

# Vocational Education Employer Self Service (VEESS)

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## User Guide



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## Introduction

### What is VEESS – veess.rmit.edu.au?

Vocational Education Employer Self Service (VEESS) is an online self-service system developed by RMIT University that enables you as an employer to do the following tasks for each of your apprentices/trainees:

- View attendance and when they are scheduled to attend in future
- View training and assessment progress
- Review and confirm competence at course level
- Review and approve training plan
- Manage access for users of your company (not available to all users)
- Review and confirm competence on completion of their qualification



Employers get direct, real-time access to their employees' training records, available 24/7 from any computer with an internet connection via **veess.rmit.edu.au**

### Privacy is important

As a VEESS user, you have access to the personal information of students, so you are required to read, understand and comply with the VEESS Conditions of access. For example, the conditions of access say you are not permitted to share your VEESS account or your login and password with anyone, even your colleagues. The conditions of access are presented to you when you first log in to VEESS and on a periodic basis thereafter. It is essential that you keep these conditions of access front of mind when handling student information.

### Navigation

It is recommended that you use the links and buttons available in VEESS to navigate through your apprentice's/trainee's attendance, academic progress and training plan. Your internet browser navigation buttons can operate differently to the links and buttons within VEESS.

You can use the  button at any time (located in the top left of your browser) to return to your VEESS Welcome page. You can use the  button on various pages to return to the previous page.

### Supported browsers and devices

VEESS is a system that is accessed through the internet using an internet browser. You do not need to have the program installed on your computer or mobile device to use VEESS.

VEESS is accessible across a number of different internet browser applications including on smartphone and tablet devices. The following browsers are recommended for using VEESS:

	Operating System	Browser
<b>Microsoft</b>	Windows 7,8	Internet Explorer 8,9,10; Chrome; Firefox
<b>Mac</b>	OSX	Safari; Chrome; Firefox
<b>Mobile</b>	Apple IOS	Safari
<b>Mobile</b>	Android	Chrome

**Note:** Device limitations may apply on mobile devices.

### Where to get help

If you require assistance using VEESS please read through this user guide and the frequently asked questions section in the first instance.

If you require further assistance, please refer to the Training provider details section of your apprentice's/trainee's Training plan for RMIT contact details.

## Set/Reset Your Password

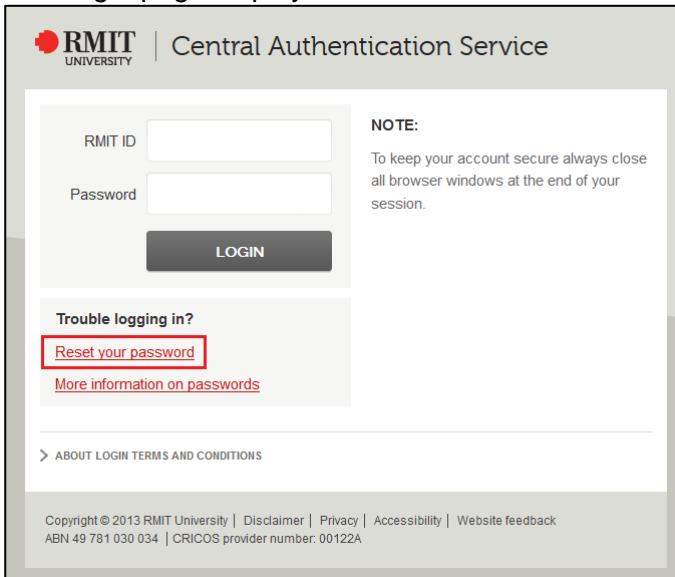
### Before you begin

- Confirm your username (a 'Y' followed by a five digit number - Yxxxxx)

### Navigation

Navigate to **veess.rmit.edu.au**

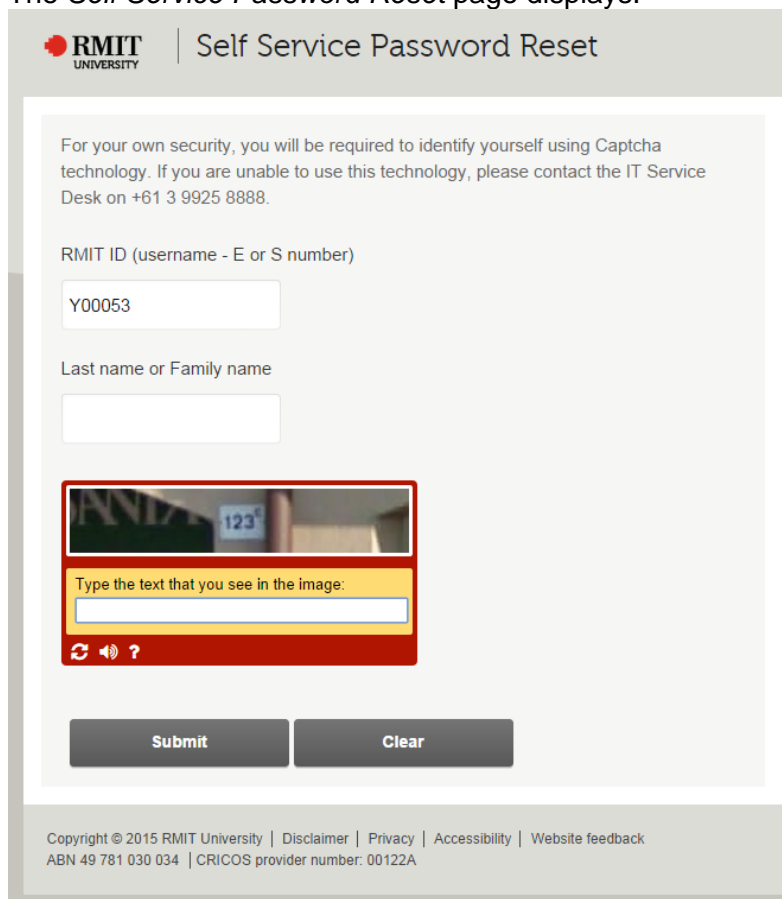
The *Login* page displays.



The screenshot shows the RMIT University Central Authentication Service login page. It features a header with the RMIT logo and the text 'Central Authentication Service'. Below the header is a login form with two input fields: 'RMIT ID' and 'Password', followed by a 'LOGIN' button. To the right of the form is a 'NOTE' section with the text: 'To keep your account secure always close all browser windows at the end of your session.' Below the login form is a 'Trouble logging in?' section containing a red-bordered link 'Reset your password' and a link 'More information on passwords'. At the bottom of the page, there is a footer with copyright information: 'Copyright © 2013 RMIT University | Disclaimer | Privacy | Accessibility | Website feedback ABN 49 781 030 034 | CRICOS provider number: 00122A'.

- 1 Click the **Reset your password** link.

The *Self Service Password Reset* page displays.



The screenshot shows the RMIT University Self Service Password Reset page. It features a header with the RMIT logo and the text 'Self Service Password Reset'. Below the header is a text block: 'For your own security, you will be required to identify yourself using Captcha technology. If you are unable to use this technology, please contact the IT Service Desk on +61 3 9925 8888.' Below this is a form with three input fields: 'RMIT ID (username - E or S number)' containing 'Y00053', 'Last name or Family name', and a Captcha image. The Captcha image shows a building with the number '123' and a text input field below it with the prompt 'Type the text that you see in the image:'. Below the Captcha image are 'Submit' and 'Clear' buttons. At the bottom of the page, there is a footer with copyright information: 'Copyright © 2015 RMIT University | Disclaimer | Privacy | Accessibility | Website feedback ABN 49 781 030 034 | CRICOS provider number: 00122A'.

- 2 Enter your **username (Yxxxxx)** in the **RMIT ID** field.
- 3 Enter your **surname** in the **Last name or Family name** field.

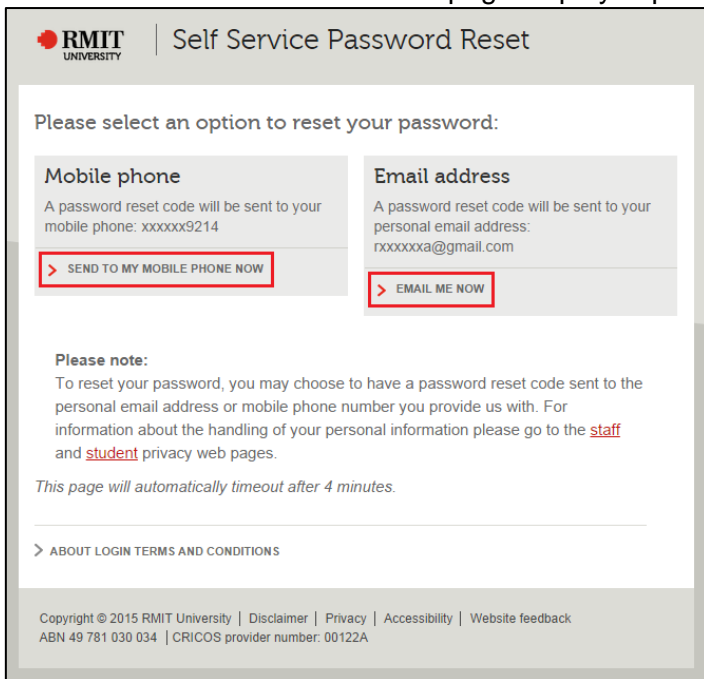
4 Enter the **text contained in the displayed image** into the **text box below** the image.

**Note:** If the text you entered does not match the text in the displayed image you will be asked to try again with a new image. Click **Back** and re-complete Steps 1 – 3.



5 Click **Submit Options**

The *Self Service Password Reset* page displays options to reset your password.



6 Select an option to reset your password by clicking either:

- **Send to my mobile now** to receive a reset code to your mobile phone number; or
- **Email me now** to receive a reset code to your email address

A unique reset code will be sent to your mobile phone or email.

**Note:** The reset codes will be sent to the relevant mobile phone number or email address that RMIT have recorded for you. If these details have changed please contact the RMIT contact listed on the training agreement of your apprentice/trainee to update our records.

7 Enter the **reset code** you received in the **Code** field

**RMIT UNIVERSITY** | Self Service Password Reset

Password reset code

To verify your identity, a password reset code has been sent to your mobile phone. Please enter the code here.

Code

QS9G6WYH

Submit code Clear

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 ABN 49 781 030 034 CRICOS provider number: 00122A

Idle Timeout: 4 minutes • English

8 Click **Submit code**  
 The Change password page is displayed.

**RMIT UNIVERSITY** | Self Service Password Reset

Change password

Please create and confirm a new password. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 25 characters long.
- Must not include part of your name or username.
- Must contain characters from three of the following categories:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Number (0-9)
  - Symbol (!, #, \$, etc.)

You cannot use one of your previous 15 passwords

Please type your new password

New Password

Confirm Password

Change password Clear Show passwords

**MORE INFORMATION**

- [Password FAQs](#)
- [Password standard](#)
- [Password procedure](#)
- [Password guidelines](#)

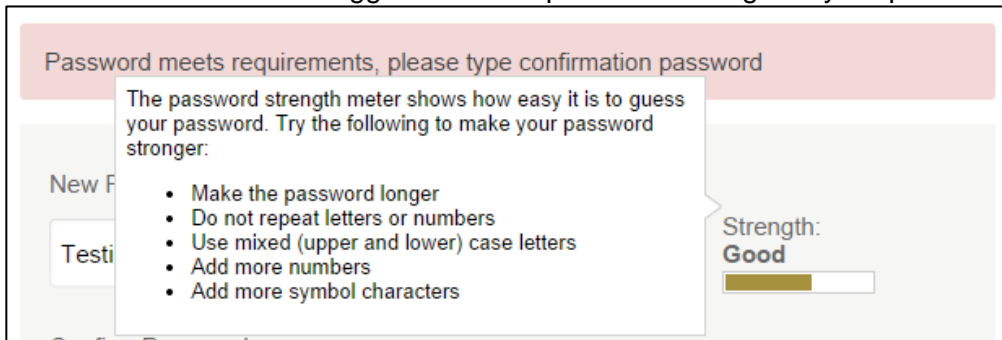
> ABOUT LOGIN TERMS AND CONDITIONS

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 ABN 49 781 030 034 CRICOS provider number: 00122A

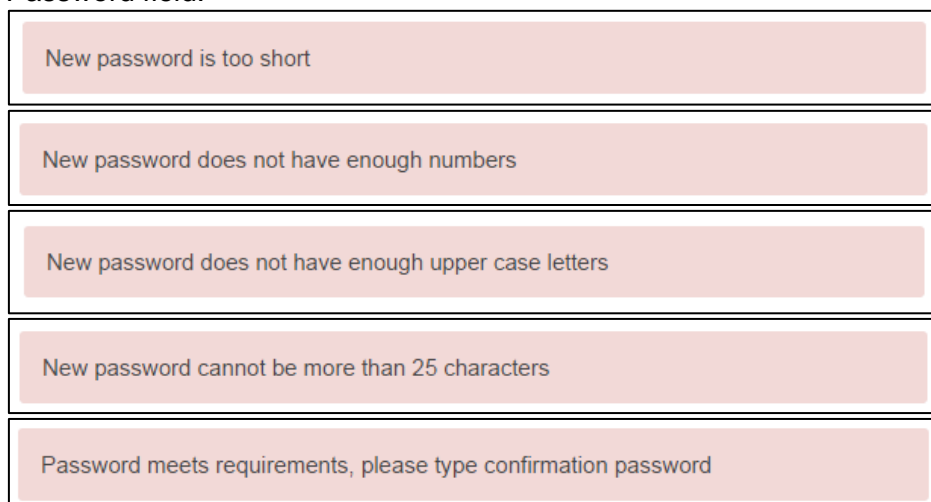
Rebecca De Silva • Idle Timeout: 4 minutes • English

9 Enter a **password** in the **New Password** field

**Hint:** The **Strength** field provides an indicator of how strong your password is. Move your mouse over the field for suggestions to improve the strength of your password.



