Manager Users and Frequently Asked Questions

Getting Help

If at any stage, you get stuck or want to to know more about anything that isn't covered in this guide, you can access additional assistance in the following ways via the **Help** section of your dashboard.

1. Engage Quick Guides – a comprehensive list of Quick Guides all designed with you in mind. These Quick Guides target specific areas of the system, we encourage you to check these out as required.

2. Support Request – please submit a ticket via the #teampossible Support Hub via the **Staff Intranet.**

What is Engage?

Engage is a Learning Management System (LMS) which provides a single location for staff to undertake, manage, record and report on a wide range of learning events including online, face to face, trackable documents, assessments and surveys. Engage is available across all devices, including your smart phone – this means training can now happen anywhere, anytime.

As a manager, you will receive a range of notifications and alerts from the system as your staff undertake activity. These will commonly centre around training approvals; please ensure all notifications are actioned in a timely manner to ensure training compliance is maintained.

The role of a Leader

Compliance training at Endeavour Foundation seeks to not only set you up for success in your role, but also ensures our customers, our staff and our business remains safe. As a leader, it is your responsibility to encourage and promote the use of Engage, in addition to ensuring the compliance levels of staff reporting to you are maintained. All staff should be are proactive in completing any assigned training in a timely manner – and our leaders play a critical role in assisting in this process. See **Page 9** *My Reports* for instructions.
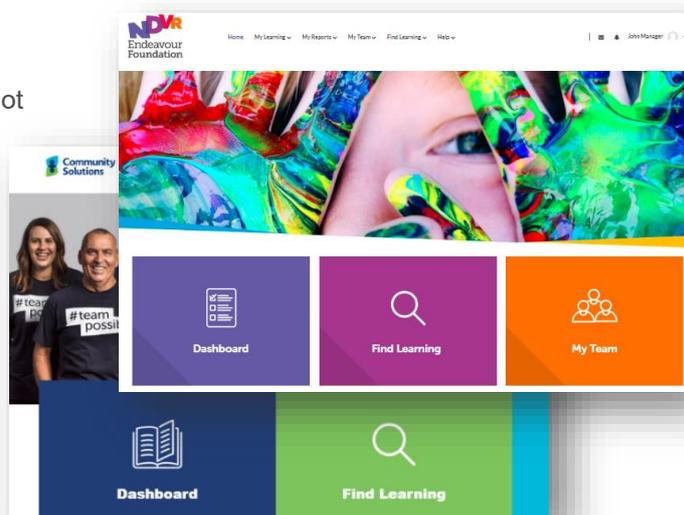
Competency Assessments

For aplicable **Service Delivery** Frontline Leaders you will also you will also be responsible for completing ongoing competency assessments with your staff to ensure they possess the demonstrated knowledge, key elements, skills and attitudes required to perform the inherent duties of their role. We deliver *Assessing Workplace Skills* sessions regularly to ensure our leaders are well equipped to complete these tasks – please book in via Engage.

How do I access Engage?

Engage can be accessed via the dedicated portal on the Endeavour Foundation Staff Intranet. As a cloud based system, Engage can be also be access via any PC, laptop or smart device with internet access via https://engage.endeavour.com.au/login/index.php

Engage
Manager Users and FAQs

Sign in

Engage is utilised across a broad range of users of Endeavour Foundation, the Community Solutions Group, volunteers, contractors and even external training participants. This means we need to know who you are before login to ensure the correct views, permissions and dashboards are applied.

Please **select** your organisation from the below options:

I'm an Apprentice/Trainee, Volunteer, or Labour Hire employee?

You will need to reset your password the first time you access Engage, to do this:

1. Visit
https://engage.endeavour.com.au/login/index.php from your PC/laptop or any smart device
Click the *Forgotten your username or password?* link on the login screen
2. Enter your *Username*
3. Click Search
4. An email will be sent to you with instructions on resetting your password

Note: your *Username* is typically the first 4 letters of your last name, followed by the first 3 letters of your first name, all lowercase e.g. John Smith = smitjoh

Trouble logging in?
Contact learning@endeavour.com.au for assistance if you experience any login difficulties.

I am an Endeavour Foundation or Community Solutions Group Staff Member?

➢ If you are on Endeavour Foundation network you will be signed in automatically

➢ If you are not on our network, a screen will now appear where you will be asked to provide your login credentials. The correct format is as follows:

Username: endeavour\your network Username
Password: your network password

Trouble logging in?
Contact the Endeavour Foundation Help Desk if you have forgotten your network login.

