

# MOODLE SUPPORT *Handbook*

YOUR STEP-BY-STEP GUIDE TO ONLINE LEARNING,  
ASSESSMENTS AND STUDENT SUCCESS

 (03) 9013 6878

 [nationaltraining.edu.au](http://nationaltraining.edu.au)

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## Table of Contents

TABLE OF CONTENTS.....	3
<b>1. WELCOME TO THE MOODLE SUPPORT HANDBOOK .....</b>	<b>5</b>
1.1 How to Use This Handbook.....	5
<b>2. UNDERSTANDING THE LEARNER MANAGEMENT SYSTEM- MOODLE .....</b>	<b>6</b>
2.1 Login.....	6
2.2 Your Profile.....	7
2.3 Your dashboard’s right side .....	8
2.4 Accessing your course.....	9
<b>3. STUDY SUCCESS STRATEGIES AND ADDITIONAL RESOURCES.....</b>	<b>10</b>
<b>4. LEARNING AND ASSESSMENT MATERIALS.....</b>	<b>12</b>
4.1 Accessing Learning Materials.....	12
4.2 Written Questions.....	13
4.3 Projects and Case studies .....	13
4.4 Embedded Documents.....	14
4.5 National Camper Trailers Simulation .....	15
<b>5. ASSESSMENT SUBMISSIONS.....</b>	<b>16</b>
5.1 Steps to Submit an Assessment .....	16
5.2 File Upload Assistance .....	20
<b>6. FEEDBACK .....</b>	<b>23</b>
6.1 How Feedback Works .....	23
6.2 Where to Find Feedback .....	23
6.3 Using Feedback Effectively .....	24
6.4 If Feedback Is Delayed .....	24
<b>7. RESUBMISSION.....</b>	<b>25</b>
7.1 What “Not Yet Competent” Means .....	25
7.2 How to Resubmit an Assessment .....	25

7.3 Tips for a Successful Resubmission .....	27
7.4 Submission Confirmation.....	28
<b>8. CONCLUSION .....</b>	<b>29</b>

## 1. Welcome to the Moodle Support Handbook

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Welcome to the **Moodle Support Handbook**, your comprehensive guide to navigating and succeeding in your online learning journey. This handbook provides essential information, step-by-step instructions and practical strategies to help you make the most of your Moodle experience.

Moodle (Modular Object-Oriented Dynamic Learning Environment) is a powerful Learning Management System (LMS) that serves as your **digital classroom**. Within Moodle, you will:

Access your learning and assessment materials.

Submit assignments.

Interact with your Trainer and Assessor.

Track your progress.

Engage with all aspects of your program.

This handbook is designed to be your **go-to resource**, guiding you through the typical learning journey at National Training. Each section includes clear instructions, practical tips and screenshots (where applicable) to support you at every stage.

Whether you are new to online study or looking to enhance your Moodle skills, this handbook will provide the tools and guidance you need to succeed.

Keep it handy throughout your course—it is intended to be a **reliable companion** as you progress towards achieving your qualification.

### 1.1 How to Use This Handbook

- **Read section by section** as you begin your studies.
- **Refer back** whenever you need help with Moodle, assessments or feedback.
- **Follow the step-by-step instructions**—they are designed to make processes simple and clear.
- **Look for practical tips** highlighted throughout to save time and avoid common mistakes.

## 2. Understanding the Learner Management System- Moodle

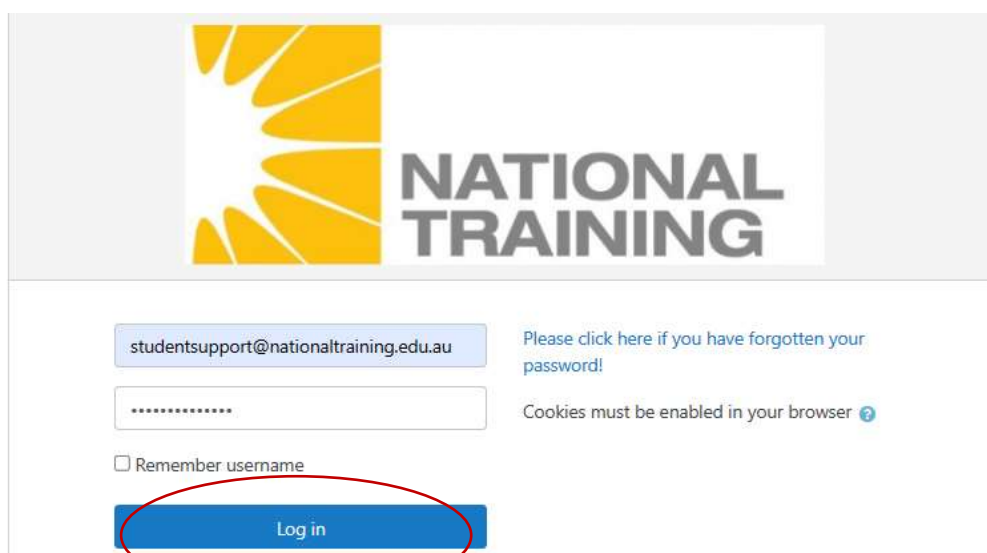
Your Moodle dashboard is your central hub for accessing course materials and information.

### 2.1 Login

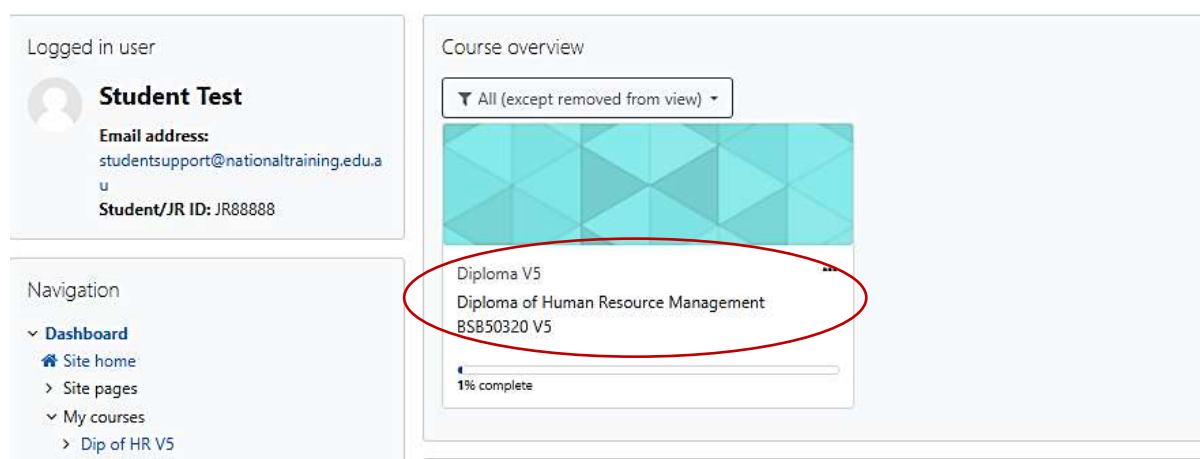
Use the username and password provided in your welcome email to log in at

<http://moodle.nationaltraining.edu.au/moodle/login/index.php>

Note: You will need to update your password upon first login.



