

Student Training Experience Guide

WISENET - LMS



Student Handbook

To access our student handbook scan the QR Code on your smart device or alternatively visit

<https://ventia.com/studenthandbook>

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Welcome to Ventia Training!

We would like to welcome you to Ventia Training, Ventia's internal Registered Training Organisation (RTO) where we are here to support your career growth, be part of your learning journey, increase your knowledge and skills that align to your role, and give you the opportunity to further your career opportunities.

We are an accredited training organisation which means that we are approved to deliver nationally recognised training in the Vocational Education and Training (VET) sector.

We have been awarded our accreditation through the national regulator otherwise known as ASQA.

As an approved RTO, we have a set of standards (compliance) we need to follow and report on to ensure we maintain our accreditation and continue to deliver and assess accredited training for students.

Nationally accredited means, any statement of attainment (SOA), Certificate II, III, IV or Diploma that you complete with us, is recognised nationally, in Australia. You can take them anywhere!

As the training organisation we look after your enrolment, the progress of your training, and the completion of your training we then issue either a Statement of Attainment, Certificate, or a Non-Accredited credential at the end of your training, where completion requirements have been met.

Your Learning Journey & who is involved?

There are several sections of the business that are involved in your learning journey. It begins at the recruitment stage then moves to the department that you are employed with and then we at the RTO have our part too.

Ventia Talent Acquisition

Recruitment will be your initial point of contact and will organise the pre-employment checks. Once this process is complete, you will be transferred to Ventia Operations Support

Ventia Operations support

Their role is to:

- Send you a Welcome to Ventia and Client Inductions emails.
- Prior to your start date they will confirm via your medical that you are Fit to Work. They will also follow up with you to confirm you have completed all the required inductions and questionnaires.
- Once you go to your contract they will continue to assist with your rostering/pre-hitch.

Employing Department / Contract

You are employed under a particular department or contract within Ventia. These teams are your supervisors / managers / colleagues. Some of our Contracts are Rig and Well Services, CSCS WA, SAPMICM, Living Services, Minerals Services & Defence as examples.

They will have their own internal policies and procedures relating to your employment and are separate and are in addition to the training with Ventia Training (RTO).

It is your employer's responsibility to ensure you are given every opportunity to complete your required training.



RTO – Ventia Training

We are the training organisation that looks after the processes regarding your training either for inductions, refresher, some non- accredited courses and full qualifications as per below.

- Enrolment
- Progression of completing assessments / Modules
- Completion of Training – issuing Certificates, Statement of Attainments, Non-Accredited Credentials.

It is our responsibility to ensure your workplace and us, as the RTO are giving you every opportunity to complete your training. Please feel free to contact us for a confidential conversation if you are experiencing any concerns regarding your training outcomes.

Enrolment and Online Training access

Enrolment requests

All enrolment requests for any training must be made to your department or contracts Training Support/Head of Operations for approval. We do not enrol anyone unless we have direct approval from your departments head of operations etc.

For all accredited training (including accredited inductions) there is an enrolment form that needs to be completed for each enrolment prior to an enrolment being actioned.

Enrolment Forms / Links

When your department/contract would like you to complete accredited training that is delivered by the RTO, they will send you an enrolment application to be completed or a link to complete an online enrolment.

This enrolment form / Link gets sent back to the department / contract that requested it, not the RTO. The RTO will receive it from the department / contract directly.

It is important that all fields of information are completed as we are required to report this data to our national regulator to ensure any training you complete is added to your USI correctly.

All details completed on the enrolment form are kept confidential in our secure training Student Management System (SMS) and are not shared with external employees to the RTO.

