

# iLearn help information

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The content below has been developed from both general questions and student feedback. Note that throughout this help information, 'unit' refers to the training content you are enrolled in. For VET students these are your subjects, for other iLearn participants these are your training modules.

Please contact iLearn support ([ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au)) if you would like any additional areas of support.

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## 1. Introduction to iLearn

The information on the following pages will help you make the most of your iLearn experience. iLearn is a Learning Management System (LMS) which has been created using software called Moodle. You may hear students or lecturers referring to iLearn as 'Moodle'.

The following video explains what Moodle is:

<https://www.youtube.com/watch?v=WvClv5KCbeE>

Each unit you enrol in will have a 'unit' home page within iLearn. Depending on how each unit or training module has been set up, you'll be able to:

- Interact—through forums, blogs, quizzes, etc.
- Access resources—audio, readings, lecture notes and presentations etc.

The information which follows provides guidance on accessing and navigating through your unit/training site, and other sites you have access to.

## 2. Logging in

Log in from the iLearn home page: [ilearn.alc.edu.au](http://ilearn.alc.edu.au)

### ALC VET students

Enter your ALC account email address as your username.

You can check your ALC account details in the **Confirmation of Enrolment** email sent (to your personal email address) by the ALC Office of Student Records at the time of your enrolment.

**Note:** You cannot change your password through iLearn.

### Other online training participants

Enter your email address, which was used during registration, as your username.

**Note:** If you are doing Valuing Safe Communities (VSC) or LCA Learning Hub it is recommended not to use your ALC student email address for your account, so that your records will remain available to you after you have finished your studies at ALC (as your ALC email address is only available for the duration of your study here).

## 3. Software requirements

iLearn is an online web program you view with a browser. Those who use Windows often use Microsoft Edge as their browser. Edge will work with the majority of content available in iLearn, however it is not the most optimal browser for iLearn. If you are using Edge, you may find that you are unable to access certain support files or to interact with some of the online activities. If you find this to be the case, it is **highly recommended** that you download and install one of the following browsers for Windows users:

[Firefox](#)

[Chrome](#)

There are some additional software programs that can be helpful to have access to, as some unit support material is made available in these formats.

- **Office documents**

If you don't have Microsoft Office installed:

- ALC students can install Microsoft Office from the Office 365 portal (see [Microsoft 365 for ALC Students](#)).
- Other iLearn participants can access documents using services such as [Microsoft Office online](#), [Google Docs](#) or [Open office](#).

- **PDF Reader**  
[Acrobat Reader](#)

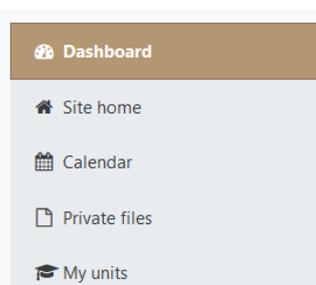
## 4. Navigating iLearn

### Navigation menu

iLearn allows you to quickly and easily navigate your way around the site via the navigation menu, which allows you to:

- view all the units you are currently enrolled in;
- navigate to your Dashboard, to access all the units you are currently enrolled in; or
- go to the iLearn home page.

This menu is accessible via the 'burger' icon on the far left of the gold bar at the top of the page:



Of note, the Navigation menu has the following options:

- **Dashboard**—takes you to your personal 'home' page which lists the units you are associated with. (See below)
- **Site home**—links to the front page of iLearn.
- **My units**—lists the units you are enrolled in. Click the unit's name to view the front page of the unit or use the little arrows to expand, and navigate quickly to a specific section, resource or activity in that unit.

**Note:** It is recommended that you do not use the Back and Forward buttons on your web browser when in iLearn. Using the Navigation links provided will ensure you always see the latest version of a page (e.g. a forum with all posts). Be careful to update, save or post any changes you make before moving on to another page to avoid losing your work.

The 'My units' menu item lists the unit/s and other sites to which you've been given access. Selecting the unit name will take you to the unit home page.