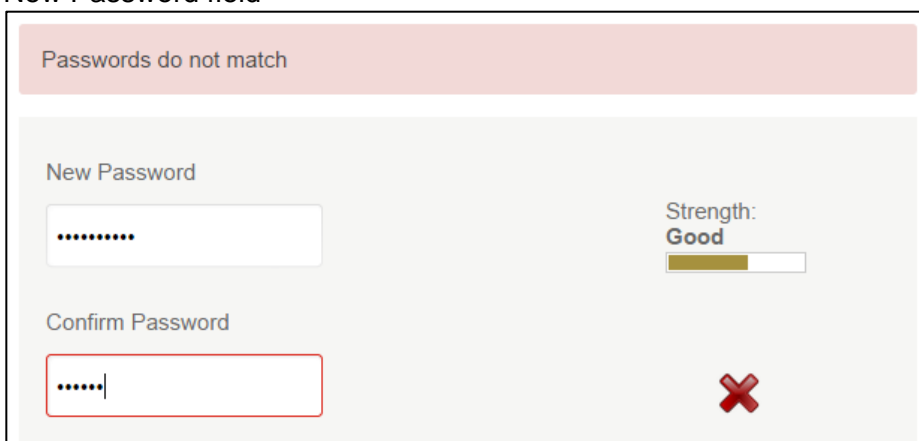
**Important:** Your password must meet the requirements displayed at the top of the page. Validations are conducted and the outcome displayed above the New Password field.



10 **Amend your password** in the **New Password** field until the validations indicate your password meets requirements.

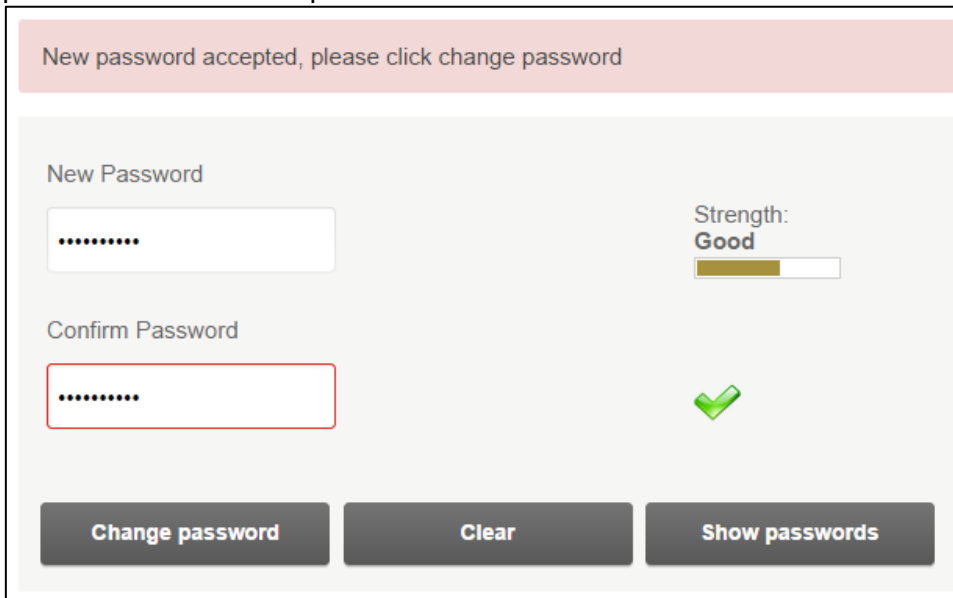
11 Re-enter your password in the **Confirm Password** field.

**Note:** If the passwords you have entered do not match an error will be displayed above the New Password field



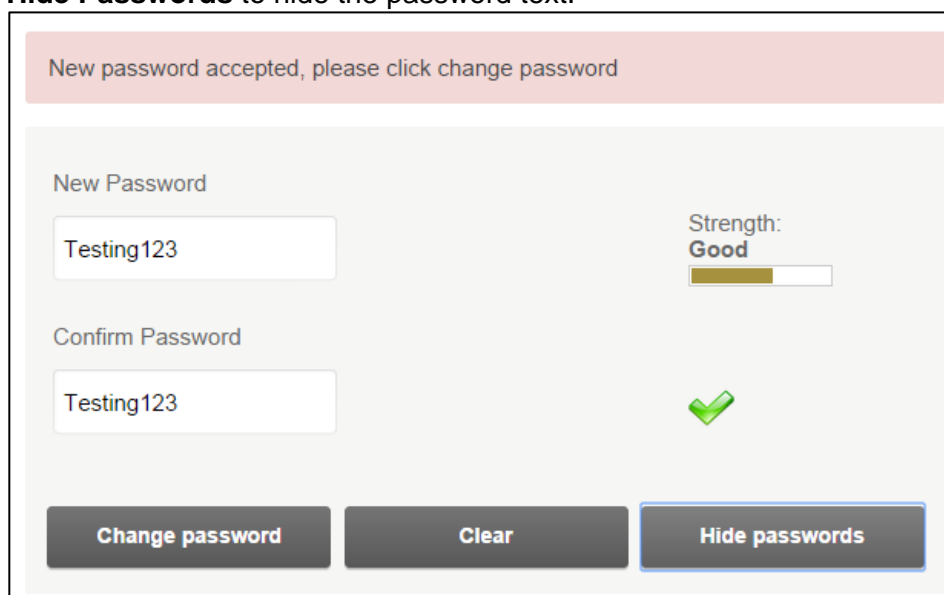


- 12 Amend the password in the New Password and/or Confirm Password fields until your password meets the requirements and matches in both fields.



The screenshot shows a web form for changing a password. At the top, a pink banner displays the message "New password accepted, please click change password". Below this, there are two input fields: "New Password" and "Confirm Password", both containing masked text (dots). To the right of the "New Password" field is a strength indicator labeled "Strength: Good" with a progress bar. To the right of the "Confirm Password" field is a green checkmark icon. At the bottom, there are three buttons: "Change password", "Clear", and "Show passwords".

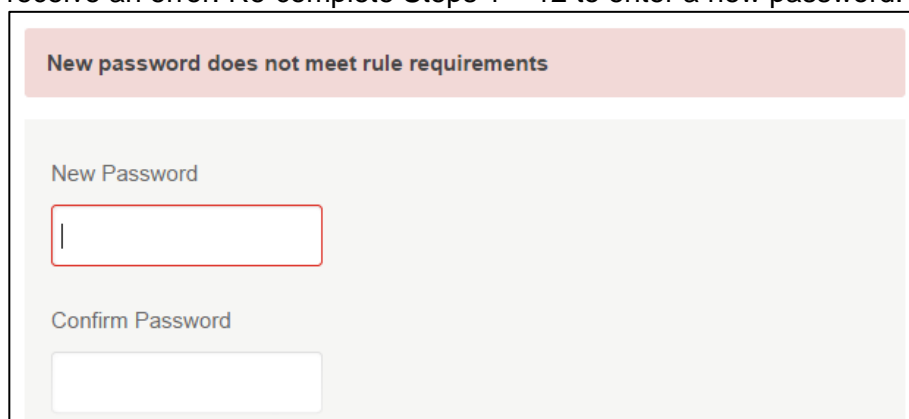
**Hint:** Click **Show Passwords** to display the password text you have entered, and click **Hide Passwords** to hide the password text.



This screenshot is identical to the previous one, but the "Show passwords" button is highlighted with a blue border, indicating it has been clicked. The "New Password" field now displays the text "Testing123" and the "Confirm Password" field also displays "Testing123". The strength indicator remains "Good". The "Hide passwords" button is now visible at the bottom right.

- 13 Click **Change password**

**Note:** If you have used your new password as one of your recent passwords you will receive an error. Re-complete Steps 1 – 12 to enter a new password.



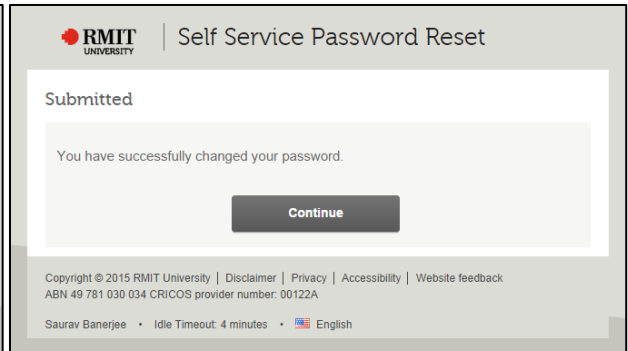
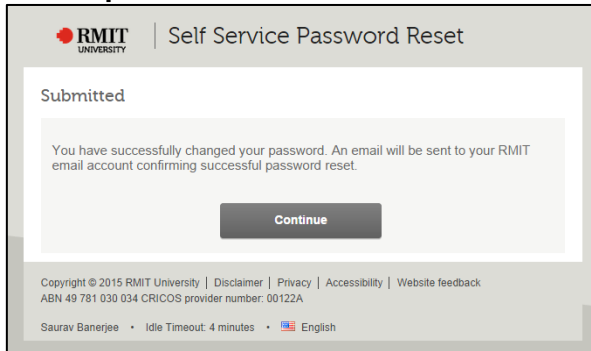
The screenshot shows the password change form with an error message. A pink banner at the top reads "New password does not meet rule requirements". The "New Password" field is empty and has a red border around it. The "Confirm Password" field is also empty. The "Change password" button is highlighted with a blue border.

- 14 If your password is accepted it may take several minutes for it to be updated. A confirmation of your successful password change will be displayed once completed. The message displayed is dependent on the method (mobile/email) you used to obtain your reset code

**Mobile phone**

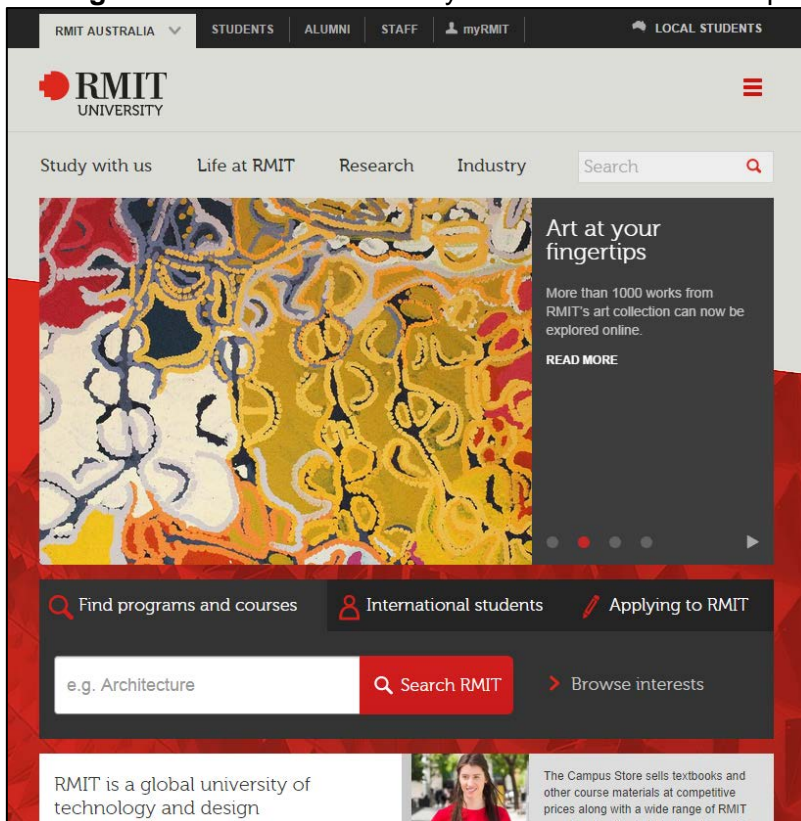
or

**Email**



- 15 Click **Continue**.

You will be returned to the RMIT homepage. You can now login to VEESS using the steps in the **Login to VEESS** section with your Yxxxxx ID and new password.



## Login to VEESS

### Before you begin

- Confirm your username (a 'Y' followed by a five digit number - Yxxxxx)
- Confirm your password

### Navigation

Navigate to **veess.rmit.edu.au**

The *Login* page displays.

- 1 In the **RMIT ID** field enter your **username (Yxxxxx)**.
- 2 Enter your **password**.
- 3 Select the **Login** button.  
The *VEESS Conditions of access* page is displayed.

**Note:** You will be prompted to read and accept the *VEESS Conditions of access* on your first login and at regular intervals during your apprentice's/trainee's training.

4 Read the *VEESS Conditions of access*.

**Important:** If you require clarification or do not agree with the *VEESS Conditions of access* contact the RMIT program leader of your apprentice/trainee.

5 Select the **tickckbox** to confirm you have read and agree to the conditions.

6 Select .

Your *VEESS Welcome* page is displayed with a list of your current apprentices/trainees in the My Students. The *Manage Users* section may also be displayed if you are an Agreement contact or Preferred contact for one or more of your apprentices/trainees.

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID

**RMIT UNIVERSITY** | Employer Self-Service

# Welcome, Olivia

## Fringe Division

My Students

Name	Next Class	Attendance	Progress	Training Plan	Program
Astrid Farnsworth	Today (AM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III

> Manage Users

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 CRICOS provider number: 00122A | [Open Universities Australia](#)

## Become familiar with your VEESS Welcome page

The screenshot shows the VEESS Welcome page for Olivia Dunham. The page header includes 'RMIT AUSTRALIA', 'STUDENTS', 'ALUMNI', 'STAFF', 'HOME', 'SESSION ID: Y0005315060000060', 'OLIVIA DUNHAM', and 'EXIT'. The main content area displays 'Welcome, Olivia' and 'Fringe Division'. Below this is a 'My Students' section with a table listing students: Astrid Farnsworth and Peter Bishop. Astrid has a warning icon and links for Attendance, Progress, and Training Plan. Peter Bishop has links for Attendance, Progress, and Training Plan. The table also shows the next class date and the program name. At the bottom, there is a 'Manage Users' link and a copyright notice.

