

HQPlantations Online Training Portal

CONTRACTOR/BUSINESS GUIDE
HQPLANTATIONS PTY LTD

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Introduction

Role and Purpose of Plantation Safety Induction

HQPlantations *Plantation Safety Induction* is designed to ensure that all persons entering onto any of our plantation estates are aware of the hazards that may exist, and the controls that they can put in place to manage these hazards.

The *Plantation Safety Induction* is a training course within a broader learning and contractor management system provided by e3Learning. These system are referred to as:

- *LearnForce* – Learning Management System;
- *SitePass* – Contractor Management System.

HQPlantations intends to make full use of the extensive functionality of these systems during the Financial Year 2017/18.

Background of e3Learning

e3Learning is part of the City & Guilds Group and a leader in eLearning since 2001 providing online training content and cloud based workforce management systems that supports over 600 clients worldwide.

LearnForce provides businesses with the ability to create an engaging experience for users with its customisable interface and onscreen statistics. Training managers and administrators can record, assign and generate reports from a single administrative interface, anytime, anywhere.

SitePass enables businesses with comprehensive data management and real-time reporting from one interface.

Contact Details for Plantation Safety Induction

Should you have any questions regarding completing the Plantation Safety Induction please contact HQPlantations People & Safety Business Group via:

safety@hqplantations.com.au ;or

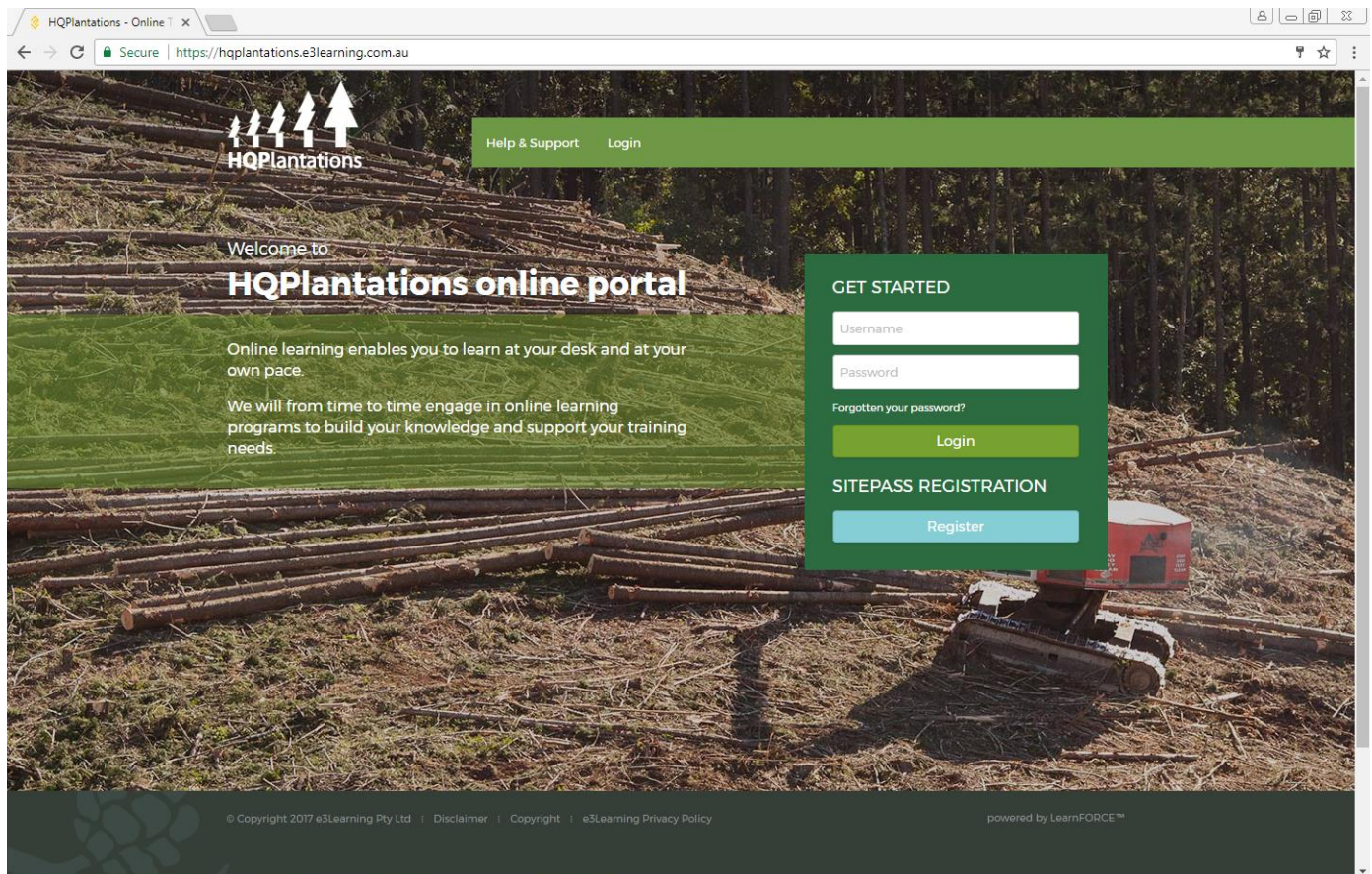
(07) 3882 8271.

Online Training Portal

Access

To access HQPlantations online training portal, including the *Plantation Safety Induction* users navigate to <https://hqplantations.e3learning.com.au/>.

A screenshot of the home page is provided below.



Navigation

The home page of the portal consists of three (3) key elements:

- *Menu Bar* – Green bar located at the top of the page containing “Help & Support” and “Login”;
- *Login Details* – Two (2) fields requiring a Username and Password to be completed; and
- *Sitepass Registration* – This section is not required for employees. Sitepass Registration allows contractors and visitors to register and complete the *Plantation Safety Induction*.

