# paperless TRAINING

# USER GUIDE

Feb, 2019

**Paperless Training** helps you reduce training and assessment time. Your learners can complete their theory training and assessment in their own time. Self-marking assessments mean your trainers aren't spending hours marking the assessments by hand. No more lengthy PowerPoint presentations at the front of a classroom. No more printing books for each person. Learners can work through the course material on any device with an internet connection. Learners can also return to the course content at any time to revise or to build up their volume of learning.

## What's Included with Paperless Training?

Paperless gives you access to the following content and features:

- An online registration form.
- Course content.
- Review questions.
- Final theory assessment.
- Email notifications.
- Paper-based assessment tools (available with a 12 month subscription to Paperless Training).

## The Paperless Process

**Step 1 – Registration**

Using a simple web form you can add each learner in a matter of seconds. Simply fill in the details and the learner will be sent an email with instructions and a link to access the training materials.

The form requires the following information:

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| **Trainer/Assessor Name** | The name of the trainer or assessor responsible for the course and learner cohort. |
| **Trainer/Assessor Email** | The email address of the trainer or assessor so that they can receive notification emails. |
| **Learner First Name** | The first name of the learner. |
| **Learner Last Name** | The last name of the learner. |
| **Learner Email** | The learner's email address. This is used to send notifications and is also the username for the learner to log in to the course. |
| **Course** | Select a single course from the list of available courses. Only one learner and one course can be submitted at a time. |

When a learner is registered for a Paperless Training course they will receive 2 emails. One email will give them an overview of the course structure and relevant features. The other will contain a link providing access to the course material.

The default content of the Introductory Email is shown below, but this can be modified to suit the needs of your organisation.

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Dear [learner name]

You have been registered to complete part of your course online. You can access the course materials on any device with an internet connection, including your smart phone if you like.

The course is made up of a series of training modules and review questions, followed by a final theory quiz. You will have 2 attempts at the final quiz giving you a chance to retry any questions that you answered incorrectly.

You are going to receive a second email with your login link shortly. Follow the link to access your course material.

If you have done online training before, your email might already be in the system. So if the login screen is asking for a password you should use the 'forgot my password' link on that page to reset your password and access the course materials.

Once you have finished your course you can go back and review the content at any time. To do this:
   a) Log in to https://paperlesstraining.coassemble.com using your username and password.
   b) Go to the **Completed Courses** tab.
   c) Click on **View Results**.
   d) Click on the **Back** link at the top left of the results screen to go back to the course content.

If you have any questions about your course you should contact [RTO contact name] at [phone or email].

Thanks!
The Paperless Training Team.

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Once the form is submitted the learner can view the training materials on any device with an internet connection including smart phones, tablets and computers.

**Step 2 – Theory Training**
Once the learner logs in, they will have access to the training materials. Each part of the course is made up of information and review questions. These questions must be answered correctly before the learner can continue working through the material. The learner can go back and read through the content if they are not able to answer the question correctly.

**Step 3 – Theory Assessment**
After the course material is completed the learner will be able to access the final theory assessment. This is a series of questions based on the content. The learner will not be able to go back and review the course materials once the final assessment has started. The learner will have 2 attempts to complete the assessment correctly. Any questions that are incorrect on the first attempt will be asked again in the second attempt. There is no time limit on the final theory assessment. Once the learner has completed the assessment you will be notified via email. This email will contain details of any questions that were incorrectly answered. You can use this as a reference for completing gap training and re-assessment.

**Step 4 – Face to face Gap Training**
After the learner has completed the theory component of the course you can meet them face to face and complete any gap training that is required. Gap training should be followed by formal assessment using your own assessment tools, or tools that have been developed by The Learning Resource Group. You need to keep a record of any assessment that is conducted.

**Step 5 – Practical Training**

Your trainers can use face to face time more effectively by taking a more hands on approach to demonstration and practice. Learners can have more time to hone their skills with the theory component already taken care of.

**Step 6 – Practical Assessment**

The final practical assessment should be conducted in accordance with standards and guidelines. The Learning Resources Group have a range of assessment tools that can be used to complete this final stage.

## Paperless Notifications

Below is a list and description of the emails that are automatically sent by the system:

| Email | Sent To | Description |
|-------|---------|-------------|
| Introductory Email | Learner | A customisable email that provides your learners with relevant information about the course structure, materials and contact details of your organisation. **Please contact our sales team to discuss how we can customise this email further to meet your needs.** |
| Registration Notification | Learner | This email contains a link for the learner to log in to the system to begin their course. |
| Registration Notification | Trainer | This email lets the trainer know that a learner has been enrolled. This email can also be sent to additional emails (e.g. admin). |
| Course Commencement | Trainer | This email notifies the trainer that the learner has logged in and started working on the course material. |
| Course Completion | Trainer | This email is sent once the learner has completed the final theory assessment for the course. It contains their results and relevant information for the trainer to complete any necessary gap training. |

## Course Structure

There are 2 different types of courses available with Paperless Training:

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|---|---|
| **Competency Based Courses** | These courses are made up of a series of modules containing course material and review questions. The questions must be answered correctly for the learner to proceed to the next part of the course. Once all modules are completed the learner can attempt the final theory quiz. The learner has 2 attempts to complete the quiz. If they score less than 100% on the first attempt they can re-attempt the questions that were answered incorrectly. |
| **Licence Courses** | Licence courses require the use of a mandated assessment tool (often provided by the health and safety regulator or an industry regulator). With these courses the review questions are structured as a quiz with 2 attempts. This applies for each module in the course (e.g. a course that has 2 modules has 2 separate quizzes). The trainer will receive a notification when each of these quizzes are completed. These emails will identify areas that require further training before the final mandated assessment is attempted. |

## Frequently Asked Questions

**1. My learner can't log in. What should I do?**
- *Check that they are connected to the internet.*
- *Check that the learner is using the same email address that was used in the enrolment web form as their username.*
- *Use the 'forgot password' feature to reset the password.*

**2. My learner got some of the final assessment questions wrong. How should I proceed?**
- *The results email will list the questions that the learner got wrong. You can use these as a guide on the content that needs to be trained further. Use your own training resources, direct the learner to re-read parts of the online course or discuss the topic while conducting the practical training.*

**3. How do my learners access the course material after they have finished?**
*Learners have access to the course material even after they have finished the course. To get to the course materials the learner needs to:*
- e) *Log in to [https://paperlesstraining.coassemble.com](https://paperlesstraining.coassemble.com) using their username and password.*
- f) *Go to the **Completed Courses** tab.*
- g) *Click on **View Results**.*
- h) *Click on the **Back** link at the top left of the results screen.*