## 5. Emails from iLearn

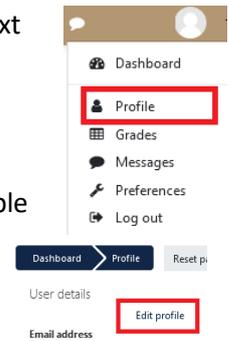
All communication from iLearn, such as forum posts, private messages and other notifications, is sent to the email address used for your iLearn account. It is important that you can access this email account and check it regularly as you interact with content on iLearn.

For ALC VET students, your email is provided by Microsoft through Office 365. For more information, see <https://alc.edu.au/study/vet-study/student-email/>. (**Note:** It is ALC policy that all official communication is sent to your ALC student email address only, so please check this email account regularly.)

## 6. Editing your profile

Your iLearn profile contains a number of options that can be customised to suit your needs. To edit your iLearn profile, complete the following steps:

1. On the far right of the gold bar at the top of the page there is an arrow next to your name which expands with a drop-down menu when clicked on.
2. Click on the 'Profile' menu item link.
3. In the User Details section, select the Edit Profile link.
4. Your unique profile page is displayed.
5. Edit your profile settings as required (note that not all fields will be available for you to change, depending on the type of iLearn account you have).
6. Once you have finished editing your profile, select the 'Update profile' button to save changes.



**Note:**

- You *must* be logged into iLearn to edit your profile. Refer to [Logging in](#).

**ALC VET students need to note that:**

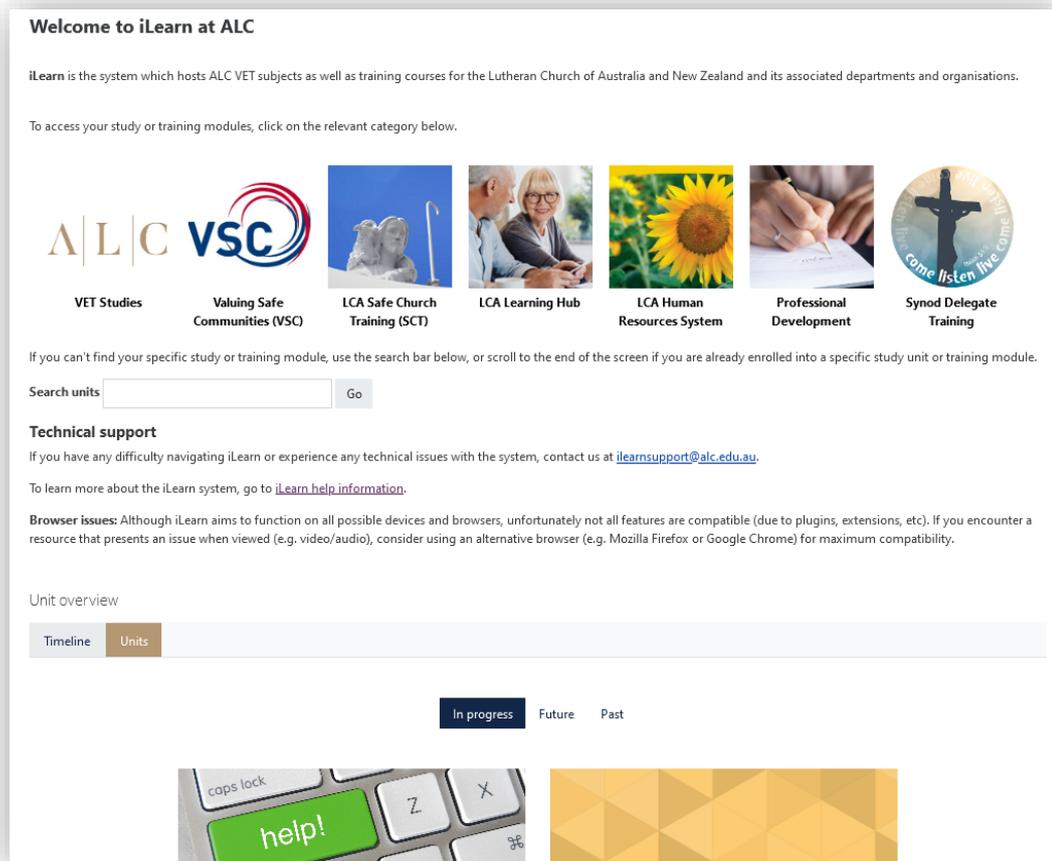
- You are unable to edit your email address.
- While you are able to add your residential address in iLearn, this is not reflected on your student record. To update your address, email the details to [enrolments@alc.edu.au](mailto:enrolments@alc.edu.au).