Name	Next Class	Attendance	Progress	Training Plan	Program
Astrid Farnsworth	02 Jul 2015 (AM PM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing

### My Students - your apprentices/trainees

All your apprentices/trainees with an Active or recently Expired training agreement are displayed under **My Students** on your *VEESS Welcome* page.

### Action required alerts

An will be displayed next to one or more apprentices/trainees in your My Students list if:

1. a Training plan requires approval,
2. one or more courses require sign off/approval, or
3. confirmation of qualification completion is required by your company.

Move the cursor of your mouse over the to display the action required and click the to take you directly to the action required (apprentice/trainee's Training Plan page or Academic Progress page).

### Next Class

The next scheduled off the job training session that your apprentice/trainee is required to attend is displayed. An off the job training session is scheduled as an AM, PM or AM|PM (full day) session.

### Attendance

Click the **Attendance** link for an apprentice/trainee to view their past and future attendance records. Refer to the *View Past and Future Attendance Records* section for information on attendance records.

### Progress

Click the **Progress** link for an apprentice/trainee to view their progress through courses and activities. Refer to the *View Academic Progress* section for information on your apprentice's/trainee's progress.

### Training Plan

Click the **Training Plan** link for an apprentice/trainee to view and approve their training plan. Refer to the *View and Approve Training Plan* section for information on your apprentice's/trainee's training plan.

### Program

The qualification that your apprentice/trainee is undertaking is displayed. Refer to the apprentice's/trainee's training plan for details of the qualification.

### Manage users – not available to all users

Click on the **Manage users** section to display all users for your company. Refer to the *Manage users for your company* section for information on user access and management.

## View Past and Future Attendance Records

- 1 Select the **Attendance** link for your apprentice/trainee from the **My Students** section of your *VEESS Welcome* page.

My Students					
Name	Next Class	Attendance	Progress	Training Plan	Program
Astrid Farnsworth	Today (AM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing

The *Attendance* page for your apprentice/trainee is displayed for the current month. Each date will consist of an AM, PM or both an AM and PM session.




The screenshot shows the 'Attendance' page for Astrid Farnsworth. At the top, there are navigation links for 'Home', '<< Previous Month', '04 - April', '2015', and 'Next Month >>'. Below the navigation is a calendar grid for the month of April. The legend on the right indicates the following status categories: Attended (green), Absent (red), Approved Absence (grey), Scheduled (yellow), AM Only (light yellow), PM Only (light yellow), and Notes Available (document icon). The calendar shows that Astrid attended on the 13th, 15th, 19th, and 20th. She was absent on the 9th, 17th, and 23rd. There were approved absences on the 16th and 22nd. Scheduled sessions were on the 18th, 21st, 22nd, 23rd, and 24th. Notes were available for the 13th, 15th, 17th, 19th, and 20th.

- 2 Click the **Previous Month** or **Next Month** links to view past and future attendance dates, or select the month and year from the drop down menus.

This screenshot is similar to the previous one, but with a red box highlighting the navigation controls: '<< Previous Month', '04 - April', '2015', and 'Next Month >>'. This highlights the ability to navigate between months and years.







### View attendance records


Yellow: sessions are scheduled but attendance has not yet been recorded by RMIT teachers for your apprentice/trainee.

- AM only - 
- PM only - 
- Full Day - 

Green, red or grey: attendance has been recorded by RMIT teachers for your apprentice/trainee:

- Attended - 
- Absent - 
- Approved absence - 

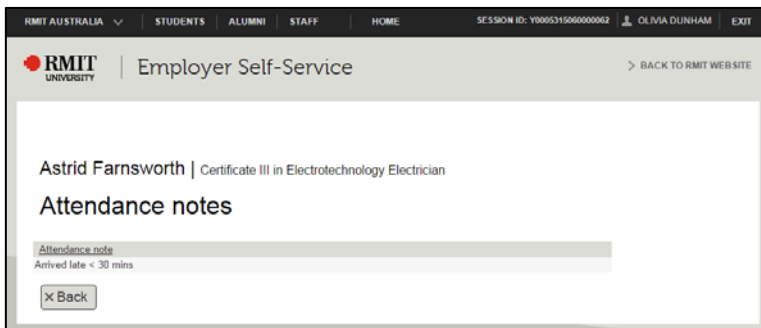
An attendance date may have any combination of Scheduled (, , ) , Attended , Absent  and Approved Absence .

- 3 Select a date with an  in the bottom right corner to view the **attendance notes** for that day.

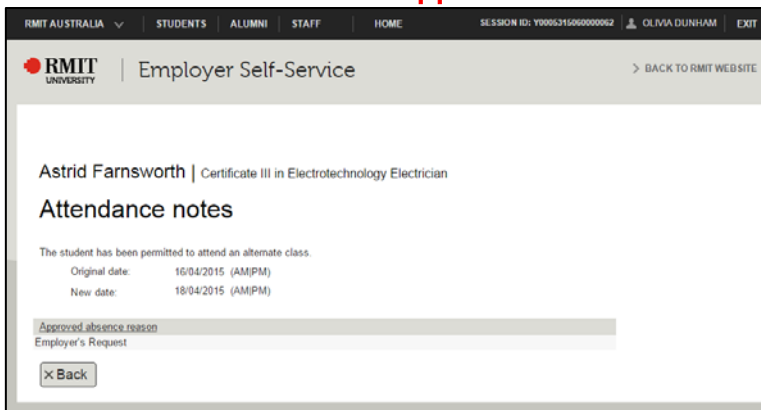


The *Attendance notes* page for the selected attendance date is displayed. If the attendance date you selected has an approved absence record the **original and new (rescheduled) attendance date** and the **approved absence reason** are displayed.

### View attendance notes for attended or absent dates



### View attendance notes for approved absence dates



- 4 Select  to return to the *Attendance* page for your apprentice/trainee.

The *Attendance* page for your apprentice/trainee is displayed.

The screenshot displays the 'Attendance' page for Astrid Farnsworth, a Certificate III in Electrotechnology Electrician. The page features a calendar for April 2015. The attendance status for each day is as follows:

Day	Attendance Status
1	Attended
2	Attended
3	Attended
4	Attended
5	Attended
6	Attended
7	Attended
8	Attended
9	Attended
10	Absent
11	Attended
12	Attended
13	Attended
14	Attended
15	Attended (Notes Available)
16	Approved Absence (Notes Available)
17	Absent (Notes Available)
18	Scheduled

The legend on the right side of the calendar defines the following categories:

- Attended (Green)
- Absent (Red)
- Approved Absence (Grey)
- Scheduled (Yellow)
- AM Only (White)
- PM Only (Yellow with bar)
- Notes Available (Icon)

- 5 Select [Home](#) to return to your *VEESS Welcome* page.



## View and Approve Training Plan

- 1 Select the **Training Plan** link for your apprentice/trainee from the **My Students** section of your *VEESS Welcome* page

My Students					
Name	Next Class				Program
Astrid Farnsworth	Today (AM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing

The *Training Plan* page for your apprentice/trainee is displayed. If your company has not yet approved the training plan the **Status** will display as **Ready for approval**

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y0005315060000055 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | BACK TO RMIT WEBSITE

Home

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

Competency based completion training plan

Status: Ready for approval

Approve training plan | Generate PDF

- > Qualification
- > Employer details
- > Apprentice/Trainee details
- > Training provider details
- > Training and assessment
- > Declarations and approvals

How to use this training plan

- [Purpose and requirements](#)
- [What is competency based completion \(CBC\)?](#)
- [Commencement of the apprenticeship/traineeship](#)
- [During training](#)
- [Completion of the apprenticeship/traineeship](#)

- 2 Select the links in *the How to use this training plan* section to learn about the purpose, responsibilities and expectations for undertaking and monitoring the training plan.

How to use this training plan

- [Purpose and requirements](#)
- [What is competency based completion \(CBC\)?](#)
- [Commencement of the apprenticeship/traineeship](#)
- [During training](#)
- [Completion of the apprenticeship/traineeship](#)

The selected page will display. Example:

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y0005315070000059 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | BACK TO RMIT WEBSITE

Purpose and requirements

A training plan outlines the training and assessment that will take place during an apprenticeship or traineeship. It includes the structured training provided by RMIT and the practical experience in the occupation to be provided by the employer. The training plan is regularly updated to reflect progress and facilitate competency based completion of the apprenticeship/traineeship. When the training plan has been agreed to by the employer, apprentice/trainee and RMIT, all parties sign the training plan (including a representative of the secondary school of a school-based apprentice/trainee). RMIT will provide a copy of the signed training plan to all parties. Employers can use a signed training plan to support the Australian Government Apprenticeship Employer Incentive claims. For further information about training plans visit the Department of Education & Training web page at [www.education.vic.gov.au/training/providers/ro/Pages/trainingplans.aspx](http://www.education.vic.gov.au/training/providers/ro/Pages/trainingplans.aspx).

Back

- 3 Select Back to return to the Training Plan page.
- 4 View key training plan information by selecting the section headings.

### Qualification

The details of the apprenticeship/traineeship qualification being undertaken are displayed.

Qualification	
Qualification	Certificate III in Electrotechnology Electrician
Qualification code	UEE30811
RMIT program code	C3296
Qualification type	Apprenticeship
Specific training contract or approved training scheme requirements to be met	Any additional Training Contract or approved training scheme requirements specific to the qualification will be listed here

### Employer details

Your company contact details and the work location of your apprentice/trainee are displayed. This contact person will be the primary contact point for RMIT for your company regarding the apprentice/trainee training and assessment.

Employer details	
Trade name	Fringe Division
Apprentice work location	Boston Federal Building La Trobe Street Melbourne VIC 3000
Contact person	John Scott
Position	Apprentice Supervisor
Contact number	040/012-3456
Email address	john.scott@test.com

This will initially display the employer representative for your company listed on the training agreement for your apprentice/trainee. If there is a more appropriate primary contact person please arrange for the preferred contact for the apprentice/trainee to be updated to another user of your company. Refer to the *Manage users for your company* section for assistance.

### Apprentice/Trainee details

Your apprentice/trainee name, RMIT student ID and Victorian state government trainee ID (DELTA number).

Apprentice/Trainee details	
Apprentice/Trainee name	Astrid Farnsworth
DELTA number	0123456789
RMIT student ID	4000314

### Training Provider details

The primary contact details for RMIT for your apprentice/trainee are displayed.

Training provider details	
RMIT school	Vocational Engineering
RMIT address	Building 57, Level 5 115 Queensberry Street Carlton VIC 3053
Contact person	James Smith
Position	Prog Mg - Electrical & Instrum
Contact number	03 9925 2000
Email address	vocengineering@rmit.edu.au

### Training and assessment

This section of the training plan is divided into *Proposed training and assessment details* and *Training and assessment progress and employer confirmation*.

Before your company has approved the training plan this section will display the **Proposed training and assessment details**.

Training and assessment						
Stage	National code and title	Delivery mode	Proposed start date	Proposed end date	Assessment method	
Stage 1	UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace	1, 2, 3	09/02/2015	19/06/2015	2, 3, 4, 5	
Stage 1	UEENEEC010B Deliver a service to customers	1, 2, 3			2, 3, 4, 5	
Stage 1	UEENEEE102A Fabricate, assemble and dismantle utilities industry components	1, 2, 3	05/02/2015	30/01/2016	2, 3, 4, 5	
Stage 1	UEENEEE105A Fix and secure electrotechnology equipment	1, 2, 3			2, 3, 4, 5	
Stage 1	UEENEEE104A Solve problems in d.c. circuits	1, 2, 3			2, 3, 4, 5	
Stage 1	UEENEEG101A Solve problems in electromagnetic devices and related circuits	1, 2, 3			2, 3, 4, 5	
Stage 1	UEENEEG106A Terminate cables, cords and accessories for low voltage circuits	1, 2, 3			2, 3, 4, 5	
Stage 1	UEENEEE107A Use drawings, diagrams, schedules, standards, codes and specifications	1, 2, 3			2, 3, 4, 5	
Stage 2	UEENEEG063A Arrange circuits, control and protection for general electrical installations	1, 2, 3			2, 3, 4, 5	
Stage 2	UEENEEG102A Solve problems in low voltage a.c. circuits	1, 2, 3			2, 3, 4, 5	

**Legend :** Delivery mode: 1 Face-to-Face, 2 Workplace, 3 Internet, 4 Distance/Correspondence  
 Assessment method/s: 1 Third party report, 2 Question & answer, 3 Demonstration, 4 Written response, 5 Observation, 6 Other

Once you have approved the training plan the **Training and assessment progress and employer confirmation** details will be displayed.

Training and assessment						
Stage	National code and title	Actual start date	Actual finish date	Assessment outcome	Assessment date	Employer sign-off
Stage 1	UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace					
Stage 1	UEENEEC010B Deliver a service to customers					
Stage 1	UEENEEE102A Fabricate, assemble and dismantle utilities industry components	15/04/2015	07/05/2015	CPE	04/05/2015	
Stage 1	UEENEEE105A Fix and secure electrotechnology equipment					
Stage 1	UEENEEE104A Solve problems in d.c. circuits					
Stage 1	UEENEEG101A Solve problems in electromagnetic devices and related circuits					
Stage 1	UEENEEG106A Terminate cables, cords and accessories for low voltage circuits					
Stage 1	UEENEEE107A Use drawings, diagrams, schedules, standards, codes and specifications					

### Declaration and approvals

This section displays whether your company, your apprentice/trainee and RMIT have signed/approved the initial training plan. Your company approval details will only be displayed once your company has approved the training plan.

Declarations and approvals	
<b>Apprentice/Trainee</b>	
Approved by	Astrid Farnsworth
Date received	15 Jun 2015
<b>RMIT</b>	
Approved by	Not yet approved
Date received	

- Select **Generate PDF** to view the complete training plan.

