Te Kete Guide
(powered by Canvas)

for Students

Contents

Introduction

What is Te Kete?

Te Kete is ServiceIQ's Learning Management System.

Which browser should I use?

Te Kete (powered by Canvas) should be used on current or previous major releases of Chrome, Firefox, or Safari. It may also be used on Edge, but Internet Explorer is not supported.

Ensure your browser is up to date to avoid compatibility issues. Check your browser update status in the settings or visit the official browser update page.

Canvas supports the current and previous major releases of the following browsers:

> Chrome 122 | 123
>
> Firefox 123 | 124 (Extended Releases are not supported)
>
> Edge 121 | 122
>
> Safari 16 | 17 (Macintosh only)

Use this link to find more information. https://community.canvaslms.com/docs/DOC-10721

Mobile Applications

On mobile devices, Canvas is designed to be used within Canvas mobile applications. These apps can be downloaded from the app store or play store on your phone:
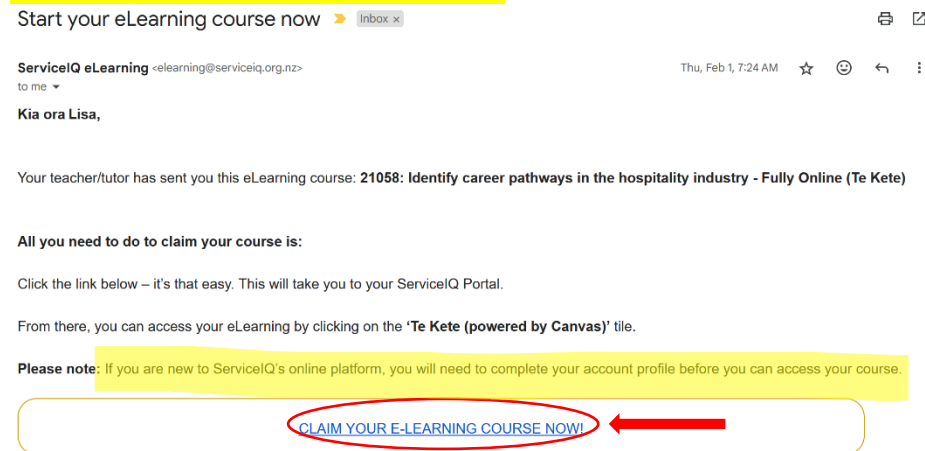
Apple app instructions

Google play instructions

Navigation: Logging into Te Kete

Locate the email from ServiceIQ eLearning to access Te kete and click on the link:
<mark>CLAIM YOUR E-LEARNING COURSE NOW</mark>

If the "Claim your e-learning course now" link does not bring you to the ServiceIQ Portal Login page, please check the tabs that you have open on your web browser. If you are already logged into the ServiceIQ Portal click: *sign out* and then try the above "Claim your e-learning course now" link again:
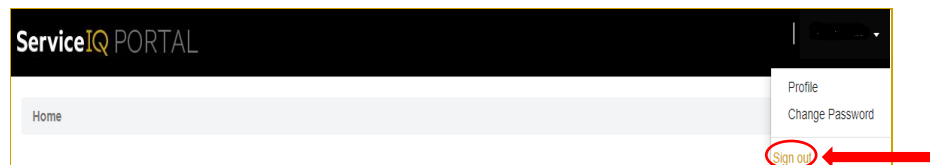
To access our login screen, please type the following web address: https://portal.serviceiq.org.nz/.
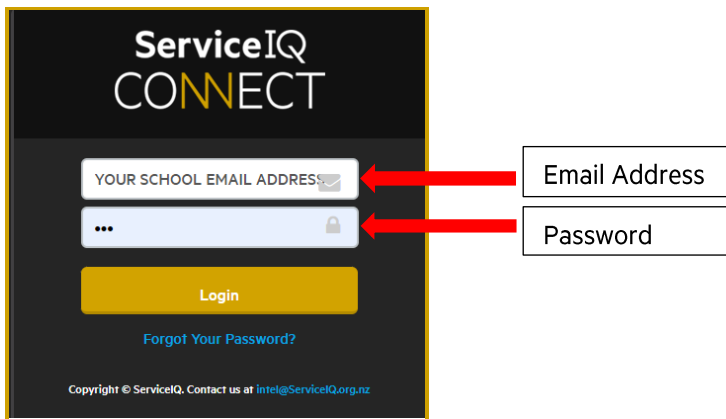This will bring you to ServiceIQ's main login page.
Click: **Sign in**
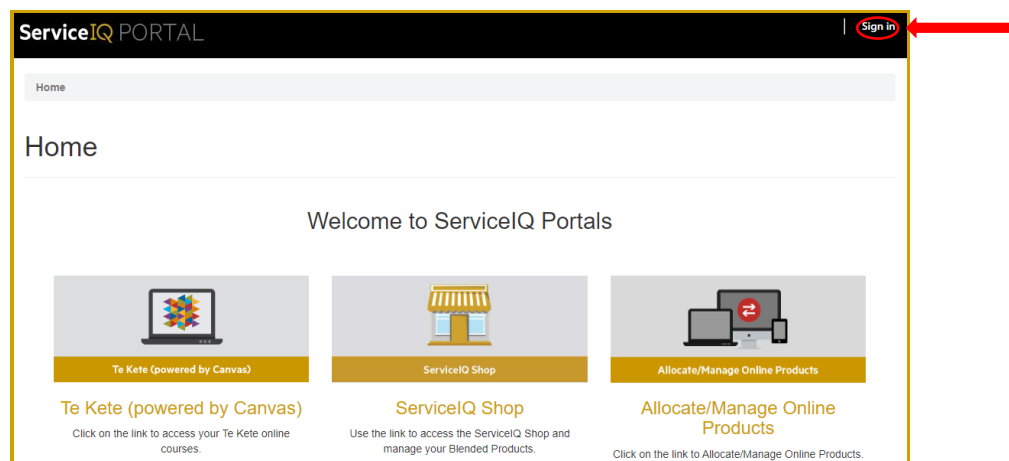
Your first access to the ServiceIQ platform will ask you to complete your account profile. This is where you will create your password.
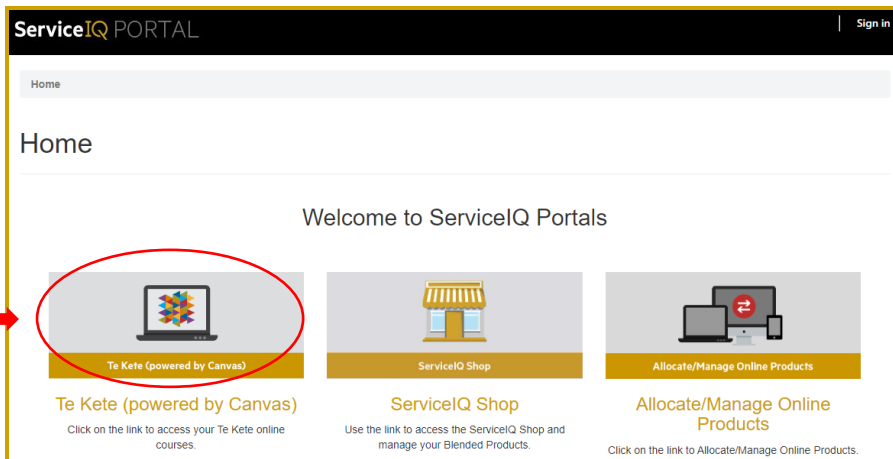
Your login screen looks like this:

Email Address

Password

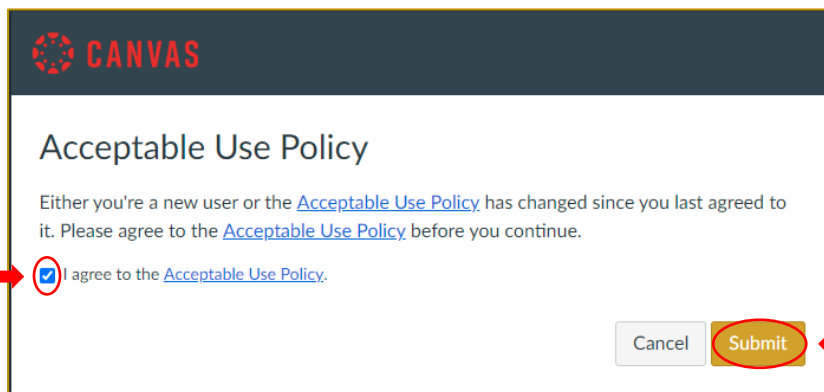# Navigation: Main Screen of ServiceIQ's Portal:

Main Screen of ServiceIQ's Portal:

Click: Te Kete (powered by Canvas)

Once you click on Te Kete , you will be taken to your account. The first time you access Te Kete, you must agree on the user policy before beginning, as shown below.

1. **Click: I agree** (tick box)
2. **Click: Submit** (as shown below)
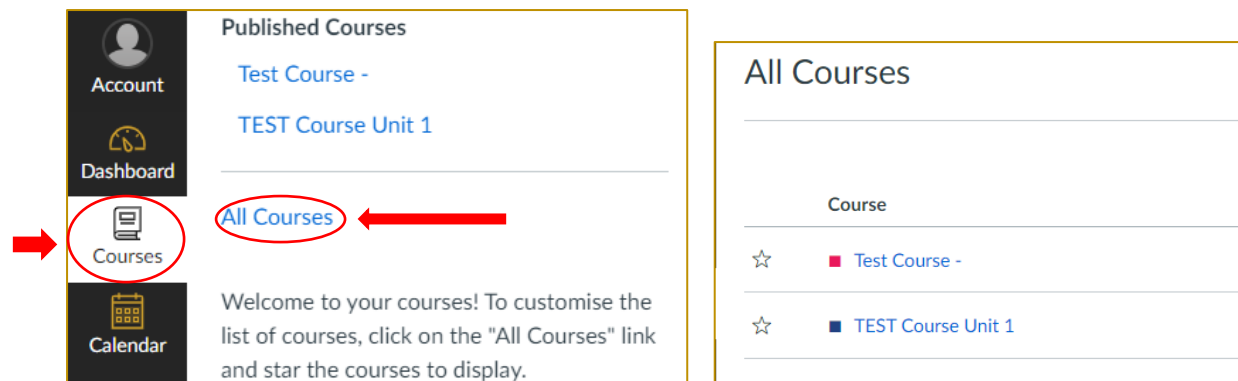
Navigation: Your Dashboard

