



# Student Portal Guide

Version 5



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## Welcome

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Welcome to your resource for understanding how to use LivCor's online Training Management System. The Student Portal is designed to provide easy access to all your enrolment information and training records.

### Please note these essentials

You must provide a unique personal email address in order to:

- log in to the Student Portal
- manage your personal details
- complete any online pre-work required
- receive your certificate.

All students enrolled in nationally-recognised training must have a valid Unique Student Identifier (USI) available from [usi.gov.au/students/create-usi](https://usi.gov.au/students/create-usi).

### Create a USI

#### Before you start

A USI is for life! You only have to create it once.

If you have undertaken training since 2015, you probably have a USI.

If you are unsure, please go to the [Find your USI](#) page to check.

You will need to provide identification to create a USI.

The following are acceptable forms of ID to create a USI. You will need at least one of the identity documents listed below:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Descent
- Centrelink Concession Cards
- Citizenship Certificate
- ImmiCard

#### Should take less than 5 minutes to complete

## Your Invitation to Enrol

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When you have been invited to enrol in a course, you will receive an email something like this one:

Thank you for booking a place in the following course:

**Course:** HLTAID011 Provide First Aid (011) (#17884)  
**Course Date:** 13 Dec 2021  
**Start Time:** 08:30:AM  
**Course Location:** 20 Viewtech Place,  
Rowville  
VIC  
3178

**STEP 1: COMPLETE YOUR ENROLMENT**

**IMPORTANT:** You will be required to supply LivCor with your Unique Student Identifier (USI) prior to receiving your statement of attainment. If you do not already hold a USI, you can apply for one here: [usi.gov.au/students/create-usi](https://usi.gov.au/students/create-usi).

Once you have obtained your USI, please click the following link to enter your information to complete your enrolment:

[Click here to complete your enrolment](#) 

**STEP 2: PREPARE FOR THE COURSE**

Once you have completed your enrolment (including supplying us your USI), you will have access to the Student Portal. Information about your course can be found [here](#).

If there are any pre-course tasks, these must be completed before the day of your class. Refer to the [Student Portal Guide](#) for instructions on eLearning tasks.



Simply click on the blue link 'Click here to complete your enrolment' to proceed.

### No passwords needed!

You will never need to remember a password to log in to the Student Portal. All you need is your unique email address.

This provides a much more secure system. Passwords can be stolen. But in this system, access is always gained via an email link sent directly to you.

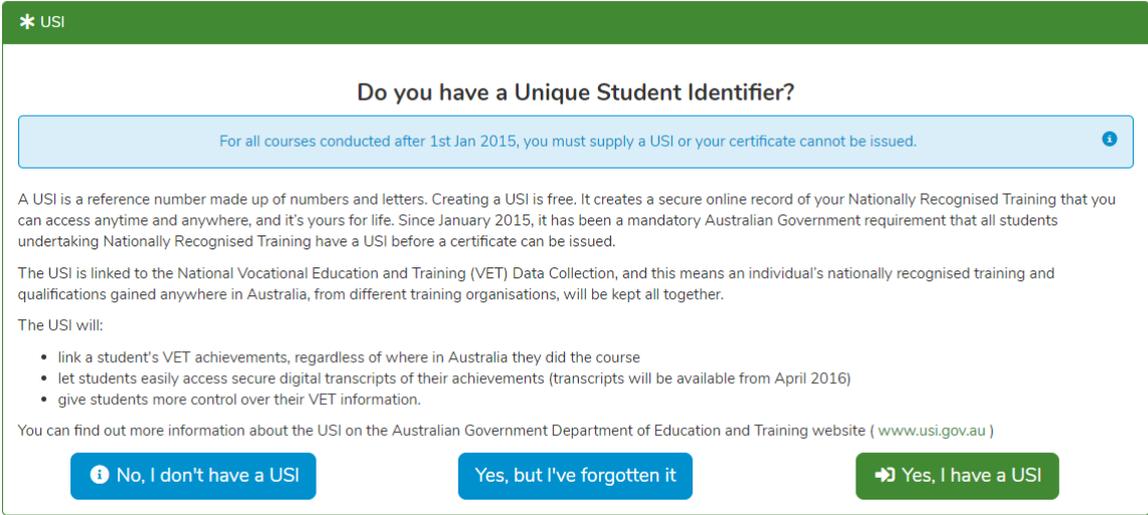
To log into the Student Portal, you will need to be able to access your email account.

## Completing Your Enrolment

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When you first arrive from an enrolment invitation, you'll be taken to a page with the course details at the top and all the steps in the enrolment process laid out below.