A PDF version of the full training plan document will be displayed in a new browser window.

Competency Based Completion Training Plan		RMIT UNIVERSITY	
Apprentice/Trainee name	Astrid Farnsworth	Qualification	Certificate III in Electrotechnology Electrician
How to use this training plan			
<p><b>Purpose and requirements</b></p> <p>A training plan outlines the training and assessment that will take place during an apprenticeship or traineeship. It includes the structured training provided by RMIT and the practical experience in the occupation to be provided by the employer. The training plan is regularly updated to reflect progress and facilitate competency based completion of the apprenticeship/traineeship. When the training plan has been agreed to by the employer, apprentice/trainee and RMIT, all parties sign the training plan (including a representative of the secondary school of a school-based apprentice/trainee). RMIT will provide a copy of the signed training plan to all parties. Employers can use a signed training plan to support the Australian Government Apprenticeship Employer Incentive claims. For further information about training plans visit the Department of Education &amp; Training web page at <a href="http://www.education.vic.gov.au/training/providers/ro/Pages/trainingplans.aspx">www.education.vic.gov.au/training/providers/ro/Pages/trainingplans.aspx</a>.</p>		<p><b>Commencement of the apprenticeship/traineeship</b></p> <p>The initial training plan is the proposed plan of training and assessment developed to suit the requirements of your industry and the needs of your apprentice/trainee; it includes the contact methods and timeframes to confirm the apprentice/trainee's competence in the workplace. Each qualification has practical experiences that need to be provided by the employer to the apprentice/trainee in the workplace. The experiences that an employer can provide and arrangements for the apprentice/trainee to gain the experiences unable to be provided must be identified and documented on the training plan.</p> <p><b>During training</b></p> <p>Training plans will be updated with training progress and assessment outcomes and provided to employers regularly throughout training. Employers of apprentices need to confirm with RMIT once the apprentice is able to apply the skills to industry standards in</p>	

**Note:** You may receive a message popup prompting you to download the PDF file by some internet browsers.

6 If you have any questions or concerns regarding the training plan please call or email the RMIT contact person listed in the *Training Provider details* section.

7 If you are satisfied with the plan and your responsibilities select **Approve training plan**. A confirmation message displays.

**Message**

Training plan approval confirmation. (24000,83)

In approving this training plan you as the employer representative acknowledge and indicate that you have:

- generated and read the full training plan (using the Generate PDF button)
- contributed to the development of this training plan including the schedule of proposed employer contact points.
- read, discussed and understood the competency confirmation process, and will adhere to the agreed response times to confirm the competency of the apprentice/trainee throughout the duration of this training agreement including the final qualification competency confirmation.
- read and understand your individual contribution to the practical experience and structured training to be provided to the apprentice/trainee as outlined in this training plan, and are aware of your joint responsibility with your apprentice/trainee and RMIT to ensure that this training plan is implemented and monitored over the duration of the training contract.

Click YES to approve the training plan.


8 Select **Yes** to confirm you have read and agree to your training plan responsibilities. The training plan page is displayed. The **Status** has been updated to **Approved**.

The screenshot shows the 'Employer Self-Service' page for Astrid Farnsworth, who is a Certificate III in Electrotechnology Electrician. The page title is 'Competency based completion training plan' and its status is 'Approved'. A 'Generate PDF' button is visible in the top right. A navigation menu on the left includes 'Home', 'Qualification', 'Employer details', 'Apprentice/Trainee details', 'Training provider details', 'Training and assessment', and 'Declarations and approvals'. A sidebar on the right provides information on how to use the training plan, with links for 'Purpose and requirements', 'What is competency based completion (CBC)?', 'Commencement of the apprenticeship/traineeship', 'During training', and 'Completion of the apprenticeship/traineeship'. The 'Declarations and approvals' section is expanded, showing approval details for the Employer (Olivia Dunham, 18 Jun 2015), the Apprentice/Trainee (Not yet approved), and RMIT (Not yet approved).

The *Declaration and approvals* section of the training plan displays your name and the date you approved the training plan.

This close-up screenshot shows the 'Declarations and approvals' section. It lists the following approval details:

Employer	
Approved by	Olivia Dunham
Date received	18 Jun 2015
Apprentice/Trainee	
Approved by	Not yet approved
Date received	
RMIT	
Approved by	Not yet approved
Date received	

9 Select  to return to your *VEESS Welcome page*.

## View Academic Progress

- 1 Select the **Progress** link for your apprentice/trainee from the **My Students** section of your *VEESS Welcome* page

My Students						
Name	Next Class		<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Program
Astrid Farnsworth	Today (AM)		<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician
Peter Bishop	None scheduled		<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing

The *Academic Progress* page for your apprentice/trainee is displayed with a summary of your apprentice's/trainee's progress within each stage of the qualification.

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y0005315070000071 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | > BACK TO RMIT WEBSITE

Home

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Academic progress

- > Stage 1 Courses completed: 1 / 8 (1 in progress) ⚠️ 1 course needs sign-off
- > Stage 2 Courses completed: 0 / 5
- > Stage 3 Courses completed: 0 / 5
- > Stage 4 Courses completed: 0 / 4

**Important:** If your apprentice/trainee has completed all training and assessment with RMIT, after reviewing the apprentice/trainee progress select the **Confirm completion of qualification** link displayed at the top of the page to confirm their completion of the qualification.

### Academic progress

⚠️ [Confirm completion of qualification](#)

- > Stage 1 Courses completed: 8 / 8

- Select a stage to view your apprentice's/trainee's progress through competencies within the stage. The stage expands to display the competencies within that stage.

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y0005315070000074 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | > BACK TO RMIT WEBSITE

Home

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Academic progress

Stage 1 Courses completed: 1 / 8 (1 in progress) 1 course needs sign-off

Course title	Nom hrs	Status	Sign-off competency	Activities
Apply Occupational Health and Safety regulations, codes and practices in the workplace (UEENEEE101A)	20	Completed		<a href="#">Activities completed: 3 / 3</a>
Deliver a service to customers (UEENEEC010B)	20	Not started		<a href="#">Activities completed: 0 / 1</a>
Fabricate, assemble and dismantle utilities industry components (UEENEEE102A)	40	Sign-off required	Approve	<a href="#">Activities completed: 5 / 5</a>
Fix and secure electrotechnology equipment (UEENEEE105A)	20	Not started		<a href="#">Activities completed: 0 / 3</a>
Solve problems in d.c. circuits (UEENEEE104A)	80	In progress		<a href="#">Activities completed: 3 / 4 (1 in progress)</a>
Solve problems in electromagnetic devices and related circuits (UEENEEG101A)	60	Not started		<a href="#">Activities completed: 0 / 3</a>
Terminate cables, cords and accessories for low voltage circuits (UEENEEG106A)	60	Incomplete		<a href="#">Activities completed: 0 / 1</a>
Use drawings, diagrams, schedules, standards, codes and specifications (UEENEEE107A)	40	Not started		<a href="#">Activities completed: 0 / 3</a>

Stage 2 Courses completed: 0 / 5

Stage 3 Courses completed: 0 / 5

Stage 4 Courses completed: 0 / 4

Status	Description
Not started	Your apprentice/trainee has not yet commenced off the job training for this course.
In Progress	Your apprentice/trainee has commenced off the job training in at least one activity for this course but has not yet completed all activities. <b>Note:</b> There may be a short period after your apprentice/trainee has completed all activities for a course before the Status is updated to <i>Completed</i> or <i>Sign off required</i> due to a RMIT validation of course completion.
Sign-off Required	RMIT have assessed your apprentice/trainee as competent for this course (they have completed and passed all mandatory activities) and RMIT is seeking your confirmation that your apprentice/trainee is competent in the workplace.
Completed	RMIT have assessed your apprentice/trainee as competent for this course (they have completed and passed all mandatory activities) and you have confirmed that your apprentice/trainee is competent in the workplace.
Incomplete	RMIT has assessed your apprentice/trainee as unsuccessful in achieving competency within the latest scheduled teaching period for this course.

- Select the **Activities** link to view your apprentice's/trainee's progress through activities within the competency.  
The *Activities* page for the selected competency (course) is displayed.

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y0005315070000071 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | > BACK TO RMIT WEBSITE

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

## Activities

Course title: Solve problems in d.c. circuits (UEENEEE104A)

Activities completed: 3 / 4 (1 in progress)

Activity	Activity Type	Result Type	Pass Mark	Mark	Outcome	Engagements	Last Engagement
E104A-Session 1-Theory	Optional	Pass/Fail			Pass	1	28/11/2014
E104A-Session 2-Theory	Optional	Pass/Fail			Fail	1	28/11/2014
E104A-Session 3-Theory	Mandatory	Not Assessable				1	28/11/2014
E104A-Session 10-Exam 1	Mandatory	Graded	65			2	23/12/2014
E104A-Session 20-Series/Parallel Theory Exam	Mandatory	Graded	65	80	Pass	1	28/11/2014
E102A-Session 2-Prac 1	Mandatory	Not Assessable				1	28/11/2014

[× Back](#)

Field	Description
Activity	Competencies (courses) are divided into small Activities to be undertaken by your apprentice/trainee to achieve the competency.
Activity Type	An Activity can be <i>Mandatory</i> or <i>Optional</i> . You can discuss your apprentice/trainee undertaking <i>Optional</i> Activities with RMIT during the development of the training plan.
Result Type	RMIT's assessment of an activity may be <i>Graded</i> and your apprentice/trainee will receive a numeric mark, or assessed as either Pass/Fail.
Mark	For <i>Graded</i> activities where an assessment has taken place the numeric mark of your apprentice's/trainee's most current assessment will be displayed.
Outcome	For activities where an assessment has taken place your apprentice's/trainee's most current assessment outcome, Pass or Fail, will be displayed. For <i>Graded</i> activities the mark your apprentice/trainee received is compared to the Pass Mark for the activity to determine the Outcome.
Engagements	A count of the number of times your apprentice/trainee has engaged in training for the activity.
Last Engagement	The latest date that your apprentice/trainee engaged in training for the activity.

- Select [Back](#) to return to the *Academic Progress* page for your apprentice/trainee.



The *Academic progress* page for your apprentice/trainee is displayed.

RMIT AUSTRALIA | STUDENTS | ALUMNI | STAFF | HOME | SESSION ID: Y000531507000071 | OLIVIA DUNHAM | EXIT

RMIT UNIVERSITY | Employer Self-Service | > BACK TO RMIT WEBSITE

Home

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Academic progress

Stage 1 Courses completed: 1 / 8 (1 in progress) ⚠ 1 course needs sign-off

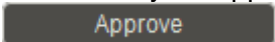
Course title	Nom hrs	Status	Sign-off competency	Activities
Apply Occupational Health and Safety regulations, codes and practices in the workplace (UEENEE101A)	20	Completed		Activities completed: 3 / 3
Deliver a service to customers (UEENEE010B)	20	Not started		Activities completed: 0 / 1
Fabricate, assemble and dismantle utilities industry components (UEENEE102A)	40	Sign-off required	Approve	Activities completed: 5 / 5
Fix and secure electrotechnology equipment (UEENEE105A)	20	Not started		Activities completed: 0 / 3
Solve problems in d.c. circuits (UEENEE104A)	80	In progress		Activities completed: 3 / 4 (1 in progress)
Solve problems in electromagnetic devices and related circuits (UEENEE101A)	60	Not started		Activities completed: 0 / 3
Terminate cables, cords and accessories for low voltage circuits (UEENEE106A)	60	Incomplete		Activities completed: 0 / 1
Use drawings, diagrams, schedules, standards, codes and specifications (UEENEE107A)	40	Not started		Activities completed: 0 / 3

Stage 2 Courses completed: 0 / 5

Stage 3 Courses completed: 0 / 5

Stage 4 Courses completed: 0 / 4

- To confirm your apprentice/trainee is competent in the workplace for a course select



A confirmation message is displayed.

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Academic progress


Stage 1 Courses completed: 1 / 8 (1 in progress) ⚠ 1 course needs sign-off

Course title	Nom hrs	Status	Sign-off competency	Activities
<b>Message</b>				
Are you sure you want to confirm that the student is competent in the course Fabricate, assemble and dismantle utilities industry components? (24000,59)				
				Yes No
Solve problems in d.c. circuits (UEENEE104A)	80	In progress		Activities completed: 3 / 4 (1 in progress)


- Select **Yes** to confirm the apprentice/trainee is competent in the workplace.
- The stage immediately reflects the **number of courses completed** for the stage has been updated and the **Status** for the course has been changed to **Completed**.

Stage 1 Courses completed: 1 / 8 (1 in progress)

Course title	Nom hrs	Status	Sign-off competency	Activities
Apply Occupational Health and Safety regulations, codes and practices in the workplace (UEENEE101A)	20	Not started		Activities completed: 0 / 1
Deliver a service to customers (UEENEE010B)	20	Not started		Activities completed: 0 / 1
Fabricate, assemble and dismantle utilities industry components (UEENEE102A)	40	Completed		Activities completed: 2 / 5
Fix and secure electrotechnology equipment (UEENEE105A)	20	Not started		Activities completed: 1 / 3


- Select  to return to your *VEESS Welcome* page.

## Confirm qualification completion

After RMIT have assessed your apprentice/trainee as competent for all competences outlined in their training plan an alert  will be displayed against the apprentice/trainee on your *VEESS Welcome* page, as well as their *Academic Progress* and *Training Plan* pages. You as the employer must now advise RMIT on their competency in the workplace before the qualification and training agreement/contract can be completed.

**Important:** While training contracts specify a 'nominal duration' for each qualification there is no minimum duration for an apprenticeship or traineeship. The actual duration will depend on when your apprentice/trainee has been assessed as competent for their structured training and in the workplace.