The **Dashboard** is your landing page within Te Kete. It lists all active courses in which you are enrolled.
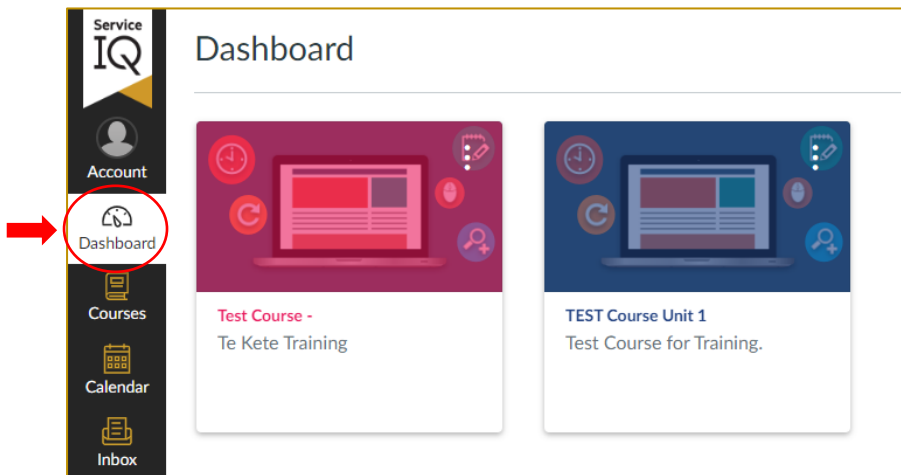
Dashboard maximum: you can see up to 20 course cards (up to ten if you are working on the mobile app).

You can also view your courses by:

1. **Select:**   **Courses** tab
2. **Click:**   **All Courses** from the Global Navigation menu.


3.   **Click:**   the "**Dashboard**" icon to return to the screen view

Navigation: Account Setup

To view or edit your account information:
1. **Click:** the **Account icon** in the top left hand side of your page.

Under the account section, you can choose how often you receive notifications; upload a profile photo; choose your preferred ways for being contacted; upload files that only you can see while you're studying.
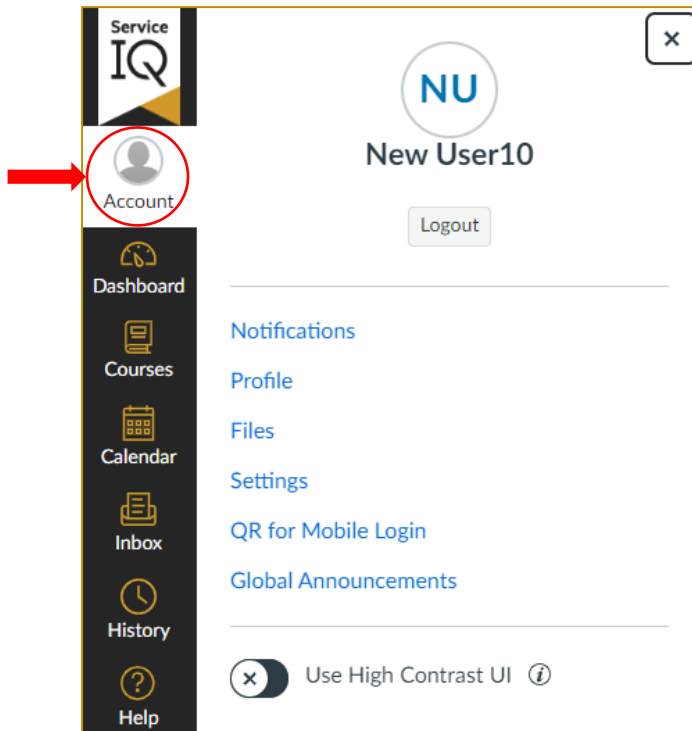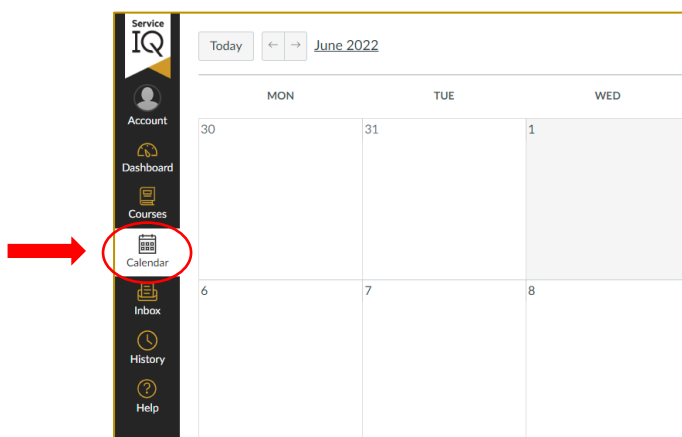