An example of our enrolment form is below:



Ventia Training RTO Application for Enrolment

Contact details	
Title:	Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Other <input type="checkbox"/>
Date of birth:	
First name:	
Middle name:	
Last name:	
Organisation of work:	
Position title:	
Mobile number:	
Home number:	
Work number:	
Email address:	
Alternative email address (optional):	
Address details	
Postal address:	Residential address:
Building name:	Is your residential address the same as postal address? <input type="checkbox"/> Yes <input type="checkbox"/> No
Flat / unit details:	Building name:
Street address:	Flat / unit details:
PO Box details:	Street address:
City / Suburb:	City / Suburb:
State:	State:
Postcode:	Postcode:
Country:	Country:
VET related details	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Country of birth:	
City of birth:	
Country of citizenship:	
Australian citizenship status:	
Are you Aboriginal or Torres Strait Islander? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander	

Ventia Training RTO Application for Enrolment

Of the following categories, which BEST describes your current employment status?			
<input type="checkbox"/> Full time employee	<input type="checkbox"/> Self-employed - Not employing others	<input type="checkbox"/> Unemployed - seeking full-time work	<input type="checkbox"/> Unemployed - not seeking employment
<input type="checkbox"/> Part time employee	<input type="checkbox"/> Employed - unpaid worker in family business	<input type="checkbox"/> Unemployed - seeking part-time work	
Do you speak a language other than English at home? <input type="checkbox"/> Yes <input type="checkbox"/> No - English Only			
Proficiency in English:		<input type="checkbox"/> Very Well	<input type="checkbox"/> Well <input type="checkbox"/> Not Well
English assistance:		<input type="checkbox"/> Yes <input type="checkbox"/> Not at All	
Attending other schools:		<input type="checkbox"/> Yes - Other (please specify below)	<input type="checkbox"/> No
What is your highest COMPLETED school level?			
<input type="checkbox"/> Grade 12 or equivalent		<input type="checkbox"/> Grade 9 or equivalent	
<input type="checkbox"/> Grade 11 or equivalent		<input type="checkbox"/> Grade 8 or equivalent	
<input type="checkbox"/> Grade 10 or equivalent		<input type="checkbox"/> Never attended school	
Have you successfully COMPLETED any of the below qualifications?			
<input type="checkbox"/> Bachelor Degree (or higher Degree)		<input type="checkbox"/> Certificate III (or trade certificate)	
<input type="checkbox"/> Advanced Diploma (or Associate Degree)		<input type="checkbox"/> Certificate II	
<input type="checkbox"/> Diploma (or Associate Diploma)		<input type="checkbox"/> Certificate I	
<input type="checkbox"/> Certificate IV (or Advanced Certificate/ Technician)		<input type="checkbox"/> Other education (including certificates or overseas qualifications not listed above)	
Do you consider yourself to have a disability? <input type="checkbox"/> No <input type="checkbox"/> Not specified <input type="checkbox"/> Yes (please specify below)			
<input type="checkbox"/> Hearing / deaf	<input type="checkbox"/> Mental illness	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Vision
<input type="checkbox"/> Physical	<input type="checkbox"/> Acquired brain impairment	<input type="checkbox"/> Learning	<input type="checkbox"/> Medical condition
Prior education			
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not specified			
Participant identifiers			
Unique Student Identifier (USI) - Compulsory			
Learner Unique Identifier (LUI) - If applicable			
Emergency contact information			
Contact name:			
Relationship:			
Contact number:			
Marketing information			
How did you hear about Ventia Training Pty Ltd and the training we offer?			
<input type="checkbox"/> Website	<input type="checkbox"/> Workplace	<input type="checkbox"/> Direct mail	<input type="checkbox"/> Social media
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Personal visit	<input type="checkbox"/> Other

