

Quartex Moodle LMS User Guide

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Revision History	
Version	Change Description
1	Initial upload.

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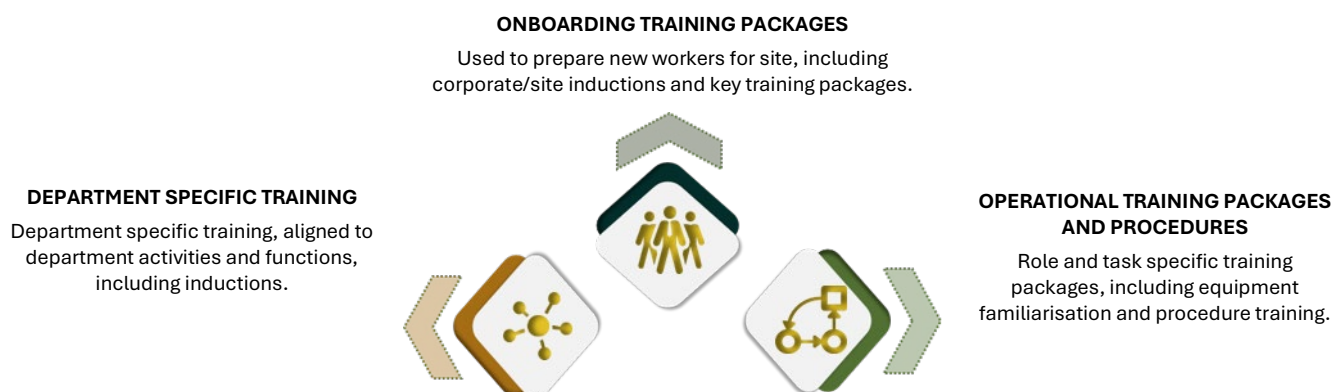
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1. WHAT IS MOODLE?

Moodle is a Learning Management System (**LMS**), a web-based portal which allows workers to complete online learning requirements related to their operational roles.

Within Moodle, each person has a Development Plan (**My Courses**) section which will specify the relevant training requirements. These development plans are pre-defined based on the person's operational role and activities they will be undertaking whilst working with Westgold.

Current training courses are split into three categories:



NOTE: Depending on your role, the number of items within your development plan may be limited (reflecting the minimum training you need to complete prior to attending site).

As courses and procedures are created, updated and archived, or you change operational roles, your development plan may change.

2. ACCESSING MOODLE

2.1 INTERNET CONNECTION AND DEVICE RECOMMENDATIONS

The technology used to record completion of online training packages within all learning management systems is heavily dependent on a stable internet connection. There are known issues with course completions where the internet connection drops out or is lost temporarily.

When this happens, the record is broken and requires full completion of the course to restore.