First step is to enter your Unique Student Identifier (USI).



The screenshot shows a web form titled "Do you have a Unique Student Identifier?". At the top left, there is a green header with a white asterisk icon and the text "USI". Below the header, the main title "Do you have a Unique Student Identifier?" is centered. Underneath the title is a light blue box containing the text: "For all courses conducted after 1st Jan 2015, you must supply a USI or your certificate cannot be issued." To the right of this box is a small blue circle with a white 'i' icon. Below this box, there is explanatory text about USI: "A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your Nationally Recognised Training that you can access anytime and anywhere, and it's yours for life. Since January 2015, it has been a mandatory Australian Government requirement that all students undertaking Nationally Recognised Training have a USI before a certificate can be issued." This is followed by another paragraph: "The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together." Below this is the heading "The USI will:" followed by a bulleted list: "• link a student's VET achievements, regardless of where in Australia they did the course", "• let students easily access secure digital transcripts of their achievements (transcripts will be available from April 2016)", and "• give students more control over their VET information." At the bottom of the text area, there is a link: "You can find out more information about the USI on the Australian Government Department of Education and Training website ( www.usi.gov.au )". At the very bottom of the form are three buttons: a blue button with a white 'i' icon and the text "No, I don't have a USI", a blue button with the text "Yes, but I've forgotten it", and a green button with a white right-pointing arrow icon and the text "Yes, I have a USI".

Using the blue buttons, you can navigate to the USI Registry System to create or retrieve a USI.

If you already have a USI, click the green button (Yes, I have a USI) to continue.

After you have entered your USI, you can begin entering enrolment information in the other sections of the enrolment form.

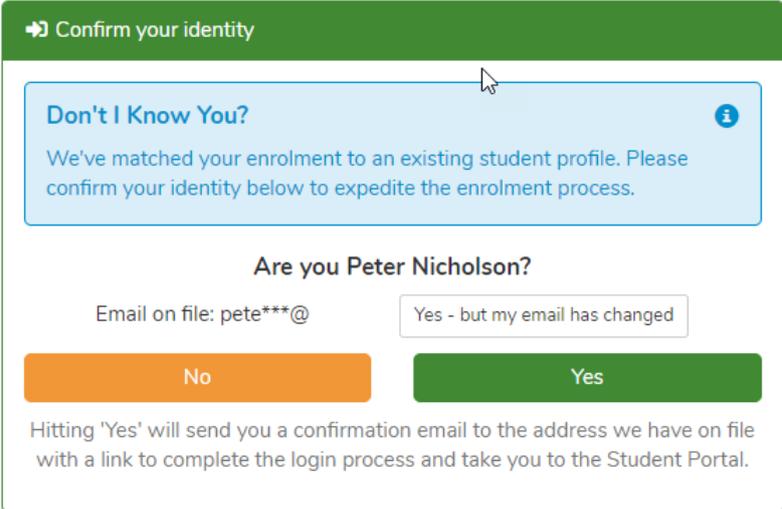
For nationally-recognised training, you must complete all sections. This is a government requirement, essential to vocational education and training (VET) governance and research.



The image shows a vertical list of six green rectangular buttons, each with a white icon and text. From top to bottom: 1. A right-pointing arrow icon followed by the text "Start Enrolment". 2. A person icon followed by the text "Review Personal Details". 3. A house icon followed by the text "Residential Address". 4. An envelope icon followed by the text "Postal Address". 5. A document icon followed by the text "Past Study". 6. A document icon followed by the text "Personal Background".

## Enrolment for Returning Students

If you have previously done training with Australian First Aid or LivCor, your details would already have been recorded. After clicking on your emailed enrolment link, instead of having to re-enter all information, you will be asked to confirm your identity.



Confirm your identity

**Don't I Know You?** ⓘ

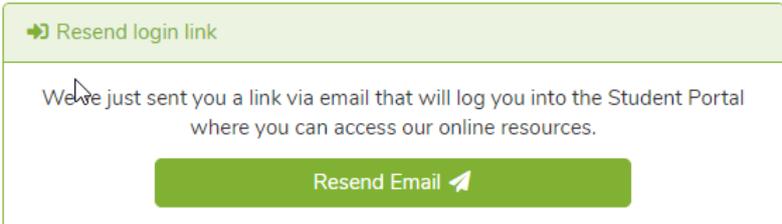
We've matched your enrolment to an existing student profile. Please confirm your identity below to expedite the enrolment process.

**Are you Peter Nicholson?**

Email on file: pete\*\*\*@

Hitting "Yes" will send you a confirmation email to the address we have on file with a link to complete the login process and take you to the Student Portal.

