 'Password' input field and an 'update' button. Above the form, there is a table showing user details: User ID: ectarc, Last Logged On: Wed Apr 13 08:16:10 +1000 2016. Below the form, there is another 'update' button. Green arrows point from two text boxes to the form and the 'update' button. The first text box says: 'Enter a **new password** here that you are likely to remember and is secure. Remember to save your password in a place you can refer back to.' The second text box says: 'Once you have entered your new password, ensure you click **'update'** to save the change.'

**NOTE: ECTARC employees do not have access to your password. It is your responsibility to save your details in a place which you can refer back to.**

## Creating a Secure Password

To ensure your password is strong and secure, follow the tips below when creating your new password.

- Use a mix of numbers, letters and special characters e.g. !1cR@tce
- Incorporate a caps lock letter
- Avoid a repeat of numbers or letters
- Avoid using your date of birth or other personal details
- Update your password regularly

Remember to save your password in a place you can refer back to but is not easily accessible by others. In the event you update your password, please ensure you have advised your Employer of the change.

# My Details Link

In the event your details change, you can click on the 'My Details' link on the left hand side and update your details at any time.

Kate Middleton (TEST STUDENT)

Update your details by clicking on the **edit icon** here at the top of the **My Details** page.

**Student Identification**  
Student ID: PAILL02995

<b>Title</b>	Miss	<b>Gender</b>	Female
<b>Surname</b>	Middleton (TEST STUDENT)	<b>Date of Birth</b>	16 December 1969
<b>First Name(s)</b>	Kate	<b>Contact Method</b>	Email
<b>Known By</b>			

**Groups**  
Client Target Group: Unknown

**Address**  
No addresses have been recorded

**Phone**  
(Phone) (Home): 0255555555

**Email**  
ectarcteststudent@gmail.com

When you have clicked the edit icon the following page will appear, allowing you to edit your details.

## Edit My Details

Update My Details Cancel

Photo  
Choose File No file chosen  
Current Photo [http://jobready-rto-production.s3.amazonaws.com/ectarc/party\\_images/14675c8e084835855df3b6eef4797b2.jpg](http://jobready-rto-production.s3.amazonaws.com/ectarc/party_images/14675c8e084835855df3b6eef4797b2.jpg)

**Address** +  
Location: Home  
Address  
No matches? [Click here to edit address manually](#)

**Phone** +  
Phone Home 0255555555

**Email** +  
ectarcteststudent@gmail.com

Update My Details Cancel

**Click here to save any changes.**

Select a **location** from the drop down menu here.

Start entering your **new address** here. The address should automatically appear, click this or manually enter your address using the link below.

Update your **email address** here.

Delete an entry by clicking on this icon.

Upload a **profile photo** here.

Add multiple addresses/contact numbers /email addresses by clicking on this **icon**.

Update your **contact number** here.

**NOTE:** To save your changes, ensure you click on 'Update My Details'.

# My Courses Link

Once your enrolment is complete and you have received your sign up/introductory package, ECTARC will add your course to the portal. By clicking on **'My Courses'** you can review past course information (if applicable) and your current course progression.

Enrolment Details : Middleton (TEST STUDENT), Kate

**Course Details**

Course: Certificate III in Early Childhood Education and Care (CHC30113 Cert III ECEC DISTANCE Fee for Service) Study Mode: Full Time  
 Enrolment Status: Active Other Trainer:  
 Trainer: Fernandes, Natalie

**Course Dates**

Start Date: 17/8/2015 Target End Date: 1/8/2025  
 Actual End Date:

The name of your course, status and TDO details will appear below **Course Details** here.

The start date, target end date and actual end date will appear below **Course Dates** here.

Code	Unit	Outcome	Start Date	End Date	Last Assessed
<b>CORE UNITS</b>					
CHCECE001	Develop cultural competence (CHCECE001)	Competent	6/4/2016	14/4/2016	
CHCECE002	Ensure the health and safety of children (CHCECE002)	Not Competent	6/4/2016	6/4/2016	
CHCECE003	Provide care for children (CHCECE003)	RPL - granted	6/4/2016	6/4/2016	
CHCECE004	Promote and provide healthy food and drinks (CHCECE004)	Credit transfer/national recognition	6/4/2016	6/4/2016	
CHCECE005	Provide care for babies and toddlers (CHCECE005)				

The unit code and name will appear below here.