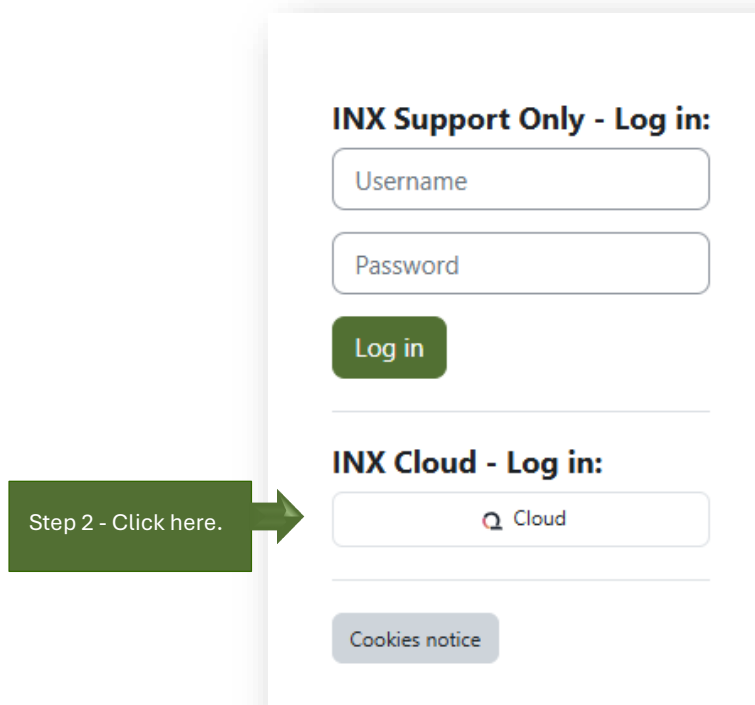
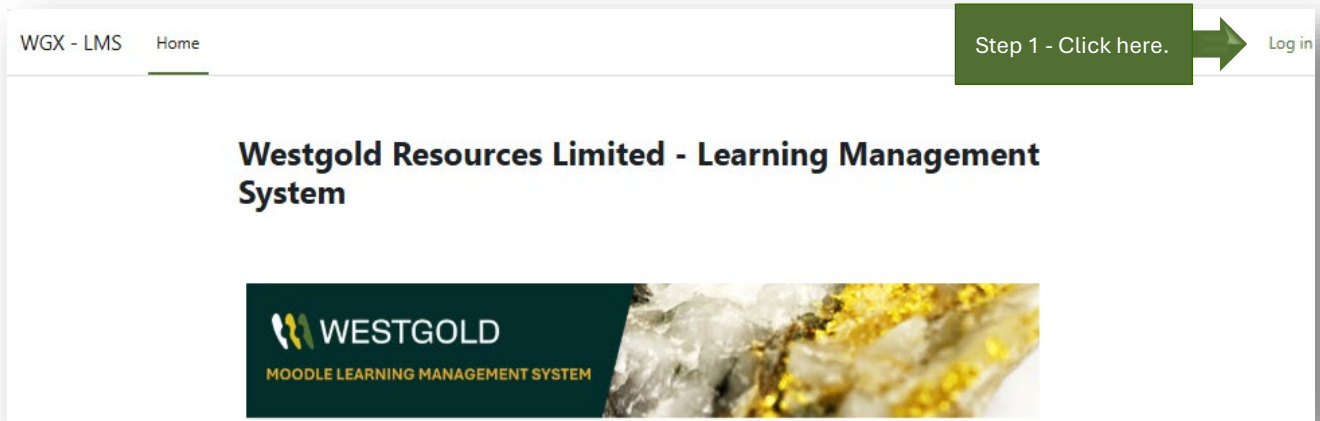
To minimise the possibility of these issues occurring, it is recommended that users:

- Access Moodle using any desktop/laptop, not a mobile device.
- Use hard wired network connections, not WiFi/Hotspot.

NOTE: It is possible to complete online training outside of recommendations above, however the likelihood of course completion issues will increase significantly.

2.2 SIGNING INTO MOODLE USING QUARTEX CLOUD

- Once your Quartex Cloud sign-up is complete, click on the “+Moodle” icon on the Quartex home page. This will redirect you to the Moodle login page. Alternatively, you can use the following link <https://westgold-moodle.inxsoftware.com/> to access the Moodle login page.
- On the Moodle login page, click the “Log in” button located in the top-right corner.
- On the next screen, select “Q Cloud” to log in to your Moodle account.