Navigation: Where to find your Calendar

You can also create your calendar activities and reminders.
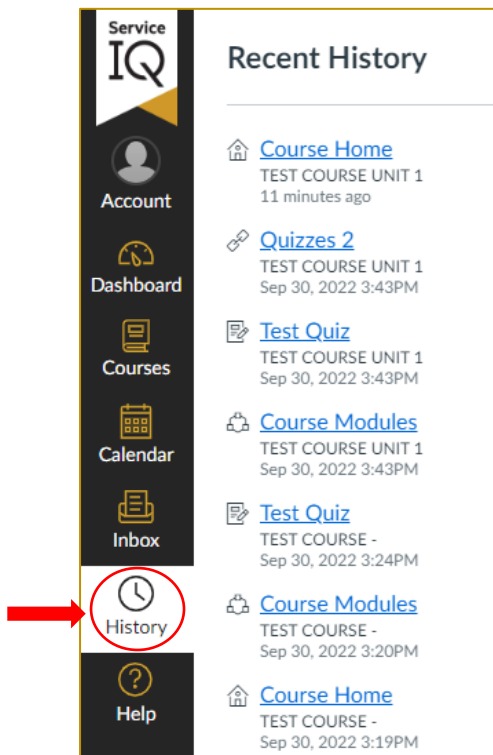To access the Calendar:
1. **Click:** the **Calendar** icon

Please note: this calendar will not sync with any online calendar you may use. It is accessible only when you are working within Te Kete.

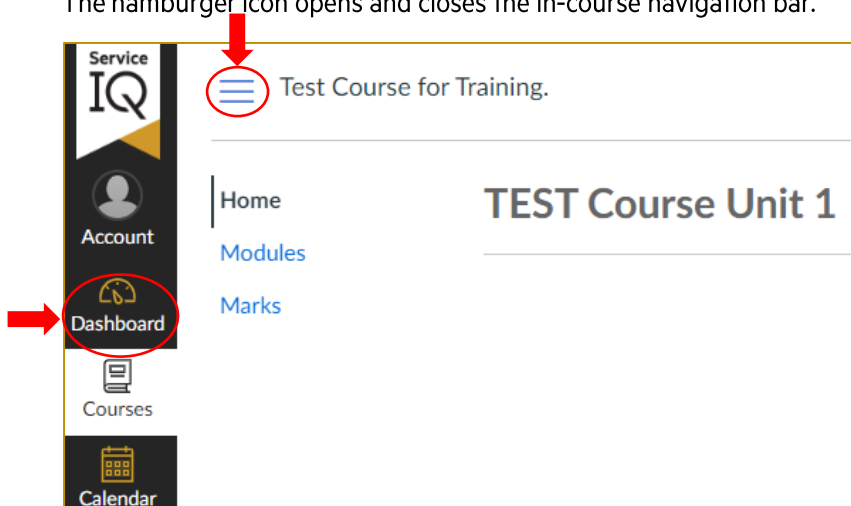## Navigation: Locating Your Recent History

You can find your recent activity through the History menu.

Navigation: Dashboard Navigation Menu

You will see a further navigation bar called the dashboard navigation, which becomes available once you have opened a course unit.

The hamburger icon opens and closes the in-course navigation bar.

Clicking on the dashboard icon will take you back to the Dashboard, where you can see all your courses.

Navigation: Course Home Page

1. **Click**: the **Home** tab to find the links to your Learning Materials and Assessment.
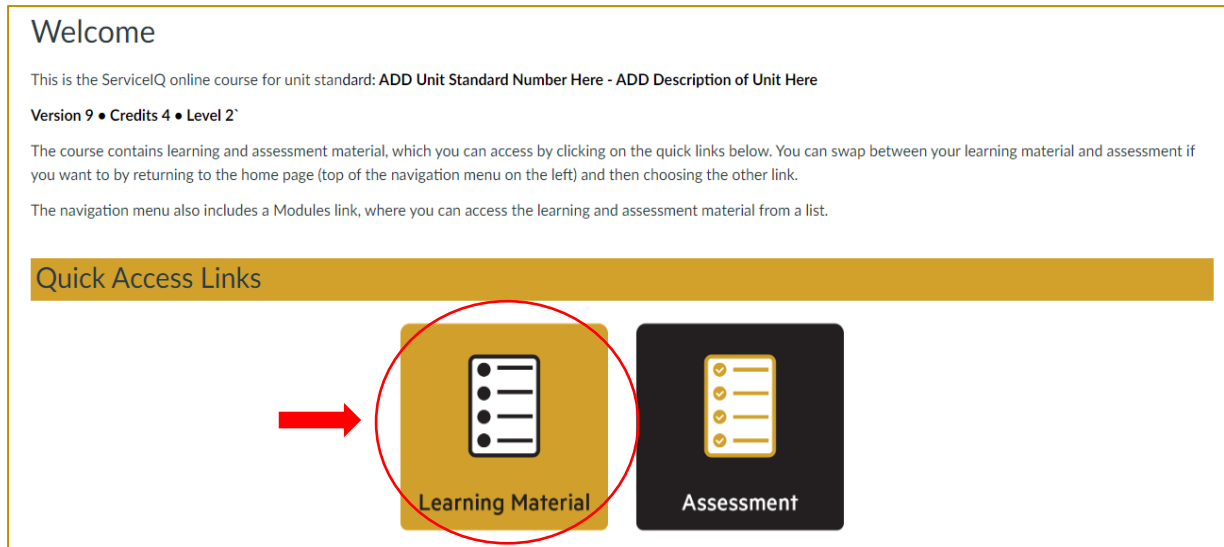
Please note: depending on the system of your laptop or phone, you may need to scroll down to see the Learning Material and Assessment tiles shown below.