- 1 Select the  or select the **Training Plan** link for your apprentice/trainee from the **My Students** section of your *VEESS Welcome* page

My Students						
Name	Next Class	Attendance	Progress	Training Plan	Program	
 Astrid Farnsworth	02 Jul 2015 (AM PM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician	
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing	

You can also select the **Confirm completion of qualification** link from the apprentice's/trainee's *Academic Progress* page.

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Academic progress

 [Confirm completion of qualification](#)

> Stage 1 Courses completed: 8 / 8

- 2 The *Training Plan* page for your apprentice/trainee is displayed and now includes a *Completion of qualification* section.

Home


**How to use this training plan**

- [Purpose and requirements](#)
- [What is competency based completion \(CBC\)?](#)
- [Commencement of the apprenticeship/traineeship](#)
- [During training](#)
- [Completion of the apprenticeship/traineeship](#)

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Competency based completion training plan

Status: Approved

 [Confirm completion of qualification](#)
[Generate PDF](#)

Completion of qualification

RMIT University has assessed Eric Neskakis as having achieved competency in all courses prescribed for this training plan, and is eligible to be awarded the qualification pending confirmation from employer that workplace competency standards have been satisfied.

To confirm completion of the qualification, please complete the following and select the **Confirm completion** button:

1. Enter the date the student completed the qualification:  (must be between 1/1/2015 and today)
2. Read and accept the following acknowledgement:
 

As a representative of the employer, I confirm that Eric Neskakis has achieved the level of competence to be awarded the Certificate III in Dental Assisting.

Confirm completion

> Qualification

- 3 The *Completion of qualification* section includes a field for you to specify/nominate a completion date and an acknowledgement/confirmation of your apprentice's/trainee's competence and completion of qualification. For apprentices only: any remaining courses awaiting your approval are displayed and will be signed off as part of your confirmation of the apprentice/trainee completion.

- 4 Review the *Training and Assessment* section of the training plan.
- 5 If needed return to your *VEESS Welcome page* and select your apprentice's/trainee's **Progress** link to view course activities completed. You can also approve/sign off individual courses if you agree your apprentice is competent for some but not all remaining courses.

**Important:** Please contact RMIT as soon as possible if you do not agree with RMIT's assessment that your apprentice/trainee has successfully completed all training and is competent for all courses in the workplace.

- 6 If you agree that your apprentice/trainee is competent for all courses and the qualification enter the completion date for your apprentice/trainee (or select the to choose from a calendar).

**Note:** The completion date you specify must be within the date range specified next to the completion date field.

**Important:** RMIT will inform the Victorian Registration and Qualifications Authority (VRQA) of the completion of the qualification and training contract effective from the completion date you specify; and this date will be reflected as the completion date on your apprentice's/trainee's training agreement/contract.

- 7 Tick the acknowledgement tickbox to confirm your apprentice/trainee has completed the qualification.

- 8 Select **Confirm completion**  
A confirmation successful message will be displayed.

**Note:** If you have not specified a completion date or it is not within the date range displayed, or you have not ticked the acknowledgement you will receive an error message.

- 9 Select **OK**.  
The *Completion of qualification* section is updated to display the completion date you nominated and your name.

Astrid Farnsworth | Certificate III in Electrotechnology Electrician

### Competency based completion training plan

Status: Completed

▼ Completion of qualification

Completion date	14 Jul 2015
Confirmed by	Olivia Dunham

> Qualification

**Message**  
Confirmation successful

- 10 Select **Generate PDF** to view and print the full and completed training plan for your apprentice/trainee.

## Manage users for your company – not available to all users

Only employees (users) of your company that are listed on an apprentice's/trainee's training agreement or have been assigned as a preferred contact can manage access for other users of your company. Managing users for you company allows you to:

- Create new users
- Grant and remove access for existing users
- Update users delegate and preferred contact access for individual apprentices/trainees.

You are responsible for ensuring that only employees (users) of your company that are involved in the training and/or assessment of an RMIT apprentice/trainee have access to their training and academic records by updating user's delegate and/or preferred contact access for apprentices/trainees or removing a user's access to VEESS entirely.

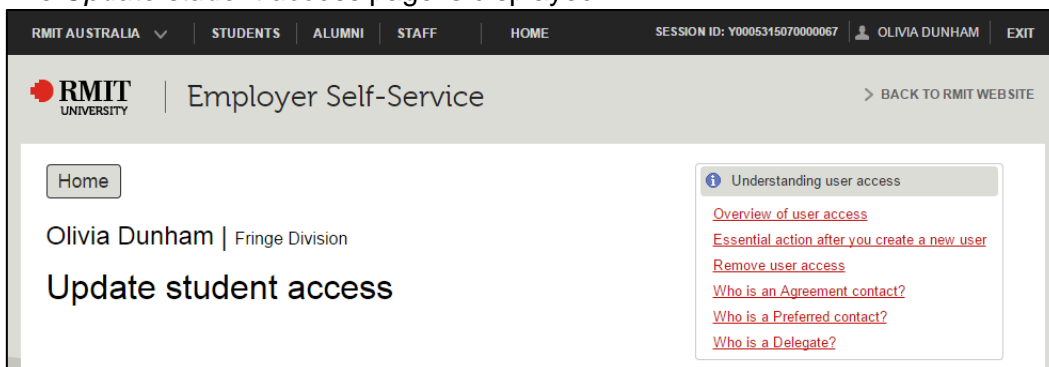
Adding/removing a user's delegate access, updating preferred contacts and removing a user's entire access will take effect immediately, with changes reflected on the user's My Students list on their welcome page immediately.

### Overview of user access

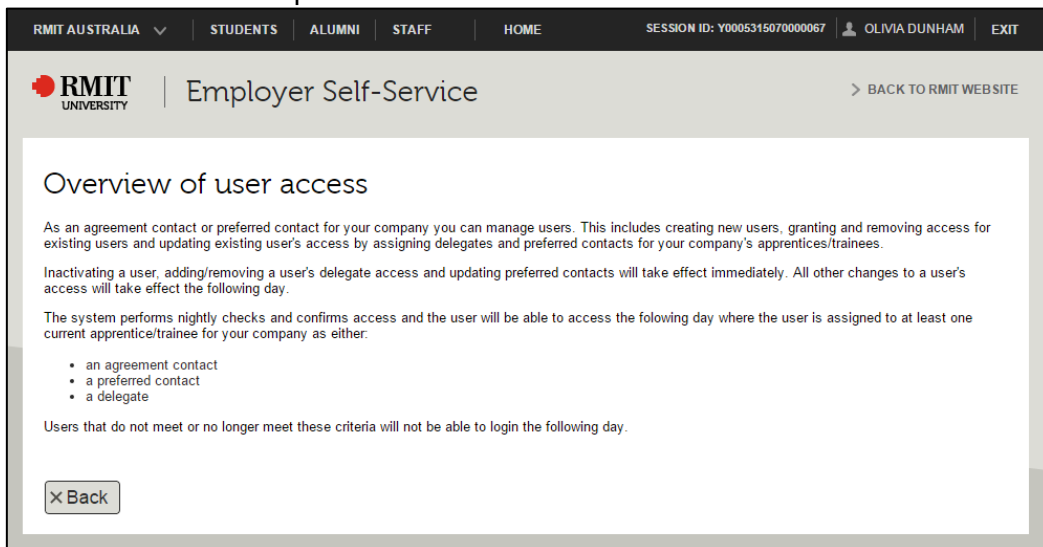
An overview of user access, user types, removing user access and essential communication for new users is available from the **Update student access** page for every user.

- 1 From your **Manage users** section on your *VEESS Welcome page* select the **Update student access** link for any user.

The *Update student access* page is displayed.



- 2 Access key user access information by selecting the links in the **Understanding user access** section. Example:



- 3 Click **Back** to return to the *Update student access* page, and the **Home** to return to your *VEESS welcome page*.

**Add new user**

- 1 Select the **Manage users** section on your *VEESS Welcome page*. A list of all users for your company is displayed.

The screenshot shows the 'Employer Self-Service' interface. At the top, there is a navigation bar with 'RMIT AUSTRALIA', 'STUDENTS', 'ALUMNI', 'STAFF', and 'HOME'. The user is identified as 'OLIVIA DUNHAM' with a session ID of 'Y000531506000058'. The main heading is 'Welcome, Olivia Fringe Division'. Below this, there are two sections: 'My Students' and 'Manage Users'. The 'My Students' section contains a table with the following data:

Name	Next Class				Program
Astrid Farnsworth	Today (AM)	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Electrotechnology Electrician
Peter Bishop	None scheduled	<a href="#">Attendance</a>	<a href="#">Progress</a>	<a href="#">Training Plan</a>	Certificate III in Plumbing

The 'Manage Users' section includes a note: 'Note: Access for new and reactivated users occurs in an overnight process. A user must be a contact for at least one student to login.' Below the note is a table of users:

User	RMIT ID	Total students		Active user
Charlie Francis	Y00148	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
John Scott	Y00070	3	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Olivia Dunham	Y00053	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Phillip Broyles	Y00075	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Walter Bishop	Y00147	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>

An [Add new user](#) link is located below the table. At the bottom of the page, there is a copyright notice: 'Copyright © 2015 RMIT University - [Disclaimer](#) | [Privacy](#) | ABN 49 781 030 034 CRICOS provider number: 00122A | [Open Universities Australia](#)'.

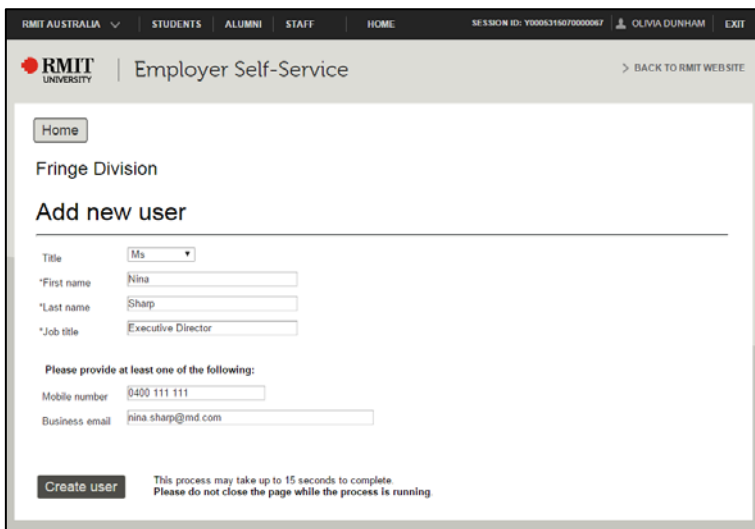
- 2 Select the **Add new user** link. The *Add new user* page is displayed.

The screenshot shows the 'Add new user' form. It includes a 'Home' button and the heading 'Fringe Division Add new user'. The form has the following fields:

- Title:
- \*First name:
- \*Last name:
- \*Job title:
- Please provide at least one of the following:
  - Mobile number:
  - Business email:

At the bottom, there is a 'Create user' button and a note: 'This process may take up to 15 seconds to complete. Please do not close the page while the process is running.'

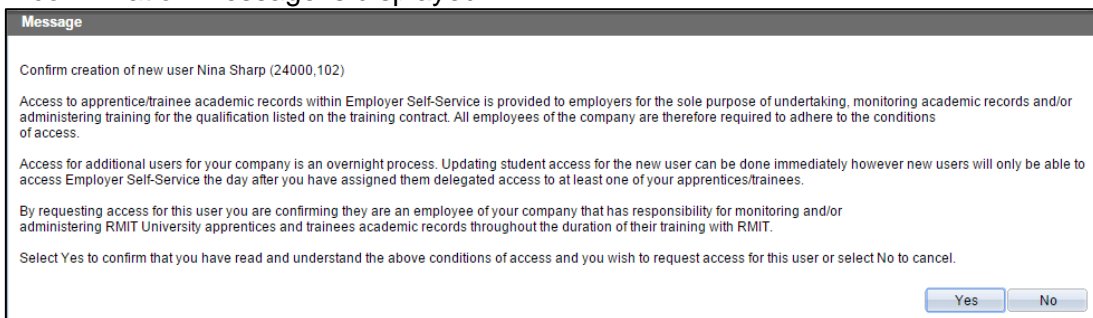
- 3 Enter the **First name**, **Last name**, **Job title**, and a **Mobile number** and/or **Business email** of the new user for your company.

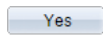


**Important:** You must provide at least one contact method for the new user – mobile phone number or business email – preferably both.


- 4 Select .

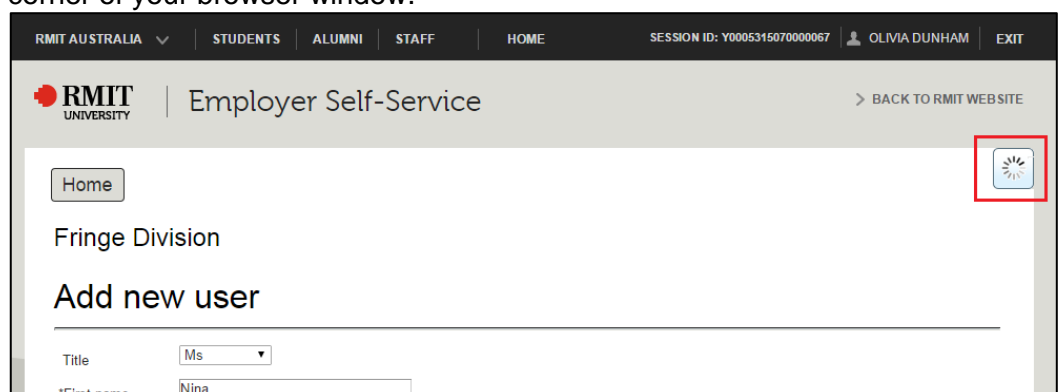
A confirmation message is displayed.