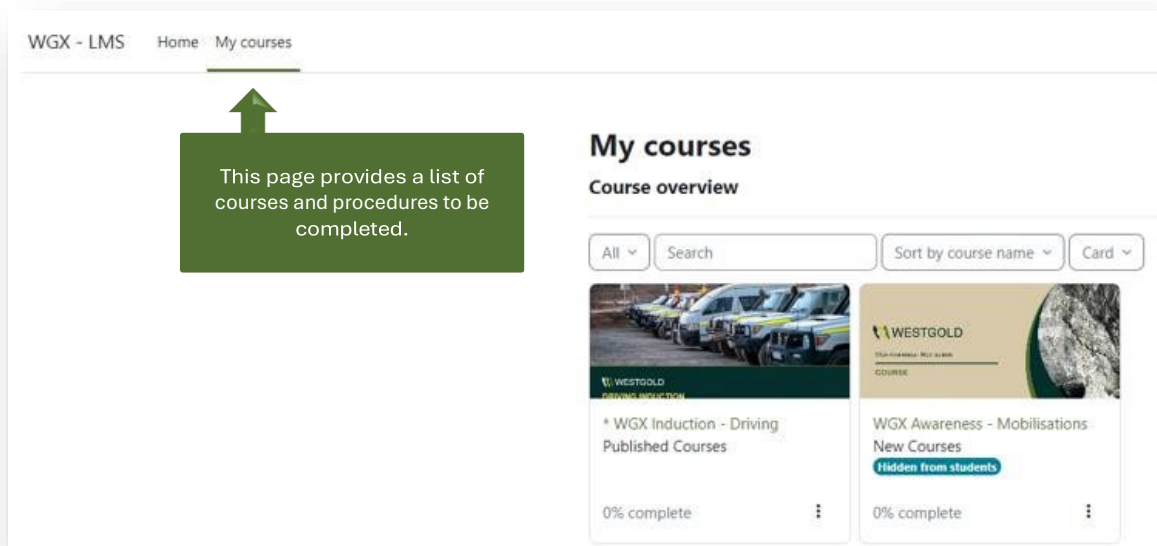


- If you need more information, please review [G131 Quartex Cloud User Guide](#) which was provided by the Systems Team (for new personnel or existing personnel), which can also be accessed by clicking the document link above.

3. YOUR DEVELOPMENT PLAN

Upon successfully logging into the Moodle, you will see the screen below. The intent of this screen is to show you the relevant courses and/or procedures which you are required to complete as part of your role.

NOTE: You can always revert back to this menu by clicking on the ‘My Courses’ button’:



3.1 COURSES

Courses are dedicated e-Learning training packages which have been developed for workers to complete in order to gain an understanding of our business and the way we complete activities to ensure the safety of yourself and others in the workplace.

Some examples of these courses include:

- WGX Induction - General
- WGX Induction - Driving
- WGX Induction - Ground Awareness
- WGX Induction - Underground

To streamline your onboarding process, **we have indicated with an * the courses which you need to complete (as a minimum) prior to mobilisation**. These requirements may change depending on your role; however, this will be explained to you during the mobilisation process if this is the case.

3.2 PROCEDURES

Procedures are internal or other significant documents that are required to be reviewed by operational roles (commonly referred to as procedural training or reading requirement).

As procedures are reviewed and updated, they may re-appear in your development plan multiple times (to ensure you are kept up to date with the relevant changes).

NOTE: Depending on your role, the number of items within your development plan may be limited (reflecting the minimum training you need to complete prior to attending site).

As courses and procedures are created, updated and archived, or you change operational roles, your development plan may change.

4. COMPLETING AN E-LEARNING COURSE

To open an e-Learning course within Moodle, click on the relevant course name in the “**My courses**” section.

Step 1

Click on the blue “Launch” icon to open the training package.

*** WGX Induction - Driving**

[Course](#)
[Participants](#)
[Question bank](#)

WGX Induction - Driving
Collapse all




WESTGOLD
DRIVING INDUCTION


WGX Induction - Driving

To do: Complete or pass the activity

☰

* WGX Induction - Driving / WGX Induction - Driving


WGX Induction - Driving

To do: Complete or pass the activity

This SCORM package has been launched in a popup window. If you have finished viewing this resource, click here to return to the course page

westgold-moodle.inxsoftware.com/mod/scorm/player.php?a=33¤torg=WGX_Induction_-_Driving_ORG&scoid=69&sesskey=gBQI0oxqqm&display=popup&mode=nor...

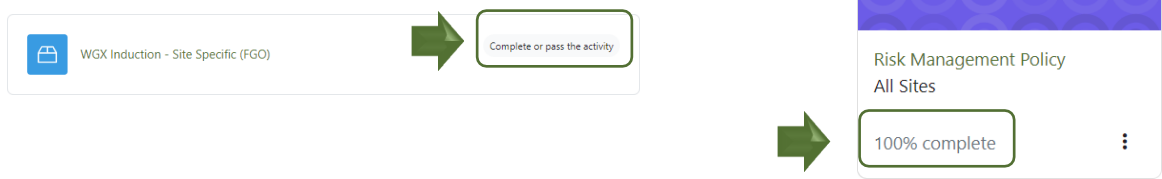
https://westgold-moodle.inxsoftware.com/mod/scorm/player.php?a=33¤torg=WGX_Induction_-_Driving_ORG&scoid=69&sesskey=gBQI0oxqqm&display...

WGX Induction - Driving

Step 2
 Click play button to proceed.



NOTES: Once all course requirements are complete, the course will be marked as 100% complete in your development plan, as shown in the screenshot below. The completion record will then automatically transfer to Quartex, our training database.



