ONLINE LEARNING
MOODLE INSTRUCTIONS
FOR STUDENTS
TAFENSW.EDU.AU
WELCOME TO YOUR STUDY

Congratulations on enrolling with TAFE NSW.

Moodle is used by TAFE NSW for facilitators and students to communicate, collaborate and complete learning activities all in one place. To access your course materials, your facilitator will provide you with the URL address and the enrolment key (as needed) for your course.

This guide is designed to help you get started on Moodle.

BE AMBITIOUS
TECHNICAL REQUIREMENTS FOR USING MOODLE

STUDYING ONLINE
To use our online learning space effectively you will require a computer with an internet connection. Many of our spaces are data heavy so the better your internet connection the easier it will be to interact and learn from.

Use a broadband connection (256Kbit/sec or faster – for optimal viewing of videos and online presentations) through wireless modem, ADSL, T1/T2, fibre optic or cable.

INTERNET SPEED AND ACCESS
You can check your internet speed at the following site: http://www.ozspeedtest.com/

Dial-up access will be significantly slower and is not recommended.

Please be aware that you can access a computer with internet connection from our TAFE campuses and through your local library or Student HUB.

ACCESSING MOODLE
Moodle works well in all standard, modern browsers and different operating systems, our platforms are all designed to work for you online or with downloadable software.

Please note that if you are unable to access a learner resource from within the site due to software or operating system incompatibilities on your devices, you will need to speak with your facilitator for an alternate resource option.

By ensuring that you are using the most up to date version of software available you will be able to open the majority of materials on our sites. Please note that we have no control over content in external links to sites such as YouTube or non TAFE NSW websites.

For optimal performance and access we do recommend that you enable:
- Cookies
- Popups
- JavaScript
- ActiveX

Firewalls should be set to enable file uploads.

To access Moodle on mobile devices open Moodle in your mobile web browser, we recommend that if you are uploading documents and assessments you use a laptop or desktop PC rather than a mobile device.

Security disclaimer: TAFE NSW makes every effort to ensure that its network environment is safe and secure, but takes no responsibility for the configuration or security of privately owned devices. Staff and students of TAFE who use privately owned devices to access the TAFE network do so at their own risk.

LOGGING INTO YOUR MOODLE COURSE

LOGGING IN FOR THE FIRST TIME
To access your Moodle course your facilitator will either provide you with a link to your course page within the TAFE NSW Moodle, The very first time you access Moodle you will need to follow the below instructions

1. Click on the link, or open a new browser window and copy/paste the link into the address bar. This will open up the login page.

   The following plugin and readers should be used:
   - Adobe Flash Player plugin
   - Adobe Acrobat Reader

   Firewalls should be set to enable file uploads.

   To access Moodle on mobile devices open Moodle in your mobile web browser, we recommend that if you are uploading documents and assessments you use a laptop or desktop PC rather than a mobile device.

   Security disclaimer: TAFE NSW makes every effort to ensure that its network environment is safe and secure, but takes no responsibility for the configuration or security of privately owned devices. Staff and students of TAFE who use privately owned devices to access the TAFE network do so at their own risk.
2. Enter your TAFE username and password as per below. If you do not have your TAFE username and password please contact your facilitator. Click ‘Login’.

![TAFE Login Screen]

3. You may be required to enter a onetime enrolment key as per the below. This enrolment key should be provided by your facilitator at the time you receive the link to your course. If you have not received your enrolment key contact your facilitator for this information. Click ‘Enrol me’ to enter the course.

![Self enrolment (Student) Screen]

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**GENERAL MOODLE LOGIN**

After your initial Moodle login you can access the Moodle from this link: https://moodle2.wit.tafensw.edu.au/login/index.php

We recommend that you save this link in your favourites.

When you log in from this link you will be directed to your ‘Dashboard’. Your dashboard links to all of the courses that you are enrolled in within the site.