Ventia Training RTO Application for Enrolment

Privacy statement
Under the Data Protection Requirements 2020, Ventia Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Ventia Training for statistical, administrative, regulatory and research purposes. Ventia Training may disclose your personal information for these purposes to:
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER
Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- Populating automated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates for policy, workforce planning and consumer information.
- Administering VET including program administration, regulation, monitoring and evaluation.
You may receive a student survey which may be administered by a government department or NCVER employee, agent, third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.
NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at https://www.ncver.edu.au).
For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy
I hereby give consent for Ventia Training Pty Ltd to provide my employer with read information and/or copies of Certificates or Statement of Attainment (if requested).
If my application is accepted:
- I agree to abide by the rules of Ventia Training Pty Ltd.
- I give permission to Ventia Training Pty Ltd to search the USI website and/or validate my USI.
- I acknowledge that if I do not have a valid USI, I must obtain and provide one to Ventia Training prior to completing my course. Failure to do so will result in my training certificate being held or cancelled.
- I acknowledge that any facilities made available to me are for training purposes only.
- I agree to follow any directions given to me by the staff of Ventia Training Pty Ltd.
- I confirm that the information provided here is true and accurate.
Name:
Signature:
Date:
If applicable:
Parent / guardian name:
Signature:
Date:

Enrolment confirmation/s

Once the RTO has received your enrolment, we will check that all your information required has been completed in full on the enrolment form / link. If there is any information missing, we will contact you to update your details to ensure we have everything we need for your enrolment. You will then receive some email confirmations and instructions based on the course / qualification you are enrolled into.

Once we have processed your enrolment, the next day, you will receive an email to confirm your enrolment into the selected course/s. This will be for every course you are enrolled, including inductions, so you may get multiple of these at once, if you have been enrolled into more than one course.

The initial confirmation of enrolment will look like the below example. This email has an attachment that outlines your course, units being completed and their due dates.

The email will provide you with the online enrolment link <https://vnt-elearning.wisenet.co/login>

As well as your username, and instructions on how to reset your password.

You cannot click in the link, you must copy and paste the URL into a new web browser as Ventia Security blocks links in emails.



Subject

Ventia Training - Confirmation of Enrolment

Body

Dear [REDACTED]

Welcome to Ventia Training!

The document attached outlines the course and units that you are enrolled into and your expected completion date.

To access your online learning please copy & Paste this link <https://vnt-elearning.wisenet.co/login/index.php> into a new webpage, and bookmark it for future access.

Your username: [REDACTED]

Your Password – you will need to reset this by clicking on 'Forgot password'

You cannot use a phone to complete this training - You need to use a computer/laptop

If you have any questions, please contact us at rto@ventia.comYours sincerely,
Ventia Training

Files



Ventia Training - Confirmation of Enrolment-30333-20241



Dear [REDACTED]

Welcome to Ventia Training!

This is a confirmation of your enrolment into the RI12120 Certificate II in Oil & Gas Drilling (Onshore) and Well Servicing that commences on 05/11/2024 and needs to be completed by 04/11/2025.

Unit code	Unit Title	Unit Training Dates		Outcome
		Start	End	
MSMPER200	Work in accordance with an issued permit	05/11/2024	04/11/2025	Continuing enrolment
MSMWS212	Undertake first response to fire incidents	05/11/2024	04/11/2025	Continuing enrolment
MSMWS217	Gas test atmospheres	05/11/2024	04/11/2025	Continuing enrolment
RIICOM201E	Communicate in the workplace	05/11/2024	04/11/2025	Continuing enrolment
RIENV201E	Identify and assess environmental and heritage concerns	05/11/2024	04/11/2025	Continuing enrolment
RIERR202E	Contribute to the control of emergencies and critical situations	05/11/2024	04/11/2025	Continuing enrolment
RIIOGD204F	Perform rig floor operations	05/11/2024	04/11/2025	Continuing enrolment
RIIOGD205E	Support blow out prevention operations	05/11/2024	04/11/2025	Continuing enrolment
RIIOGN201F	Carry out rig lease operations	05/11/2024	04/11/2025	Continuing enrolment
RIIRIS201E	Conduct local risk control	05/11/2024	04/11/2025	Continuing enrolment
RIISAM209E	Carry out operational maintenance	05/11/2024	04/11/2025	Continuing enrolment
RIIWS201E	Work safely and follow WHS policies and procedures	05/11/2024	04/11/2025	Continuing enrolment

If you have any questions, please contact our friendly team at RTO@ventia.comYours sincerely,
Ventia Training



Access to the E-learning portal (Wisenet)

If you are a brand new user, first time learner, you will receive an automated email from Moodle to create your account. Follow these instructions to set up your access.