Home page

Navigating Engage is simplified by using the Menu bar on your home page. You can access everything you need directly from your Menu bar which is available on all screens regardless of where you are located.

Home

➢ Click Home to return to your home page from anywhere in the system

My Learning
Includes
➢ Dashboard: a central hub displaying your outstanding items, alerts and upcoming events
➢ Mandatory Learning: learning that you are required to complete

Note: this menu item will only appear if you have outstanding mandatory items.

➢ Record of Learning: a list of all courses currently underway or previously completed
➢ My bookings: displays your future and past seminar bookings.

Important: all items within *My Learning* are related to your account. Items related to your staff are available via *My Team > My Team Members*.

My Reports
➢ Click to access various pre-built system reports

My Team
➢ My Team Members: access all staff within your reporting structure here
➢ Alerts: system notifications sent to you pertaining to you or your direct reports
➢ Tasks: items that require your action

Find learning
Includes
➢ Catalogue: displays a list of learning items in Engage.

Help
Includes
➢ Browser Check: this process will scan and verify that your computer meets the minimum requirements to operate Engage effectively.
➢ Engage FAQs: a comprehensive list of Quick Guides covering all facets of the system.
➢ Support Request: submit a request you may have regarding the system via this option.
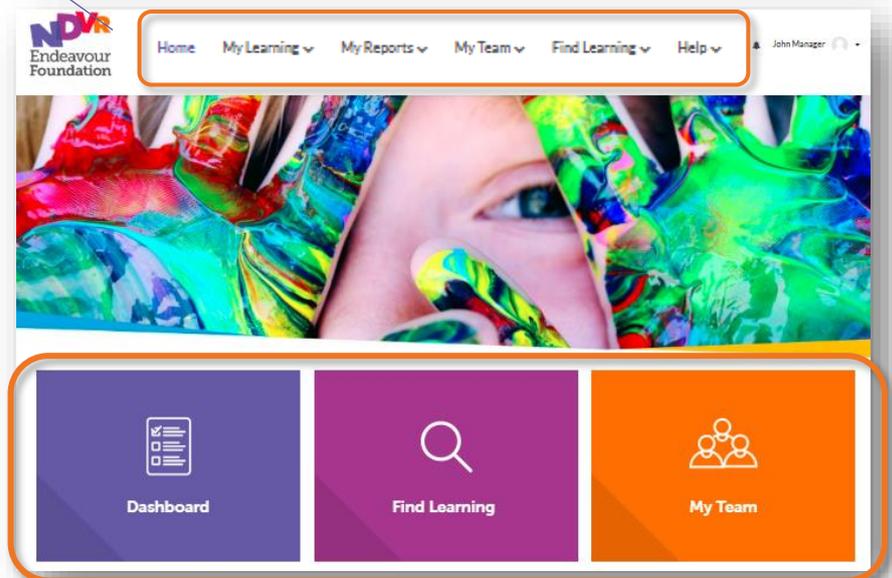
Dashboard

Takes you directly to your *Dashboard* where you can view all outstanding items, Alerts, and upcoming events related to your account.

Find Learning

Takes you to our *Catalogue* where you can access our vast range of professional development courses, available free, anytime.

My Team

Quickly access your staff profiles, bookings, learning records, and outstanding learning from here.

My Learning > Dashboard

The Dashboard acts as a central hub for all outstanding items or alerts related to your account within the Engage platform. Please take the time to familiarise yourself with all features as it will display all critical items you need to focus on to maintain your training compliance.
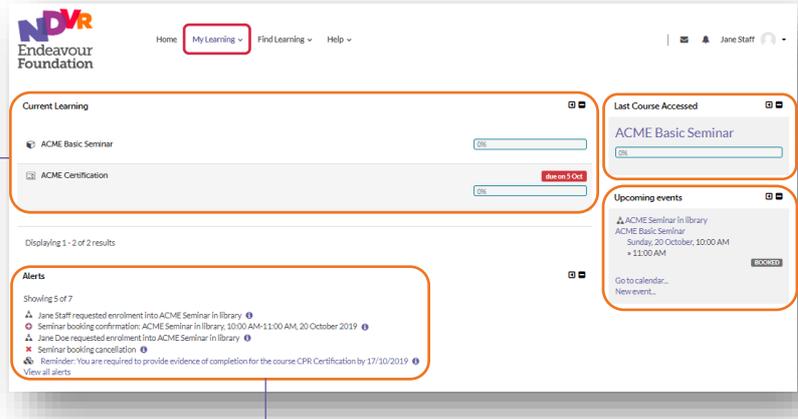
Current Learning

Your outstanding learning will display here. **Click** any item to get underway.