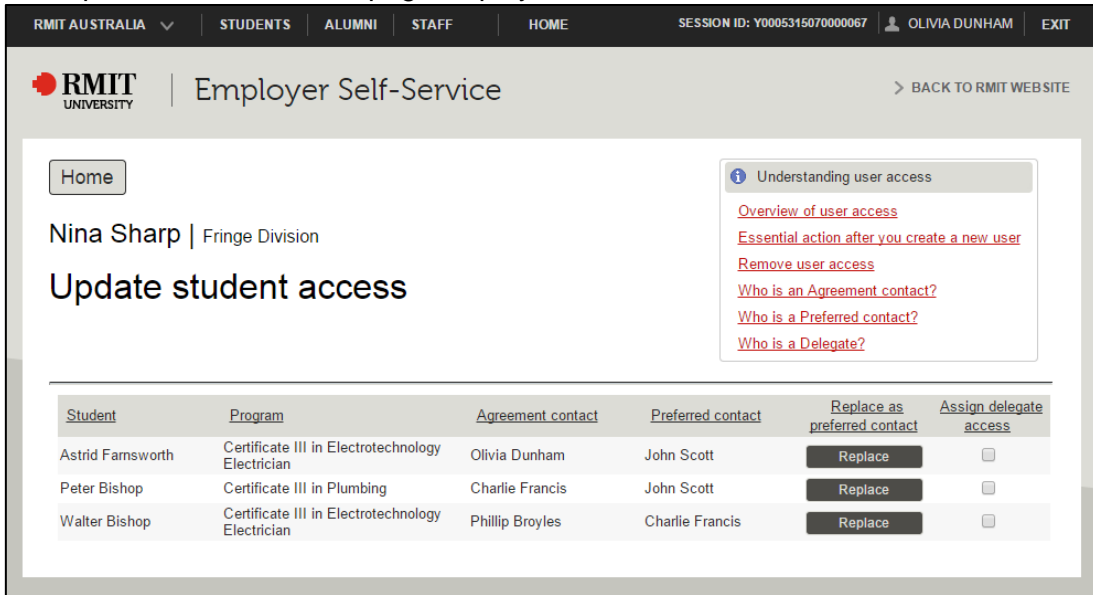
- 5 Select  to confirm that the user is involved in the training and/or supervision of RMIT apprentices/trainees for your company.

**Important:** It can take up to 15 seconds to create the user. Do not navigate away from the page whilst the user is being created.

Whilst the user is being created you will see a  in the top right hand corner of your browser window.



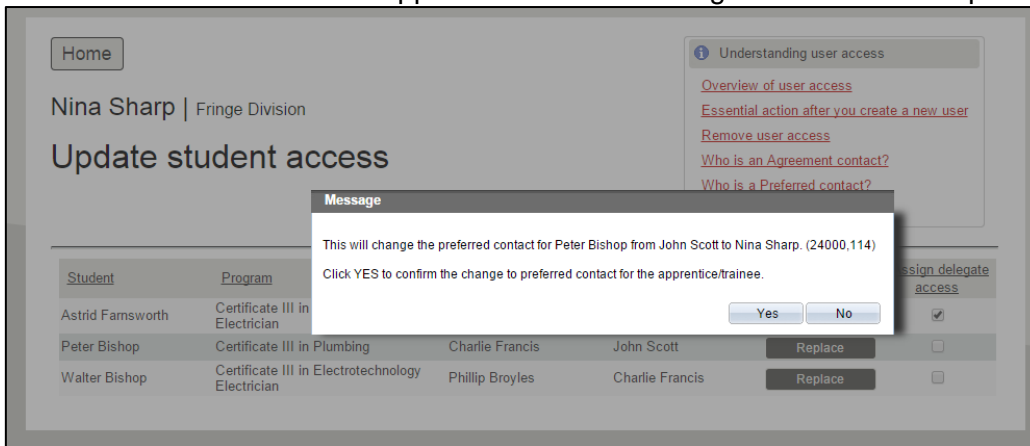
6 The Update student access page displays once the user is created.



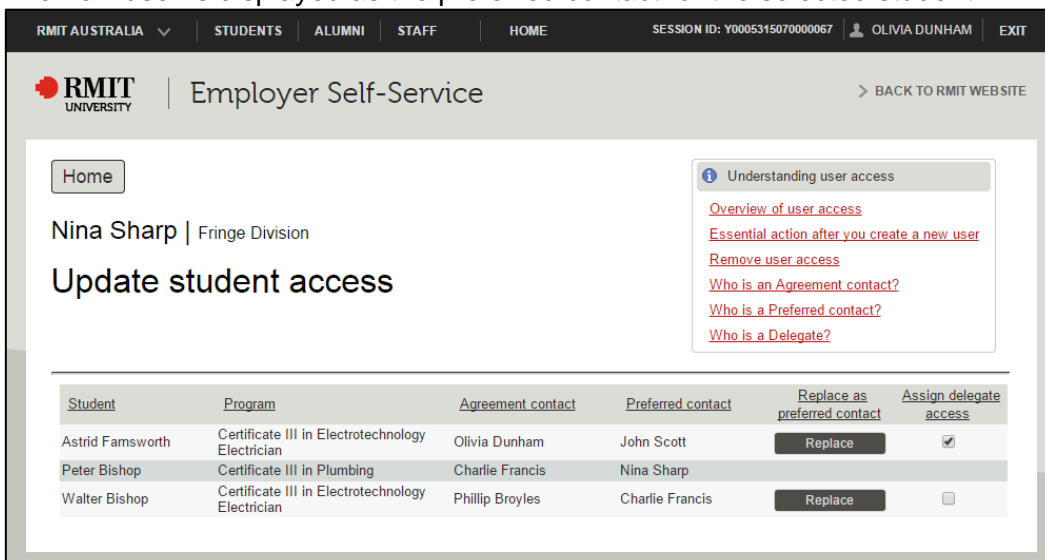
7 Select the **Assign delegate access** tickbox for an apprentice/trainee to give the user access to their training records.

**Note:** access to the selected apprentice/trainee is saved immediately.

8 Select **Replace** for an apprentice/trainee to assign the user as their preferred contact.



9 Select **Yes** in the confirmation message to confirm the change in preferred contact. The new user is displayed as the preferred contact for the selected student.





- 10 After assigning the new user access to the required apprentices/trainees select Home to return to your *VEESS Welcome page*.
- 11 Select the **Manage users** section on your *VEESS Welcome page*  
The user you created and their **Y number (RMIT ID)** is displayed in the list of active users

Manage Users				
<b>Note:</b> Access for new and reactivated users occurs in an overnight process. A user must be a contact for at least one student to login.				
User	RMIT ID	Total students		Active user
Charlie Francis	Y00148	3	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
John Scott	Y00070	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Nina Sharp	Y00162	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Olivia Dunham	Y00053	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Phillip Broyles	Y00075	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Walter Bishop	Y00147	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
<a href="#">Add new user</a>				

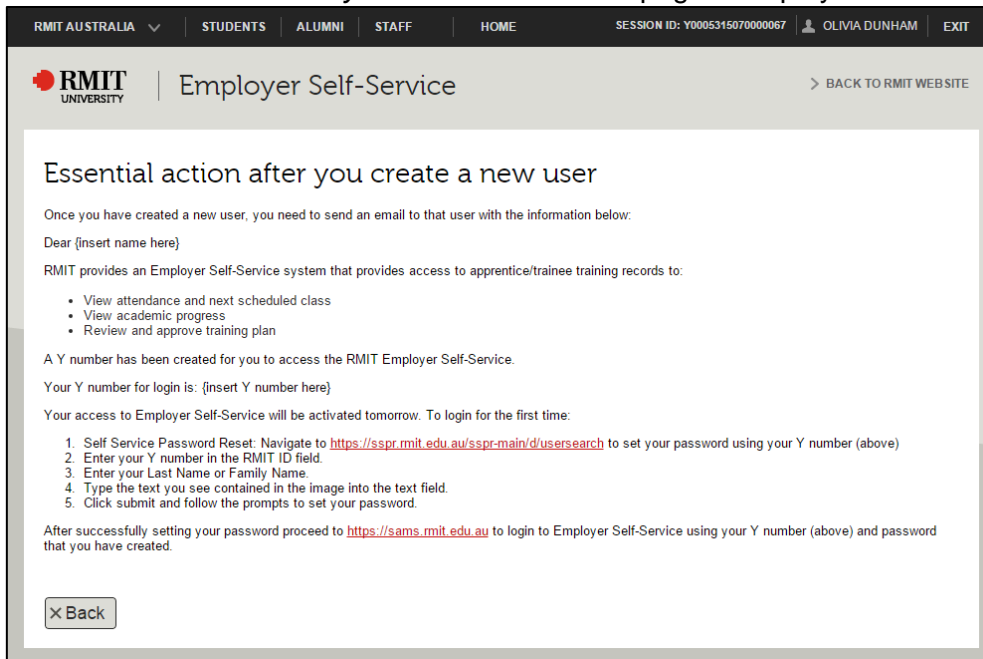
**Important:** Access to VEES for new users is not immediate. An overnight process will finalise access after you have assigned the new user as a delegate or preferred contact for an apprentice/trainee.

- 12 Note the **Y number (RMIT ID)** for the user you just created and select their Update student access link.

The *Update student access* page is displayed

- 13 Select the **Essential action after you create a new user** link from the **Understanding user access** section for a notification template for new users.

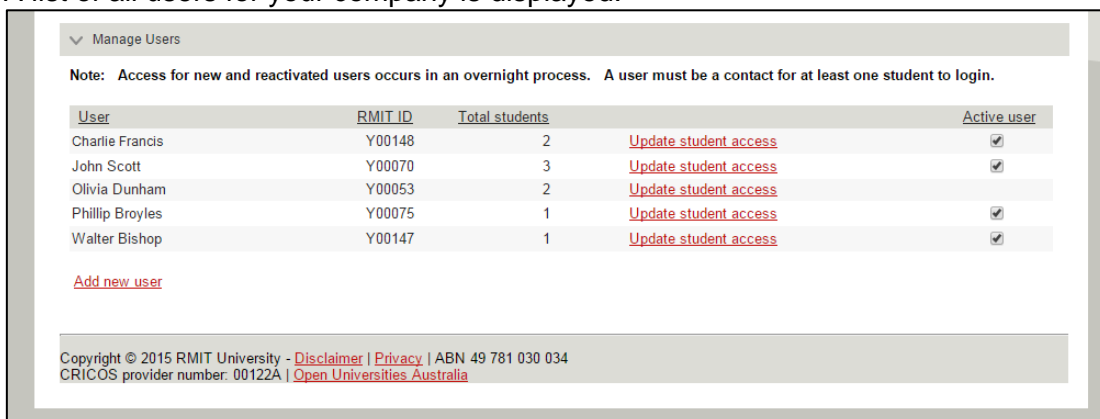
The *Essential action after you create a new user* page is displayed.



- 14 Copy and paste the notification email text into a new email in your email account.
- 15 Replace **{Insert name here}** and **{insert Y number here}** with the new **user’s first name** and **Y number**.
- 16 Attach a copy of the *VEESS quick start guide* to the email and send it to the new user.
- 17 Select **Back** and then select **Home** to return to your *VEESS welcome page*.

### Update the apprentices/trainees a user can access

- 1 Select the **Manage users** section on your *VEESS Welcome page*  
A list of all users for your company is displayed.



- 2 Select the **Update student access** link for the user  
**Hint:** If you are updating your own access to your company’s apprentices/trainees select the *Update student access link for yourself* in the list.

A list of your company's current apprentices/trainees with their *Agreement contact* and *Preferred contact* is displayed.

- 3 Select or Deselect the **Assign delegate access** tickbox for an apprentice/trainee to grant or remove the user's access to their training records.

Student	Program	Agreement contact	Preferred contact	Replace as preferred contact	Assign delegate access
Astrid Farnsworth	Certificate III in Electrotechnology Electrician	Olivia Dunham	John Scott	Replace	<input type="checkbox"/>
Peter Bishop	Certificate III in Plumbing	Charlie Francis	Nina Sharp	Replace	<input checked="" type="checkbox"/>
Walter Bishop	Certificate III in Electrotechnology Electrician	Phillip Broyles	Charlie Francis	Replace	<input type="checkbox"/>

**Note:** Changes to the apprentices/trainees a user can access are reflected on the user's *VEESS welcome page* immediately.

- 4 Select **Home** to return to your *VEESS Welcome page*.