![Moodle Dashboard]

From your dashboard you can also access the ‘Main Menu’. From the main menu you can search all courses that are on the TAFE NSW Moodle, please note that if you are not an enrolled student in the courses you will not be able to undertake study in these online units. You can also access support resources from the ‘Main Menu’ or from the ‘Help’ menu at the top of the page.

![Moodle Main Menu]

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**I THINK THERE IS A PROBLEM**

In the first instance speak to your facilitator. They will speak to student support services if they cannot resolve your problem.

Be aware, your student password expires every 90 days so you need to update it through your portal regularly.
EDITING YOUR MOODLE PROFILE

Your Moodle profile determines what information other users can see about you in a Moodle course. It’s also where you choose how you want to receive emails from Moodle, subscribe to forums and edit text. When you’re first enrolled in a Moodle course, the system creates a personal profile for you. To edit your profile, log in to Moodle, then click on your name at the top of the page, this will display the menu where you can access your preferences.

Click the ‘Preferences’ link to access your ‘User account’.

From here you can edit your profile in the following ways:

- Adding a profile picture of yourself, or an avatar, or any other image, which will display next to your contributions, for example, to your posts on discussion forums.
- Adding information about yourself and your interests (academic, leisure or both). Separate each interest from the next with a comma. Make sure this is suitable content for others to view.
- Specifying whether Moodle should display your email address to others and, if so, to whom.
- Selecting the method Moodle should use to notify you of what’s happening in your courses.
- Please note that changing your password in the Moodle site does not change your password for any other TAFE systems you may access.

After you have made any changes you will need to click the ‘Update profile’ or ‘Save Changes’ button to complete the process.

NAVIGATING AROUND MOODLE

There are two ways you can navigate around Moodle: using the Dashboard (5.1) and using the Navigation block (5.2). Be aware your navigation block may be ‘docked’ – this means they are in the side at the top left of your page (see below).

USING THE DASHBOARD

Using the dashboard to access your courses is as simple as clicking on course name in your main screen.

USING THE NAVIGATION BLOCK

The navigation block is located on the left side of the screen. This area contains pods that allow you to move in and around your courses and other materials offered in Moodle.

Clicking on these links, or on the arrow next to them, will open sub-menus that enable you to access more areas of the site.

To log out of the site, click on the ‘Logout’ button located in the ‘Dashboard’ menu.
SUBMITTING YOUR ASSIGNMENTS

UPLOADING A FILE FROM A DESKTOP DEVICE

1. Select the ‘Assessment Activity’ for the submission you need to upload by double clicking on the name.

2. Select ‘Add Submission’ button.

3. You can either drag and drop the files to be uploaded into the drag and drop area or select the add button to browse for file.

4. If you selected ‘Add’ rather than drag, select ‘Choose File’ and look for the files from your computer.

5. Select the required file, video or picture to be uploaded.

6. Check the correct file has been selected, select ‘upload this file’ button. Your file will appear in the ‘File submissions’ box.

7. Select the ‘Save changes’ button to upload the selected file into Moodle.

8. You can then add a comment to your submission by selecting ‘Comments’ OR select ‘Edit my submission’ to change the files attached OR select ‘Submit assignment’ to complete the upload.

9. You will then be required to check the declaration box by clicking on it to declare that the work being uploaded is yours and then select ‘Continue’.
10. Your assessment will now be listed as ‘Submitted for grading’ If you need to alter this submission you must contact your facilitator.

Please note that these are general instructions and may vary depending on the software and operating system if you are using your own device.

UPLOADING A FILE FROM A TABLET DEVICE

1. Select the ‘Assessment Activity’ for the submission you need to upload by double clicking on the name.

2. Select ‘Add Submission’ button.

3. You can either drag and drop the files to be uploaded into the drag and drop area or select the add button to browse for file.

4. If you selected ‘Add’ rather than drag, select from the options your device allows and look for the files from your device.

5. Select the required file, video or picture to be uploaded.

Please note that different operating systems and applications may impact what you can save and upload from your device.