Make sure you pay special attention to all due dates.

Last Course Accessed

Hop back into your most recent learning item here

Upcoming events

Want to know what session you are booked into? Check them out here

⚠️ **Top Tip:**
Click Go to Calendar to see all Seminars, you have either booked into or requested attendance in

Alerts

A consolidated list of alerts related to your account sent from the system to Outlook.

⚠️ **Top Tip:** Click ℹ️ to see additional information.

My Learning > Mandatory Learning

If you can see this menu item it means you have outstanding mandatory learning on your profile. These items are typically assigned either at an organisation or role level. Mandatory courses in Engage are wrapped around a certification.

Certifications = mandatory learning items that have a due date & expiry date, and *may* have to be completed again to ensure compliance is maintained. The system will re-enrol you if an item is required to be re-completed.

Enrolment Details

Critical information regarding your enrolment, such as the date it was assigned, in addition to the associated due date is located here.
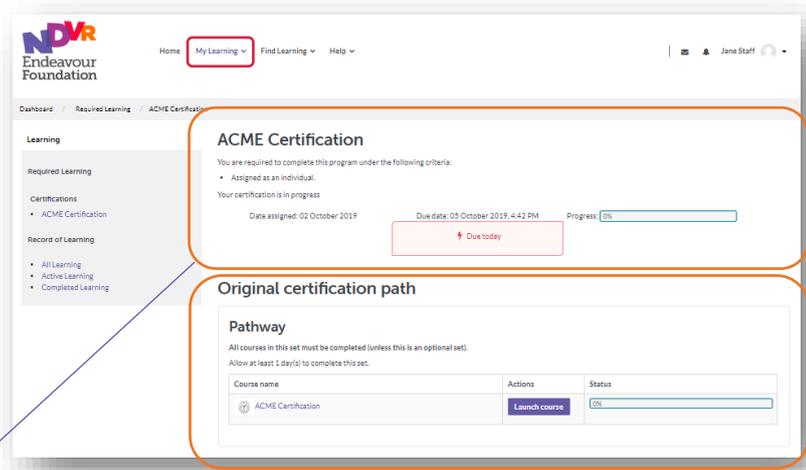
Certification Pathways

The first time you are required to complete a mandatory learning item it will appear under the **Original certification path**.
Subsequent enrolments will then appear as a **Recertification path**.
Click **Launch Course** to commence.

My Learning > Record of Learning

Here we can access our training records which are sorted across three main categories: *Courses, Other Evidence, and Certifications.*

Courses – a comprehensive list of all courses previously completed or still underway. The information here displays *Course Title, Progress, Course Completion Date, and Previous Completions.*

This section will also display any historical training records migrated from previous systems.

If there is something you believe is missing from your transcript that you think we should have a record of, let us know via learning@endeavour.com.au

Record of Learning for Jane Staff : All Courses

| COURSES | OTHER EVIDENCE | CERTIFICATIONS |

Show/Hide Columns
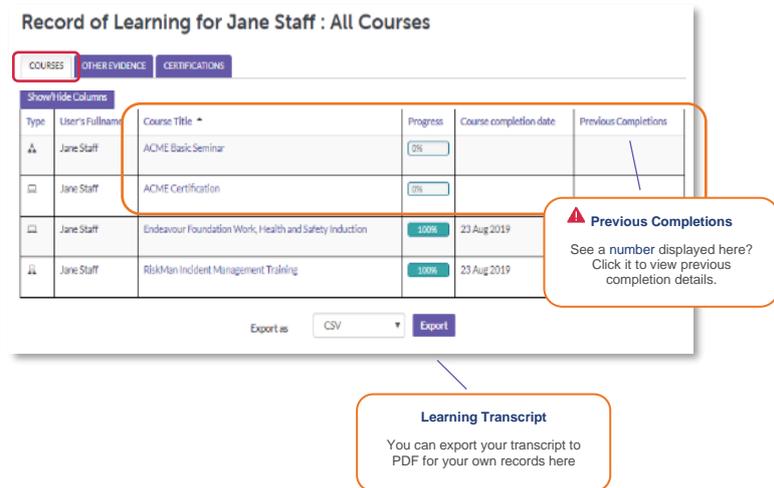
Type	User's Fullname	Course Title ▲	Progress	Course completion date	Previous Completions
A	Jane Staff	ACME Basic Seminar	0%		
💻	Jane Staff	ACME Certification	0%		
💻	Jane Staff	Endeavour Foundation Work, Health and Safety Induction	100%	23 Aug 2019	
A	Jane Staff	RiskMan Incident Management Training	100%	23 Aug 2019	

Export as CSV ▼ Export

⚠ **Previous Completions**
See a number displayed here? Click it to view previous completion details.