Help & Support

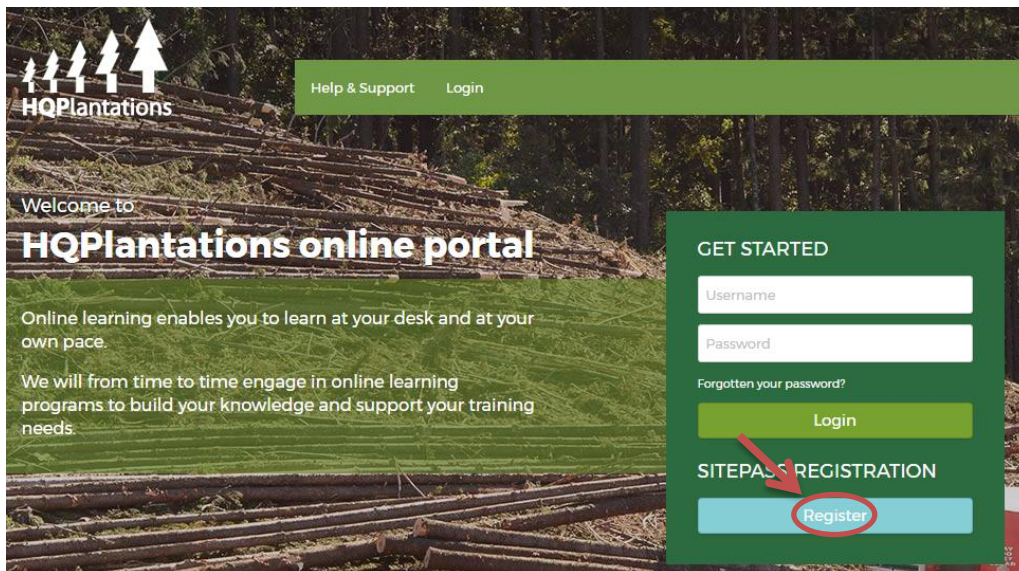
The Menu Bar includes a link to e3Learning’s “Help & Support” page. This page will provide users with information regarding the following topics:

- *Frequently Asked Questions*;
- *Software Downloads* – where users can access any applicable software that may be required; this is not applicable on HQPlantations managed environments;
- *System Requirements* – where users can check their system’s ability to utilise the portal;
- *Using a Course* – A brief overview of how to complete a Course.

Business Registration




Prior to the workers of contractors being able to complete courses, including the *Plantation Safety Induction* the worker's business must be registered with an account.

After navigating to the home page (i.e. <https://hqplantations.e3learning.com.au/>) users can create an account by clicking the *Register* button – see example below:



Users are then presented with the option to register as a *Business* or *Worker*. To progress, users will click on the *New Business Registration* button – see example below:

To begin, please select the type of user you are:

 Business	 Worker
As a business administrator I can:	As an worker I can:
<ul style="list-style-type: none">✓ Register my business into SitePass✓ Populate information about my worker✓ Manage workers and their licence information✓ Allocate training to workers	<ul style="list-style-type: none">✓ Update my details✓ Undertake online training✓ Complete my workflow requirements
 New Business Registration	New Worker Registration

Users will be presented with an informative page of what information they will need to provide to set up their account with e3learning. See example below. To progress, simply click the “Start” button

Welcome to SitePass

We are committed to ensuring the safety and quality of all work that takes place on any of our sites. For this reason you have been asked to register your business and its workers for compliance and verification purposes.

You will be required to provide the following information as part of this process:

Business Details:

- Business Details
- Contact Information
- Evidence of insurances
- Evidence of work health and safety practices
- Previous work history

Worker Details:

- Personal Details
- Evidence of current licences

All workers conducting work on our sites will also need to complete an online induction course in order to receive their induction card. Once your business and worker information is provided, you will be required to submit the details for verification. Please click on the start button to begin your registration in SitePass Contractor Management System.




After progressing, users will be asked to review e3Learning’s standard terms and conditions of use. Once these are reviewed and accepted, users can progress by ticking the checkbox and clicking on the “Agree” button – see example below.

Terms and conditions

To maintain a consistent and high standard of service we place some limitations on your use of this contractor management site. Please read carefully the terms and conditions provided below and then indicate whether or not you accept these limitations.

By pressing the AGREE button you agree to be bound by the terms and conditions listed. If you do not accept these terms and conditions simply press the DISAGREE button to exit from the registration process.

Access to the Site Accounts, Username, and Passwords

When you register on this site you set a username and password which entitles you to access the site as an Administrator. You agree to not disclose your Administrator username and password to another party. As an Administrator you will setup other user accounts according to your requirements. This service requires each employee to complete compliance programs to meet specific safety standards. When you setup other user accounts you agree to use your best endeavours to ensure each username and password is only used by the individual identified in the account details.

Your Information Privacy and Security

You agree to provide details in this process that is true, accurate, current and complete information about yourself and your employees.

The information you provide about your company and employees as part of this process is stored on a secure server owned and operated by e3Learning. This data is accessed only by authorised representatives of e3Learning and by authorised representatives from company with whom you are registering to provide your services.


☒ I have read the terms and conditions provided
 Agree Disagree

User will then start to provide details regarding their business including a Username and Password which will be used for business administrator access.

Register

Register your Business

To begin you need to create an account for your business in SitePass. This account will be the administrator of your business entity in SitePass, taking the responsibility to populate business information, create worker accounts, and manage worker training.

Business Account

• **Business Username**

Needs to be at least 6 characters

• **Password**

Needs to be at least 6 characters, with 1 uppercase, lowercase, and a number.

• **Confirm Password**

• **Time Zone**

Business Information

• **Business Number Type**

Remove all spaces from the Business number

• **Trading Name**

Once all required fields have been completed and the user has clicked “Next” a confirmation email will be sent to the email address recorded in the previous section. This email (see example below) will contain an *Authorisation Code* unique to the new business account.

**** SITEPASS NOTIFICATION ****

Regarding Account:

Subject: Business account authorisation.
SitePass Client: HQPlantations
Site: <http://hqplantations.e3learning.com.au>

Thank you for registering your business in the HQPlantations SitePass Contractor Management System. You have received this email in order to finalise the registration and activate your business account in the HQPlantations SitePass system.