The image shows the Moodle login page. At the top is the National Training logo. Below it is a login form with a text input field containing the email address 'studentsupport@nationaltraining.edu.au', a password input field with masked characters, and a checkbox labeled 'Remember username'. A blue 'Log in' button is highlighted with a red oval. To the right of the form, there are two links: 'Please click here if you have forgotten your password!' and 'Cookies must be enabled in your browser ?'.



The image shows the Moodle dashboard after login. On the left, there is a 'Logged in user' section with a profile picture and the name 'Student Test'. Below this is a 'Navigation' section with a 'Dashboard' menu and sub-items: 'Site home', 'Site pages', 'My courses', and 'Dip of HR V5'. On the right, there is a 'Course overview' section with a dropdown menu set to 'All (except removed from view)'. Below this is a course card for 'Diploma V5' (Diploma of Human Resource Management BSB50320 V5) with a progress bar showing '1% complete'. The course card is highlighted with a red oval.

**Enrolled Courses:** Find your courses listed here.

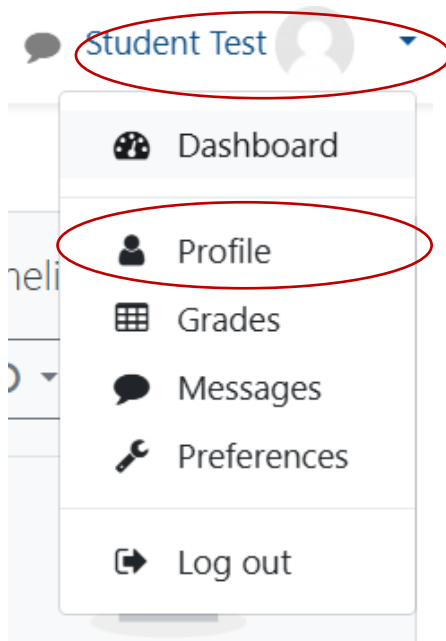
***Important Note:** If you do not see the course you enrolled in within your "My Courses" block, or if you see the wrong courses, please contact Student Support.*

## 2.2 Your Profile

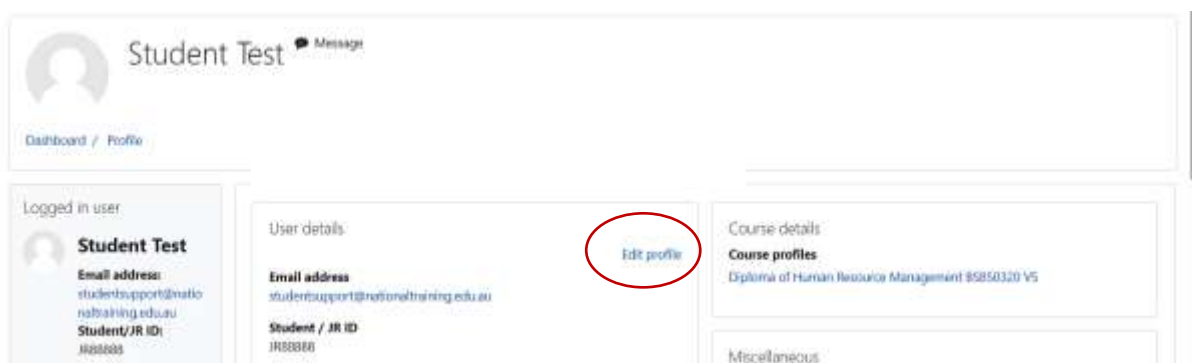
In the upper right corner, you will find **Messages** and **Profile** tabs.

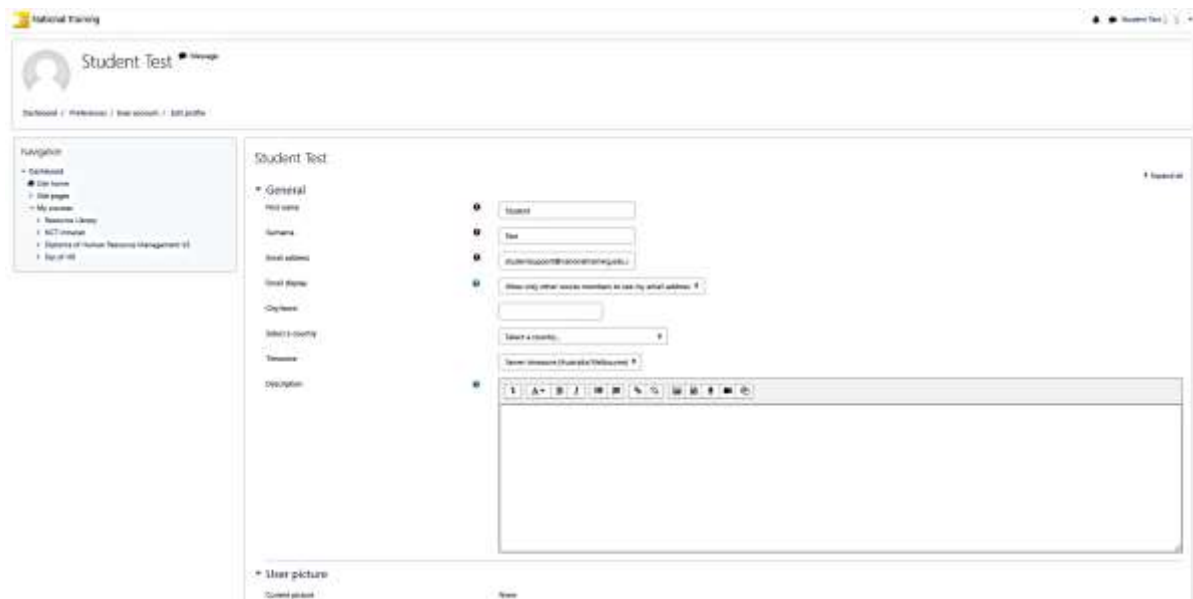
Update your profile with a picture and some personal information. This helps personalise your learning experience. Steps to update your profile.