Learning Transcript
You can export your transcript to PDF for your own records here
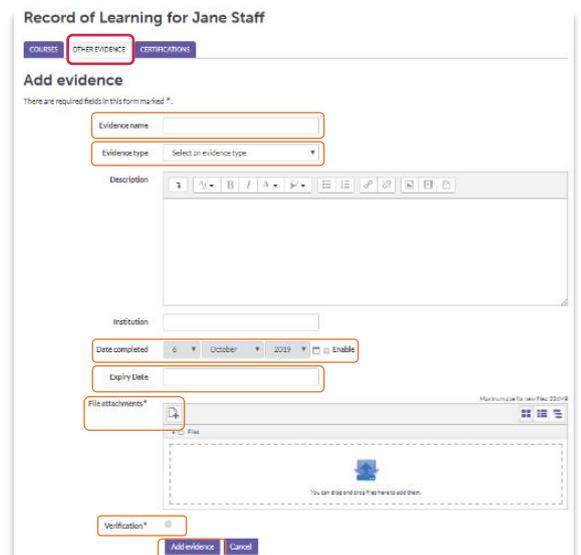
Other Evidence – Completed professional development and would like it recorded in Engage? Upload your completion record here.

Required information –

- *Evidence name*
- *Evidence type*
- *Date Completed (please check 'Enable')*
- *Expiry Date (if applicable)*
- *File attachment*
- *Verification (please check this box)*

Click *Add evidence*

Please note: do not upload any mandatory learning items here such as First Aid or CPR. We ask that you continue to forward these to learning@endeavour.com.au *in order to ensure they are recorded in the correct system/location.*

Record of Learning for Jane Staff

| COURSES | OTHER EVIDENCE | CERTIFICATIONS |

Add evidence

There are required fields in this form marked *.

Evidence name

Evidence type: Select an evidence type ▼

Description

Institution

Date completed: 6 ▼ October ▼ 2019 ▼ 📅 ☐ Enable

Expiry Date

File attachments*

Files

You can drag and drop files here to add them.

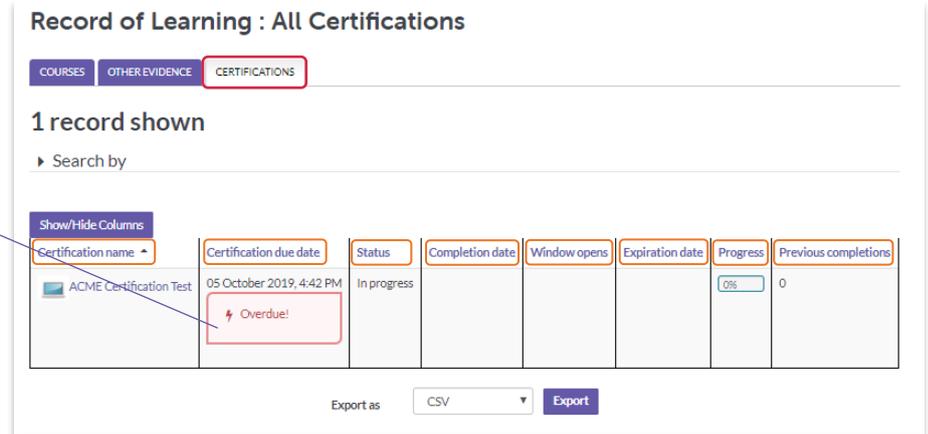Verification* ☐

Add evidence | Cancel

Certifications – a list of all mandatory learning items that are required to be completed based on your organisation and your role.

Certification name: click the item name to get underway.

Certification due date: pay special attention to when items are due, the system will provide visual markers for items that require urgent action.

Status: lets you know what stage you are at related to this completion.

Completion Date: the date the item was completed.

Record of Learning : All Certifications

COURSES   OTHER EVIDENCE   **CERTIFICATIONS**

1 record shown

▸ Search by

Show/Hide Columns

Certification name ▲	Certification due date	Status	Completion date	Window opens	Expiration date	Progress	Previous completions
🖥 ACME Certification Test	05 October 2019, 4:42 PM ⚡ Overdue!	In progress				0%	0

Export as   [CSV ▼]   **Export**

Window opens: typically, a 30 day period before an item expires in which you may have to recertify.

Expiration date: the date the item will be considered expired.

Progress: what percentage of the item has been completed, this will typically remain at 0% until the item has been fully completed.

Previous completions: how many times previously have you completed this item.