Following confirmation of your identity, you will be sent another link to take you directly to your Student Portal home page.

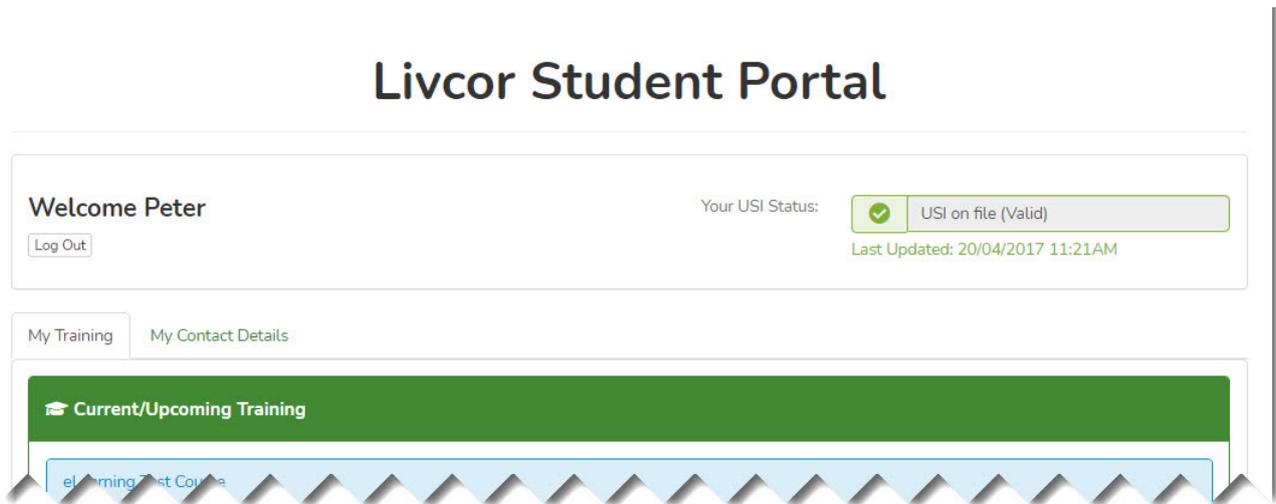


Resend login link

We've just sent you a link via email that will log you into the Student Portal where you can access our online resources.