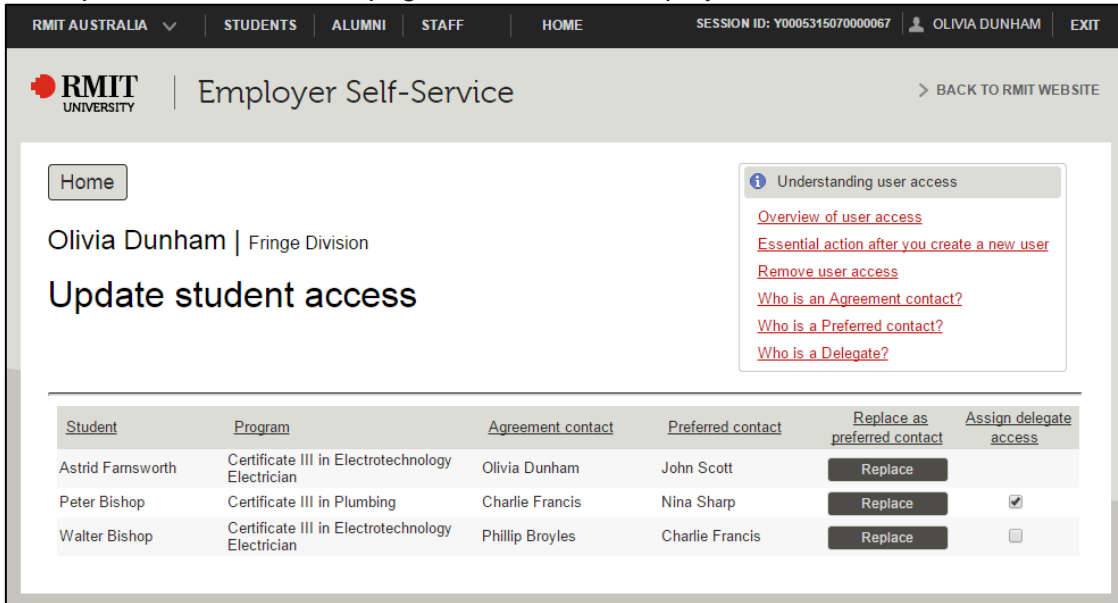
### Assign or update the preferred contact for an apprentice/trainee

- 1 Select the **Manage users** section on your *VEESS Welcome page*

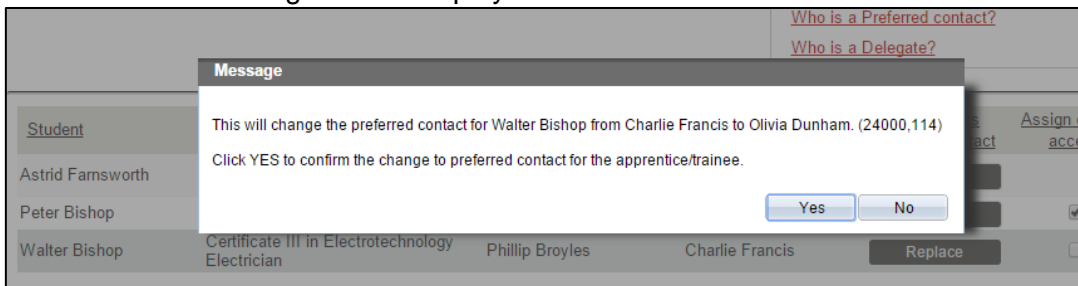
- 2 Select the **Update student access** link for the user who needs to be assigned as a Preferred contact.

**Hint:** If you are assigning yourself as the preferred contact for an apprentice/trainee select the *Update student access link for yourself* in the list.

The *Update student access* page for the user is displayed.



- 3 Select **Replace** for an apprentice/trainee to assign the user as their preferred contact. A confirmation message will be displayed.



- 4 Select Yes to confirm the change to the apprentice/trainee's preferred contact. The Preferred contact for the apprentice/trainee is updated.

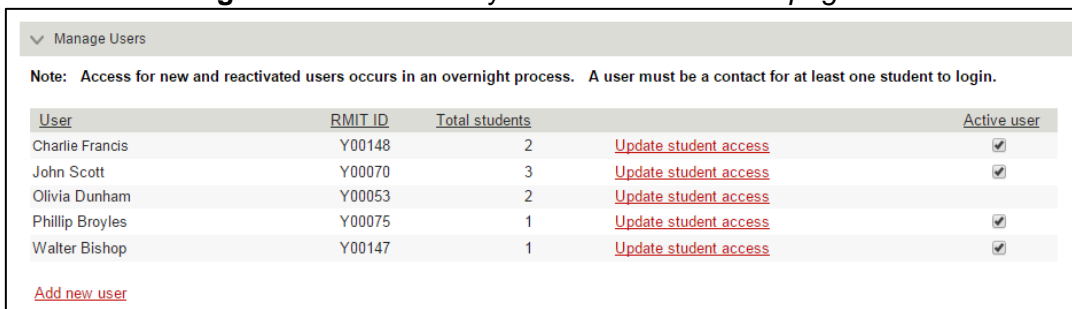
Student	Program	Agreement contact	Preferred contact	Replace as preferred contact	Assign delegate access
Astrid Farnsworth	Certificate III in Electrotechnology Electrician	Olivia Dunham	John Scott	Replace	
Peter Bishop	Certificate III in Plumbing	Charlie Francis	Nina Sharp	Replace	<input checked="" type="checkbox"/>
Walter Bishop	Certificate III in Electrotechnology Electrician	Phillip Broyles	Olivia Dunham		<input type="checkbox"/>

**Note:** The changes are reflected on the new and previous preferred contact's *VEESS welcome page* immediately. It may result in a change to the apprentices/trainees both users can access, as well as their access to the manage users section.

- 5 Select **Home** to return to your *VEESS Welcome page*.

**Remove user access entirely (inactivate user)**

- 1 Select the **Manage users** section on your *VEESS Welcome page*



- 2 Locate the user in the list.

3 Deselect their **Active user** tickbox.

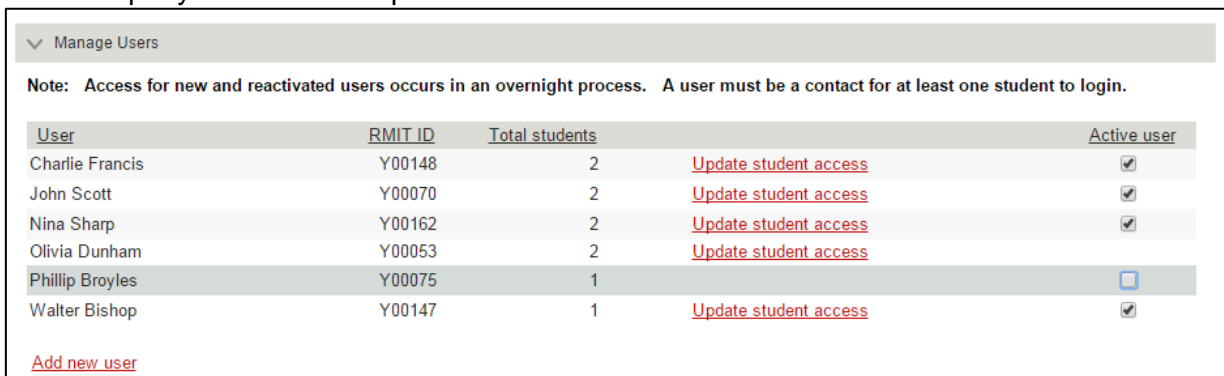
**Note:**

- If the user only had delegate access to one or more apprentice/trainees the user's access is removed immediately.
- If the user was an **Agreement contact** or **Preferred contact** for an apprentice/trainee a confirmation message will be displayed.



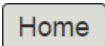
Click **Yes** to confirm the removal of the user's access.  
The user's access is removed immediately.

4 Your company's users list is updated to reflect the user as inactive.



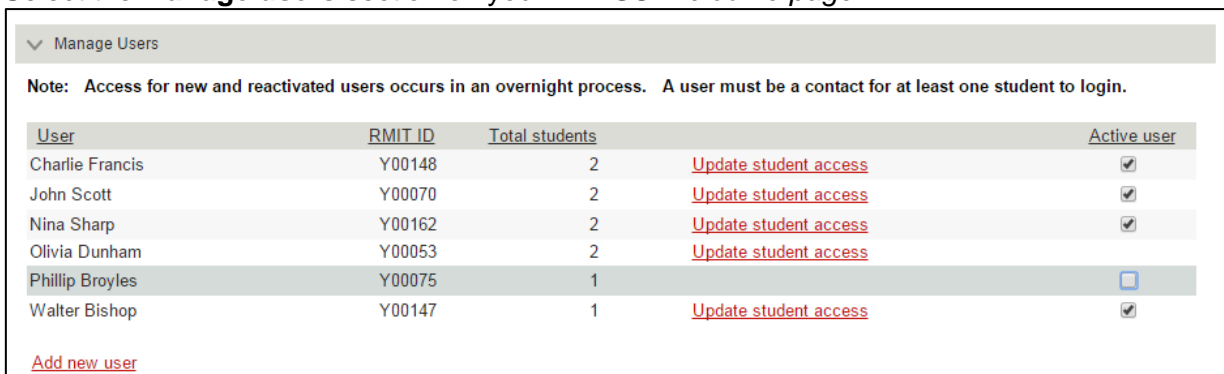
5 If the user was assigned as the **preferred contact** for an apprentice/trainee, assign another user as their preferred contact

6 If the user was the contact listed on a training agreement, please contact your Australian Apprenticeship Centre (AAC).

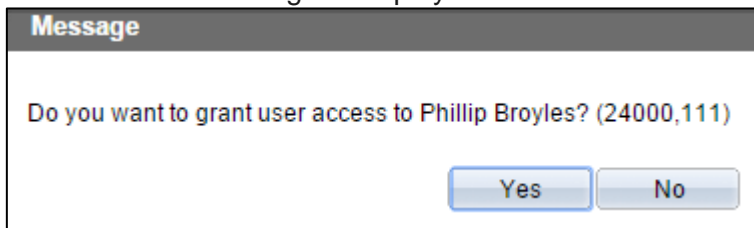
7 Select  to return to your *VEES Welcome page*.

**Reactivate user**

1 Select the **Manage users** section on your *VEES Welcome page*



- 2 Locate the user in the list.
- 3 Select the **Active user** tickbox for the user to reinstate their access. A confirmation message is displayed.



- 4 Select **Yes** to activate the user. Your company's users list is updated to reflect the user as active.

The screenshot shows a 'Manage Users' section with a dropdown arrow on the left. Below the header is a note: 'Note: Access for new and reactivated users occurs in an overnight process. A user must be a contact for at least one student to login.' Below the note is a table with the following data:

User	RMIT ID	Total students		Active user
Charlie Francis	Y00148	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
John Scott	Y00070	3	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Olivia Dunham	Y00053	2	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Phillip Broyles	Y00075	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>
Walter Bishop	Y00147	1	<a href="#">Update student access</a>	<input checked="" type="checkbox"/>

Below the table is a link: [Add new user](#).

**Important:** An overnight process will finalise access after the user has been assigned as a delegate or preferred contact.

- 5 Select the **Update student access** link for the user.
- 6 For the user's apprentices/trainees select the **Assign delegate access** tickbox and/or select **Replace** to assign as preferred contact.
- 7 Notify the user via email that their VEESS access has been reactivated.
- 8 Select **Home** to return to your *VEESS Welcome page*.

## Frequently Asked Questions (FAQs)

### Using VEESS

**Can I update a student's details?**

No. You will only be able to record your confirmation of student competence in the workplace and acceptance of the training plan. If you notice any errors/discrepancies in the data available in VEESS for your apprentice or trainee please contact RMIT.

**How do I request additional access for staff at my company?**

The employer representative listed on your apprentice/trainees training agreement can complete the VEESS access form. At present only the employer representative listed on an apprentice/trainee's training agreement and one other nominated employer representative can access the apprentice/trainee's attendance and progress in VEESS.

**Why can't I login?**

Access to VEESS is dependent on you having an apprentice/trainee with an active training agreement with RMIT. You may not have any training agreements with RMIT that have a status of active, pending or recommenced; or you may not be listed as the employer contact for any apprentice/trainee Training Agreements in our system.

If you have active apprentices/trainees undertaking training with RMIT, please contact the RMIT contact person listed on your apprentice's/trainee's Training Plan for assistance.

### Access and Passwords

**I've forgotten how to access VEESS. Where do I login?**

You can access VEESS via [veess.rmit.edu.au](http://veess.rmit.edu.au).

**I've forgotten my password. How do I reset it?**

You can reset your password using the steps in the Set/Reset Your Password section.

**Why didn't I receive my password reset code?**

Your mobile phone number and/or email address may be incorrect in RMIT's system. RMIT receive these details from your apprentice/trainee's training agreement or are provided to us by another representative of your company when your access to VEESS was authorised.

Please contact RMIT to confirm your contact details are recorded correctly.

### Technical

**I can't access the system, the web page won't load, what do I do?**

There may be an outage on RMIT's network. Please try again later and if the page still won't load please contact the RMIT contact listed on your apprentice's/trainee's Training Plan for assistance.

**Can I use VEESS on my mobile phone and tablet?**

VEESS has not been optimised for mobile devices; however you can access VEESS using an Internet browser on various smartphone and tablet devices. If accessing VEESS from a mobile device the following browsers are recommended:

	Operating System	Browser
<b>Mobile</b>	Apple IOS	Safari
<b>Mobile</b>	Android	Chrome

Please note that performance and content display may be affected when using VEESS on smartphones and tablets.

### My Welcome Page

**When I log into VEES I don't see any students - why?**

You do not have any active apprentice/trainees in our records. All of your apprentice/trainees have recently completed, withdrawn or expired training agreements.




If you are expecting an apprentice/trainee to be in your My Students list, please contact the RMIT contact person listed on your apprentice's/trainee's Training Plan for assistance.

**Why is my apprentice/trainee not in My Student's list?**

RMIT may not have received notification of the training agreement for your apprentice/trainee, or their training agreement has recently been completed, withdrawn or expired.

Please check your apprentice/trainee's training agreement status or contact RMIT for assistance.

**What does the hazard symbol  mean?**

An  will be displayed next to apprentices/trainees in your *My Students* list if there is a Training plan approval, course sign off/approval or confirmation of qualification completion required by your company. Move the cursor of your mouse over the  to display the action required and click the  to take you directly to the action required (apprentice/trainee Training Plan page or Academic Progress page).

### Attendance

**Why are there no attendances displayed?**

Your apprentice/trainee may not yet have an attendance schedule assigned to them for the qualification on their Training Agreement, or they may not have any past or scheduled attendance dates on or after the commencement of their Training Agreement with your company.

Please contact the RMIT contact person listed on your apprentice's/trainee's Training Plan for assistance.

**Can I notify RMIT of a required absence for my apprentice/trainee in VEES?**

Unfortunately you cannot notify RMIT of a required absence from within VEES.

VEES only has the capability to display your apprentice's/trainee's attendance records. You will need to contact the RMIT contact person listed on your apprentice's/trainee's Training Plan who can assist you to record an approved absence and reschedule another day for your apprentice/trainee to attend.

### Academic Progress and Activities

**I have questions on the program, who do I call?**

You can contact the RMIT contact listed on your student's Training Plan.