ℹ **A note regarding Certifications**

Remember: Certifications are mandatory courses that have a due date & expiry date attached to them which may have to be completed again to ensure compliance is maintained.

You may also notice that your *Courses* tab will display very similar items to *Certifications*, this is normal and not something to be alarmed by.

We recommend using the *Certifications* tab to keep track of your compliance training, and using the *Courses* tab for professional development course access or if you need a copy of your Transcript.

Manage Learning > My Bookings

Some managers have face to face workshops (or "Seminars") assigned to their profile as part of their role. All staff can manage their own attendance at available sessions associated with this event.

My Bookings displays a list of future as well as past seminars you have either requested to attend, are attending, or have attended previously.

Seminar Name: clicking here will take you to a full list of this course seminar offerings

Room Name: click here to display venue information

Session Start: date/time the session will occur

Session Finish: date/time the session will end

Trainer: displays the session trainers name

FUTURE BOOKINGS | PAST BOOKINGS

My Future Bookings: 1 record shown

Show/Hide Columns

Seminar Name	Room Name	Session Start	Session Finish	Trainer	Status	Managers only: Approval Requests
ACME Basic Seminar	Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575	20 October 2019, 10:00 AM Australia/Melbourne	11:00 AM Australia/Melbourne	Melissa Bayly	Booked	Manage approval

Export as [CSV ▼] [Export]

Status: pay special attention here as will display whether this request has been approved or not by your manager.

Managers only: Approval Requests: as this is *your* Bookings page, only your manager will be able to action items within this field.

How do I book into a Seminar that is required as part of my role?

To book into a face to face seminar:

1. Locate and click on the Seminar name via Dashboard > Current Learning

Current Learning

⬡ ACME Basic Seminar   [0%]

Can't locate the item you are after on your Dashboard?
Contact learning@endeavour.com.au and we will ensure it is assigned to you.

2. Locate an appropriate session and select '*Request Approval*'

Can't locate a session near you?
Contact learning@endeavour.com.au

All events in ACME Seminar

Decide where your cloud lives. Maybe he lives right in here. We d... ...chnique here and how to use it. With something so strong, a little bit can go a long way. J...

Filter by Room [All rooms ▼]

> Use the filter to quickly locate a venue near you

Upcoming events

Last reservations are 3 days before the event starts. Unallocated reservations will be deleted 0 days before the event starts.

Date	Time and Time Zone	Room	Seats available	Status	Sign-up period	Options
20 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575 (Room details)	10	Booking open		Request approval
25 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Bendigo Training Room, 35 - 43 Piper Lane Bendigo Victoria 3550 (Room details)	10	Booking open		Request approval
30 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Ayr Anzac Memorial Club Training Room, 101 Burke St Ayr QLD 4807 (Room details)	10	Booking open		Request approval

3. Review the booking sign-up to ensure you have selected the correct event date/venue.

4. Select *'Request approval'*

5. Your request will now be sent to your manager for approval. You will be advised by email once your booking request has been actioned by your manager.
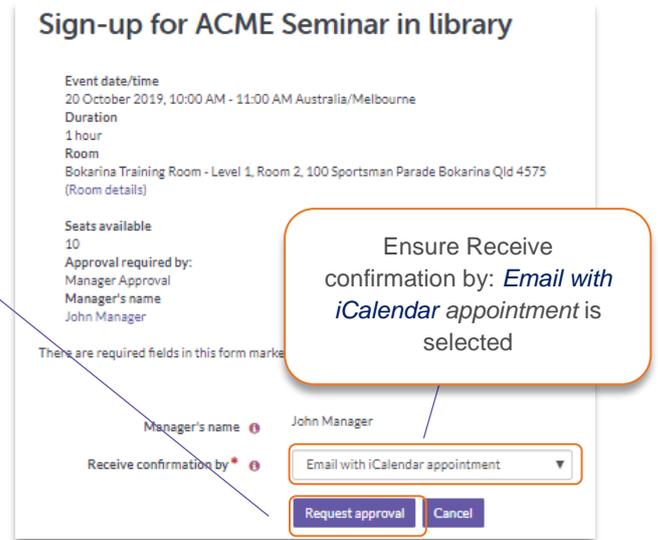
Sign-up for ACME Seminar in library

Event date/time
20 October 2019, 10:00 AM - 11:00 AM Australia/Melbourne
Duration
1 hour
Room
Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575
(Room details)

Seats available
10
Approval required by:
Manager Approval
Manager's name
John Manager

There are required fields in this form marked

Ensure Receive confirmation by: *Email with iCalendar* appointment is selected

Manager's name   John Manager

Receive confirmation by *   Email with iCalendar appointment ▼

Request approval   Cancel

The Seminar page will now be updated.