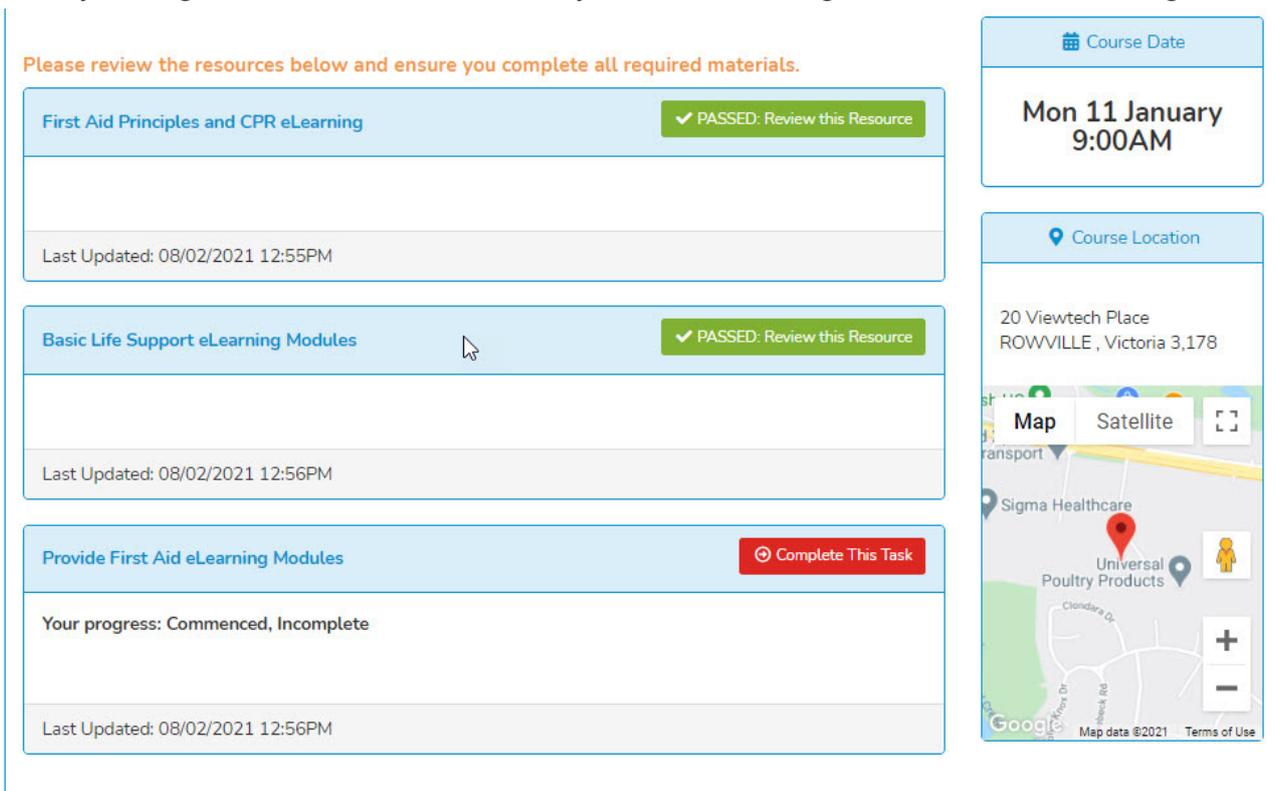
## Student Portal Home Page

After all enrolment details have been completed, you will be taken to the 'My Training' tab on the Student Portal home page.



The screenshot shows the Livcor Student Portal interface. At the top, it says "Livcor Student Portal". Below that, there is a "Welcome Peter" message with a "Log Out" button. To the right, it displays "Your USI Status: USI on file (Valid)" with a green checkmark icon and "Last Updated: 20/04/2017 11:21AM". Below this, there are two tabs: "My Training" (selected) and "My Contact Details". Under the "My Training" tab, there is a green header for "Current/Upcoming Training" and a blue header for "eLearning Test Course".

The 'My Training' tab includes information about your course, including date, location and eLearning tasks.



The screenshot shows the content of the 'My Training' tab. It features a list of eLearning tasks and a sidebar with course details. The main content area has three task cards:

- First Aid Principles and CPR eLearning**: Status is "PASSED: Review this Resource". Last Updated: 08/02/2021 12:55PM.
- Basic Life Support eLearning Modules**: Status is "PASSED: Review this Resource". Last Updated: 08/02/2021 12:56PM.
- Provide First Aid eLearning Modules**: Status is "Complete This Task". Your progress: Commenced, Incomplete. Last Updated: 08/02/2021 12:56PM.

The sidebar on the right contains:

- Course Date**: Mon 11 January 9:00AM
- Course Location**: 20 Viewtech Place, ROWVILLE, Victoria 3,178. Below this is a Google Map showing the location with a red pin and various map controls.

## eLearning

You will find any required eLearning courses in the Current/Upcoming Training section of the My Training tab.

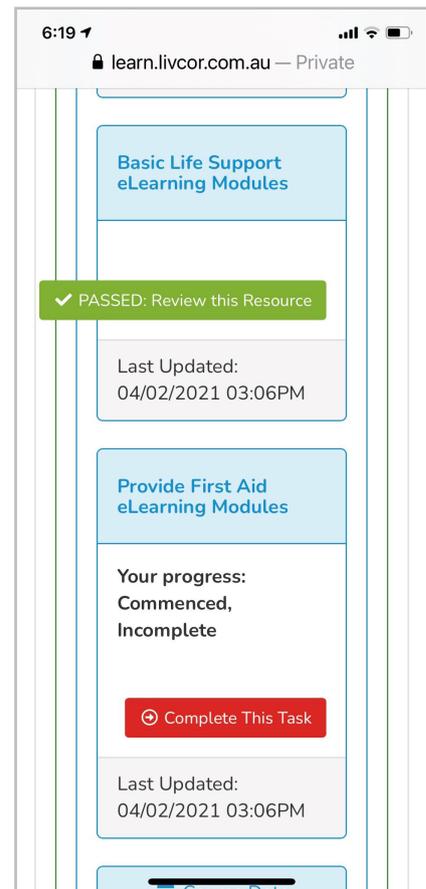
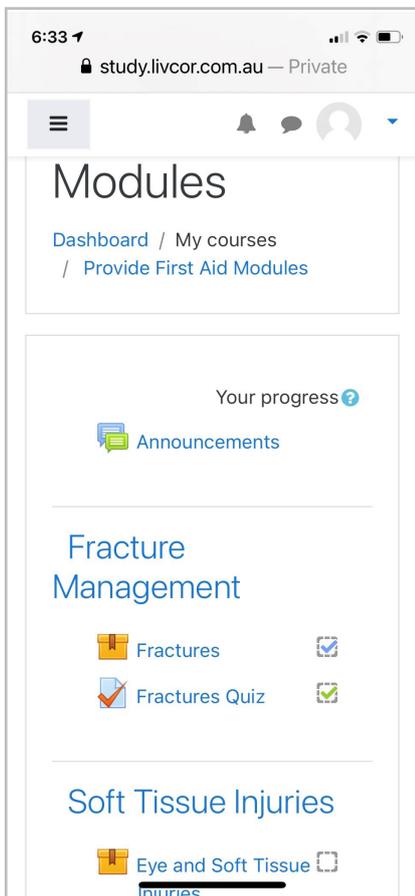
Click the red 'Complete this task' button to proceed to the eLearning and quizzes.