First, click **Your name**.



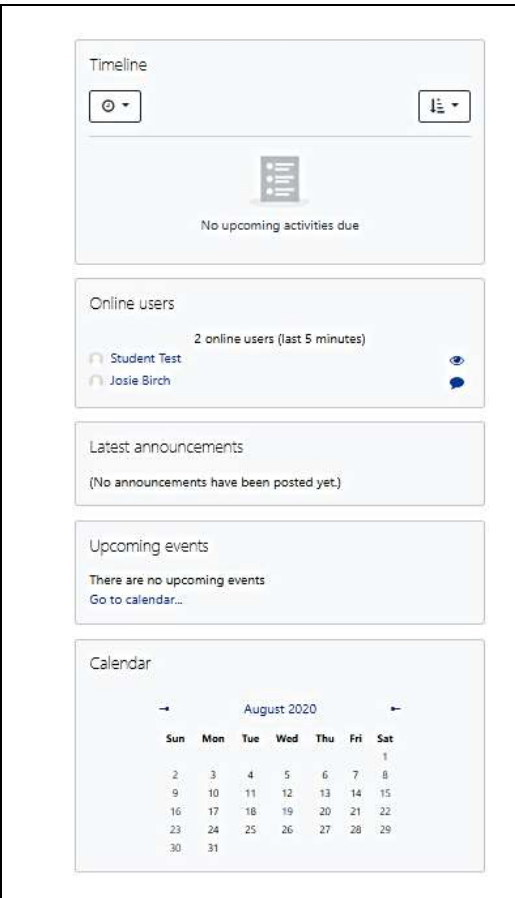
Second, click **Edit profile** and find the general section of your profile





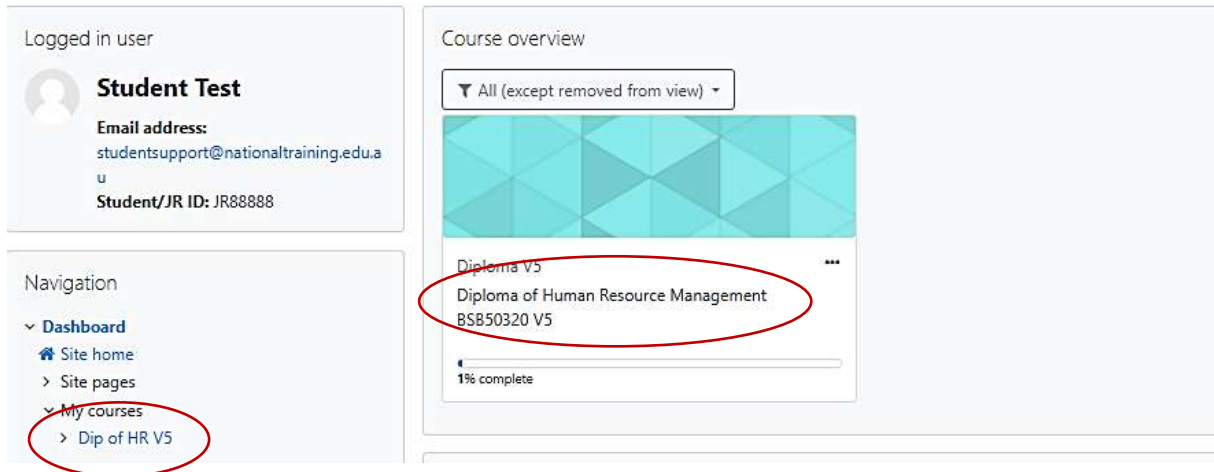
Finally, when you are done, please click [Update profile](#) at the bottom of the page.

## 2.3 Your dashboard's right side

	<p>Your dashboard (the same as your course as you will learn later) shows the following blocks on the right side</p> <p><b>Online users</b> – shows a list of users who have been logged into the current course.</p> <p><b>Latest announcements</b> – displays recent posts in the Announcements forum. National Training will provide key updates, including notifications of extended leave for Trainers and Assessors, as well as any major course or information updates</p>
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## 2.4 Accessing your course.

To access your course, simply click on the course on your dashboard or you can access your course using the Navigation Bar.



The screenshot displays the Moodle user interface. On the left, the 'Logged in user' section shows the user 'Student Test' with an email address 'studentsupport@nationaltraining.edu.au' and a 'Student/JR ID: JR88888'. Below this is the 'Navigation' menu, which includes 'Dashboard', 'Site home', 'Site pages', 'My courses', and 'Dip of HR V5'. The 'Dip of HR V5' option is circled in red. On the right, the 'Course overview' section shows a dropdown menu set to 'All (except removed from view)'. Below this is a course card for 'Diploma V5', which is also circled in red. The card displays the course title 'Diploma of Human Resource Management BSB50320 V5' and a progress bar indicating '1% complete'.

### 3. Study Success Strategies and Additional Resources

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This section provides you with tools and resources to support your study journey, along with strategies to help you stay on track.

#### 3.1 Study Success Strategies

Studying online is flexible, but success depends on developing strong study habits. To stay on track:

**Establish a routine** – dedicate regular weekly study times and treat them like appointments.

**Set achievable goals** – aim to complete one unit each month to maintain steady progress.

**Stay organised** – clearly name your files, keep notes together and back up your work.

**Use Moodle tools** – track your progress with the dashboard and calendar.

**Seek support early** – if you are struggling, contact your Trainer and Assessor or Student Support before small issues become bigger ones.

#### 3.2 Additional Support Materials

Moodle also provides additional resources to support your learning:

Study Success Strategies & Additional Resources

**This section includes:** the Assessment Support Handbook

This Assessment Support Handbook is a comprehensive guide for students undertaking Vocational Education and Training through self-paced online study. The document covers the complete learning journey from introduction to course completion, including assessment types, submission procedures, academic integrity requirements and support services. It concludes with extensive resources including frequently asked questions, websites to support the learning experience and a directory of Australian adult learning support services to help students succeed in their vocational training.

## 3.3 Reach out to your Trainer and Assessor

There are several ways to contact your Trainer and Assessor.

Their contact details were included in your **National Training Application Email**.

If you're unable to locate that email, you can also find your Trainer and Assessor's details in your course portal under the **Welcome Note** section.