Status: will denote the booking you have requested attendance in

Options: the session you have requested attendance in or are booked into will display as 'More info' and Cancel Booking'.

You can only request attendance into one session at a time, the remaining cells in the Options column will display as *'Already signed up'*

Status	Sign-up period	Options
Requested		More info Cancel booking
Booking open		Already signed up
Booking open		Already signed up

Cancelling a booked session

If your circumstances change and you need to cancel your attendance at a session you have been confirmed to attend, complete the following steps:

1. From *My Learning > My Bookings* locate and click on the applicable *Seminar Name* located in the *Future Bookings* tab.

2. Locate the session you are booked to attend, from the *Options* column > select *'Cancel Booking'.*

3. Review the cancelation details and select *'Yes'.*

4. Your booking has now been cancelled. You and your manager should immediately receive a cancellation email.
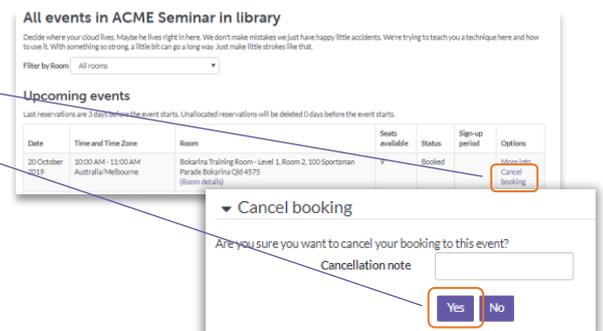
All events in ACME Seminar in library
Decide where your cloud lives. Maybe he lives right in here. We don't make mistakes we just have happy little accidents. We're trying to teach you a technique here and how to use it. With something so strong, a little bit can go a long way. Just make little strokes like that.

Filter by Room   All rooms

Upcoming events
Last reservations are 3 days before the event starts. Unallocated reservations will be deleted 0 days before the event starts.

Date	Time and Time Zone	Room	Seats available	Status	Sign-up period	Options
20 October 2019	10:00 AM - 11:00 AM Australia/Melbourne	Bokarina Training Room - Level 1, Room 2, 100 Sportsman Parade Bokarina Qld 4575 (Room details)	7	Booked		More info Cancel booking

▼ Cancel booking
Are you sure you want to cancel your booking to this event?
Cancellation note [   ]

Yes   No

My Reports > Reports

A range of pre-built reports is available in Engage via *My Reports > Reports*. These include:

1. **Mandatory Training Report:** this report provides a detailed view of learning items deemed mandatory across the organisation for your team.

2. **Historical Training Report:** this report provides a detailed view of all learning items completed by you and your team.

Warning: This report will display all completion records, including items completed as part of professional development. Please utilise report *1. Mandatory Training Report* if you only want to see mandatory training items included as part of compliance reporting.

3. **Upcoming Seminar Calendar**: this report provides a detailed view of upcoming face to face seminar offerings across the business.

4. **Seminar Bookings Report**: this report provides a detailed view of seminars your staff are associated with.

5. **Engage users reporting to me**: Want to know exactly who reports to you or your staff in Engage? Then this is the report for you.
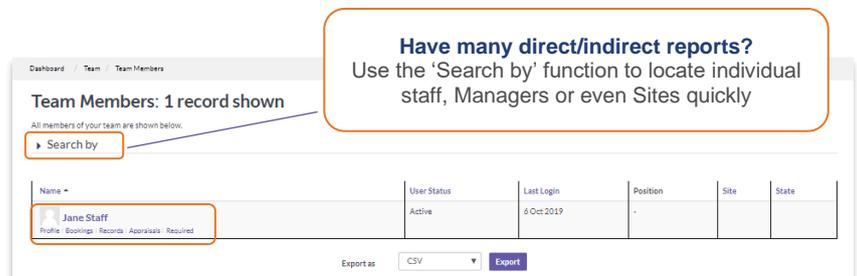
Reporting line not correct? Please contact peopleexperience@endeavour.com.au if your reporting line is not correct within this report.

Please note: all reports are set to display both direct and indirect reports; please utilise the in-built filters or extract the report to Excel in order to drill down into the exact information you are after.

My Team > My Team Members

In this section managers can access full oversight of their staff members *Profile, Bookings, Records, and Required Learning.*

Please note: *Appraisals* has not been enabled for the initial rollout of Engage.