Once all modules of an eLearning course have been completed, the red button is replaced by a green button showing that all learning and assessments have been passed.

### NOTE

For some courses the eLearning is replacing one full day of face-to-face training. There may be up to three (3) eLearning courses to complete. Please allow plenty of time for these.

It is best to do the learning in several short sessions, rather than one very long session. Of course, you may begin and end your eLearning sessions at any time to suit, provided everything is completed prior to your face-to-face training.



After clicking on the red 'Complete This Task' button you will be taken to the eLearning site.

You will see a list of modules (topics) to be completed with blue links to proceed to the learning and to the quizzes.

Click on the first available activity to begin.

### IMPORTANT NOTES

Topics must be completed in order.

After viewing the learning content, you must complete all quiz questions correctly (100%) to achieve a pass mark and proceed to the next topic.

It is possible to view the learning on a smart phone, but it is preferable to use a tablet or computer to obtain the best viewing experience.

## Learning Content

Click the play button at bottom left to progress through the learning.



There are other navigation buttons, including a Table-of-Contents (TOC) button if you wish to return/review specific information.

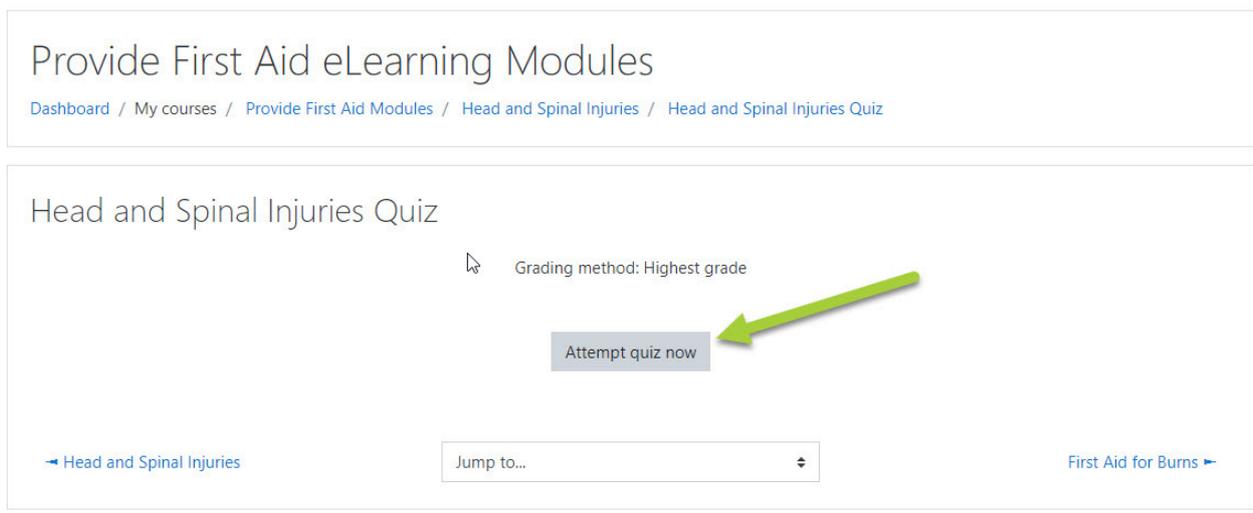
Some courses include a variety of content formats, including learning where you simply scroll through the information and PDF files that you can view and download.

### Asthma Management

-  Asthma Management Essentials
-  Asthma Definitions Quiz
-  Medication Delivery Devices
-  Asthma Emergency Response Quiz
-  Thunderstorm Asthma Info Sheet
-  Asthma Risk Management Quiz

## Moodle Quizzes

Click the 'Attempt quiz now' button to proceed to the questions.