In that section you will find:

### Meet Your Trainer and Assessor


**YOUR TRAINER** brings extensive expertise in xxxxx to support your learning journey. YOUR TRAINER will provide ongoing guidance, share practical workplace insights and help you connect theory to real-world applications.

### How to Reach YOUR TRAINER:

 **Direct Message:** Through Moodle

 **Email:** @nationaltraining.edu.au

 **Schedule a Call:** <https://calendly.com/>

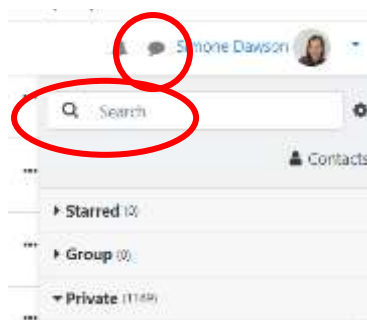
 **Mobile:** 04xx xxx xxx

### Important Notes:

- After-hours support available by appointment only

## Direct Message to your Trainer and Assessor.

- You can use the **Message** icon
- This will allow you to respond to any messages on Moodle
- You can also search key words to find a conversation



Just type in your message and **send message**.

## 4. Learning and Assessment Materials

Once your enrolment is confirmed and you have access to Moodle, you will be able to view your **Learning and Assessment Materials**.

### 4.1 Accessing Learning Materials

For the purpose of this guide, we use the unit *BSBPEF501 – Manage Personal and Professional Development* as an example.

Click on the grey tile in Moodle to open the Learning and Assessment Materials.



**Each unit has two (2) sections:**

#### Section 1: Learning Materials

- The Learner Guide serves as your comprehensive resource, containing essential information, practical examples and foundational theory for each unit. It's especially valuable when tackling the Written Questions in your assessments—just remember to include proper references when drawing from this material.
- While the Learner Guide is thorough, some assessments may still require additional research beyond what's provided.
- Important: Activities within the Learner Guide are optional learning tools and are not part of your formal assessment requirements.

#### Section 2: Assessment Materials

- Please ensure all assessment sections are fully completed before submission. All assessments require proper referencing.
- You'll find a complete overview of assessment requirements and tasks in the Assessment Workbook under the Assessment Activity section.
- Note: Some documents are provided for download via the Additional Templates and Resources Folder.
- All Activities contained in the Student Assessment Workbook must be completed to the required level to be assessed as competent.
- For additional questions or support, contact your Trainer and Assessor.

Our assessments generally follow the same format, with **Written Questions** first, followed by additional tasks such as **Projects** and **Case Studies**.

### 4.2 Written Questions

- Designed to review your understanding of the unit.
- In most cases, you can use the **Learner Guide** to complete this section.
- A useful tip is to search for key words from the question within the Learner Guide.
- In some cases, the unit requires you to conduct **additional research**. If so, the question will clearly state this.

You may conduct research using reliable websites or the *Further Resources Handbook*, which contains useful links and information to support your learning.

### Referencing

If you are not using your own words, you must reference your source. Examples:

- Learner Guide: *BSBXXX5XX Learner Guide, Page XX*
- Website: *www.fairwork.gov.au*

 Please refer to the **Assessment Support Handbook**.

### 4.3 Projects and Case studies

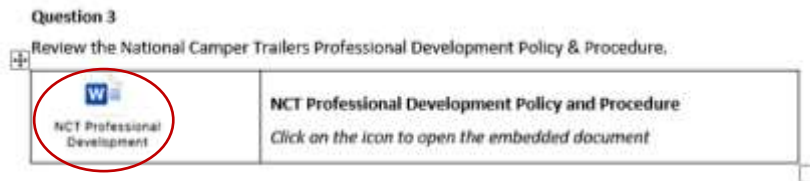
Projects and case studies require you to analyse and write about a **person, scenario or organisation**. The purpose is to apply the concepts and theories you've learned in the unit to a practical situation.

- Each case study will provide background information to assist you.
- In your first unit, we also include documents to support you in completing these tasks.

## 4.4 Embedded Documents

Some assessments include embedded documents within the Assessment Workbook.

- To access, double-click or right click on the Word document icon.



- If this does not work, open them via the **Additional Documents and Templates** folder.

### Steps to Access

#### Step 1. Click on the **Assessment**

##### **Section 3: Assessment**

Please complete all sections of the assessment in full prior to submitting. Your assessment must be referenced.  
A summary of the assessment and the tasks required to be completed is available in the Assessment Handbook, under: Assessment Activity. For further questions and support, please contact your Trainer and Assessor.



#### Step 2. Locate the **Additional Documents and Templates** folder

BSBPEF501 Assessment



#### Step 3. Click to download the folder

## 4.5 National Camper Trailers Simulation

### Learning Through Real-World Simulation

Throughout your course, many assessments will use **National Camper Trailers (NCT)**, our simulated business designed to make your learning practical and meaningful.

Instead of abstract scenarios, NCT provides a realistic business environment where you can:

Apply theory to genuine business situations

Practice skills in a safe learning environment

Experience authentic workplace challenges

Build understanding through consistent, connected scenarios

Working with NCT gives you **real-world experience** while studying. You'll tackle genuine business problems, navigate organisational dynamics and develop professional skills that transfer directly to any workplace. The scenarios may be set in the camper trailer industry but the business principles and management skills you'll learn apply across all sectors—preparing you for success in your chosen career.

NCT bridges the gap between classroom theory and workplace reality, giving you the practical experience employers value.

Your assessments may refer to specific NCT documents, which are located just above your first unit in Moodle under “National Camper Trailers: Supporting Documents.”

These are listed alphabetically for easy reference.



## 5. Assessment Submissions

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### 5.1 Steps to Submit an Assessment

1. Select the **Assessment Button**.
2. Download and complete the relevant documents.
3. Save your work and upload it to Moodle.
4. Submit your assignment and confirm it is your own work.

#### Step 1. Select the Assessment Button

##### Section 2: Assessment

Please ensure all assessment sections are fully completed before submission. **All assessments require proper referencing.**

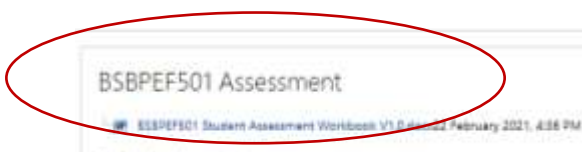
You'll find a complete overview of assessment requirements and tasks in the **Assessment Workbook** under the **Assessment Activity** section. Note: Some documents are provided for download via the Additional Templates and Resources Folder.

For additional questions or support, contact your Trainer and Assessor.