Navigation: Accessing your Learning Material

1. **Click:** the **Learning Material** tile to view your learning material.

Please note: you must complete <u>each</u> section of your learning material, starting at the first item and complete the mini assessment, getting a 100% score prior to being able to move forward to the next section of learning material.

Your learning materials are also accessible through the modules tab.
Modules contain the course resources and topics in order.

Assessment: Tips to Save your Assessment Progress

Log out of Te kete at the end of each classroom session
1. **Click: Logout** this refreshes your session and ensures data is saved:

Use the same device and browser
Always use the same computer and browser to complete your assessment. This ensures that autosaved content remains accessible.

Keep your browser updated:
Ensure your browser is up to date to avoid compatibility issues. Check your browser update status in the settings or visit the official browser update page.

Te kete (powered by Canvas) supports the current and previous major releases of the following browsers:

1. Chrome 122 | 123
2. Firefox 123 | 124 (Extended Releases are not supported)
3. Edge 121 | 122
4. Safari 16 | 17 (Macintosh only)

Use this link to find more information. https://community.canvaslms.com/docs/DOC-10721

Draft longer responses:
Use a word processor (e.g., Microsoft Word, Google Docs) to draft long answers and then copy-paste them into Canvas. This serves as a backup.

Check your internet connection:
Use a stable and reliable internet connection to prevent disconnections that might interrupt autosave. A wired connection is preferable over Wi-Fi.

Contact support when needed:
If you encounter technical issues, immediately contact us on: intel@serviceiq.org.nz and please log this issue through the "Report a Technical Problem" option in the help menu on your Te kete dashboard before you log out:
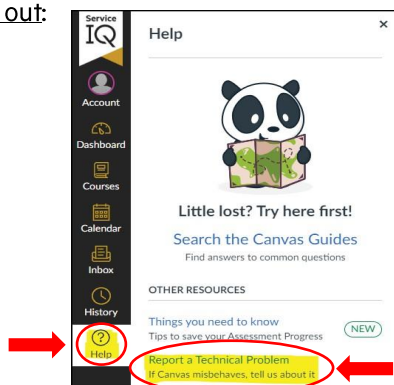
Assessment: Accessing your Assessment

Starting your assessment:
1. Read the instructions under the "Welcome" heading
2. Scroll down the screen until you see the Assessment tile
3. **Click:** the **Assessment** tile then
4. **Click: Begin**

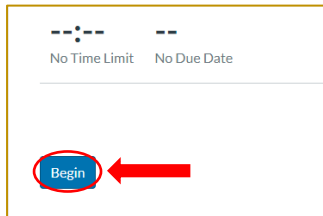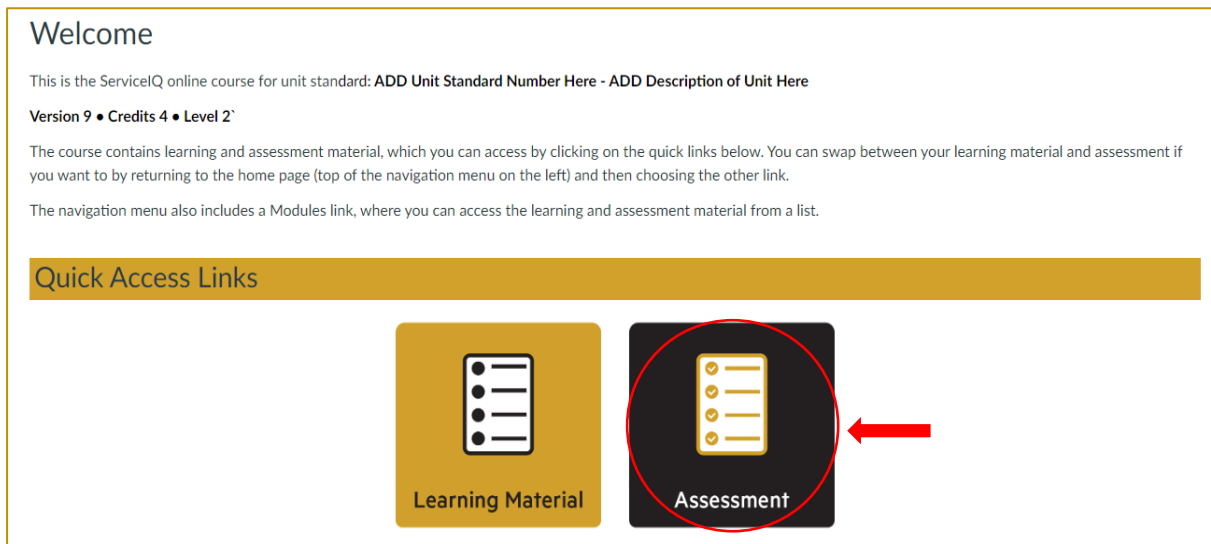You can also find the assessment in the modules (as shown on page 11).