6. Check the correct file has been selected, select ‘upload this file’ button.

Your file will appear in the ‘File submissions’ box.

Please note the maximum file size and number of attachments as if exceeded you will not be able to upload.
7. Select the ‘Save changes’ button to upload the selected file into Moodle.

8. You can then add a comment to your submission by selecting ‘Comments’ OR select ‘Edit my submission’ to change the files attached OR select ‘Submit assignment’ to complete the upload.

9. You will then be required to check the declaration box by clicking on it to declare that the work being uploaded is yours and then select ‘Continue’.

10. Your assessment will now be listed as ‘Submitted for grading’. If you need to alter this submission you must contact your facilitator.

Please note that these are general instructions and may vary depending on the software and operating system if you are using your own device.

**PARTICIPATING IN FORUMS**

**POSTING INTO A FORUM**

The default content of subject is usually ‘Re: <the name of the ‘parent’ post>’. You can change it though. When writing text in Moodle there are several formats you can choose to produce your text, depending on your expertise and the type of browser you are using. Please refer to ‘Formatting text’ for further information.

**SHARING IMAGES THROUGH FORUMS**

When an image is ‘attached’ as a file to a forum message, it is immediately displayed full size after the message (i.e. no need to click on an attachment). This is an excellent way of sharing images without having to go through the process of uploading them as files and linking them from within web pages.

**SHARING SOUND AND VIDEO THROUGH FORUMS**

If multimedia filters are enabled, a sound file (mp3) or accepted video file can be attached and it will be embedded into the forum post in an appropriate player.

**POST LENGTH**

Extra-long posts cause problems when doing a forum search and can be difficult to read on screen. Rather than creating a very long post, consider copying and pasting the text into a text file and add it as an attachment to your forum post.

**POST EDITING TIME LIMIT**

There is a time limit for editing posts, usually 30 minutes so it is a good idea to compose your message in a program such as Word and paste into the forum when you are ready.

**FORUM ETIQUETTE**

- Read the forums rules and guidelines before posting for the first time.
- Be civil. Personal differences should be handled through email or phone and not through posts displayed to everyone.
- Stay on topic.
- Do not submit a post that requires readers to download a large attachment. Either explain the attachment or, better yet, provide a link to the information.
- In order to be understood by most people, use correct spelling, grammar and avoid slang unless you know the word or phrase will be understood by other members.
• Act in a give and take manner; help others as often as or more than you ask for help.
• Do not use all caps or SHOUT in your posts. In addition, one exclamation point is enough.
• If it is a new topic then start a new thread.
• Be aware that posts may be read by people from a variety of backgrounds and ages. So be thoughtful with your choice of wording.
• Do not post any information that you want private. Posts should not contain personal, identifiable information or content embarrassing to others.
• Do not post content that violates a copyright.
• Be aware many people are new to using forums and need support and encouragement.

YOUR RESPONSIBILITIES
When you are enrolled you agreed ‘to abide by TAFE NSW policies, instructions and rules’ and you confirmed the accuracy of the information that you supplied. As a student of TAFE NSW you have a right to study, learn and develop your skills in a safe, healthy and supportive educational and social environment.

As a student you also have certain responsibilities to your fellow students and facilitators. These include:
• treating other students and TAFE NSW staff with respect, fairness and courtesy
• not engaging in plagiarism, collusion or cheating in any assessment event or examination
• submitting all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
• return or renew library resources by the due date
• not behave in a way that could offend, embarrass or threaten others
• use campus computing facilities in a responsible, ethical and lawful manner

STUDY SUPPORT
GETTING READY TO LEARN ONLINE
We understand that studying online can be difficult. For that reason we have a number of ways to support you. In all cases, the best person to help you with your subject is your facilitator. For more general assistance such as study skills, assignment skills and personal support we have a number of services available to all our students.

FACILITATOR CONTACT INFORMATION
Facilitator contact information is provided in each unit you are studying. This will give you a number of ways to contact your facilitator including email address, phone numbers and the best contact times. If your facilitator is not listed in the site please refer to the previous correspondence you have received for their contact details.