## 7. Dashboard

'Dashboard' is your home page, which has two main sections:

- **Welcome:** At the top of the page is a welcome message, accompanied by icons that link to the different study and training categories within iLearn. Each category will provide further information about accessing the specific units. There is also a box where units can be searched for by name, and information on where to get support if you are having difficulties within the iLearn platform. Notification messages will also appear in this section, such as advising of any upcoming maintenance of iLearn.
- **Unit overview:** This section contains all the units to which you have access. Current units will be displayed by default, but there are also 'Future' and 'Past' tabs available to view upcoming or completed units respectively. There is also a 'Timeline' tab to view a list of any activities and due dates for your units (e.g. quizzes, lessons or assignments). Click on unit names or images to access those units, or on any activity icons to go straight to that activity.

Below is an example of the Dashboard page:

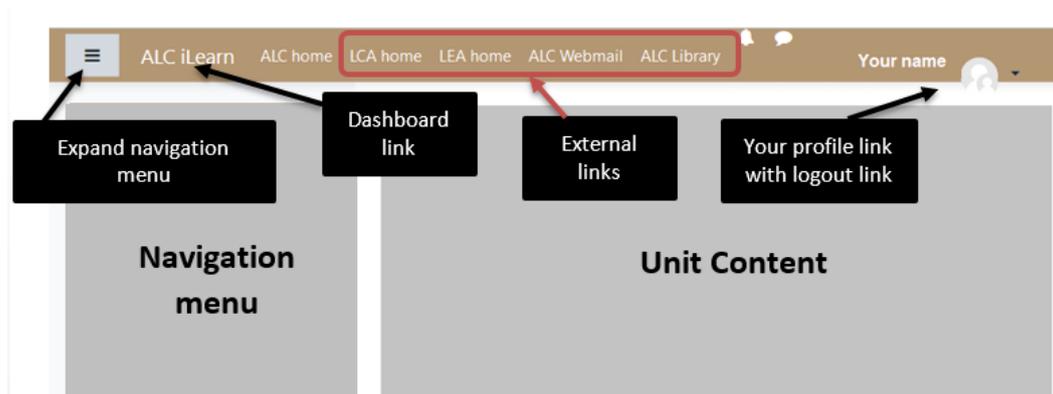


## 8. Unit introduction

Each unit site on iLearn will have a basic recognisable structure and common features. Depending on the resources and activities being used, and how your lecturer chooses to structure the site, units will appear differently. This section will help you navigate and overcome the difference in formatting.

### Layout

The following image depicts the expanded two column layout in iLearn, with the navigation menu visible. By default, units will display with a one column layout, but if the menu is visible and if blocks are added on the right there may be as many as three columns visible within a unit.



Generally units have been established using the Onetopic format. When first accessing the unit, you will arrive on the unit welcome page. From there you can navigate to the other sections of the unit using the tabs at the top, if available.

Welcome	Introduction	Session 1	Session 2	Session 3	Session 4	Session 5	Session 6	Session 7
Introduction to assessment	Assessment 1	Assessment 2	Conclusion	Resources				

## Icons

Below is a table of icons that you may encounter in a unit on iLearn and a description of what the icon represents.

