

# paperless TRAINING

## USER GUIDE

**Paperless Training** helps you reduce training time. Your learners can complete their theory training in their own time. Self-marking review questions 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.
- Online course materials.
- Online review questions.
- Email notifications.
- Assessment tools (Free with a 12 month subscription to Paperless Training).

### The Paperless Process

#### Step 1 – Training 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:

<b>Trainer/Assessor Name</b>	The name of the trainer or assessor responsible for the course and learner cohort.
<b>Trainer/Assessor Email</b>	The email address of the trainer or assessor so that they can receive notification emails.
<b>Learner First Name</b>	The first name of the learner.
<b>Learner Last Name</b>	The last name of the learner.
<b>Learner Email</b>	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.

When a learner is registered for a Paperless Training course they will receive an email with login information and a link providing access to the course material.

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 – Complete Online Theory Training

Once the learner logs in, they will have access to the training materials. The course is divided into lessons and quizzes. The learner will have 2 attempts to complete the quizzes correctly. Any questions that are incorrect on the first attempt will be asked again in the second attempt. Once the learner has completed the assessment you will receive an email containing details of any questions that were incorrectly answered. 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.

### Step 3 – Face-to-Face 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 4 – Complete Final Theory and 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
Registration Email	Learner	A customisable email that provides your learners with relevant information about the course structure, materials and contact details of your organisation. 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.

## 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 review quiz questions wrong. How should I proceed?

- A training results email will list the questions that the learner got wrong. You can use these as a guide for 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. My learner has finished their course but I didn't receive any results. How can I get a copy?

- There is a 'recover results' function at: <https://tlrg.com.au/pages/results-recovery>. Enter the learner's email and the results will be sent to the designated administration email address.

### 4. 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:

- a) Log in to <https://paperlesstraining.coassemble.com> using their username and password.
- b) Go to the **Completed Courses** tab.
- c) Select the relevant course from the ones available there.