**Why can I not access my apprentice's/trainee's progress page?**

The program record for your apprentice/trainee is not setup correctly. Please contact the RMIT contact person listed on your apprentice's/trainee's Training Plan for assistance.

**Why is a course listed as complete but there is no activity engagement records for my apprentice/trainee?**

Your apprentice/trainee may have received a credit transfer for previous training undertaken or recognition of prior learning in recognition of learned skills achieved without formal training. Refer to your apprentice's/trainee's Training Plan or contact the RMIT contact listed on your apprentice's/trainee's Training Plan for assistance.

Records for activities that your apprentice/trainee engaged in prior to 2015 are unable to be displayed in VEES due to being recorded in a different system. Please contact the RMIT contact listed on your apprentice's/trainee's Training Plan for assistance.



If my apprentice/trainee has completed all activities for a course why does the course say it is In Progress?

Your apprentice/trainee may have completed their training and RMIT is currently reviewing their records in line with our assessment governance procedures. Once the governance process is completed, the course status will be updated to reflect that your apprentice/trainee has completed the course or your confirmation/endorsement of RMIT's assessment of competency in the workplace is required.

**What are nom hrs (nominal hours)?**

The nominal hours for a course are a guide to the relative teaching time and apprentice/trainee effort required to successfully achieve a particular competency/module. This may include not only scheduled classes or workplace visits but also the amount of effort required to undertake, evaluate and complete all assessment requirements, including any non-classroom activities. These hours also provide a basis for government funding and student fee contributions for the course.

**What are activities?**

Competencies (courses) are divided into small Activities to be undertaken by your apprentice/trainee to achieve the competency. A competency will have mandatory activities that must be completed but may also have optional activities that your apprentice/trainee can complete to extend their knowledge/experience.

**What are engagements?**

Each day that your apprentice/trainee participates in learning/training related to a course activity the RMIT teacher records that your apprentice/trainee engaged in that activity.

Engagements include any learning/training including assessment tasks and outcomes undertaken at RMIT, observed by RMIT in the apprentice/trainee workplace or interactions via phone and/or email between RMIT teachers and your apprentice/trainee relating to their learning/training for a course.

### **Training Plan**

**The training plan didn't open when I selected the Generate PDF button**

Some internet browsers have popup blockers that prevent the page from opening new browser windows/tabs. Check the top right hand corner of your browser window for

**The contact details for my company are incorrect – can I update them?**

If the name, position title mobile phone number or email address for a user of your company are incorrect, please contact the RMIT contact listed in the apprentice/trainee training plan to arrange for the details to be updated.

To change the contact person for your company listed on the training plan you can update the apprentice's/trainee's preferred contact.

**I have a question about the training plan – who can I contact?**

For information regarding the courses, qualification, training, delivery and/or assessment methods and timelines please contact the RMIT contact listed in the apprentice/trainee training plan.

**How can my apprentice/trainee sign the training plan?**

RMIT will contact your apprentice/trainee and provide them with a hard copy version of the training plan or email it to their RMIT student email account. You can also generate a PDF version of the training plan from the apprentice's/trainee's training plan page and arrange for the apprentice/trainee to sign it. It can then be forwarded to the RMIT contact listed in their training plan via email, fax or hard copy.

### **My apprentice's/trainee's training agreement has expired. What happen now?**

A training agreement will only expire if the Victorian Registration and Qualifications Authority (VRQA) have not received notification/confirmation of the apprentice's/trainee's completion prior to the nominal completion date of the agreement/contract.

Once an agreement has expired, RMIT can only continue to deliver training to your apprentice/trainee if you extend the nominal completion date of the agreement. Please contact RMIT to assist in extending the training agreement.

### **How do I view the proposed training details?**

You can access the proposed training details for an apprentice/trainee at any time by generating a pdf version of the training plan.

Alternatively, before you have approved the training plan, the proposed training details (proposed state and end dates for training, delivery and assessment methods) are displayed in the *Training and assessment details* section of the training plan page. Once you have approved the training plan the *Training and assessment details* section will display the student's progress (actual start/end dates, assessment outcomes etc).

## **Completion of qualification**

### **How can I tell if my apprentice/trainee has completed off the job training?**

After RMIT have assessed your apprentice/trainee as competent for all competences outlined in their training plan an alert ⚠️ will be displayed against the apprentice/trainee on your *VEESS Welcome* page, as well as their *Academic Progress* and *Training Plan* pages.

### **What do I need to do to complete my apprentice/trainee?**

Once RMIT have assessed your apprentice/trainee as competent for all off the job training you as the employer must advise RMIT on their competency in the workplace before the qualification and training agreement/contract can be completed. You can do this by selecting the alert ⚠️ displayed against the apprentice/trainee on your *VEESS Welcome* page and follow the steps in the *Confirm qualification completion* section of this guide.

### **How can my apprentice/trainee have completed training if their training agreement nominal completion date has not passed?**

While training contracts specify a 'nominal duration' for each qualification there is no minimum duration for an apprenticeship or traineeship. The actual duration will depend on when your apprentice/trainee has been assessed as competent for their structured training and in the workplace.

If both you as the employer and RMIT agree that an apprentice/trainee is competent in the qualification they can be completed before the nominal completion date. The nominal completion date can also be extended if an apprentice/trainee requires additional time to complete their training either in the workplace or off the job training with RMIT.

### **What is the completion date I nominate used for?**

When you agree and confirm that your apprentice/trainee is competent in the workplace and the qualification, the completion date you specify in the *Completion of qualification* section of the training plan must be the date that they have completed the qualification.

RMIT will inform the Victorian Registration and Qualifications Authority (VRQA) of the completion of the qualification and training contract effective from the date you have specified. The VRQA will then confirm with all parties that the contract of training (apprenticeship/traineeship) has been completed.

### **I don't yet believe an apprentice/trainee is competent in the qualification – what should I do?**

If an apprentice/trainee is not yet competent in the workplace and you therefore do not agree with RMIT's assessment of competence please contact RMIT to discuss additional training and/or workplace experience required to achieve competency in the workplace and complete the qualification.

### Manage users

The contact details for an employee (user) have changed – can I update them?

Unfortunately no. If the name, position title mobile phone number or email address for a user of your company are incorrect, please contact the RMIT contact listed in the apprentice/trainee training plan to arrange for the details to be updated in RMIT's system.

Who is an Agreement contact?

An agreement contact is the employer representative listed as the work location contact on an apprentice's/trainee's training agreement in the DELTA database (managed by the Victorian State Government).

Who is a Preferred contact?

An apprentice's/trainee's preferred contact is RMIT's primary contact person for your company during the apprentice's/trainee's training and assessment. The preferred contact for an apprentice/trainee can be assigned by any user of your company that is currently an agreement contact or preferred contact.

Who is a delegate?

An employee contact (user) can be assigned delegate access to your company's apprentices/trainees by any user of your company that is currently an agreement contact or preferred contact.

I have created a new user and assigned delegate access to them – what next?

Access to VEESS for the new user is not immediate. An overnight process will finalise their access. Once you have assigned the new user with access (delegate access or as a preferred contact) for at least one apprentice/trainee you must notify the new user of their access to VEESS. You can use the template (*Essential action after you create a new user*) from within the

**Understanding user access** section on the *Update student access* page.

Refer to the **Add new user** section for detailed steps for creating a new user.

Can I assign myself as a preferred contact for an apprentice/trainee?

Yes – if you are already a *Preferred contact* or *Agreement contact* for one at least one of your company's apprentices/trainees. Select the **Update student access** link for **yourself** in the *Manage Users* section of your welcome page and click **Replace** for the required apprentice/trainee.

## Terminology

### General

Term	Definition
National Program ID	Nationally recognised identifier for the qualification.
Program	Combination of mandatory courses and elective courses required for a specific qualification.
VEESS	Vocational Education Employer Self Service

### Academic Progress

Term	Definition
Activity	Competencies (courses) are divided into small Activities to be undertaken by your apprentice/trainee to achieve the competency.  <i>See Academic Progress – Activities for related terminology</i>
Competency	RMIT commonly refer to a competency as a course. <i>Refer to: Course</i>
Completed	RMIT have assessed your apprentice/trainee as competent for this course (they have completed and passed all mandatory activities) and you have confirmed that your apprentice/trainee is competent in the workplace.
Course	Unit of study within a program that consists of one or more activities.  Completion of a program is dependent on the apprentice/trainee being graded as competent in all required courses.
In Progress	Your apprentice/trainee has commenced off the job training in at least one activity for this course but has not yet completed all activities.
Incomplete	RMIT has assessed your apprentice/trainee as unsuccessful in achieving competency within the latest scheduled teaching period for this course.
Nom Hrs	The nominal hours for a course are a guide to the relative teaching time and apprentice/trainee effort required to successfully achieve a particular competency/module. This may include not only scheduled classes or workplace visits but also the amount of effort required to undertake, evaluate and complete all assessment requirements, including any non-classroom activities.
Not started	Your apprentice/trainee has not yet commenced off the job training for this course.
Sign off Required	RMIT have assessed your apprentice/trainee as competent for this course (they have completed and passed all mandatory activities) and RMIT is seeking your confirmation that your apprentice/trainee is competent in the workplace.
Stage	A period of time (e.g. term, semester, year). Consists of a number of courses (competencies) to be completed.

Academic Progress - Activities

Term	Definition
Activity	Competencies (courses) are divided into small Activities to be undertaken by your apprentice/trainee to achieve the competency.
Activity Type	<p>An Activity can be <i>Mandatory</i> or <i>Optional</i>.</p> <p>Mandatory activities must be successfully completed by your apprentice/trainee.</p> <p>Optional activities are activities relevant to the competency that may be beneficial for your apprentice/trainee to complete but are not required to complete the competency. You can discuss your apprentice/trainee undertaking <i>Optional</i> Activities with RMIT during the development of the training plan.</p>
Engagement Method	The primary way that the activity is delivered to your apprentice/trainee.
Engagements	<p>Each day that your apprentice/trainee participates in learning/training related to a course activity the RMIT teacher records that your apprentice/trainee engaged in that activity. Engagements include any learning/training including assessment tasks and outcomes undertaken at RMIT, observed by RMIT in the apprentice/trainee workplace or interactions via phone and/or email between RMIT teachers and your apprentice/trainee relating to their learning/training for a course.</p> <p>A count of the number of times your apprentice/trainee has engaged in training for an activity is displayed on the Activities page for each competency/course.</p>
Last Engagement	The latest date that your apprentice/trainee engaged in training for the activity.
Mark	For <i>Graded</i> activities where an assessment has taken place the numeric mark of your apprentice's/trainee's most current assessment will be displayed.
Outcome	For activities where an assessment has taken place your apprentice's/trainee's most current assessment outcome, Pass or Fail, will be displayed. For <i>Graded</i> activities the mark your apprentice/trainee received is compared to the Pass Mark for the activity to determine the Outcome.
Result Type	RMIT's assessment of an activity may be <i>Graded</i> and your apprentice/trainee will receive a numeric mark, or will be assessed as either Pass/Fail.

## Training Plan

Term	Definition
Training Plan	Outlines the structure of the program to be undertaken by the student. Must be agreed upon and signed off by the student, their employer and RMIT prior to commencement.
Proposed commencement date	Date the apprentice/trainee is scheduled to commence their structured training at RMIT.
Proposed completion date	The latest date the apprentice/trainee is likely to finish training
Registration Nbr:	The Unique identifier for your training agreement with the apprentice/trainee
SBAT	School Based Apprentice/Trainee.
Commencement date	The starting date of the training agreement between your company and the apprentice/trainee. Training cannot commence prior to this date.
Nominal completion date	The date by which the apprentice/trainee must have completed their training. After this date if your company and RMIT have not assessed and confirmed the apprentice/trainee is competent and you wish to continue with the training agreement you must contact your Australian Apprenticeship Centre (AAC) to extend the nominal completion date. RMIT cannot continue to provide training to the apprentice/trainee after this date.
Pre-training review	RMIT must undertake an assessment of every Vocational Education student's language, literacy and numeracy skills and identify any areas of competency previously acquired prior to the commencement of training. This enables RMIT to ensure the training provided is targeted to each student's skill level. The outcomes of the pre-training review are to be incorporated into the training plan.
Practical experience provided by employer	The practical experience in the occupation that you as the employer provide to the apprentice/trainee in the workplace. These practical experiences and the Structured Training provided by RMIT both contribute to the overall plan of training for the apprentice/trainee to achieve competence in the qualification.
CA	Competency Achieved
CPE	Competency achieved, pending employer sign-off – denotes that RMIT has assessed the student as competent and the employer sign-off is pending (apprenticeship courses only)
DNS	Did Not Submit for assessment
NYC	Not Yet Competent
RNF	Result not finalised by RMIT University
SEC	Stopped engagement in course
EX	Exemption granted
RLG	Recognition of Prior Learning – Granted
RLN	Recognition of Prior Learning – Not granted
RNY	Recognition of Prior Learning final result not yet available

## Manage users

Term	Definition
Active user	<p>The user has been given access and is considered eligible to access to the system by your company.</p> <p><b>Note:</b> A user's eligibility to login is subject to the nightly checks performed by the system that checks and confirms access</p>
Agreement contact	<p>An agreement contact is the employer representative listed as the work location contact on an apprentice's/trainee's training agreement in the DELTA database (managed by the Victorian State Government).</p>
Preferred contact	<p>An apprentice's/trainee's preferred contact is RMIT's primary contact person for your company during the apprentice's/trainee's training and assessment. The preferred contact for an apprentice/trainee can be assigned by any user of your company that is currently an agreement contact or preferred contact.</p>
Delegate/delegate access	<p>An employee contact (user) can be assigned delegate access to your company's apprentices/trainees by any user of your company that is currently an agreement contact or preferred contact.</p>
Update student access	<p>The Update student access page allows you to assign a user as the preferred contact for apprentices/trainees and update the user's delegated access to apprentices/trainees. It also contains important information on user access in the <i>Understanding user access</i> section</p>