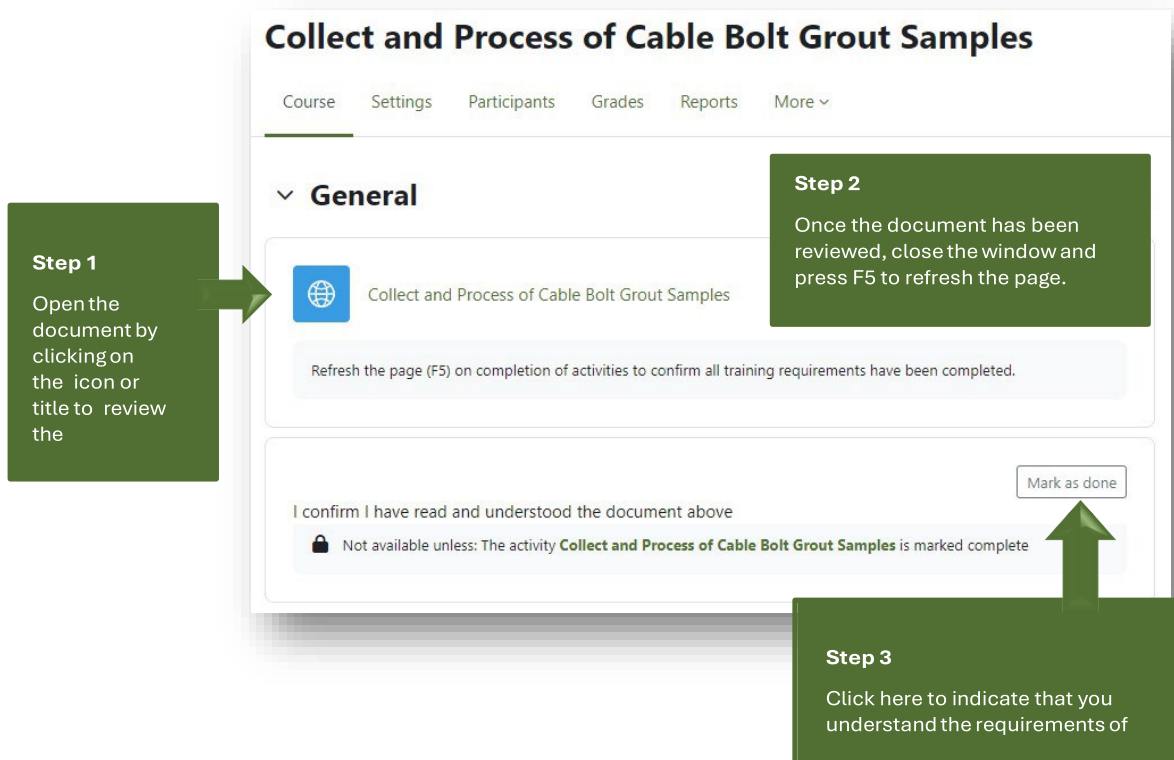
Each night, all courses/procedures which have been completed (those that have a green tick in the development plan) will be removed from the overall development plan.

IMPORTANT! If you see a course that you have completed online training for, but it remains on your development plan, it means that there is also a Practical Element that you will need to complete on site.

Once they upload this, it will be removed from your development plan. If you are unsure, speak to your supervisor.

5. REVIEWING A PROCEDURE

To open a procedure course within Moodle, click on the relevant document name on your “**My Courses**” section.

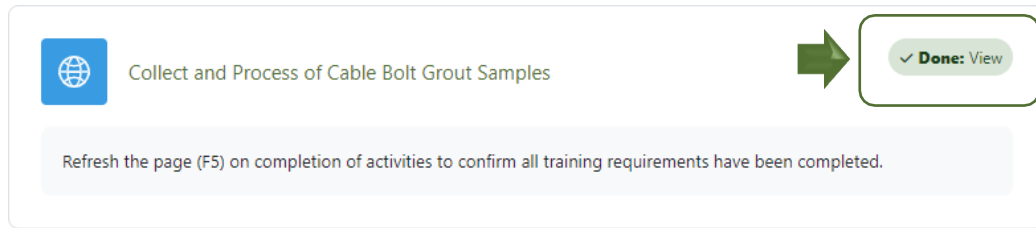


Step 1
Open the document by clicking on the icon or title to review the

Step 2
Once the document has been reviewed, close the window and press F5 to refresh the page.