Once a unit is marked, the outcome will appear here.

The unit start date will appear here.

The unit completion date will appear here.

Unit notes from your TDO will appear here.

## Unit Outcomes

When your Training and Development Officer has completed the marking of your assessment, an outcome will appear in the **My Courses** link on the portal. See below the meaning of each outcome.

<b>Competent</b>	The student has been assessed and satisfies all requirements for the Unit of Competency.
<b>Not Competent</b>	The student has been assessed as not satisfying all requirements for the Unit of Competency.
<b>RPL Granted</b>	The student has successfully undertaken a recognition process to satisfy all requirements of the Unit of Competency.
<b>Credit Transfer/National Recognition</b>	The student has received a credit transfer to satisfy all the requirements of the Unit of Competency.
<b>Withdrawn/Discontinued</b>	The student has participated in subsidised training for the Unit of Competency and has withdrawn before completing.
<b>Continuing enrolment</b>	The student has participated in subsidised training on the Unit of Competency but the planned end date of that unit is not in the current calendar period and no other outcome has yet occurred.

# Timetable Link

Training and Development Officers can now schedule visits using the **Timetable** link on the portal. If your Training and Development Officer has scheduled a visit, it will appear on your Dashboard and on your timetable as below.

Timetable

10 April 2016 — 16 April 2016

Go to date: 14/4/2016

	Sun 10/04	Mon 11/04	Tue 12/04	Wed 13/04	Thu 14/04	Fri 15/04	Sat 16/04
Before 8:00am							
8:00am							
9:00am			Middleton (TEST STUDENT), Kate				
10:00am							
11:00am							
12:00pm							
1:00pm							
2:00pm							
3:00pm							
4:00pm							
5:00pm							
After 6:00pm							

« Previous Today Next » Day Week Month All

If an event is scheduled, it will appear in colour like this.

Today's date will appear here.

Enter a date here to search through the **timetable** calendar.

# My Employer Link

Upon enrolment/sign up with us, ECTARC will add your employer details (centre address, name of supervisor, email contact and phone number) to the portal as per your enrolment details. To view our record of your employer's details, click on the **'My Employer'** link on the portal.

Employer Details : Wallaroo Children's Centre

Legal Name	Wallaroo Children's Centre	Trading Name	Wallaroo Children's Centre
Address		Phone	
<ul style="list-style-type: none"> <li>(Main Office) PO BOX 181 SHELLHARBOUR CITY CENTRE New South Wales 2529 Australia</li> </ul>		<ul style="list-style-type: none"> <li>(Phone) (Work): 0242976161</li> </ul>	
Email			
<ul style="list-style-type: none"> <li>laccwallaroo@bigpond.com</li> </ul>			

The main contact number of your service will appear here.

The name of your service will appear here.

The main address of your service will appear here.

The main email address of your service will appear here.

**NOTE: When advised, ECTARC can add multiple address fields (e.g. main office and postal, director email and accounts email) to the employer section of the portal. Please contact our office on 02 4223 1111 if you would like additional fields saved/changed on your employer details link.**

# My Messages Link

Students are able to send a message to their Training and Development Officer via the portal. New messages will appear on your Dashboard and your message history can be viewed by clicking on the **'My Messages'** link.

The screenshot shows the 'My Messages' interface. At the top, a message alert is displayed: 'Thank you for submitting your assignment. From: Alyshia Aquilina — Contacted Student' dated '14/4/2016 12:27:25 PM'. A callout box explains that new message alerts will appear on the dashboard and look like this. Below the alert, a navigation menu on the left has 'My Messages (1 new)' selected, with callouts explaining that clicking this link on the left hand side allows viewing past messages. The main area shows a table of messages with columns for Priority, Category, Date, User, Details, Follow Up, and Status. A callout points to the 'Follow Up' column, stating that follow-up dates can be viewed from there. Three callout boxes at the bottom explain the columns: 'Date of message sent will appear here' (pointing to the Date column), 'The name of the TDO or Administrator who created the message will appear here.' (pointing to the User column), and 'The status of each message will appear here.' (pointing to the Status column).