To activate your account, click on the link below and enter your SitePass authorisation code.

- Activation Link: <http://hqplantations.e3learning.com.au/content/sitepass/contractor/activateAccount.jsp>
- Authorisation Code: **2961024**

Your account will be activated when your authorisation code has been authenticated by SitePass. You are then required to login to the portal with your username and password to access SitePass. When your account is activated, you will receive a notification containing your account details and further instructions on how to complete the HQPlantations SitePass requirements.

If you need assistance, please contact the HQPlantations help desk. The help desk contact details can be obtained from the help and support section in the portal.

The user is to enter this *Authorisation Code* into the respective field on their e3learning site as displayed below, and click *Activate* to continue and complete their registration.

Register

Business Registration Authorisation

To complete the registration of your business you will be required to enter an authorisation code. This authorisation code has been sent to your email address provided.

Enter your authorisation code

Auth No

Activate

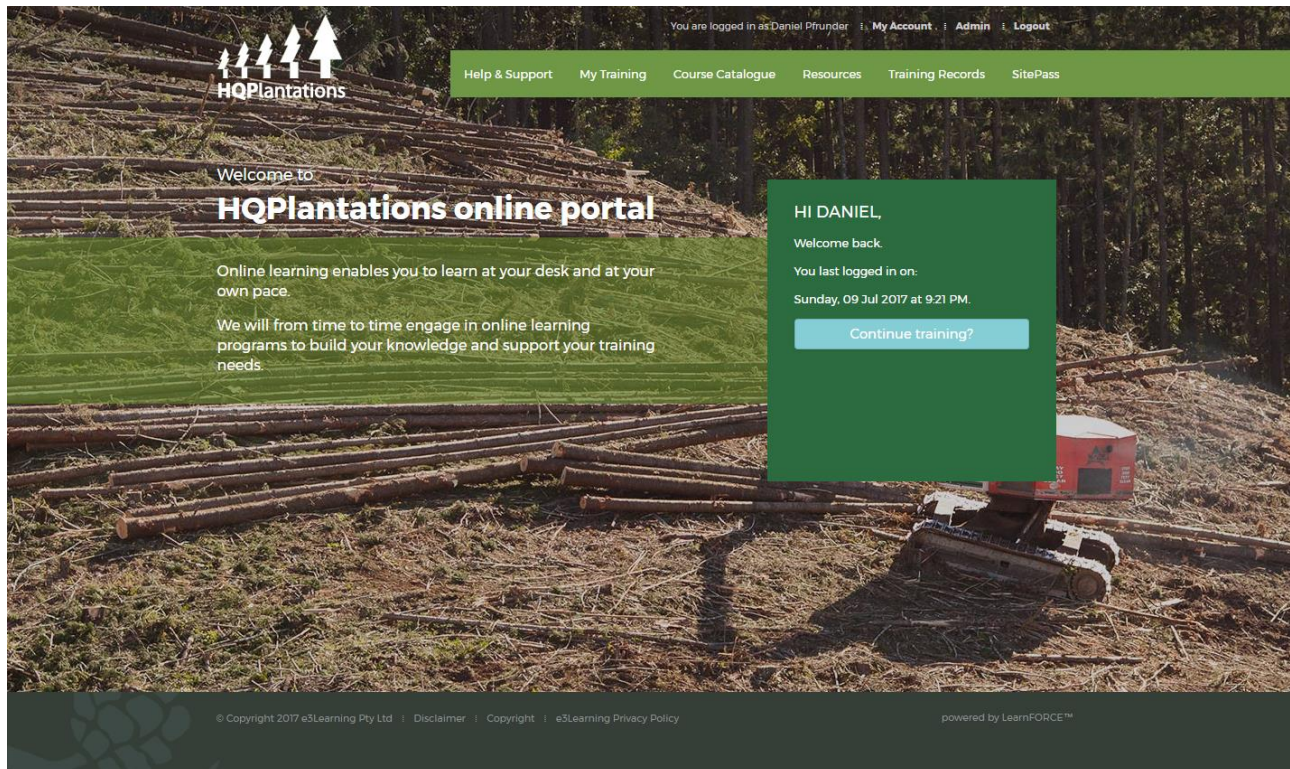
Didn't receive an email with the authorisation code ?

Enter your username into the text field below.