Step 3
Click here to indicate that you understand the requirements of

NOTES: • Upon reviewing the procedure, your progress is shown as below:



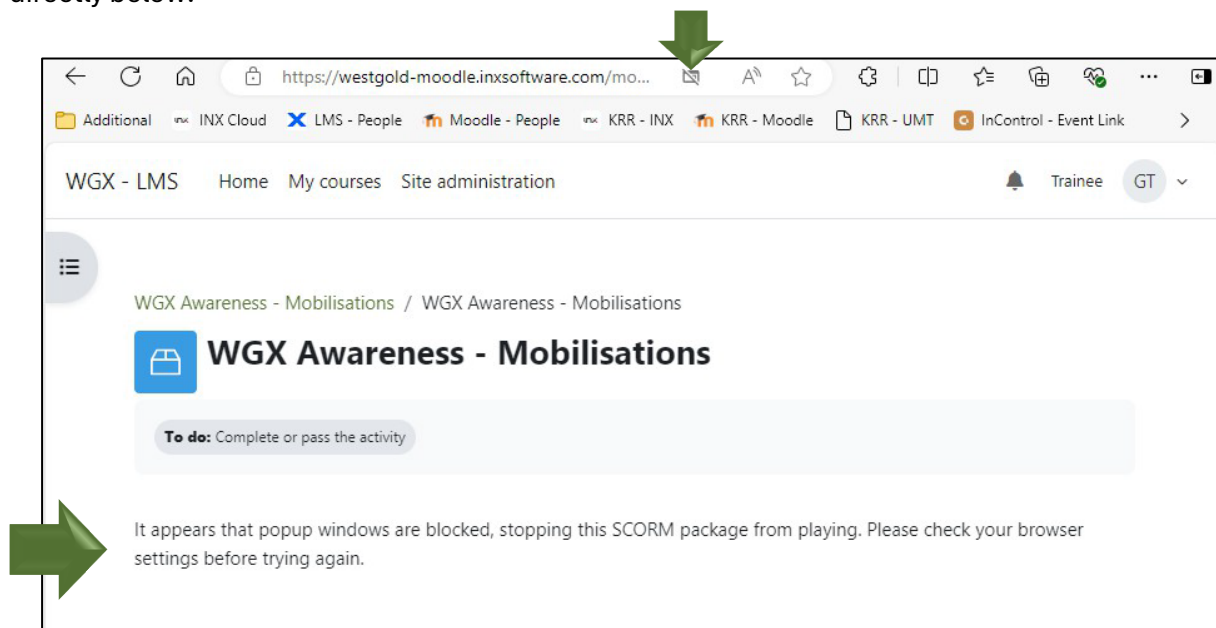
- Once all procedure course requirements have been complete, the course will be marked as 100% complete in your development plan, as shown in the previous course screenshot. A copy of the completion record will then automatically transfer to Quartex, our training database.
- Some procedural training may include an online knowledge assessment, which will also need to be completed at the same time.

6. TROUBLE SHOOTING

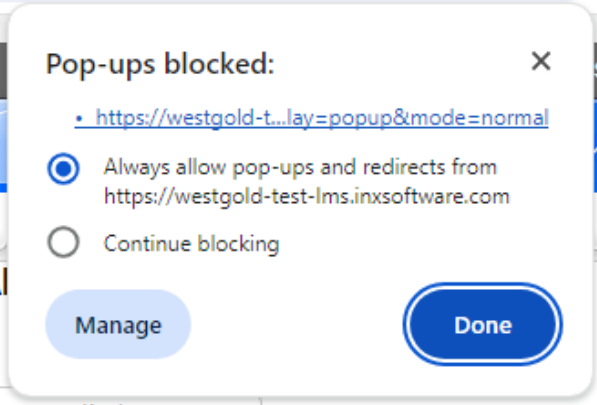
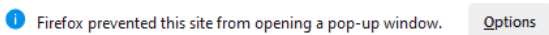
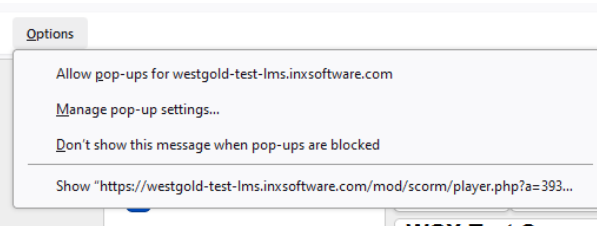
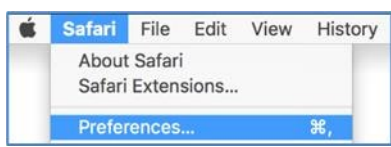
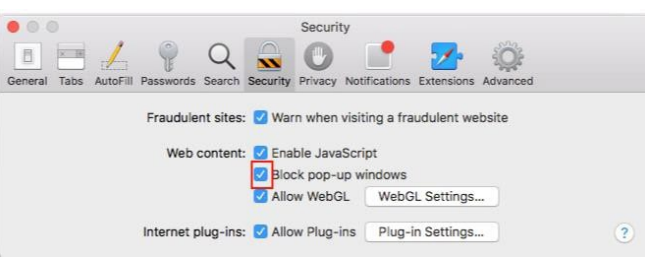
6.1 POP-UP BLOCKERS PREVENTING THE COURSE FROM OPENING