If you are an existing user – accessing for the first time since we changed systems, please follow the instructions in your Confirmation of Enrolment email - below

1. Copy & paste the URL into the web browser - Do not click on the link as Ventia Security blocks this.

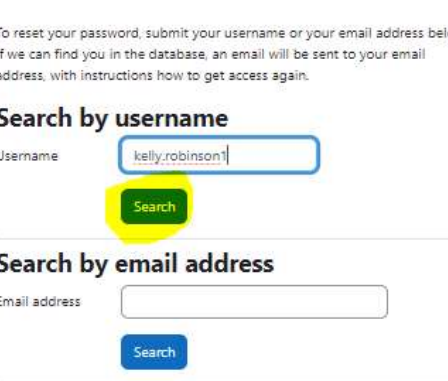
<https://vnt-elearning.wisenet.co/login>

2. The URL will bring you to the login that looks like this:

3. To reset your password, click on 'lost password',



4. You enter in your username that was provided in your confirmation of enrolment email, and click search



The screenshot shows a web page for password reset. At the top, a paragraph explains the process: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this, there are two sections. The first section is titled "Search by username" in bold black text. It contains a label "Username" followed by a text input field containing the text "kelly.robinson1". A blue rectangular box highlights the input field. Below the input field is a green button with the word "Search" in white text, which is highlighted by a yellow oval. The second section is titled "Search by email address" in bold black text. It contains a label "Email address" followed by an empty text input field. Below the input field is a blue button with the word "Search" in white text. A horizontal line separates the two search sections.

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search by email address

Email address

5. A message will pop up on the screen as per below, please check junk/spam as well as your inbox for an email from **Admin User (via Ventia Training)<noreply@vnt-elearning.wisenet.co>**

If you supplied a correct username or unique email address then an email should have been sent to you.

It contains easy instructions to confirm and complete this password change.

If you continue to have difficulty, please contact the site administrator.

[Continue](#)

-
-
-
-
-
6. The email comes in and provides a link for you to reset your password, it has a 30min expiry. If you miss this expiry, you will start this process again for a new link.

A password reset was requested for your account 'kelly.robinson1' at Ventia Training.

To confirm this request, and set a new password for your account, please go to the following web address:

to the following web address:
https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvnt-elearning.wisenet.co%2Flogin%2Fforgot_password.php%3Ftoken%3DeGZNVhVudEmOWEIsncLXCouQMol9SUJk&data=05%7C02%7C%7C8a57ef09d538446b887fa08dcf31edcfe7%7C84d29e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638652561078848229%7CUnknown%7CTWFpbGZsb3d8eyJWbWJpcMC4wLjAwMDAilCJQlloiV2UzliLCJBTiI6Ik1hL2JwLlCjXVCiE0%3D%7C0%7C7C%7C&sdata=koWUsvy2tdwuN9ZFir7V31Cs2WJuch7snZ4SFzA6MoQj%3D&reserved=0

(This link is valid for 30 minutes from the time this reset was first requested.)

If this password reset was not requested by you, no action is needed.



- The link will take you to a new screen to reset your password – please check the 8 character requirements and click save changes.

Troubleshooting errors if you cannot access your account

If you are receiving this message when you try to login:



Device enrollment

Ventia requires you to enroll this device to access message links

Your IT department has enabled Targeted Threat Protection for all users. This is a service that protects you from email attacks and provides live security training.

Enter your email address and we'll send you an authentication code to verify your identity.

nickflyn01@outlook.com

Get Authentication Code

An error has occurred. Try again to complete the process

You'll only see this message again on new devices, or if you delete your cookies. If you have any questions, contact your IT department.

It looks like you have clicked on the link in the email.

Ventia security blocks access to email links, if you click on them.