Username

Send

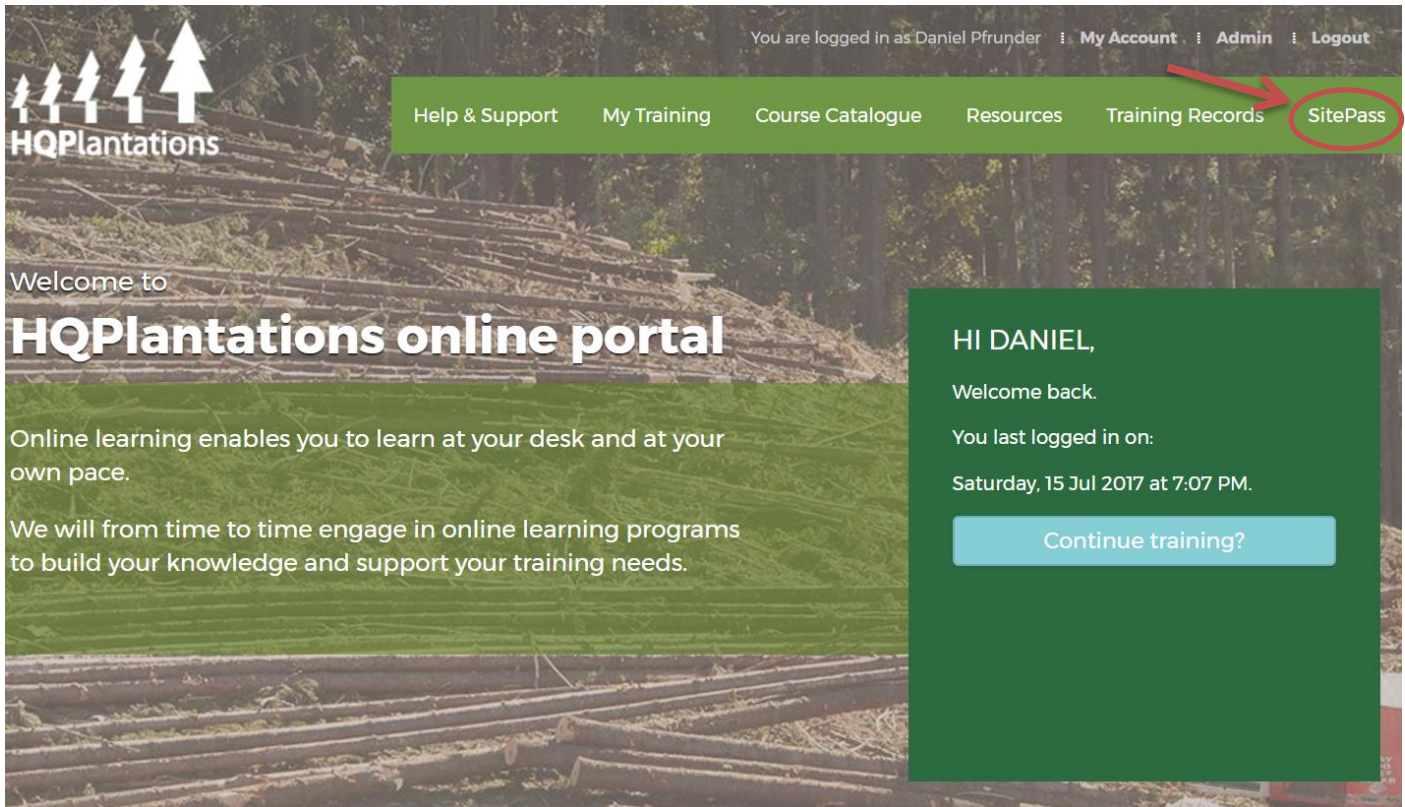
Upon successfully logging in, users will see a *Landing Page* similar to that provided below.



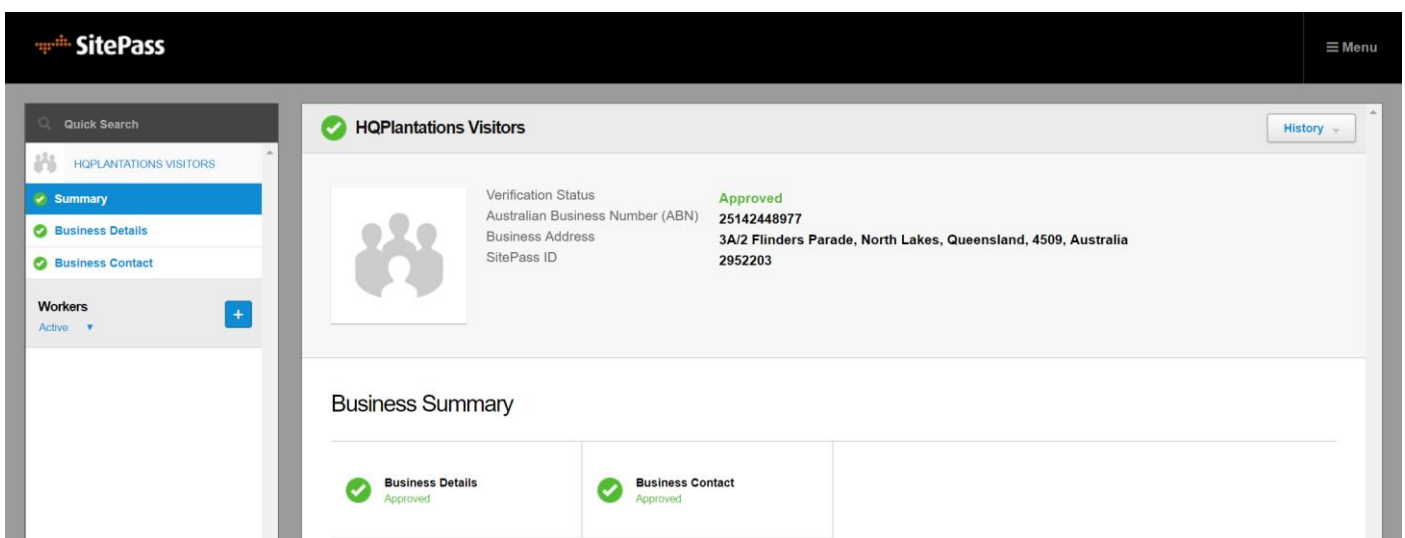
Register Workers

Whilst HQPlantations Online Training Portal is designed to allow individual Workers to self register, their employer may also register such workers on the individual's behalf.