All of our online training courses use pop-ups making it easier to view a course in a new window; however some browsers may block pop-ups from opening.

If the message below appears, you will need to enable popups – it will appear on the address bar as shown directly below:



Follow the instructions below to enable pop-ups based on common browser types:

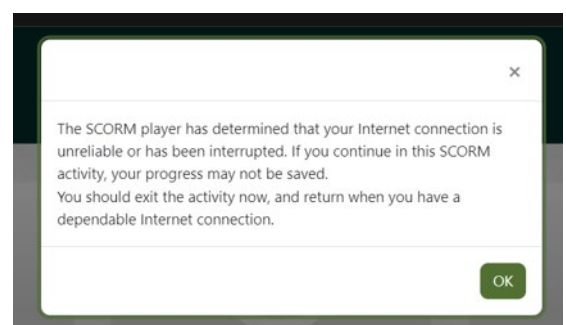
Google Chrome and Microsoft Edge A message will appear saying Pop-up Blocked in the address bar:  - Click on the message or icon. - Select always allow pop-ups and redirects. - Select done.	
Firefox A message will appear saying Firefox prevented this site from opening a pop-up window under the address bar:  - Click on the options button. - Select allow pop-ups.	
Safari - Select Safari > Preferences.  - Click on Security at the top of the window. - Under web content: - Check the Block pop-up windows option to enable this feature. - Uncheck the option it to disable it.	

6.2 COMPLETED COURSES NOT BEING MARKED AS COMPLETE WITHIN MOODLE

The technology and process that the training packages use to track completion are heavily dependent on a stable internet connection. This type of issue generally occurs when your internet connection is interrupted (or drops out).

You will receive a pop-up alert if your internet connection is lost (as per example below). Please exit the activity and relaunch it once you have a reliable internet connection.

When this happens, the record is broken and will require the full completion of the course to restore it by closing the course and reopening it from the development plan link.



6.2.1 HOW CAN I PREVENT THIS?

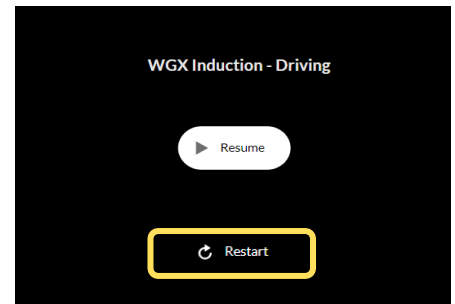
Generally, only a small number of people are affected by this issue. It is recommended that you:

- Avoid completing Moodle modules using a mobile device or tablet;
- Where possible, avoid wireless connections and try and complete using a wired connection; and
- Avoid completing within enclosed site accommodation, as these are known to block cellular signals (this is the cause in a significant number of cases with people trying to complete online training in camp).

6.2.2 WHAT TO DO IF YOU THINK THIS IS THE ISSUE?

In order to resolve this issue, you will need to recomplete a completely new attempt at the course, which means starting the e-learn course/assessment from the beginning.

- Close the course and reopen it from the **My Courses** section.
- When you are prompted to resume the course, select RESTART.
- This will send you back to the beginning of the course, allowing you to complete the course again.



7. WHO TO CONTACT IF YOU HAVE ONGOING, OR FURTHER ISSUES

If you have any questions or issues that have not been able to be resolved:

- For new starters, contact the mobilisation team in the first instance.
- Speak to your regional site administration team.
- Email your query to inxhelp@westgold.com.au for assistance.