Provide First Aid eLearning Modules

[Dashboard](#) / [My courses](#) / [Provide First Aid Modules](#) / [Head and Spinal Injuries](#) / [Head and Spinal Injuries Quiz](#)

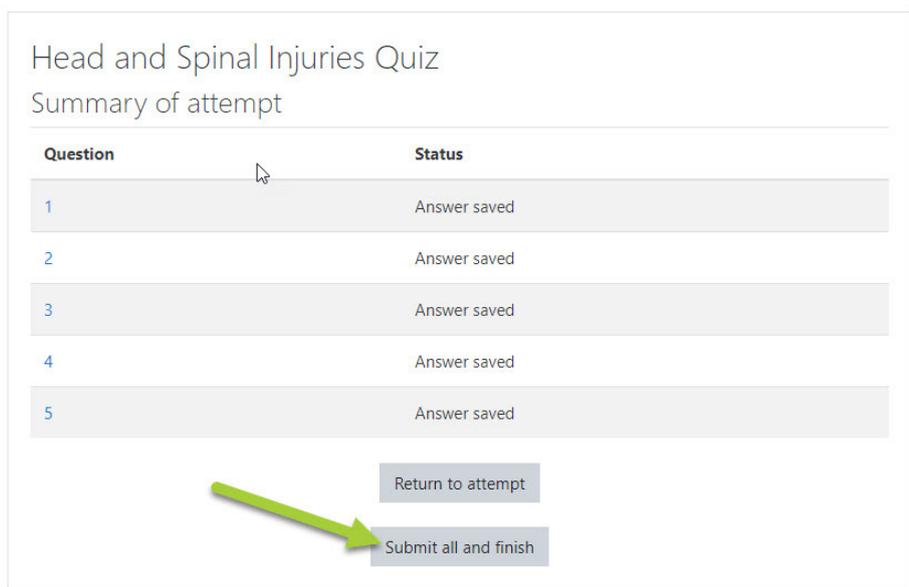
### Head and Spinal Injuries Quiz

Grading method: Highest grade

**Attempt quiz now**

[← Head and Spinal Injuries](#)  [First Aid for Burns ▶](#)

After answering all questions, submit your answers to complete the attempt and see your results.



### Head and Spinal Injuries Quiz

Summary of attempt

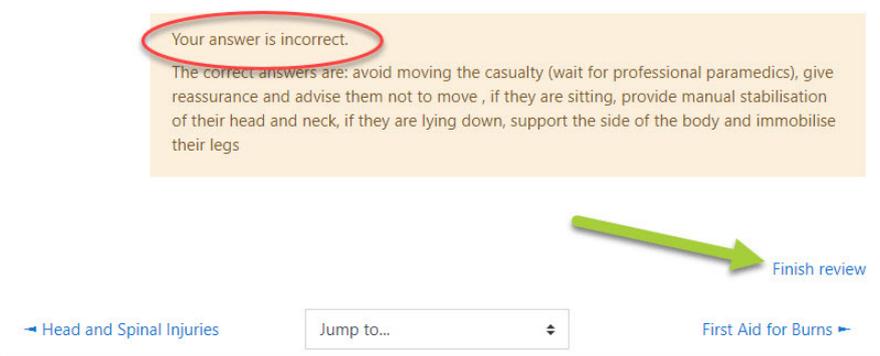
Question	Status
1	Answer saved
2	Answer saved
3	Answer saved
4	Answer saved
5	Answer saved

[Return to attempt](#)

**Submit all and finish**

### NOTE

Although you must achieve a perfect score (100%), you are allowed an unlimited number of attempts.



After reviewing all your results, click the 'Finish review' link.

If any answers were incorrect, you will need to return and correct them.

Note that the 'Attempt quiz now' button has been replaced by a 'Re-attempt quiz' button.

### Summary of your previous attempts

Attempt	State	Grade / 5.00	Review
1	Finished Submitted Monday, 8 February 2021, 2:37 AM	2.33	<a href="#">Review</a>

Highest grade: 2.33 / 5.00.

[Re-attempt quiz](#)

You must eventually submit all answers correctly (100%) to obtain a pass mark. You can proceed to the next learning activity when all questions are correct.

## H5P Quizzes

For quizzes with the blue H5P icon, you can check each answer as you go.

After all questions have been answered, click the finish button:

[✓ Finish](#)

### NOTE

You can use the trail of links at the top of the page to navigate back to the full course list, or use the links at the bottom of the page to go directly to previous or next activities.