Profile

Staff profiles display a user's attributes from an organisational data perspective including their *Position* and *Site*. For the majority of Engage users this data is imported from PeopleSoft.
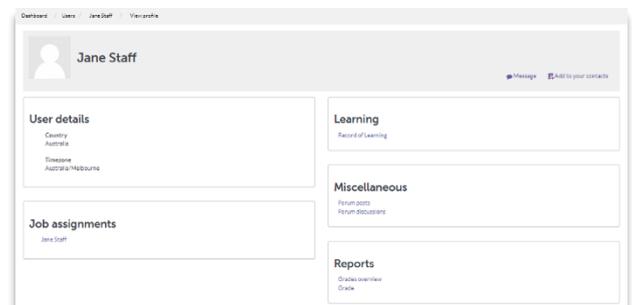
Bookings: see all Seminar bookings, including items that require your action from this section of the system.

Please pay special attention to the status section of this page, any items displaying as *'Requested'* require your approval.

Approving Booking Requests

1. Click *'Manage Approval'* to action any requests

2. Review the requested session, including *date, time* and *location* prior to approval.

3. Select the appropriate option out of *Decide Later, Decline* or *Approve* and click *'Update requests'*

What now? Your staff member will be advised of the outcome of the request via email.

Records: Here we can access the training records of our staff, which much like your own **Record of Learning**, are sorted across three main categories: *Courses, Other Evidence, and Certifications.*

Remember…

Courses: items listed here will be a mix of both mandatory as well optional courses

Other Evidence: external learning uploaded by staff

Certifications: mandatory learning items assigned by the organisation for compliance purposes.

Please see Page 5-6 for further information on Records.

A note regarding Certifications

Certifications are mandatory courses that have a due date & expiry date attached to them which may have to be completed again to ensure compliance is maintained.

You may also notice that your *Courses* tab will display very similar items to *Certifications*, this is normal and not something to be alarmed by.

We recommend using the *Certifications* tab to keep track of staff compliance training, and using the *Courses* tab for professional development course access or if you need a copy of your staff members Transcript.

Required: want to see your staff members outstanding training only? Look no further, it's all here via *Required.*

Note: items will only appear here if your staff member has outstanding mandatory learning items.
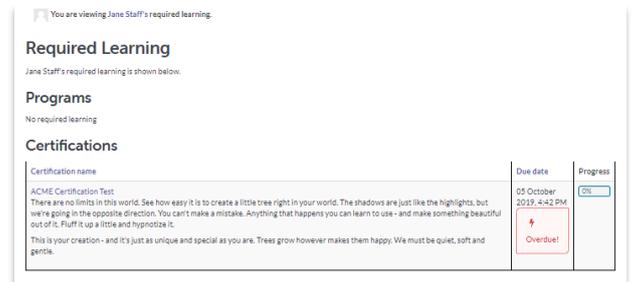

Learn > Course Catalogue

Our catalogue contains over one hundred professional development titles, accessible anytime, at no cost. Make sure you check out what's on offer.

Instructions:

1. *Search* the catalogue and click on the applicable item

2. Click '*Enrol*' or '*Go to Course'* to commence your learning item

Some learning items, such as face to face seminars require manager approval. Follow the prompts to complete the sign-up process.
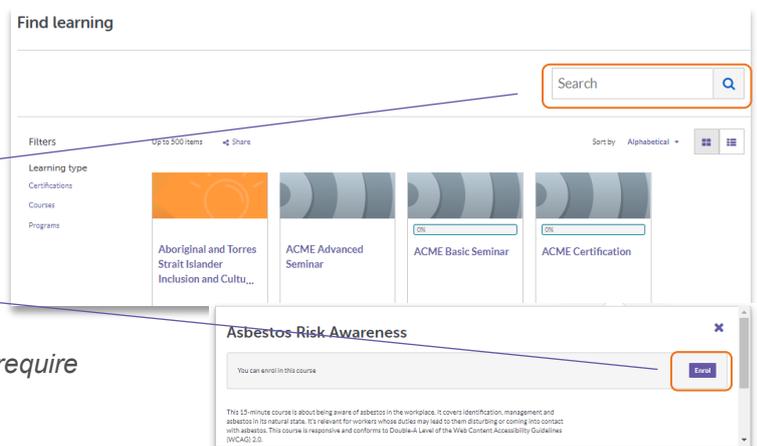
Please note: the catalogue should be used for optional professional development training only. Any mandatory training required as part of your role is assigned to you automatically and is available via *My Learning > Mandatory Learning*

Frequently Asked Questions

How do staff get access to Engage?