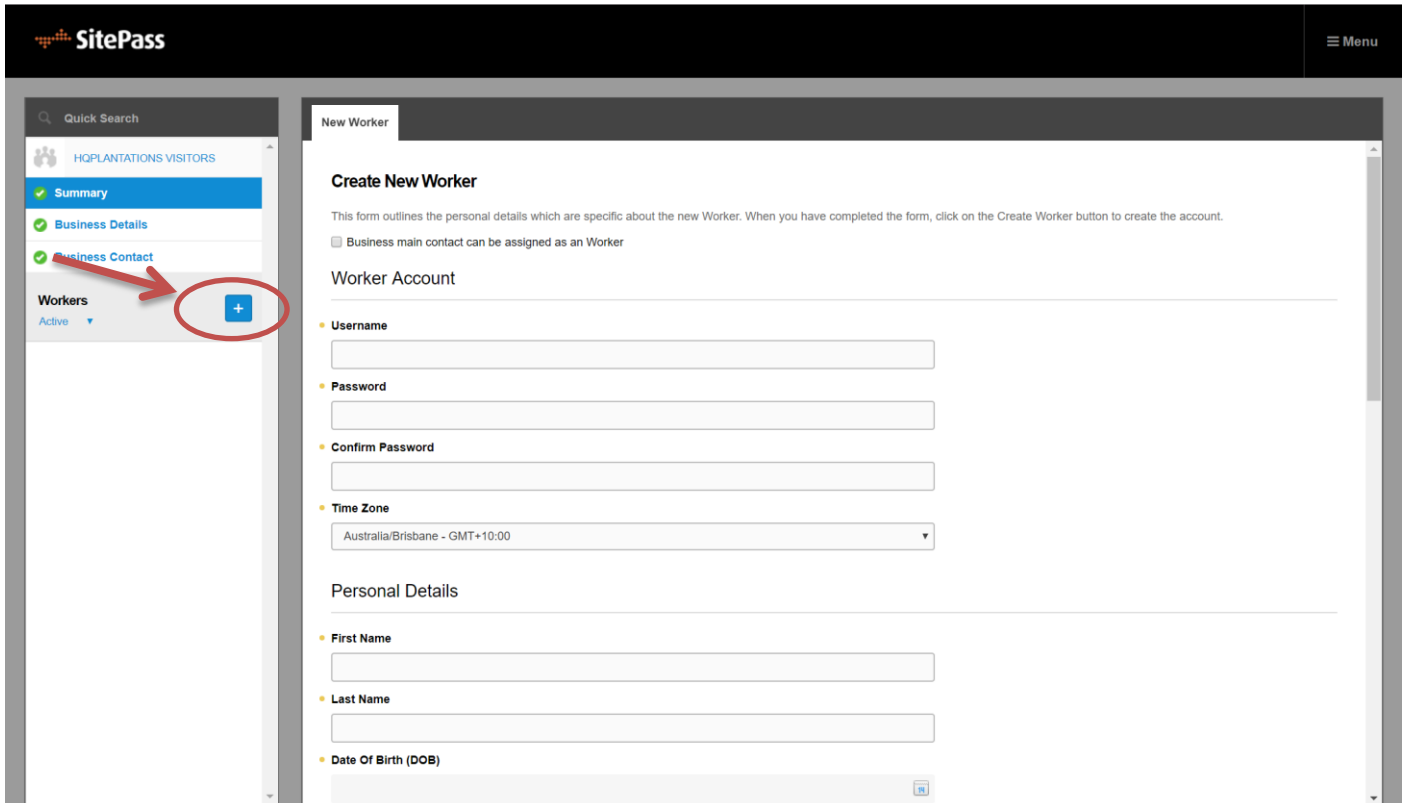
For a business to register their worker they must first be logged in using their Business Account (i.e. the account created in the above section). From the *Landing Page* users can simply click on the *SitePass* option located on the right hand side of the *Menu Bar* – see example below:



Users will then be presented with a summary of their business – see example below.



To create a new worker, simply click on the blue button with a white cross – see example below:



The screenshot shows the 'SitePass' interface. On the left, a sidebar menu has 'Workers' selected, with a red arrow pointing to a blue button with a white cross. The main content area is titled 'New Worker' and 'Create New Worker'. It includes a checkbox for 'Business main contact can be assigned as an Worker' and several form fields: Username, Password, Confirm Password, Time Zone (dropdown), First Name, Last Name, and Date Of Birth (DOB). Fields with an orange dot are required.

Users will then complete the relevant fields including assigning the worker with a Username and Password. Users are able to change their password at a later stage. Fields which are required are highlighted with an orange dot.

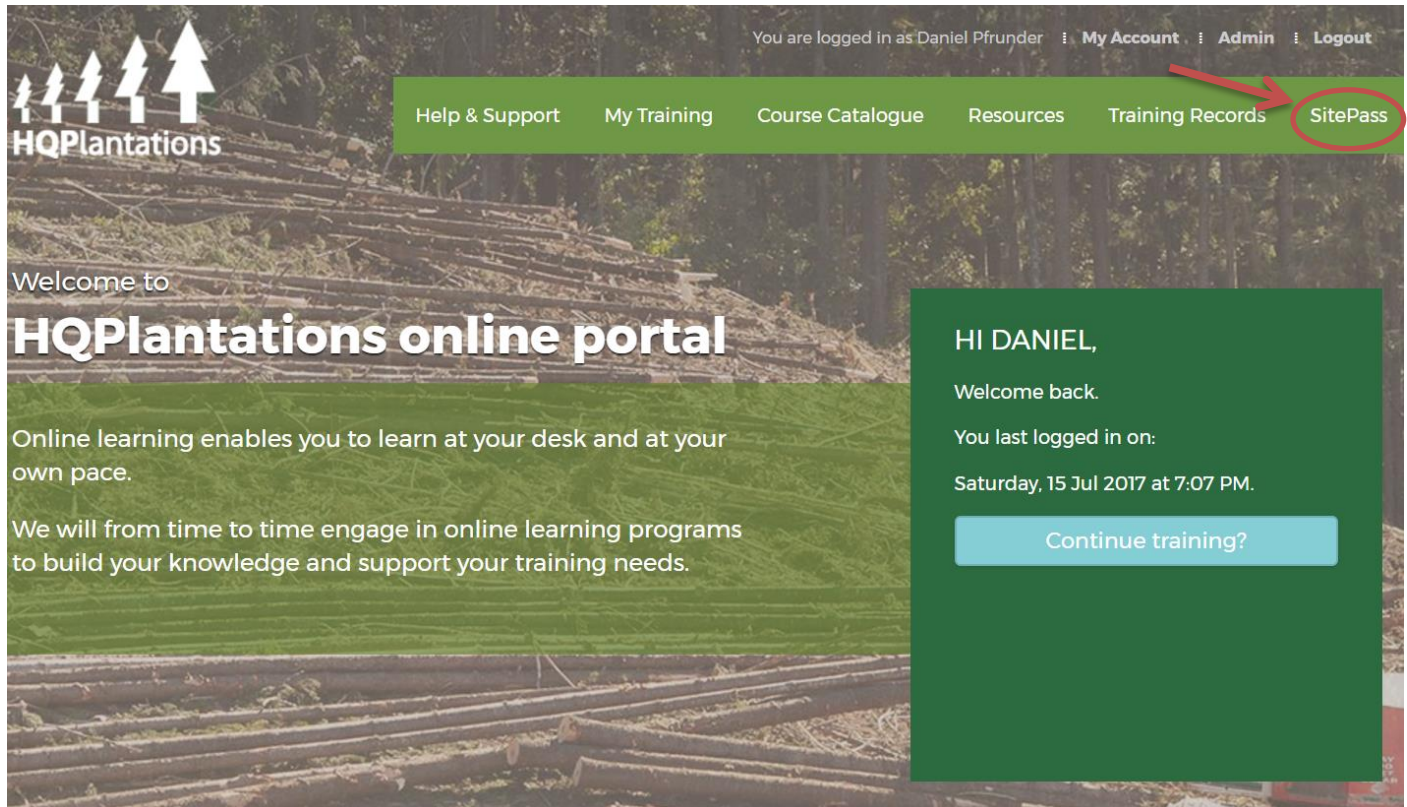
Once all required fields are completed, simply click “*Create Worker*”. A confirmation email will be sent to the business and the worker once the account has been completed.