[← Rare Allergy Triggers Info Sheet](#)

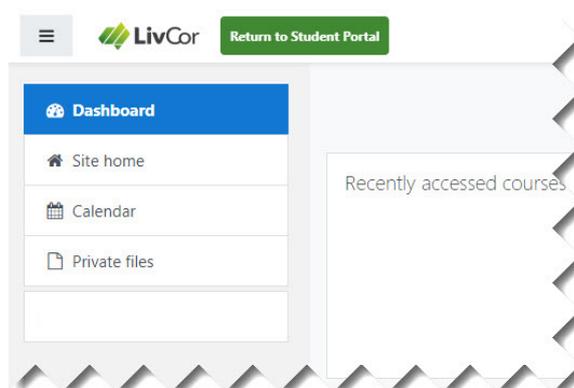
[Anaphylaxis Emergency Response ▶](#)

## Return to Student Portal

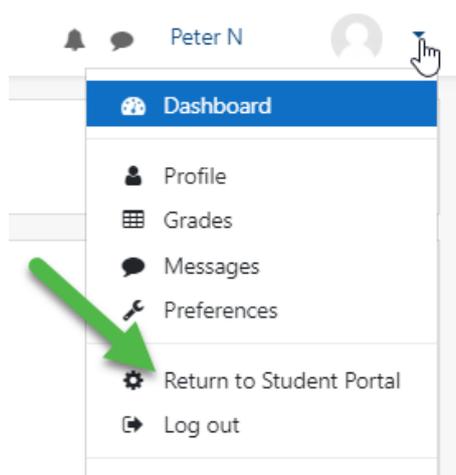
### IMPORTANT

After completing an online course or section, you should return to your Student Portal. Doing this will push the results of your online work into your enrolment records. You will also be able to check if any additional tasks are required.

If using a computer or mobile device with a large screen, click the green 'Return to Student Portal' button at the top of the page.



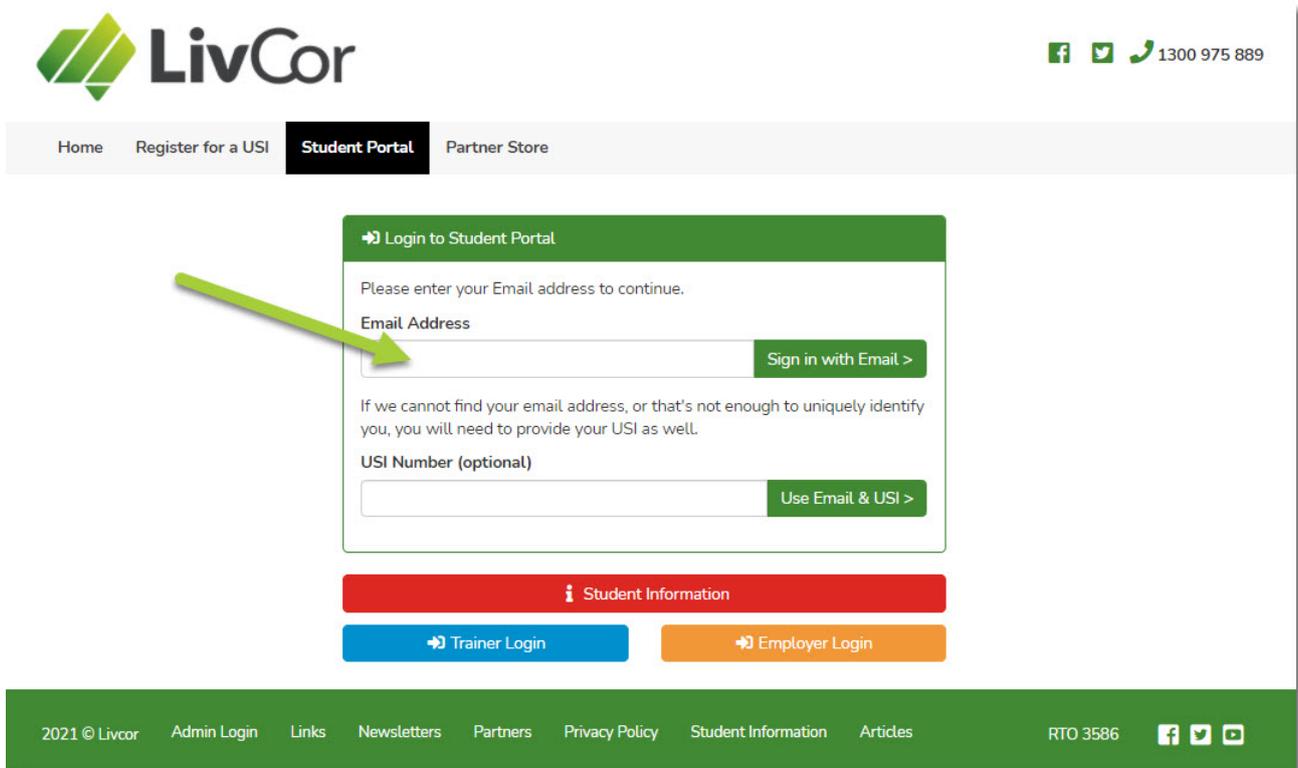
For mobile devices with smaller screens such as phones, click top right next to your name and select the 'Return to Student Portal' menu item.