Priority	Category	Date	User	Details	Follow Up	Status
Normal	Contacted Student	14/4/2016	alyshia.aquilina	Thank you for submitting your assignment.	14/4/2016	Closed
Normal	Equity	13/4/2016	Administration	Middleton (TEST STUDENT), Kate is uploaded a document	13/4/2016	Open
Normal	Equity	13/4/2016	natalie.fernandes	Assignment submitted by Middleton (TEST STUDENT), Kate for Provide experiences to sup	13/4/2016	Open

In addition to the using the message option on the portal, Training and Development Officers will continue to contact you via phone and email to offer support and schedule assessment visits.

# Send us a Message Link

Send your Training and Development Officer a message through the portal using the **Send us a message** link.

The screenshot shows the 'Messages Create' form with several instructional callouts:

- Messages** header with a sub-header **My Messages (0 new)** and a **Send us a message** link.
- Messages Create** form fields:
  - For Party:** Middleton (TEST STUDENT), Kate
  - Date:** 15/4/2016
  - Category:** Note
  - Assigned To:** natalie.fernandes
- Title:** 0 characters
- Note:** A large text area for the message body.
- Buttons:** Create and cancel

Callouts provide the following instructions:

- To send your Training and Development Officer a message, click the **'Send us a message'** link on the portal.
- Today's date will appear here.
- The name of your TDO will appear here.
- Select a category for your message, i.e. 'message from student'.
- Create a title for your message, i.e. Folder request.
- Begin entering the body of your message here. Ensure your message is clear and appropriate.
- To send your message, click **'Create'**.

The **Send us a message** link will allow you to send a message to your Training and Development Officer. The Training and Development Officer can respond to your message only once through the portal.

Further correspondence will be completed via email or over the phone.

**NOTE: In the instance you require urgent support, please phone your Training and Development Officer on 02 4223 1111.**

# My Documents Link

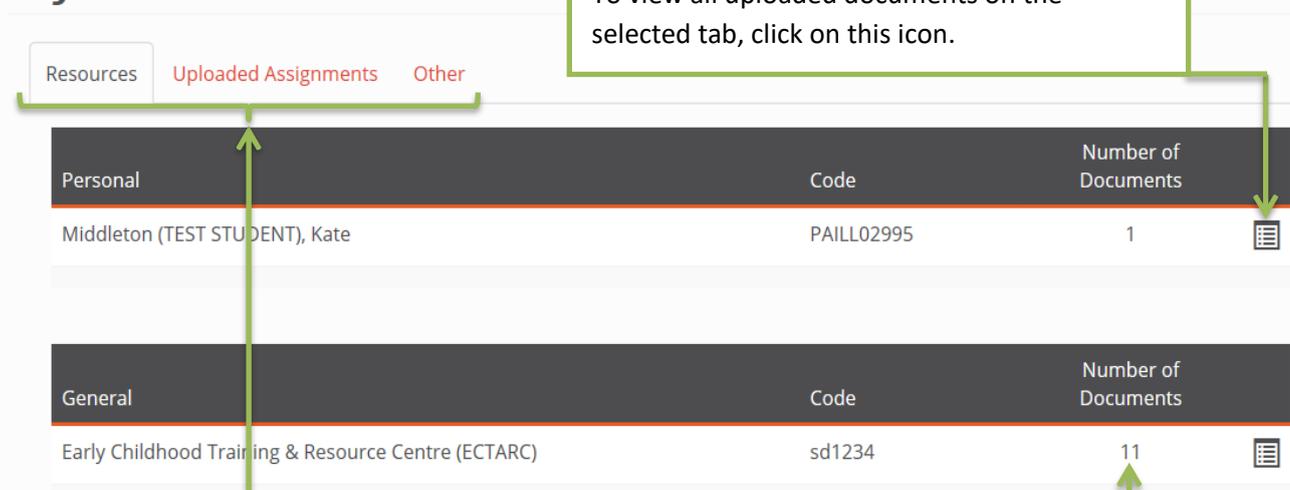
View important documents through the **My Documents** link on the portal.