After being provided with their login details, workers are able to complete the *Plantation Safety Induction* details of which are provided in the *Worker/Visitor Quick Start Guide*.

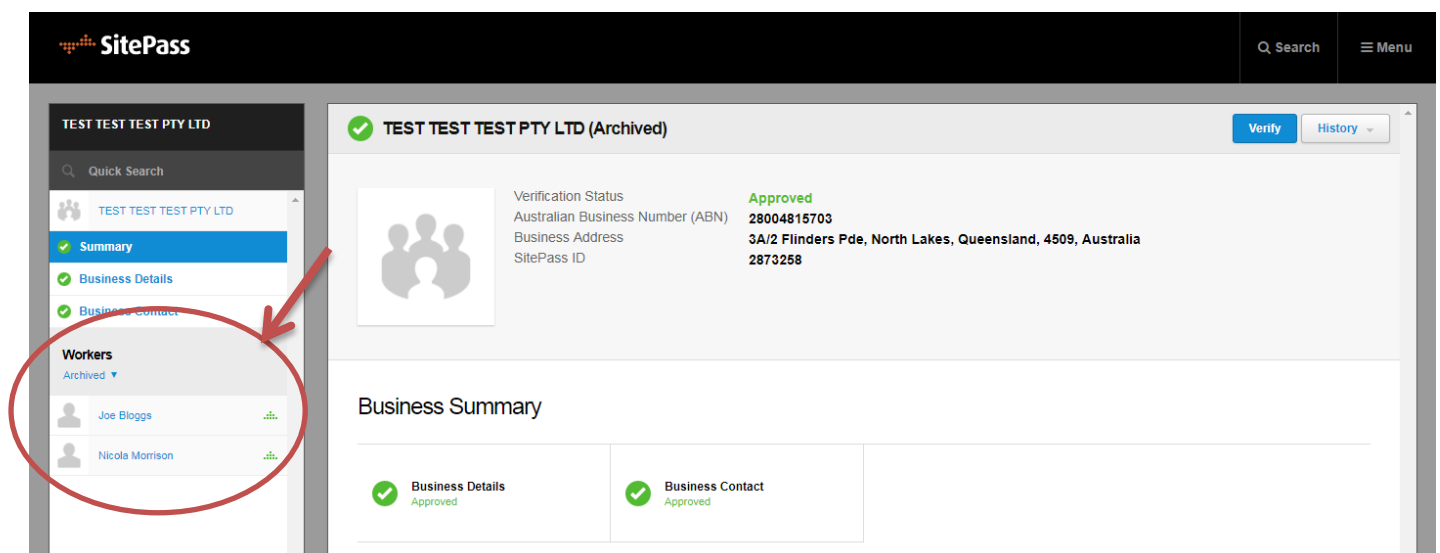
Access Workers

As workers are assigned to a business (either through self-registration or when registered by the business), administrators of the business are able to view and edit the details of their workers.

For a business to view their workers they must first be logged in using their Business Account (i.e. the account created in the above section). From the *Landing Page* users can simply click on the *SitePass* option located on the right hand side of the *Menu Bar* – see example below:



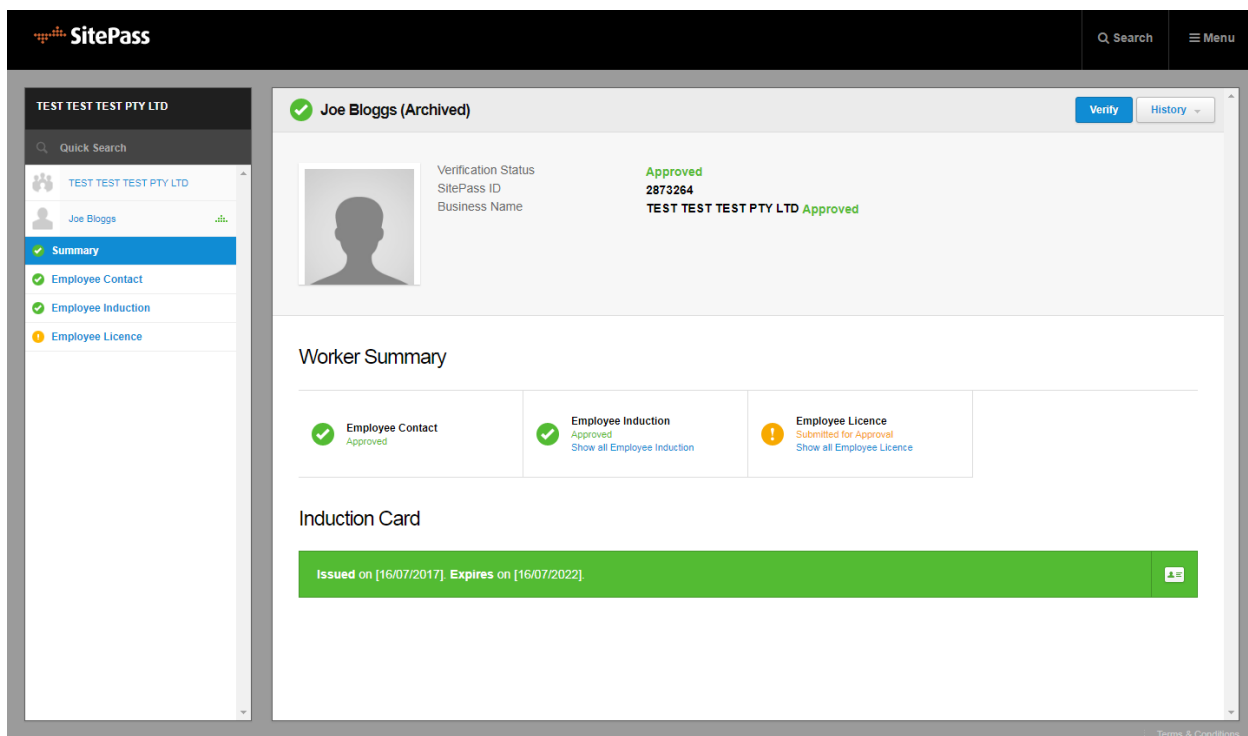
Users will then be presented with a summary page of their business – see example below. Under the “Workers” section (see highlighted area) the business is able to see details of workers registered against their business.