Please go back to the instructions to **copy and paste the URL into the web browser**

Do not click on the link.

<https://vnt-elearning.wisenet.co/login>



If you never receive the email to reset your password:

If you have followed the instructions to reset your password, at the login screen and you never receive the email, please check spam/junk.

If it is not sitting inside any folders, please ensure that you are:

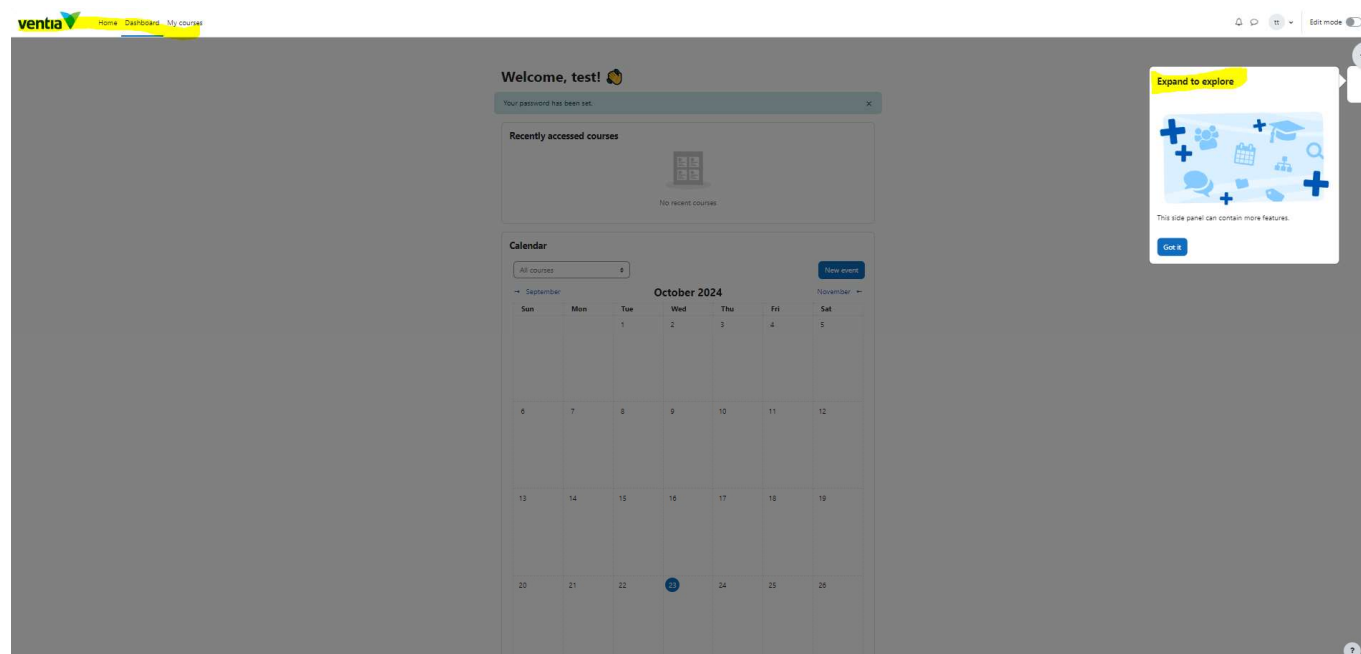
- Using the username provided to you in your Confirmation of enrolment email, or
- The email address that the confirmation of enrolment email was sent to, as this is the one we have in the system in your record.