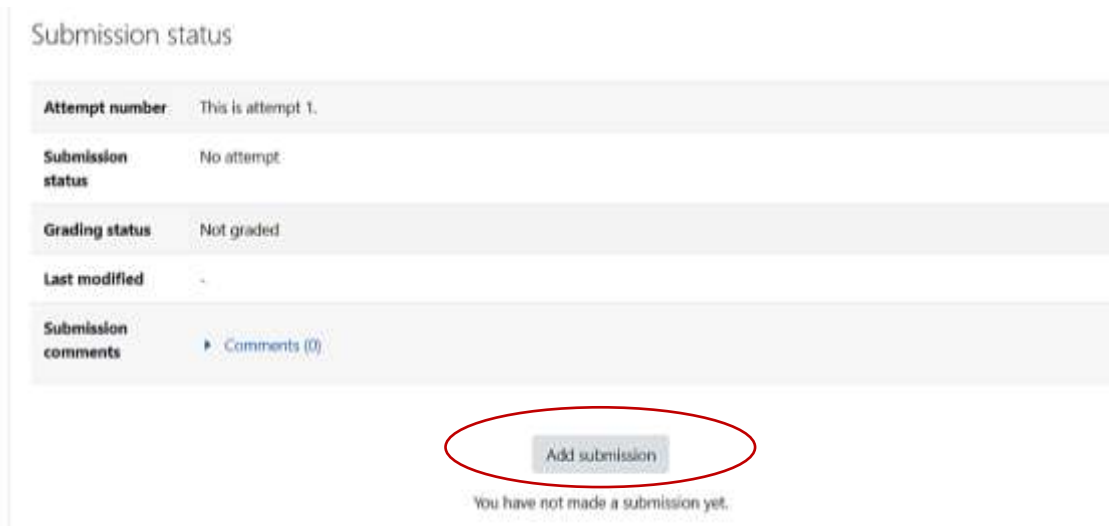
#### Step 2. Download and Complete the Documents

- Some assessments will only include the Assessment Workbook.
- Others may also provide templates, included in the Student Assessment Workbook.





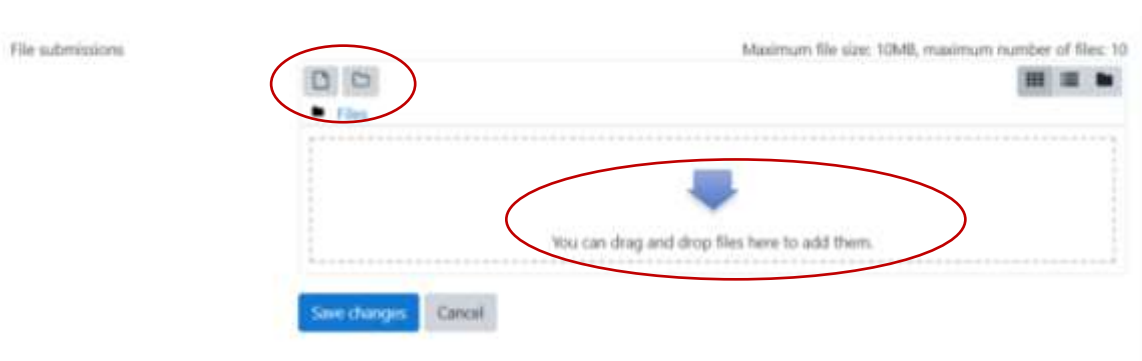
## Step 3. Save Your Work and Upload to Moodle

- Save your completed assessment before uploading.
- Keep a backup copy in case of technical issues.
- Select **Add submission** to upload.

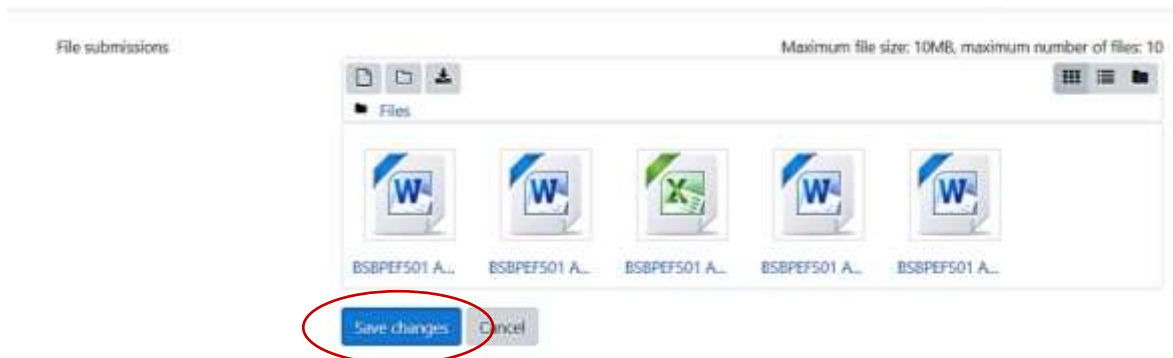


## Step 4. Submit Assessment and Confirm Its Your Own Work.

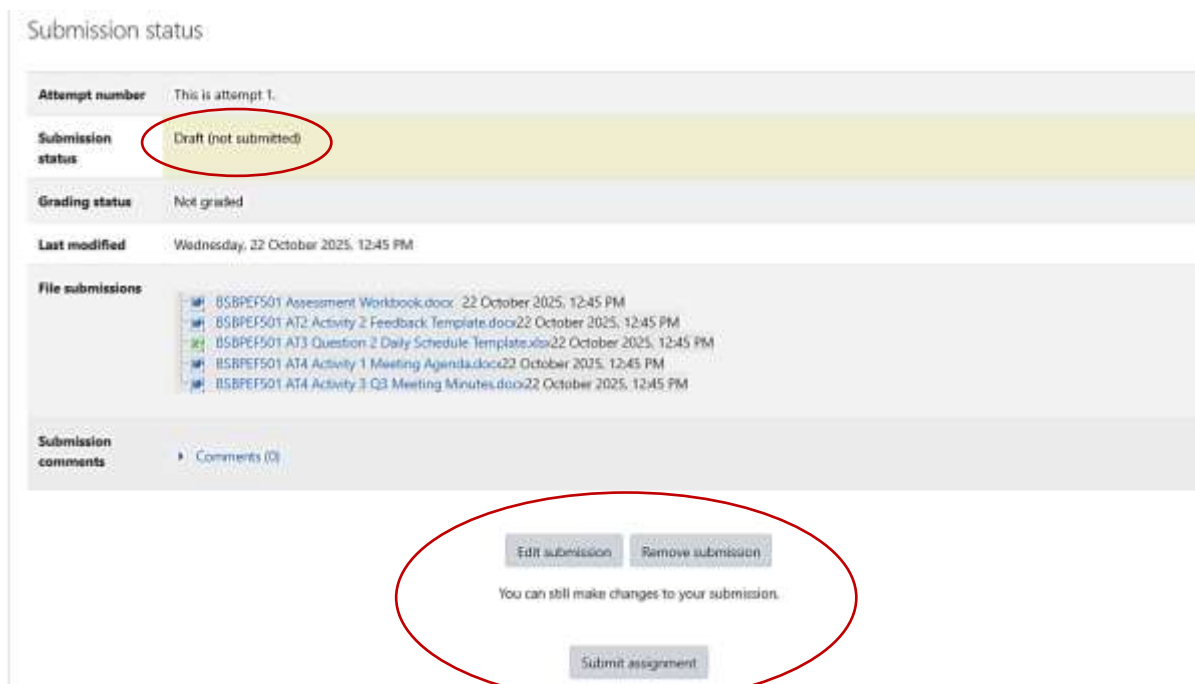
- You can upload a file by selecting the file  icon.
- You can upload a folder by selecting the folder  icon.
- Or you can drag and drop files directly into Moodle.