Worker Details

By clicking on the worker's name, users are able to view the following – example is provided below:

- **Summary** – a brief overview of the workers details including whether they have completed their induction and access to obtain a copy of the Plantation Induction Card.
- **Employee Contact** – by clicking into this screen, businesses are able to keep upto the worker's contact details, disable/reenable an account, or even change a user's password if they forget it.
- **Employee Induction** – confirms whether the worker have completed their induction including access to obtain a copy of the Certificate of Completion.
- **Employee Licence** – whilst HQPlantations does not require this information, a worker, or their employer, is able to record the licences an worker holds again their individual record.

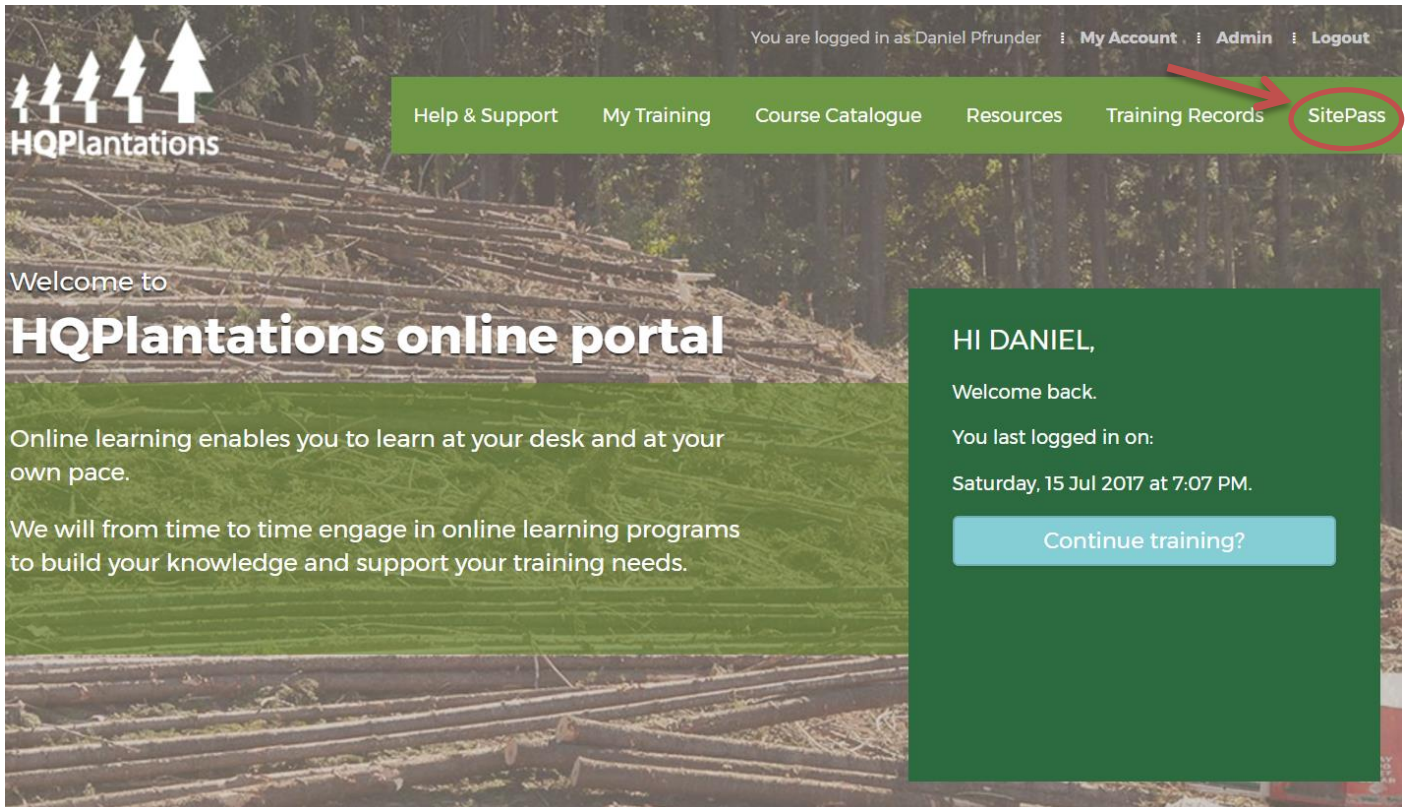


The screenshot shows the SitePass interface for a worker named Joe Bloggs (Archived). The page includes a sidebar with navigation options: Summary (selected), Employee Contact, Employee Induction, and Employee Licence. The main content area displays the worker's profile, verification status (Approved), SitePass ID (2873264), and Business Name (TEST TEST TEST PTY LTD Approved). Below this is a 'Worker Summary' section with three status indicators: Employee Contact (Approved), Employee Induction (Approved), and Employee Licence (Submitted for Approval). At the bottom, there is an 'Induction Card' section showing the card's validity period: Issued on [16/07/2017] Expires on [16/07/2022].