If you are still not able to login successfully, please contact our admin team by email, who will assist you to access your account. rto@ventia.com

Training and your ongoing progress

How to find and complete your training on the E-Learning portal

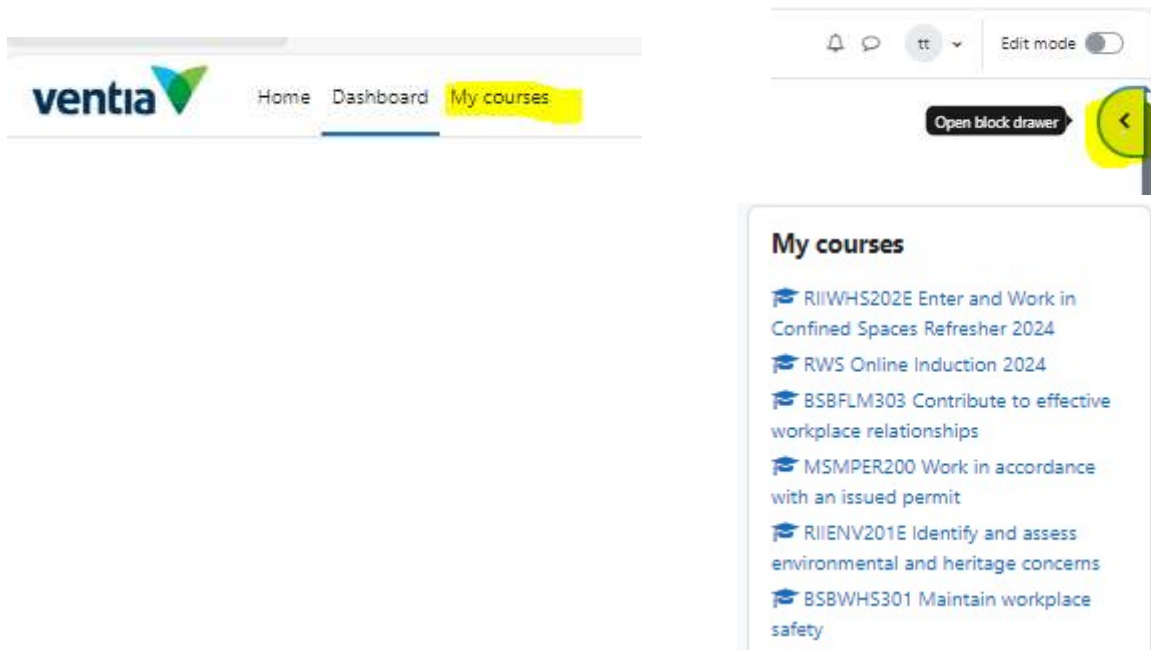
When you log in for the first time - the E-learning portal will open to your dashboard, and a knowledge tip.



The dashboard will show you the calendar – this links to any timetables you are linked to – **this is not a feature we are using at this time.**



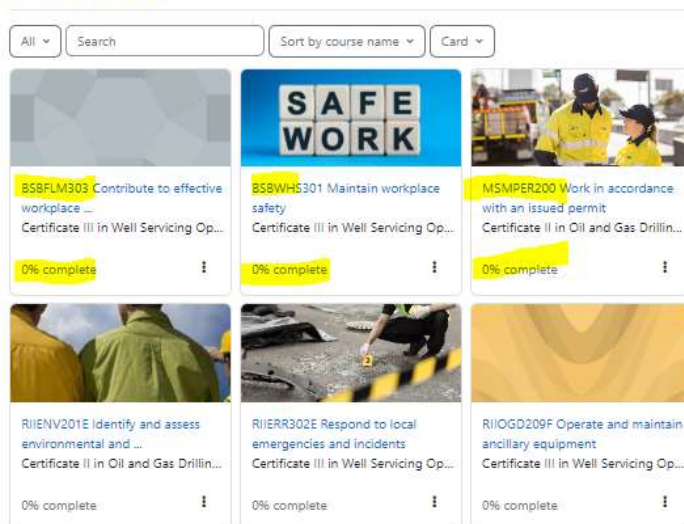
1. The top left menu is your navigation, or there is an arrow at the top right that will also show you your courses/units your enrolled into.



2. My courses menu shows you the tiles for each unit / course, and your % progression

My courses

Course overview



3. Once you click on a tile, it outlines the requirements of the unit/course and gives you instructions. You complete each sections requirements.
4. **PLEASE NOTE – Non-Accredited Training / Inductions** - You need to complete **all sections in order**, starting at the Learning resource > Knowledge Questions > Feedback > Auto produce Certificate. If you don't complete in this order, your Certificate will not automatically create.