Once uploaded, click **Save Changes**.



At this stage, your assessment is saved as a draft.



Saving a **draft** is a useful way to back up your work and ensure you don't lose progress due to unexpected issues like system crashes, corrupted files or lost USB drives.

We strongly recommend keeping at least **two copies** of your assessments to avoid setbacks—especially as we've had students lose major assessments with only one question left to complete.

## Please note:

**Saving an assessment as a draft does not notify** your Trainer or Assessor. Moodle only sends a message once your assessment has been officially submitted.

We **do not encourage submitting drafts** to your Trainer and Assessor for review prior to final submission. This can delay progress, increases marking workload and doesn't promote a "first best effort" approach.

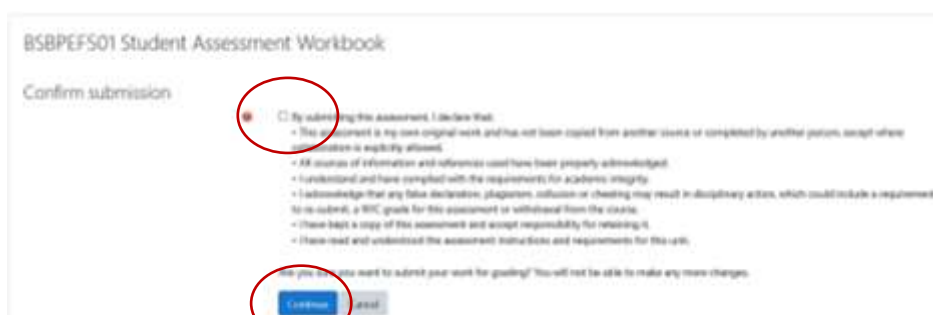
If you need help with your assessment, please reach out to your Trainer and Assessor with **specific questions** or areas where you need guidance. This allows us to support your learning more effectively without reviewing entire draft submissions.

You can make changes to your submission at this stage by selecting **Edit submission (change any documents uploaded)** or **Remove submission (remove the documents and start fresh)**

Alternatively, you can submit your assessment by selecting **Submit assignment**. Please note that once that you have submitted your assessment, no further changes can be made until your Trainer and Assessor reviews your submission.

## Step 5: Confirm Submission

- Tick the check box declaring the work is your own (with references where used).
- Click **Continue** to finalise submission.
- Moodle will only allow a maximum of **10 files per submission**.



BSBPEFS01 Student Assessment Workbook

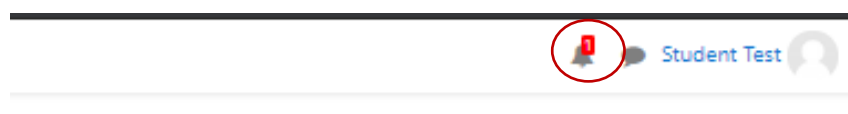
Confirm submission

By submitting this Assessment, I declare that:

- This assessment is my own original work and has not been copied from another source or completed by another person, except where permission is explicitly allowed.
- All sources of information and references used have been properly acknowledged.
- I understand and have complied with the requirements for Academic Integrity.
- I acknowledge that any false declaration, plagiarism, collusion or cheating may result in disciplinary action, which could include a requirement to re-submit, a BIC grade for this assessment or withdrawal from the course.
- I have kept a copy of this assessment and accept responsibility for retaining it.
- I have read and understood the assessment rules and requirements for this unit.

Are you sure you want to submit your work for grading? You will not be able to make any more changes.

If your assessment has been submitted correctly, you will see a confirmation screen and receive a Moodle notification.



### Submission status

<b>Attempt number</b>	This is attempt 1.
<b>Submission status</b>	Submitted for grading
<b>Grading status</b>	Not graded
<b>Last modified</b>	Wednesday, 19 August 2020, 3:48 PM
<b>File submissions</b>	

**⚠ Important:** *Once that you have submitted an assessment, you will not be able to make any changes until your Assessor has reviewed your assessment.*

*If you need to make changes- message your Trainer and Assessor.*

## 5.2 File Upload Assistance

### Embedding Documents

If required, you can embed documents into the Student Assessment Workbook:

1. Select **Insert** from the Ribbon Bar.
2. Select **Object**.
3. Choose **Create from File** (do not use the "link" option).
4. Tick **Display as icon**.

**⚠ Important:** *If you save the Student Assessment Workbook as PDF, your Trainer and Assessor cannot open embedded documents inside that PDF.*

*If you create a link, rather than adding the file, your Trainer and Assessor will be unable to open the file.*

## File Types


- Accepted formats: Word, Excel, PowerPoint and PDF
- If using Mac or other software, save and upload in PDF format.

## PDF Files

- In Word, use **Save As > PDF**.
- Free tools such as [www.ilovepdf.com](http://www.ilovepdf.com) can combine multiple PDFs into one file to reduce uploads.