Access to Engage is an automated process based off regular payroll and user data reports. Once an LMS account has been established, staff will begin to receive enrolment alerts advising them of the various training items that are required to be completed.

If your staff have not received any Engage alerts in a timely manner however, please contact learning@endeavour.com.au

Will the LMS notify me of events?

The system will notify you of any upcoming or overdue training assigned to your profile. It will also send various other emails pertaining to face to face workshops you are required to complete. If you are a line manager, additional notifications that require you to action them will also be sent to you.

All of these emails will be sent directly to your work email address.

I am receiving emails from noreplyendeavour@androgogic.com.au, is this spam?

No, these are legitimate notifications. Our LMS vendor is named Androgogic; they ensure our LMS is running as it should and oversee the Support Tickets raised through the platform. Please contact learning@endeavour.com.au however if you have any concerns regarding system alerts.

I have completed training but it is not displaying as such on my profile.

Please advise us as soon as possible via learning@endeavour.com.au so we can investigate. This is typically an easy fix for system admin, as such please do not repeatedly repeat courses unnecessarily without letting us know.

If you have already completed training assigned to you e.g. **NDIS Worker Orientation** you do not need to provide this again. Simply send a copy to learning@endeavour.com.au to receive recognition of prior learning.

How can I learn to use Engage?

The user interface is fairly intuitive and is designed to be as simple as possible. Our Quick Guides such as this one provide an in depth overview of the system. In addition webinars, delivered by the Learning and Capability team will also be available. The easiest way to get to know your way around Engage however, is to practice! You can't 'break' the system, if you enrol in something by mistake or feel you've made an error – let us know via learning@endeavour.com.au and we'll fix it!

I have forgotten my password, how do I reset it?

Are you an Endeavour Foundation or Community Solutions Group staff member?

If yes, Engage utilises Single Sign-On technology. This means that Engage utilises the same network credentials you use to log into our other systems such as Citrix and PeopleSoft. Please contact the Endeavour Foundation IT Help Desk on 1300 742 212 if you have forgotten your network login details.

Are you a volunteer, Acclaim Apprentice/Trainee, Edmen support worker?

If so, please utilise the Forgotten your username or password? Link on the login screen to have your password reset. Remember: your *Username* is typically the first 4 letters of your first name, followed by the first 3 letters of your last name, all lowercase e.g. John Smith = smitjoh

What if there is training data missing from my profile?

We have migrated all training records that existed in Learn Connect over to Engage. If, after reviewing your profile you notice any learning items missing, please let us know via learning@endeavour.com.au

What if there is training listed on my profile that is not required?

We are happy to remove any training no longer required for your role from your list of outstanding training. Please just let us know via learning@endeavour.com.au so we can assist.

I am completing online training and I cannot locate the Next button, or it is not letting me progress, what do I do?

1. Complete a Browser Check via Help on your dashboard. This process will scan and verify that your system meets the minimum requirements to operate Engage effectively. Any issues that are required to be resolved will be highlighted.

2. Check your screen resolution as the course may be too large for your current browser. Hold the Ctrl key down whilst spinning the wheel on your mouse down to reduce the screen resolution. The course should now appear correctly.

3. Citrix is a known cause of application errors. As a cloud based system Engage does not require Citrix and can be accessed from any browser by visiting engage.endeavour.com.au

4. Have you reduced your screen size, are working on a PC outside of Citrix in Internet Explorer, but the issue remains? Please utilise an alternative browser such as Google Chrome or Firefox.

I have completed external training, how can I upload this to Engage?

Is it mandatory training for your role e.g. First Aid/CPR? If so please provide a copy of your certificate in in a reply email in order for it to be processed and reflected on your Engage profile.

If it is **not** deemed mandatory training for your role you can upload your record of completion directly to the system via **My Learning > Record of Learning > Other** Evidence tab.

I am a manager and I am seeing staff that aren't mine.

The reporting lines in the system are updated directly from PeopleSoft on a daily basis. Where a manager is assigned as a 'fill in' for a manager on leave, the LMS will adjust based on the information from PeopleSoft. Managers in the system can report on staff that report directly and indirectly to them (multi-level reporting lines). If you are seeing Inactive staff on system reports, please filter the Active column to Yes results only. If you are seeing staff that you believe are not assigned to you, or you are not filling in for that manager, please contact peopleexperience@endeavour.com.au

As a manager, am I able to enrol staff into training?

At Endeavour Foundation it's important our staff can effectively manage and be responsible for their own training currency. With this in mind, the ability for managers to book/enrol staff into training is not enabled in

Engage. In the interim Managers are given oversight over this process however by utilising the My Team and Reports function within Engage.