To view uploaded documents, click on the **'My Documents'** link.

To upload a document, click on the **'My Documents'** link.

## My Documents



To view all uploaded documents on the selected tab, click on this icon.

Navigate through the uploaded documents by selecting from the tabs here.

The number of documents uploaded will appear here.

**NOTE: Once a document has been uploaded to the portal it cannot be deleted. Ensure you are uploading appropriate documents only.**

**If in the instance you upload a document by mistake, please contact our office on 02 4223 1111.**

# Add A New Document Link

You may be required to upload a document which can be done by clicking on the 'Add a New Document' link.

The screenshot shows a web form titled "Add a new Document". At the top left are "upload" and "cancel" buttons. The form has a "Document" header and a "Name:" field containing "CHCECE001 - assessment for marking". Below is a "Description:" field with the text "Completed written assessment. OTJ form to follow.". A rich text editor toolbar is visible below the description. The "Category:" dropdown is set to "Assignment". The "Type:" dropdown is set to "Uploaded Assignments". The "Order:" field is empty. The "New File:" field has a "Browse..." button. The "Portal:" checkbox is checked. The "Web Published:" checkbox is unchecked. The "Full URL:" field contains "http://". At the bottom left are "upload" and "cancel" buttons. A red callout box at the bottom right says "Click 'Upload' to upload your document to the portal.".

Callouts and instructions:

- Create a name for the document you are uploading.
- Briefly describe the document you are uploading (optional).
- Select font and text effects from the options here.
- Select an appropriate category from the list available here.
- Select an appropriate type from the list available here.
- Ensure 'Portal' is ticked.
- Click 'Browse' to search for the required document on your computer.
- Click 'Upload' to upload your document to the portal.

Additional instruction:

Enter a number (zero or greater) to introduce a custom sort order when uploading documents.

## TIPS

- Upload files saved as word documents or PDF documents only.
- Zip files if you are uploading multiple documents.
- Download 'Scannable' on your smart phone. Scannable is a free application which allows you to scan and email documents from your phone. For more information visit your app store. Applicable to Iphone and Android users.

# Submit RPL Evidence Link

Follow the same process when submitting Recognition of Prior Learning (RPL) Evidence as you would when submitting a document through the portal.

Submit RPL Evidence

upload cancel

RPL Evidence

Name: CHCECE001 - RPL Evidence for marking

Files

P:\CHC Training Package\CHC Units\CHCECE001 Develop cultural competence\ Browse...

+ Add Another File

upload cancel

## Support

### We are here to help!

If you have any difficulties navigating the portal, please do not hesitate to contact us.

For technical support please contact Rachel Griffith at [rachel@ectarc.com.au](mailto:rachel@ectarc.com.au).

For assessment support, please contact your Training and Development Officer via phone or email.

For any general enquiries, please email our office at [info@ectarc.com.au](mailto:info@ectarc.com.au) or phone our office on 02 4223 1111.

Copy and paste the link below into your preferred web browser to view a web tour on how to navigate the portal.

<http://www.screencast.com/t/BZrBkTpgZn>

# Frequently Asked Questions

## **1. Can I update my contact details?**

Absolutely! Update your contact details by clicking on the 'My Details' link on the portal and clicking the edit icon. Ensure you save your changes by clicking 'Update' at the bottom of the edit page.

## **2. I've lost my username/password details, how do I retrieve this information?**

If you have forgotten your password, click on the '*Forgotten Password*' link on the Log In page. Alternatively, you can email [info@ectarc.com.au](mailto:info@ectarc.com.au) or call 02 4223 1111.

## **3. How do I message my Training and Development Officer?**

You can message your Training and Development Officer at any time through the portal by clicking on the 'Send us a Message' link.

Please note: for topics that require continuing conversation (more than one message), please use the ECTARC Training Portal.

## **4. Where can I review my progress?**

View your progress by clicking on the 'My Courses' link on the portal.

## **5. Do I have to complete the practice tasks in the learning materials?**

Not at all. The practice tasks are optional for your own further knowledge. We will only assess the completed ECTARC assessment.