## Large Files and Video Uploads

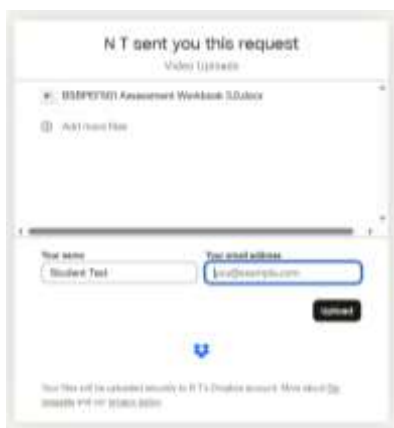
Moodle only accepts files up to **10MB**. For larger files (such as videos):

1. Create and name your video file with the activity number and student ID.
  - e.g. **[Your Full Name] [Your JR Number] [Unit Code] [Activity Number]**
  - *Example: John Smith JR999999 BSBPEF501 Activity 4*
2. Create a folder with your name and student ID.
  - Example: *John Smith JR999999*
3. Save your videos into this folder.
  - Only upload once all videos for the assessment are complete.
4. Upload the folder to Dropbox:
  - **Option 1:** If you were enrolled **after November 2025**, you will have been issued with a personalised link. Please utilise this link. If you are unsure, please email [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)
  - **Option 2:** If you have not been provided with a personal link, please use  [Dropbox Submission Link](#)

- Using the Dropbox link provided, simply drag and drop your file into the upload window or select it from your device.



- Once the selected file/s are uploaded, enter your full name and email address and press upload.



- You will receive confirmation once the upload is complete.

## Need Help?

If you experience issues, contact **Student Support**:

✉ [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)

## 6. Feedback

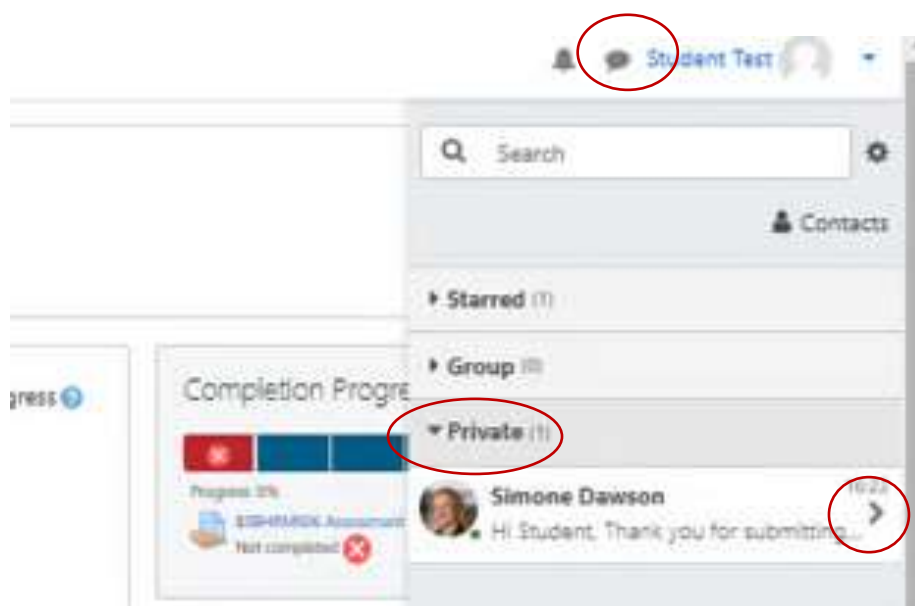
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### 6.1 How Feedback Works

- Your Trainer and Assessor will review your assessment and provide **written feedback within seven (7) days** of submission (unless on leave).
- Feedback will explain:
  - What you did well.
  - What requires further clarification or improvement.
- Feedback is provided directly in Moodle.

### 6.2 Where to Find Feedback

- You will receive a **Moodle notification** once your Trainer and Assessor has marked your work.
- To view feedback:
  1. Log in to Moodle.
  2. Select the **Messages icon** (speech bubble) to check for direct messages from your Trainer and Assessor.
  3. Open the submitted assessment to review detailed comments.
  4. Check uploaded feedback documents, if provided.



### 6.3 Using Feedback Effectively

- Review the comments carefully before attempting a resubmission.
- Compare the feedback with your original answers — this will help you understand what needs improvement.
- If you are unsure about feedback, message your Trainer and Assessor via Moodle for clarification.
- Apply feedback not only to the current task but also to future assessments.

### 6.4 If Feedback Is Delayed

- If you have not received feedback within **seven (7) days**, first check Moodle notifications.
- If still not available, message your Trainer and Assessor through Moodle.
- For urgent matters, contact **Student Support** at [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au) or (03) 9013 6878.

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 **Important:** *Feedback is provided on your submitted work, not on draft assessments.*

*Trainers and Assessor cannot pre-mark or review incomplete drafts, but they are available to answer specific questions about the assessment requirements.*

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## 7. Resubmission

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### 7.1 What “Not Yet Competent” Means

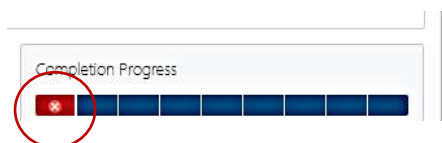
If your assessment is marked **Not Yet Competent (NYC)**, it does not mean you have failed. It simply means that more evidence or clarification is required before competency can be awarded.

Competency-based training is designed to give you multiple opportunities to demonstrate your skills and knowledge. Resubmissions are a normal part of the learning process.

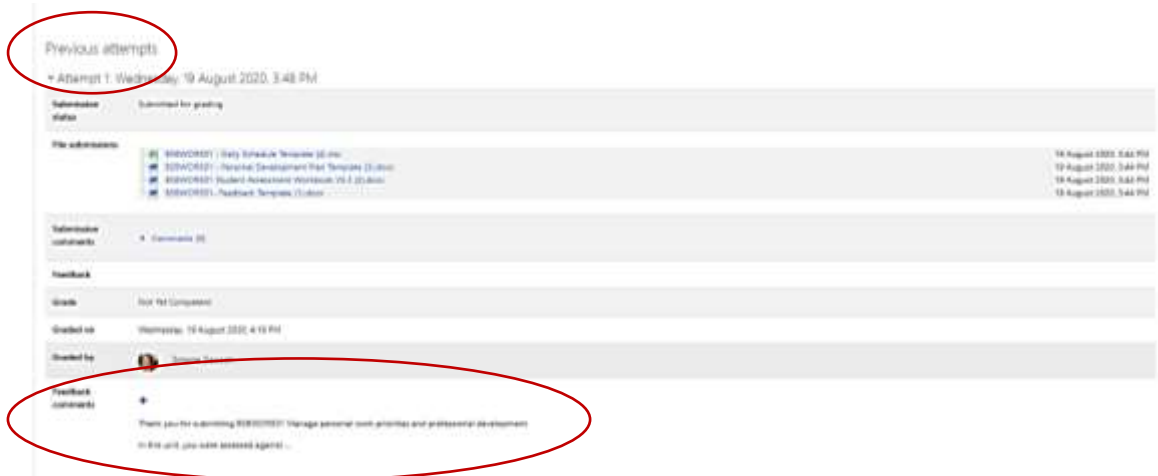
### 7.2 How to Resubmit an Assessment

1. Log in to Moodle and open the unit.
2. Select the assessment that was marked **NYC**.
3. Click **Add a new attempt based on previous submission**.
4. Update your responses based on the feedback provided by your Trainer and Assessor.
5. Save and upload your revised work.
6. Tick the declaration box confirming the work is your own.
7. Select **Submit assignment** to finalise.