	Assignment submission—this could be a field to enter text, or a place to upload one or more documents
	An audio file
	Book resource
	Certificate – Depending on the unit, certificates will be available at the end of the training module, or unlocked once all required activities have been completed
	Forum
	A page resource—this resource type contains text, images, videos etc.
	PDF document—download a PDF document resource (note: Adobe Acrobat Reader or similar software is required to open this type of document)
	PowerPoint document—download a Microsoft PowerPoint presentation resource
	Quiz
	URL—this is generally a URL to a site outside of ilearn.alc.edu.au (e.g. google.com)
	Word document—download a Microsoft Word document resource

## 9. Forums

### Using forums

Forums are used extensively throughout some units in iLearn e.g. a social or get-to-know-you forum, a unit news forum, or one that requires your participation. It is important that you know how to navigate and use a forum within iLearn.

There are six different types of forums that you may encounter on iLearn. They are as follows:

1. **News forum:** A special forum for announcements to students, to which students don't contribute
2. **Standard forum displayed in a blog-like format:** An open forum where anyone can start a new discussion at any time, and in which discussion topics are displayed on one page with 'Discuss this topic' links
3. **Standard forum for general use:** An open forum where anyone can start a new discussion at any time (similar to #2, but displayed differently)
4. **Single simple discussion:** A single discussion topic which everyone can reply to
5. **Each person posts one discussion:** Each student can post exactly one new discussion topic, which everyone can then reply to

6. **Question and answer forum:** Students must first post their perspectives before viewing other students' posts

**To make an original post:**

- Click on the forum link on your unit page.
- Select the 'Add a new discussion topic' button to begin a new discussion.
- Enter a subject relating to the discussion in the Subject field.
- Enter your post relating to the discussion in the Message field.
- Select the 'Post to forum' button.

Your discussion will have been published to the forum, however you have 30 minutes to edit your post before it is emailed to users who are subscribed to that forum. So it is good practice to check your post and edit if necessary. Go to the forum link again, click on the subject/name of your post under Discussion, read through your post, and click on Edit if you wish to make changes or additions, or correct errors. Save changes.

Note: the forum instructions should clearly state what the purpose of the forum is, and what students are required to do. If it is not clear, or you are unsure of the requirements, contact your lecturer.

**To see another student's post:**

- Click on the name of their post, under the Discussion column.

**To reply to a student:**

- Click on Reply button, underneath their post. Type your response in the message text box and click 'Post to forum'.

Any forum in which you can post messages also allows you to attach images and files (if required) to the message. File attachments do have a limit on the file size which varies up to a maximum of 20mb. As there is no limit to the number of forums which can be in a unit, you may come across a few different forum types within the one unit.

**Subscribing/unsubscribing to a forum**

In most forums you will be subscribed automatically when you enrol into the unit, or once you've made your first post. When subscribed to a forum, an email notification is sent to your iLearn account email address for every forum post made in units that you are doing or other sites you have access to.

By default these notifications are sent individually as posts are made, however the notifications can be set up to be sent as a daily digest, where one email contains all forum posts for that day. This daily digest option has further settings that can be changed depending on whether you would like a digest for each forum within a subject, or just one digest for each of your subjects. You can change your default via your profile—see [Editing your profile](#).

You can often change the subscription default setting, though this is dependent on how the forum has been setup. **We don't recommend this for those enrolled in Cert IV units though, as you may miss posts. Although you can still access all posts in the forum, if you don't receive alerts in your email account, you may forget to check.** However, it can be helpful to unsubscribe from forums in other sites that you are not particularly interested in. Complete the following steps to subscribe/unsubscribe to a forum:

1. Click on the link for the forum that you wish to un/subscribe to.
2. Go to the Settings block on the right-hand side of the page.
3. Expand the Forum Administration option if not already expanded.

- Click on 'Subscribe/Unsubscribe from this forum'. You will be immediately subscribed or unsubscribed. This simply means you will start to receive or will not receive iLearn email alerts for posts to this forum; you will still be able to access the forum in your unit.

### Email alerts

When you receive a forum post via email (known as an alert) all the links in the 'pretty' html version will direct you back to the iLearn site. You can't reply to forum posts using the reply button in your email software as this will send your reply to the email address of the person who posted the message, which means that your reply will not appear in the forum.