5. Once the Certificate is created, you will find it in 'My certificates', please download and provide to your Department / Contract contacts.

BSBFLM303 Contribute to effective workplace relationships

Course Grades Competencies

Welcome to Contribute to Effective Workplace Relationships [Collapse all](#)

BSBFLM303 Learning Resources

In this section download your learner guide and access additional learning materials.

BSBFLM303 Theory Assessment - NEW To do: View

To do: Receive a grade

To do: Receive a passing grade

[Click here to access your theory assessment.](#)

Student Instructions

- Read all questions thoroughly prior to commencing and allow yourself sufficient time to address each question.
- This is an open book assessment. You can use the learning materials or notes you have made.
- Speak to your course facilitator if you have special requirements or limitations. You may be eligible for support, provided the integrity of the assessment standard is maintained.
- You must provide a satisfactory response to all questions to gain a satisfactory result toward this unit of competency.

Finalising the Assessment

- You must answer all questions satisfactorily to pass.
- You will be provided with the overall result by your course facilitator.
- A 'Not Satisfactory' result means that together, we need to improve your skills and knowledge to the required standard. You will be fully supported through this process until you are ready for re-assessment.
- You must successfully pass this assessment before you can progress to your practical assessment.

BSBFLM303 Evidence Upload Step To do: View

To do: Make a submission

To do: Receive a grade

[Click here to upload the following list of documentary evidence that you have participated in as part of your work activities.](#)

6. Once you submit your assessments, they go back to your trainer to mark. Once they have marked / graded, they will show up in the grades section. The little bell symbol will alert you of any updates/ resubmissions required.

BSBFLM303 Contribute to effective workplace relationships: View: Overview report

Course **Grades** Competencies

Overview report -

tt test test

Course name	Grade
RIIWH5202E Enter and Work in Confined Spaces Refresher 2024	
RWS Online Induction 2024	
BSBFLM303 Contribute to effective workplace relationships	
MSMPER200 Work in accordance with an issued permit	
RIENV201E Identify and assess environmental and heritage concerns	
BSBWH5301 Maintain workplace safety	
RIERR302E Respond to local emergencies and incidents	
RIIOGD209F Operate and maintain ancillary equipment	
RIIOGD301E Conduct and maintain derrick operations	
RIIOGD302F Assist in running casing & RIIOGD303F Trip Pipe	
RIIOGD305E Apply blow out prevention operational procedures	
RIIOGN302F Operate mud pumps	
RIIOGN303E Operate, monitor, and maintain mud systems	

7. You continue this process until everything has been completed.



8. The RTO is alerted of this and issues your Certificate / Statement of Attainment and sends a copy to your email address on record.

Progress communication and reminder emails you will receive

Throughout your training, you will hear from us via email and SMS communication methods. Some of these will include:

- Monthly progress check ins – these are to see how you are progressing and gives you the chance to reach out for any assistance
- Credit Transfer applications approved – if you have applied for any Credit Transfers against your enrolment - you will be notified
- Additional enrolments – if your department / contract enrolls you into another course
- Missing information - If we are missing any information that is critical for your enrolment, we will reach out to you.
- Course Expiry reminders
- Extensions applied to your enrolment

Additional information / helpful tips

- You will have 3 attempts for each assessment – if you max all attempts without success, please contact rto@ventia.com to reset this for you.
 - Please include the unit code, name and what activity you need to reset attempts.
- We suggest you use google chrome and, on a PC, Laptop or iPad. Whilst some students choose to complete on their phone, we cannot assist with any issues if this is the case as we do not support completing via a phone at this time.
- If you are struggling to get the answers correct, we strongly suggest you go back and take the time to go back over the Learning resources and then contact your trainer for guidance.
- Our admin can be reached at rto@ventia.com, always happy to assist you.

HAPPY LEARNING!