FAQS
ACCESS AND NAVIGATION
WHY CAN’T I LOG IN?
There could be many reasons but the most probable is you have simply forgotten your password, are trying the wrong one or are entering it incorrectly. Some other things to think about include:
• Does your username or password contain a mixture of upper and lower case letters? It should be entered exactly.
• Are cookies enabled on your browser? (They should be).

If you have entered everything correctly and still cannot access the site contact your facilitator to have your student account checked.

HOW DO I FIND THE COURSE I NEED?
All of the courses you are enrolled in should be available in your dashboard, if the course you are looking for is not in your dashboard, you will need to contact your facilitator for the course URL and the enrolment key to access the resources, the course will then appear in your dashboard.
WHY CAN’T I FIND THE MAIN MENU OR NAVIGATION?
In Moodle it is possible to ‘dock your blocks’; this moves them from your main screen and locks them in the top left hand corner of your screen. You can undock them if you prefer by clicking the arrow to bring them into the main section of your screen.

EMAILS AND FORUMS
WHY AM I NOT GETTING ANY EMAILS AND OTHERS ARE?
Chances are that you are not subscribed to the forums that are generating emails you have not assigned yourself to your group of students (in the groups section during setup).

HOW CAN I STOP ALL OF THESE EMAILS?
Emails are an essential part of the way Moodle works. They are used to keep you up to date with what is going on. If you wish to reduce the amount of emails you get you could:
• edit your profile and change your email settings to digest
• unsubscribe from non-essential forums (although they are there for a reason!).

ASSIGNMENTS
WHY IS THERE NO UPLOAD BOX?
This is either because: the assignment has now closed; the assignment is not yet open; you already uploaded something and the settings prevent resubmissions.

In all cases contact your facilitator for assistance. They are able to make arrangements to allow you to complete your required study.

HOW CAN I SEE MY RECENT ASSIGNMENT FEEDBACK?
There are many ways you can access their feedback. The most common method is by simply going to the same place where you uploaded the work. Another common method is to follow the link in the recent activity block (if the facilitator has included it on the course). Another method would be to access the grade book and then follow the link for the required assignment. Depending upon how the assignment was set up, you may receive an email when it has been marked with a direct link to the feedback.

QUIZZES
WHY CAN’T I ACCESS THE QUIZ?
This is either because: the quiz is now closed; the quiz is not yet open; you have already used all your allowed attempts (in most cases 2).

In all cases contact your facilitator for assistance. They are able to make arrangements to allow you to complete your required study.

WHICH BUTTON DO I PRESS WHEN I HAVE FINISHED A QUIZ?
Once you complete the quiz you will be required to ‘submit all and finish’.

You can then use the navigation bar to navigate back to the front page of your unit/topic and continue with your studies. There is additionally a button in the middle at the bottom of the page that will take you to the front page of your unit/topic.

WHY AM I GETTING ZERO GRADE ON MY QUIZ?
You might have exceeded the quiz time limit or the site timeout. The Moodle platform has a two hour timeout limit. It is also possible that when you have an intermittent internet connection that you will lose service and use up one of your attempts. For this reason it is important that when completing a quiz that you are on a stable, reliable internet connection. If you need more attempts please contact your facilitator who can arrange this for you.

GRADE BOOK
The Moodle grade book is where you can access your results and feedback for any online assessments you have completed.

Please note: All results in the Moodle grade book are an indication of your online assessment results, they are not your official course results. To review your official course results you must log into the learner portal (available in your student portal) and click on the ‘My Results’ tab.

STUDENT FEEDBACK AND CONTINUOUS IMPROVEMENT
TAFE NSW is committed to the improvement of our online resources. If you spot an error or have a suggestion for improvement please let us know. You can do this by:
• completing the student feedback section in your course
• using our continuous improvement form
• or through your facilitator.
READY TO BE AMBITIOUS?