**You can also access your assessment by clicking on the progress bar:**

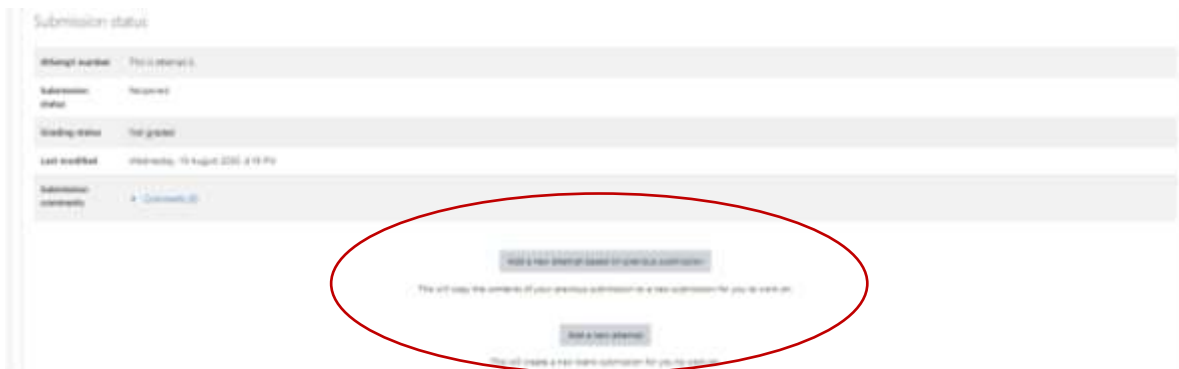


**Scroll down to previous attempts to view your feedback:**



This section will display all files uploaded.

Once that you have reviewed your assessment and made the required changes, you can resubmit:



Select either:

- Add a new attempt based on previous submission: This will provide copies of all work submitted in the previous attempt
- Add a new attempt: This allows you to start fresh

You can then upload amended documents or documents that were not uploaded in the previous submission and save changes.

**Note:** In your resubmission, you can remove any previously assessed document. These are saved in your previous attempt.

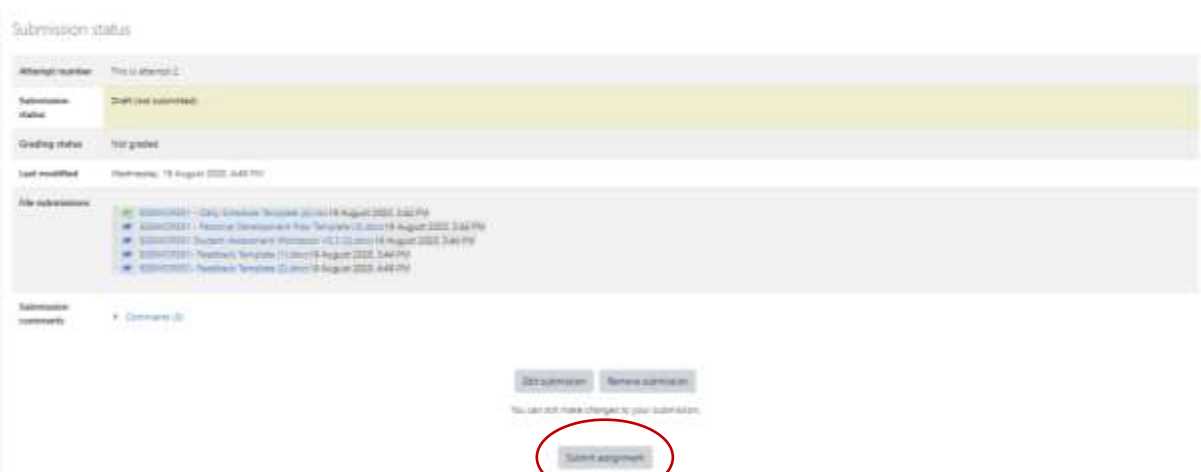
### 7.3 Tips for a Successful Resubmission

- Carefully review all feedback before making changes.
- Address each point your Trainer and Assessor highlighted — incomplete changes may result in another resubmission.
- Use this as an opportunity to strengthen your understanding and improve future work.
- If you are unsure about feedback, message your Trainer and Assessor through Moodle for clarification before resubmitting.

#### Important

- Your Trainer and Assessor cannot provide full reviews of drafts. However, you can ask specific questions (e.g. *“Can you clarify what you mean by expanding my case study response in Question 3?”*).
- All resubmissions must be submitted via Moodle — emailed files will not be accepted.

This has saved as a draft. To submit to your Trainer and Assessor, select **Submit Assignment**



The screenshot shows the Moodle submission status page. At the top, it says 'Submission status'. Below that, there are several sections: 'Assignment number' (This is attempt 2), 'Submission status' (Draft not submitted), 'Grading status' (Not graded), and 'Last modified' (Recently, 18 August 2022, 4:48 PM). There is also a list of 'All submissions' with links to view details. At the bottom, there are three buttons: 'Draft submission', 'Remove submission', and 'Submit assignment'. The 'Submit assignment' button is circled in red.

To finalise the submission, you **must tick** the check box acknowledging that the work is your own expect where you have included references. You must also select **continue**



## 7.4 Submission Confirmation

The example below shows the assessment status in Moodle. Once your work has been uploaded correctly, the status will display as **“Submitted for grading”**. This confirms your assessment has been sent to your Trainer and Assessor for review.



## 8. Conclusion

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This handbook is your companion throughout your studies at National Training. It provides practical guidance on using Moodle, completing assessments and accessing support.

- Refer to it whenever you are unsure about a process.
- Use the strategies and resources to stay on track and succeed.
- Reach out for support early if challenges arise.

We look forward to supporting you on your learning journey and celebrating your success.

✉ [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)

☎ (03) 9013 6878