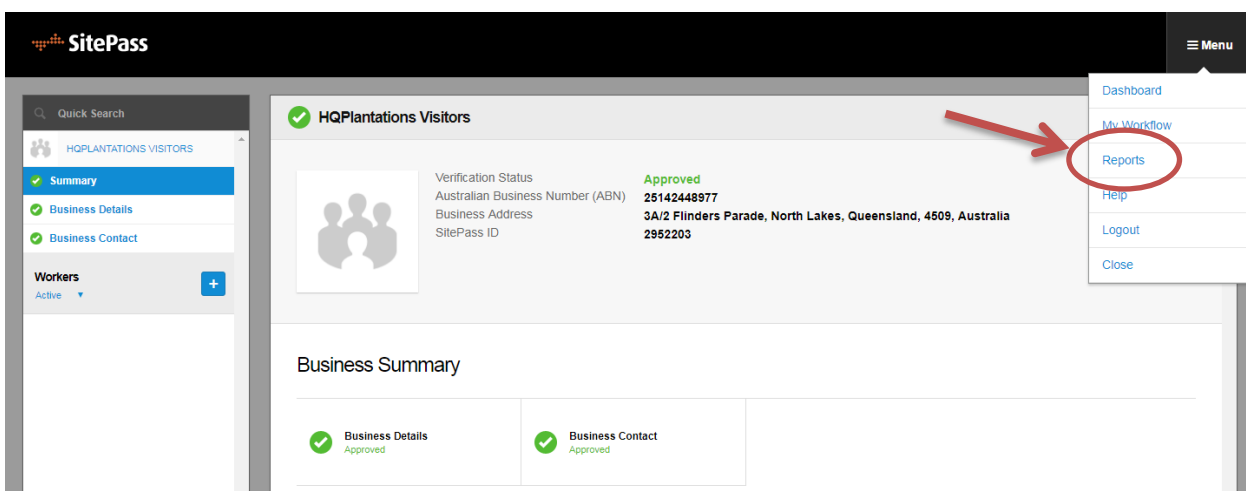
Reporting

As workers are assigned to a business (either through self-registration or when registered by the business), administrators of the business are able to report details of their workers.

For a business to report on detailed stored within the Online Training Portal for their workers they must first be logged in using their Business Account (i.e. the account created in the above section). From the *Landing Page* users can simply click on the *SitePass* option located on the right hand side of the *Menu Bar* – see example below:



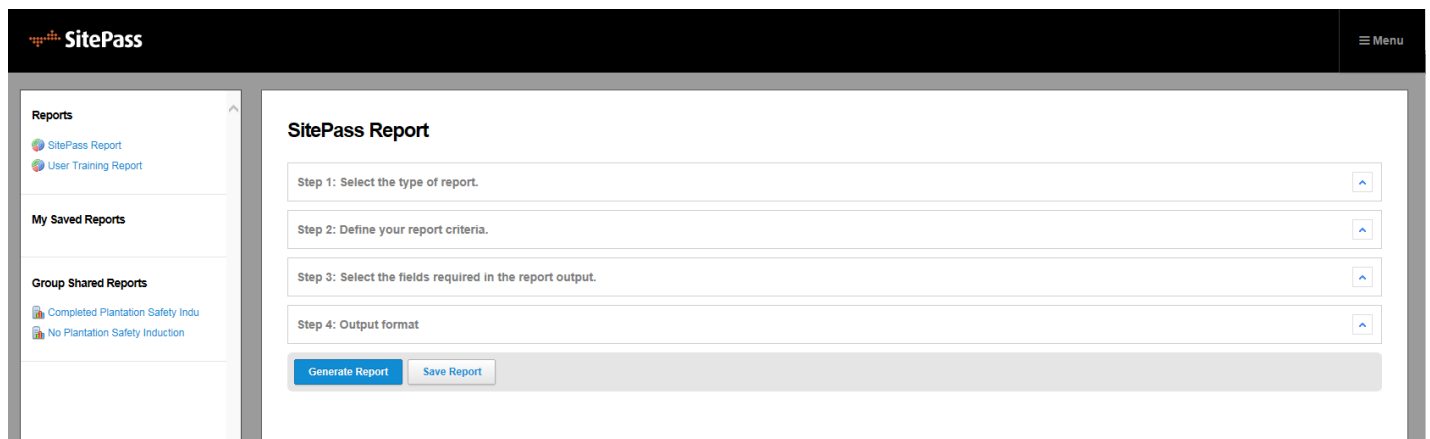
From within the *Menu* option (top right corner), users are able to select *Reports* – see example below.



HQPlantations has made available 2 quick reports for businesses to be able to check which workers (of those who have registered) have (or have not) completed the *Plantation Safety Induction*.

From the *Reports* screen, on the left hand pane under *Group Shared Reports* (see example below) users will find 2 reports available:

- **Completed Plantation Safety Inductions** – shows all workers (active and inactive) who have completed the induction.
- **No Plantation Safety Induction** – show all workers who have not completed the Plantation Safety Induction, including those who have partially completed.



The screenshot shows the SitePass web application interface. On the left is a sidebar with a 'Reports' section containing 'SitePass Report' and 'User Training Report'. Below this is 'My Saved Reports' and 'Group Shared Reports' which lists 'Completed Plantation Safety Indu' and 'No Plantation Safety Induction'. The main area is titled 'SitePass Report' and contains four steps: 'Step 1: Select the type of report.', 'Step 2: Define your report criteria.', 'Step 3: Select the fields required in the report output.', and 'Step 4: Output format'. At the bottom of the main area are 'Generate Report' and 'Save Report' buttons.

To produce a report, simply select the report that is required and click *Generate Report*. Users are able to change the format of the report by modifying the options in “Step 4: Output Format” which includes the option for exporting to Microsoft Excel as either a “xls” or “csv” file.