Welcome

This is the ServiceIQ online course for unit standard: **ADD Unit Standard Number Here - ADD Description of Unit Here**

Version 9 • Credits 4 • Level 2`

The course contains learning and assessment material, which you can access by clicking on the quick links below. You can swap between your learning material and assessment if you want to by returning to the home page (top of the navigation menu on the left) and then choosing the other link.
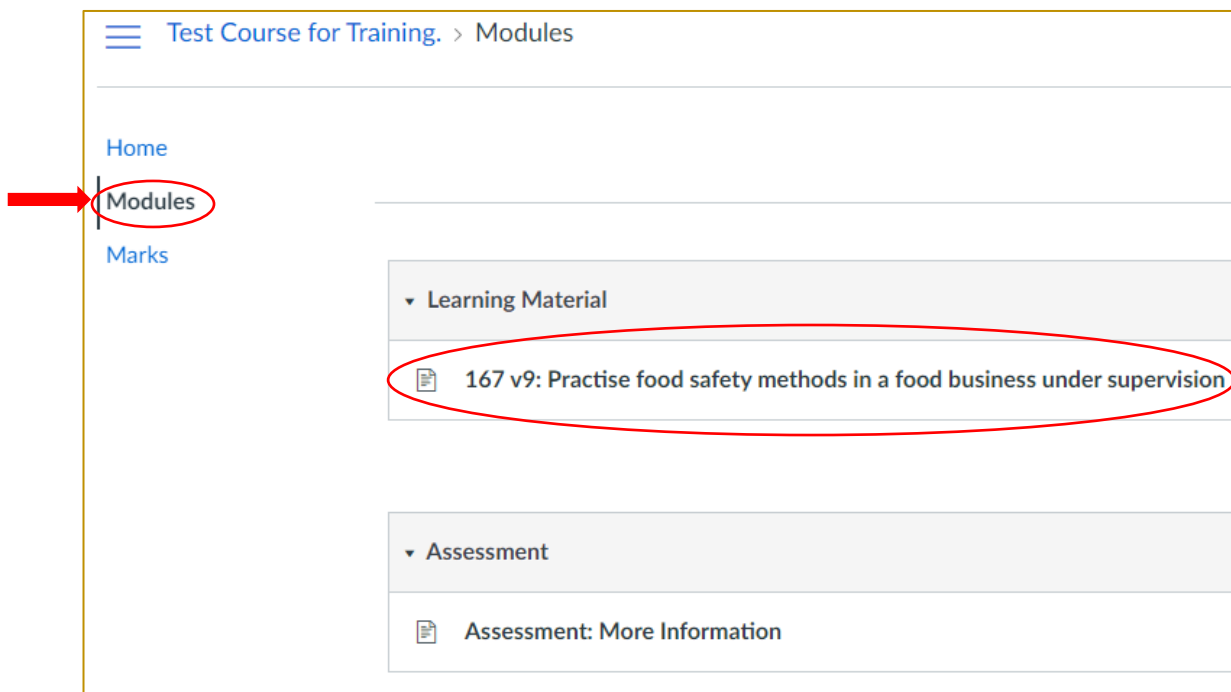
The navigation menu also includes a Modules link, where you can access the learning and assessment material from a list.

Quick Access Links

Learning Material   Assessment

--:--   --
No Time Limit   No Due Date

Begin

If you are required to attach a file to one of your assessment questions, eg. *attach a copy of your recipe,* please use the following steps:

To attach a file:
Quick tip: add the question number to your file name so it is easy for your teacher to know which question your file relates to eg. Question5_cake recipe.doc
1. **Click: Attach File** this will then bring up the "choose file box"
2. **Click:** the correct file from your computer
3. **Click: Open** to add the file
4. **Click: Save**

Assessment: Submitting your Assessment

To submit your assessment:
Once you have reached the end of your assessment and are ready to submit,

1. **Click:** the **submit button** which is located at the bottom right-hand side of your final question:
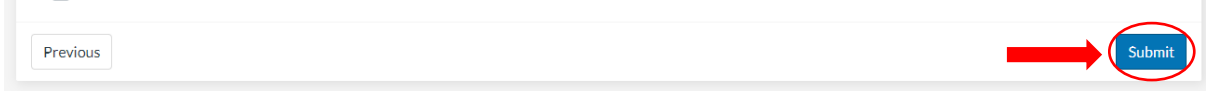
Once you have submitted the assessment, the results page will appear, showing all the answers you have provided (a picture of the results screen is on the next page).

Please note: Some of the questions are auto graded; You will see a notification on the answer page for all questions that require grading by your teacher.
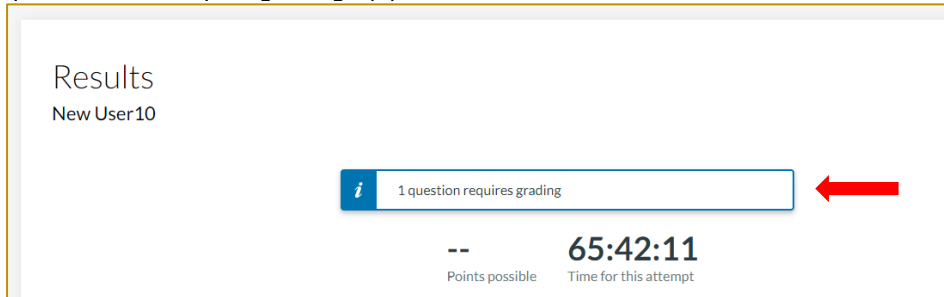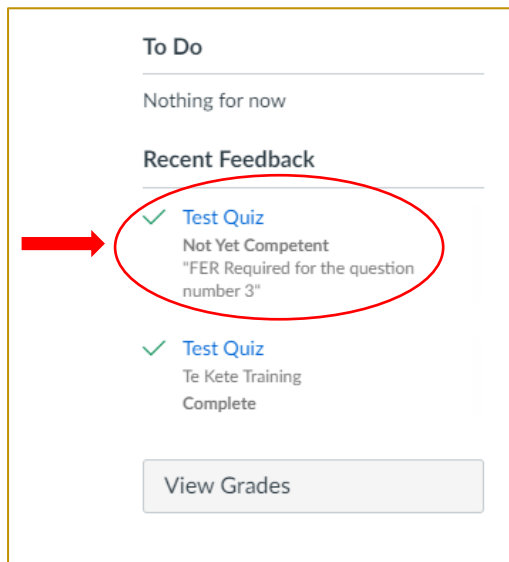
Assessment: Recent Feedback