*After returning to the student portal, check for further tasks before logging out.  
The Log Out button is at the top, near your name.*

## Return Login

You can return to the Student Portal at any time by going to [learn.livcor.com.au](https://learn.livcor.com.au). Simply enter your unique email address and click the 'Sign in with Email' button. You will then receive a login link in your email inbox.



## Access to Student Information

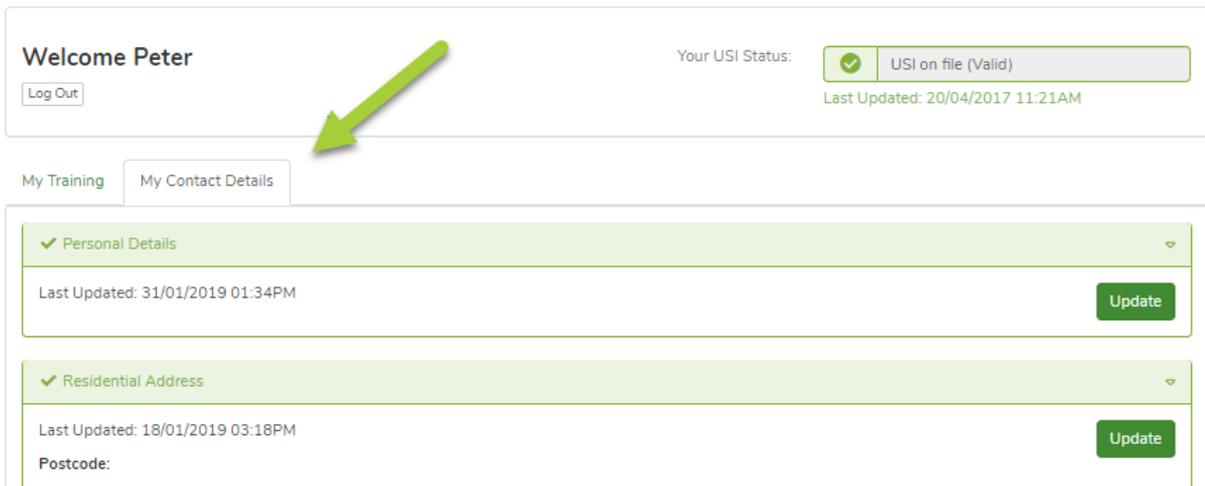
In the screenshot above, you will notice there is a 'Student Information' button below the login box. This will take you to a page with critical information on LivCor policies, including privacy and complaints.

## Updating Your Details

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To update any of your personal details, log in anytime at [learn.livcor.com.au](https://learn.livcor.com.au).

Select the 'My Contact Details' tab, then click on the Update button in the relevant section:



Welcome Peter

Log Out

Your USI Status: USI on file (Valid)

Last Updated: 20/04/2017 11:21AM

My Training | **My Contact Details**

✓ Personal Details

Last Updated: 31/01/2019 01:34PM Update

✓ Residential Address

Last Updated: 18/01/2019 03:18PM Update

Postcode:

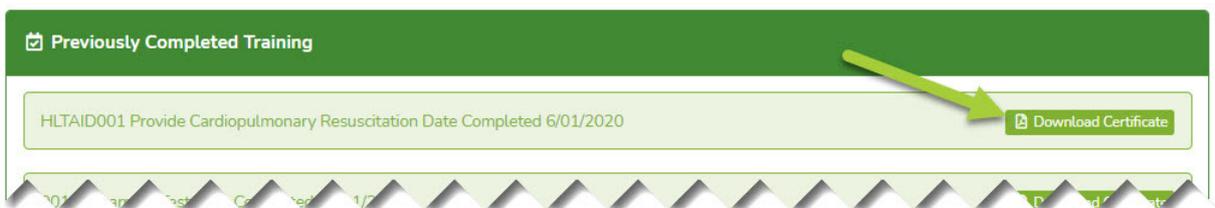
## Certificate Download

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You can download a copy of your past certificates at any time.

On the My Training tab, scroll to the bottom of the page and you will see a list of your previously completed training.

There is a green Download Certificate button to the right of each item:



Previously Completed Training

HLTAID001 Provide Cardiopulmonary Resuscitation Date Completed 6/01/2020 Download Certificate