## 10. Private messaging

Private messaging is available to all students. A private message is correspondence between you and the message recipient only. A message can be sent to any user in iLearn. If a message is sent to a user who is currently logged into iLearn, they will be notified through a change in icons to the right of the gold bar at the top of the screen in iLearn (see image below). If the user is not logged into iLearn at the time the message is sent, a copy of the message will be sent to the recipient's email address with a link to reply to the message. If you have a message, a notification will also appear on iLearn the next time you login. You can change these options when you edit your profile under the settings block by selecting >My profile settings > Messaging

**Note:** Private messaging is only possible if you are logged in to iLearn.

To send a private message, complete the following steps:

- Click the drop-down arrow next to your name in the top left corner of iLearn.
- Select 'Message'.
  - Your message history and contacts are displayed.
- To send a message to a specific user, type the user's name into the input box then click on the 'Search people and messages' button.

**Note:** Only email addresses that have **Email display** set to 'Allow anyone to see my email address' or 'Allow only other unit members to see my email address' in a user's profile will be displayed.

- A list of users will be displayed.
- Find the user you wish to send a message to from the list and click on their name.
- Type your message in the 'Message' field.
- Click the 'Send message' button.

The user will be notified that they have received a message.



## 11. Using the 'Your Progress' option

Some units have a progress feature activated which enables you to track the resources you have viewed and the activities that you've completed within the unit. Some activities or resources automatically mark themselves as complete when you first access them. This 'condition' can also allow the next activity or resource to become available. Below is an explanation of this and how to identify the difference.

### Completion tick boxes

A tick next to an activity name may be used to indicate when the activity is complete. If a solid tick box is shown, you can click it to tick the box when you think you have completed the activity. (Clicking it again removes the tick if you change your mind.) The tick is optional and is simply a way of tracking your progress through the unit. If a 'dotted' tick box is shown, a tick will appear automatically when you have completed the activity according to conditions set by the lecturer.

## 12. Support and credits

### Further information



If you are a **VET student** – find out more about using iLearn on the ALC website at <https://alc.edu.au/study/vet-study/ilearn-information/>.



If you have an @lca.org.au email address and password, use these to log in to iLearn where you will be enrolled automatically into the **LCA Learning Hub**. If you have any difficulty using your LCA email address, contact the LCA IT Services for assistance (phone 08 8267 7380; email [itsupport@lca.org.au](mailto:itsupport@lca.org.au)). If you don't have an LCA email address, request an enrolment key from the LCA Church Worker Support Department. For any queries related to enrolment, contact the [Church Worker Support](#) team. For iLearn specific support, such as accessing your iLearn account or finding the LCA Learning Hub modules, email [ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au).



If you are a user of the **LCA Human Resources System (HRS)** – contact [itsupport@lca.org.au](mailto:itsupport@lca.org.au) for help desk support. For other HRS enquiries, contact [hqs@lca.org.au](mailto:hqs@lca.org.au).



If you are a user of the Professional Standards Department's **Safe Church Training (SCT)** – register through the LCA website at <https://www.lca.org.au/departments/ministry-support/professional-standards/training-prof-standards/>. For enrolment help refer to the enrolment guide provided by your PSO, or contact iLearn support: [ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au). If you require assistance, refer to the [SCT iLearn enrolment help notes](#) or email [ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au).



If you are a **Valuing Safe Communities (VSC)** training participant – see [iLearn enrolment help notes: for access to online training modules](#) for enrolment assistance. Information on VSC can be found on the Lutheran Education Australia website at <https://www.lutheran.edu.au/school-professionals-2/valuing-safe-communities/>

### Contact

- **Email LCA IT Services** [itsupport@lca.org.au](mailto:itsupport@lca.org.au) for issues using your LCA account or using LCA HRS training
- **Email LCA HRS** [hqs@lca.org.au](mailto:hqs@lca.org.au) for other HRS enquiries
- **Email LCA Church Worker Support** [churchworkersupport@lca.org.au](mailto:churchworkersupport@lca.org.au) for access to the LCA Learning Hub without an LCA account
- **Email iLearn support** [ilearnsupport@alc.edu.au](mailto:ilearnsupport@alc.edu.au) for all other queries.

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