If you have provided an incorrect answer, the teacher will ask for a FER (Further Evidence Required).

The recent feedback section on the right side of your Dashboard is where you would receive notification from the teacher if they asked for FER.

Please click the notification to view the assessment feedback from the teacher.

Assessment: How to re-submit an answer

How to view teacher's feedback:
1. **Click:** on the **assessment** tile or click on the blue link highlighted within the instructions (picture on page 15 of this guide)
2. **Click: view results**

You can scroll through all the questions and answers and review the Feedback section boxes against any incorrect answers to read the teacher's feedback.
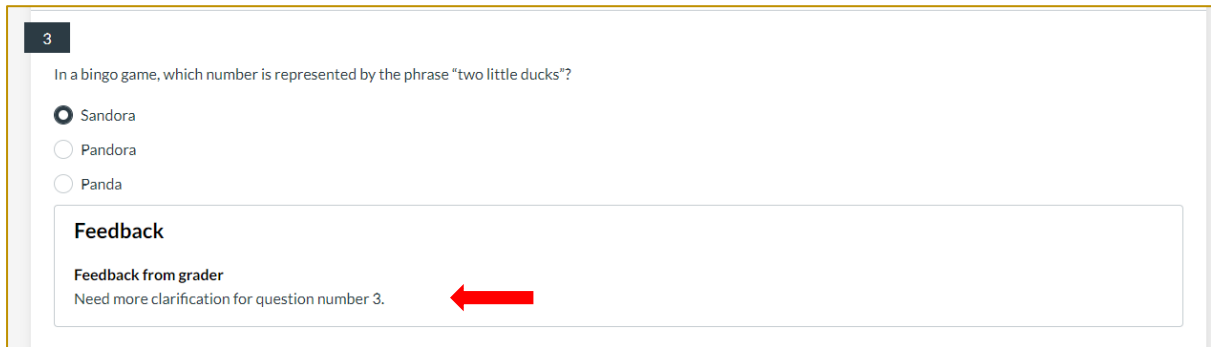
Re-submitting your answers to your teacher's feedback:
1. **Scroll:** to the **Add a comment section** on the right corner of the submission details page. The *"Add a comment"* section is located at the end of your assessment.
2. **Add:** a **heading name** for each question you are reply to eg: Question 3
3. **Type:** your answers inside the comment box
4. **Click: Save.**

You will not be able to modify your original answer on the assessment.
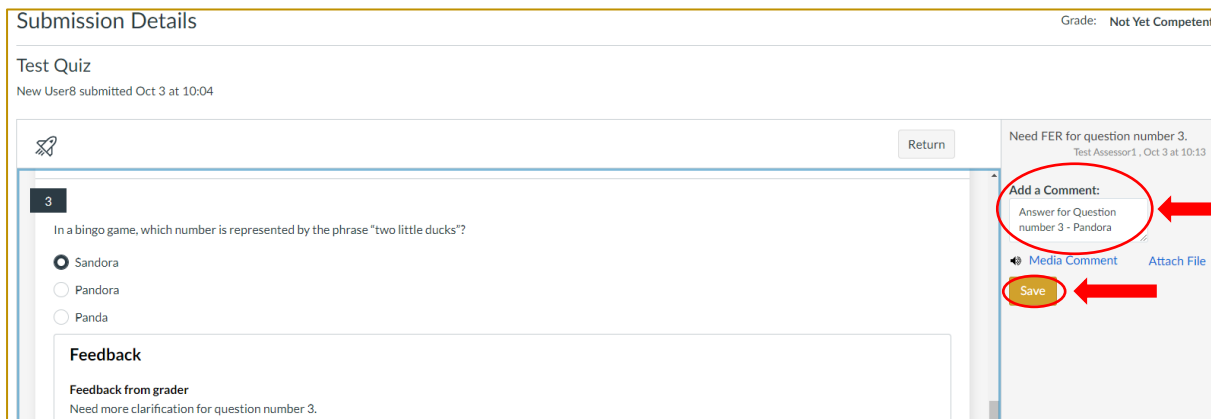
You can attach files and add media comments while sending FER through the **Add a comment** section.

To attach a file:
Quick tip: add the question number to your file name so it is easy for your teacher to know which question your file relates to eg. Question5_cake recipe.doc
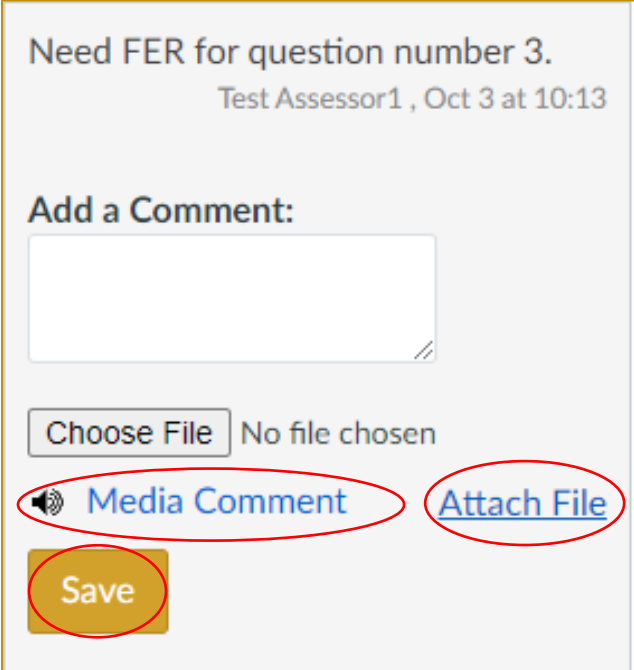1. **Click: Attach File** this will then bring up the "choose file box"
2. **Click:** the correct file from your computer
3. **Click: Open** to add the file
4. **Click: Save**

Instructions on how to add a media comment are on page 17.

To add a media comment:
If you prefer to record a voice recording or video of your evidence,
Click: Media comment

Need FER for question number 3.

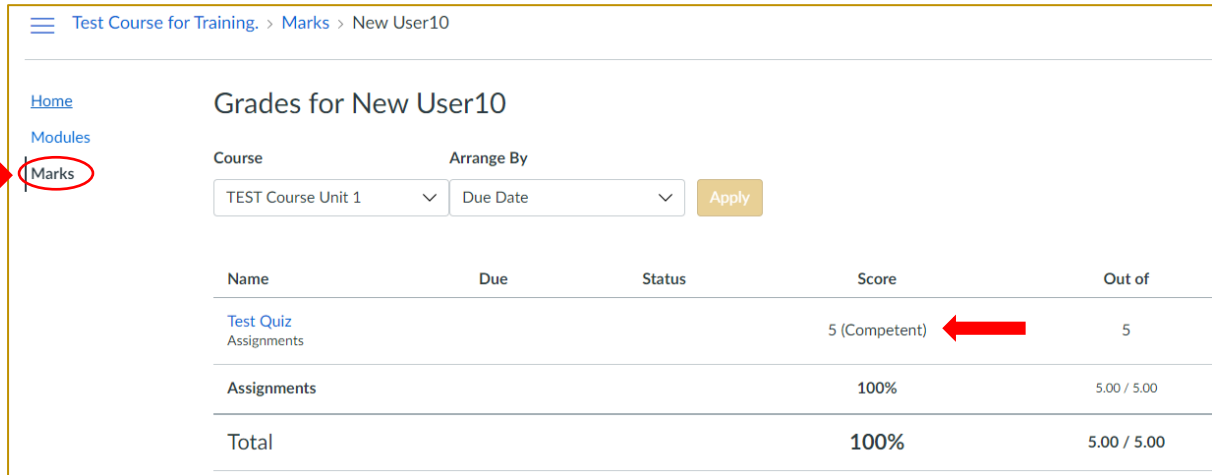Test Assessor1 , Oct 3 at 10:13

Add a Comment:

Choose File   No file chosen

🔊 Media Comment   Attach File

Save

Assessment: Status

<u>To see the final status of your assessment:</u>
There are two ways to view your assessment status:
1. **Click: the Marks tab** OR
2. **View:** your result through the **Recent Feedback** section (right hand side of your dashboard screen)
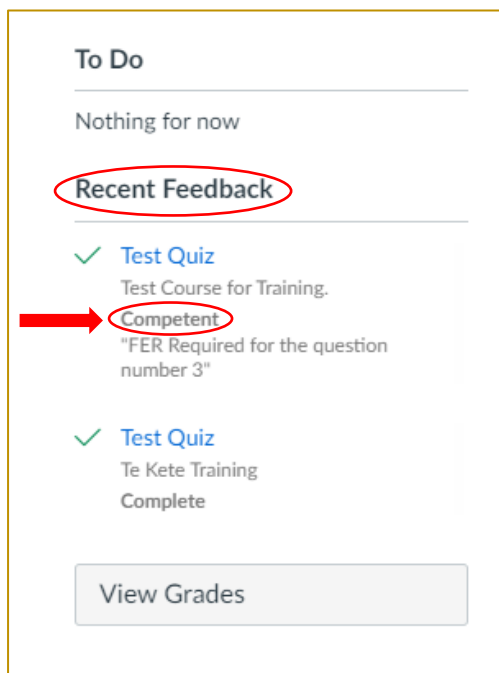
Help

If you have questions about the assessment or the system, please do not hesitate to contact our customer service team:

by email: intel@serviceiq.org.nz
by phone: 0800 863 693

If you have technical issues with your assessment or learning materials, please log this issue through the "Report a Technical Problem' option in the help menu on your Te kete Dashboard: