# ARB-U Help Guide

Welcome to ARB-U.

This guide is designed to help in navigating the site, and assisting you in completing learning, accessing resources, and for Managers, viewing your teams completed learning and reporting.

Any questions not answered through the guide, please contact arbufeedback@arb.com.au or alternatively, click on the Feedback button from the Dashboard page of ARB-U.

<u>Login Process and Password Update</u>

The initial link emailed to you will take you to the login page. From here your username will be prepopulated, in most cases this will be your first initial and surname i.e. jsmith. The password for your first login will be in the email you receive and you will be prompted to change this immediately once logged in;
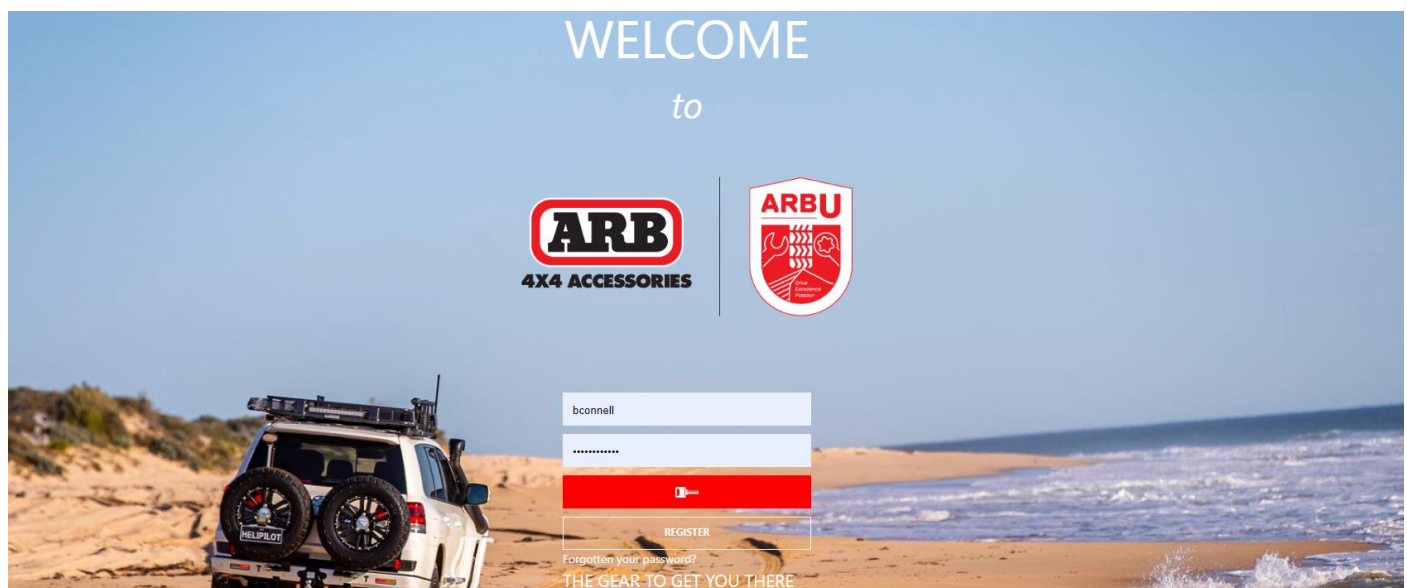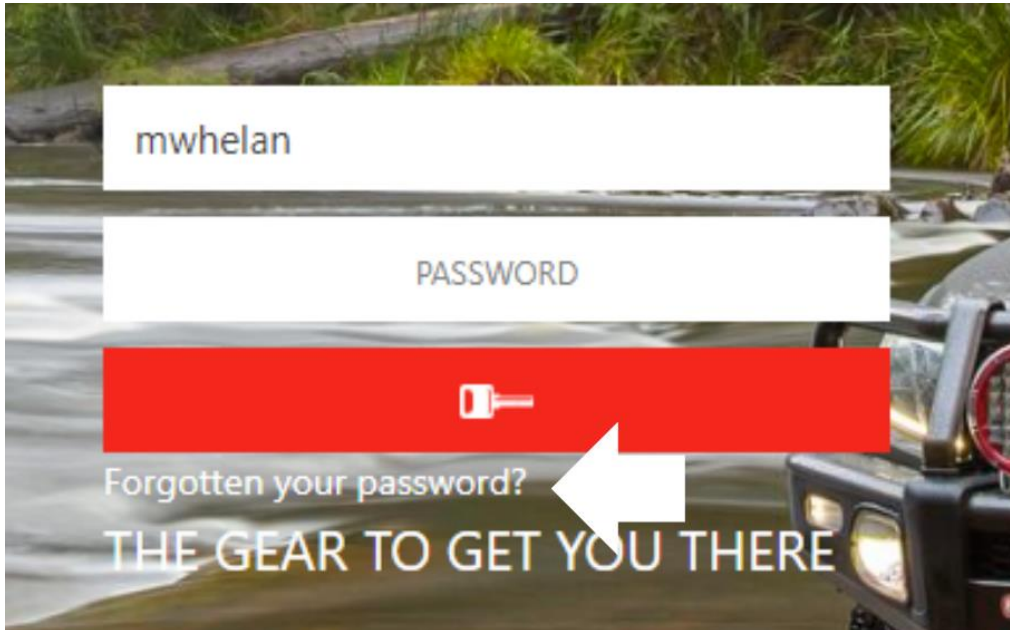

Enter your current password and then the new password to proceed into ARB-U.

Forgot Password
If you have forgotten your password, please select the forgotten your password link:

Add in your username and select search, **OR** the email address for your profile and select search. You cannot enter both, it is either username or email.

An email will be sent to your email address, with a link to go and change your password:

Add your new password.
Please add a password with a capital letter, lower case letter, and a number.
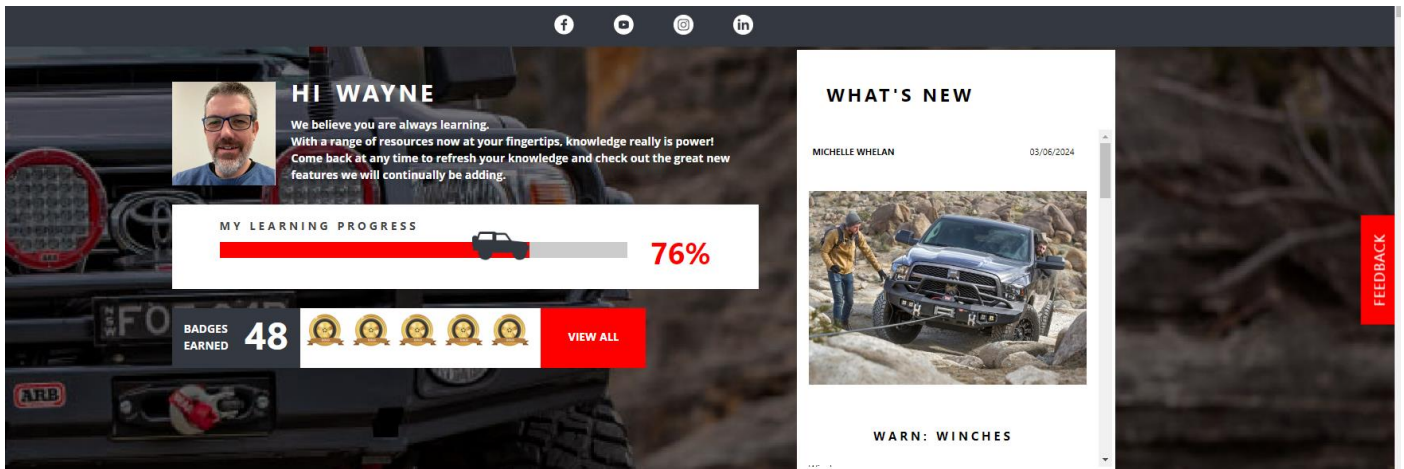
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Dashboard Page

Once logged in you will land on the Dashboard page. From here all sections of ARB-U can be navigated using the menu bar across the top;

As you scroll down the Dashboard page you will find the following;

1. Completed learning % and badge achievement

This will show you an overview of your completed % of courses for which you have been enrolled into. When badges are achieved for course completion you can click on the "View All" button to see what badges you have earned.

There is also a "What's New" feed in this top section of the Dashboard. Keep coming back to learn about what is happening across ARB, what new courses have been released and achievements of the team across the business.

2. My Learning – Courses
This section on the Dashboard displays courses you have been enrolled into, how many and which courses you have in progress, and how many and which courses you have completed. Click on each section to review progress.
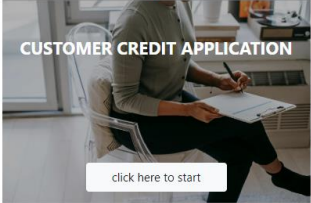
Mandatory Courses

Mandatory Courses are the courses you need to complete as a requirement of your employment and/or job role.
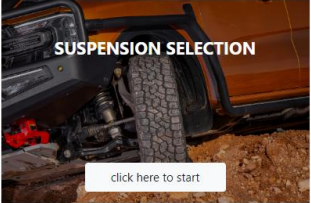
Additional Course

Additional courses are courses that are provided to assist you in your role or provide you with an opportunity to learn more about ARB. These courses are completed as needed, or as directed by your Manager or the business.
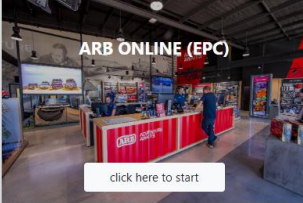
+ VIEW ALL COURSES

Clicking the "+ View All Courses" button will take you to the Courses section, which will display all available courses in ARB-U, including courses you are not enrolled into. Please check with you Manager if you would like to be enrolled into certain courses, and then submit a request via the Feedback button for enrolment.

3. **The Leaderboard**

LEADERBOARD

RANK	FULL NAME	ROLE	POINTS
1	Anthony Lamb	Retail Salesperson	80
2	Stephen Andrew JACKSON	Branch Manager	80
3	Tyson Hinge	4X4 Technician	80
4	Alan Salmon	Storeperson	40
5	khang cao		0
6	Amol Chand	Storeperson	0

We have gamified your experience in ARB-U by allowing you to earn badges and points as you complete courses. Depending on the result achieved in some of the courses, a different level of badge from Bronze to Gold will be awarded, and a different points allocation will be added to your leaderboard score depending on the result achieved. Can you be the highest points scorer in your team, site, country, or even the world!

Clicking the "View All" button under the Leaderboard will show all results on the Leaderboard for all active users in ARB-U.

4. **Feedback Button**

The Feedback Button is available to access on the Dashboard page and is on the right-hand side of the screen. Clicking the Feedback Button will open an email. You can then type your message and send and it will go to the ARB-U administration team.

This can be used for several purposes – to provide feedback on the system or courses, to request enrolment into an additional course through the administrators, or make contact with the administrators for any other reason/issue you may have with navigation or use of ARB-U.

Courses Page

Selecting Courses from the top menu will take me directly to the Courses page.

This allows me to see all courses that available in ARB-U for enrolment, as well as listing the current progress of the courses I am enrolled in, from Enrolled, to In Progress to Completed.
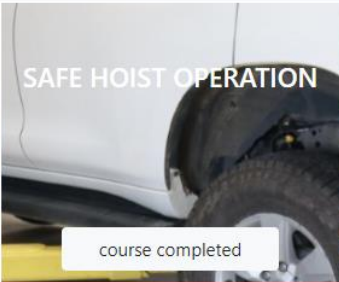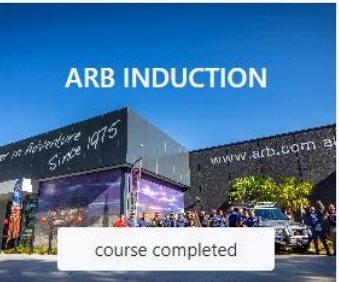
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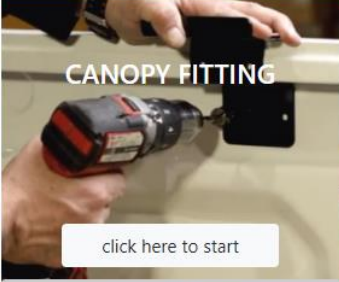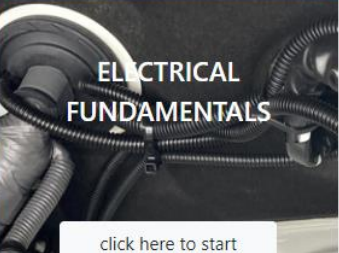
Below this all available courses are listed;

Here you use the drop-down menu and search by Course Category, or use the search bar on the right and search for courses using words.

Completing a Course

To complete a course you are enrolled into, click on the course tile or "Click here to start" message. You will then be taken to this page;
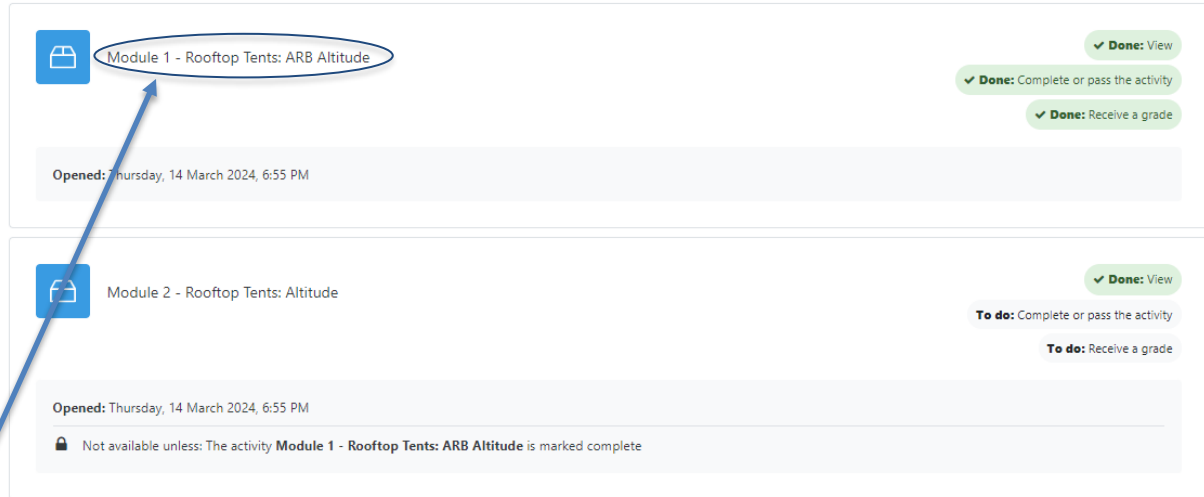
Select ENTER to commence the course. The course will open in a separate window. If the course has previously been completed and you would like to restart the course, tick the "Start new attempt box". Please note this does not recomplete expired courses, there is a separate "BEGIN RECERTIFICATION" process we will cover.

Some courses will have more than one activity to complete, so when clicking into these courses the options may look like this;

Select the module, and the second window will open and you can commence. Once you have completed the module successfully, this will unrestrict the next module in the course. In this example, once Module 1 is done, this will unrestrict Module 2. Some courses may have up to 10 modules, each a prerequisite activity that unrestricts access to the next module when completed. Once all modules are completed, then the course is completed.

To exit a course at any time, or when completed, click "Exit Course" in the top right-hand corner of the screen;
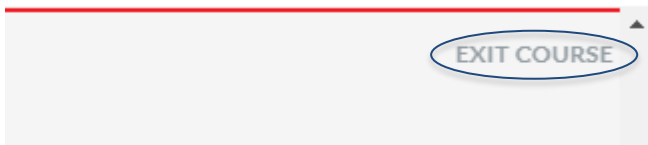
You'll then receive this message. Simply close the window.

Please note that some systems courses may not have the "Exit Course" message, in these instances simply close the window to exit. Progress will be saved and can be returned to at any time. Importantly, any completed courses can be revisited at any stage. So, if you need to go back and review or refresh yourself, please recomplete the course content.

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Expired Course

For a selection of our mandatory courses, we have set refresher requirements. The courses and refresher timeframes are;

- Manual Handling – 12 months
- Safe Hoist Operation – 12 months
- Material Handling Equipment Safety – 24 months
- Mental Health First Aid Training – 24 months
- Health and Safety Representative Training - 12 months
- CPR Training - 12 months

Refreshing A Course
A reminder will be sent for all courses that are going to expire, 30 days before the expiry date. At this time, you will still have a valid completion. For online courses you will need to access ARB-U and recomplete the course, clicking the 'BEGIN RECERTIFICATION' box as shown below **before entering the course**.
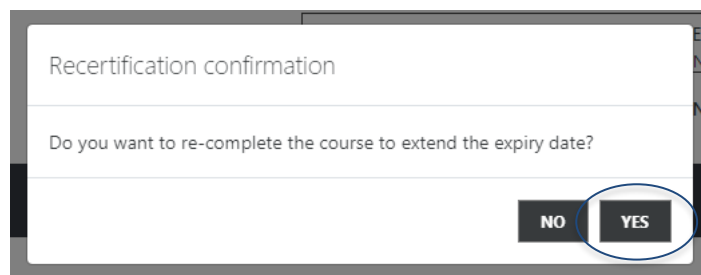
You will then be asked if you want to recomplete the course. Select 'YES' and redo the course. Once the course is completed an updated completion will be recorded, extending your expiry date.

Note – Once you complete a course with a refresher requirement the first time, you will be able to refresh the course at any time by following the above steps.

Practical Competency Check (PCC) – Safe Hoist and MHES both require on the job observations, and then the Manager marks the PCC as complete in ARB-U. These will also be removed at the anniversary date and need to be recompleted onsite. Managers, please keep a copy of the observation on file at your site.

External/internal Facilitated Courses – For courses such as CPR Training which are completed externally and are facilitated, an email must be sent to arbufeedback@arb.com.au with a copy of the certificate and the administration team will record an updated completion, extended the expiry for the individual.

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Course Is Expired

If the course is left to expire you will no longer have a valid completion for this course and be non-compliant. In this instance you will need to follow the same steps as when refreshing.

1. Find the expired course from the Dashboard page. It will show as expired this time.

2.   Enter the course and then in the bottom left-hand corner click on the 'BEGIN RECERTIFICATION' button

3.   When prompted, select 'YES' and redo the course. Once done an updated completion will be recorded and your status will change to completed.

Schedule Training Page

Selecting Schedule Training from the top menu will take you to the Schedule Training page;

On this page you can see your own scheduled training as well as available sessions to book into. You can again search by status or by key words. When booking in you may need Manager approval. Also, you can only book into sessions that you have enrolled into and are relevant to your job role.

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Selecting the options in the Options column will open the booking page, or give you the opportunity to express interest in a scheduled session.

Resources Page

Selecting My Resources from the top menu will take you to the My Resources page;

DASHBOARD   COURSES   SCHEDULE TRAINING   MY RESOURCES   NEWS

Here you can select from a range of resource categories. Selecting 'All Categories' from the Course Categories list will show you all available resources. This list can be filtered by selecting a sub category, for example Product Live Streams. You can also search for key words using the Search All Resources text box. Type in your key words and then click the icon, this will then search all categories for content containing the key words.
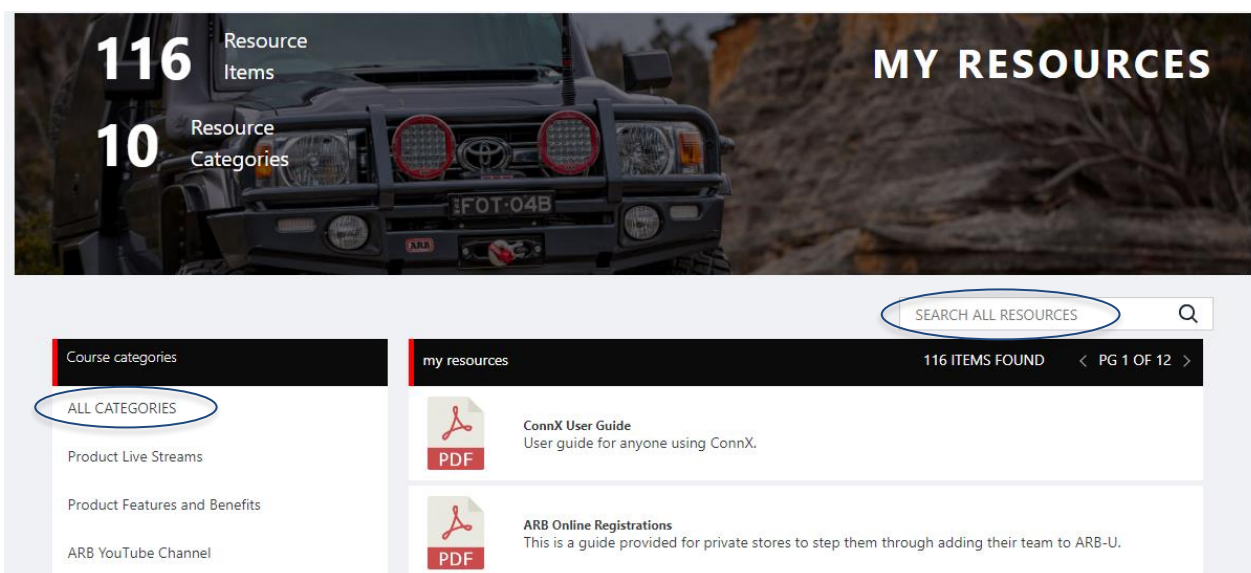
Once the you find the resource you are searching for, click on this and a new window will open, where you will be asked to download the resource if it is a PDF or document, or 'CLICK HERE' to view a Live Stream or linked video.
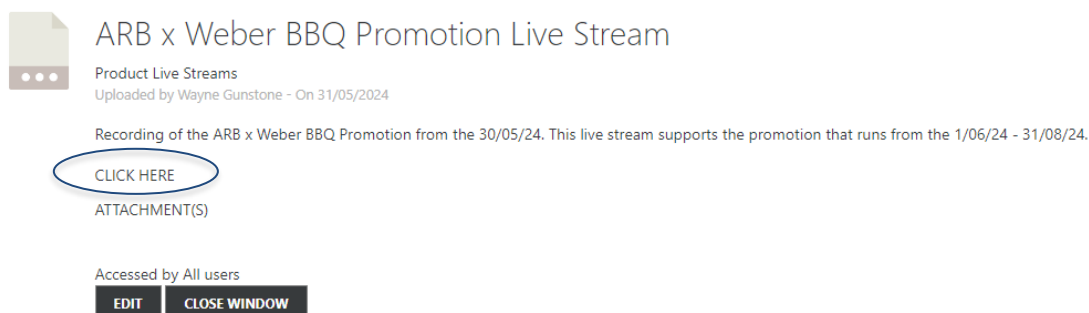
Simply close the window when you have finished, and return back to ARB-U.

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News Page

Selecting News from the top menu will take you to the News feed page;

The News feed is a regularly updating feed of information on what is happening at ARB. This will include new course content for ARB-U, product releases and a celebration of our teams' achievements across ARB.

Continue to return to the News feed for ongoing updates.

Language Selection

Selecting the Globe icon will allow you to change the language settings for your ARB-U login. Selecting another language will translate ARB-U into one of the 19 languages we know and are used across the ARB Corp business globally.
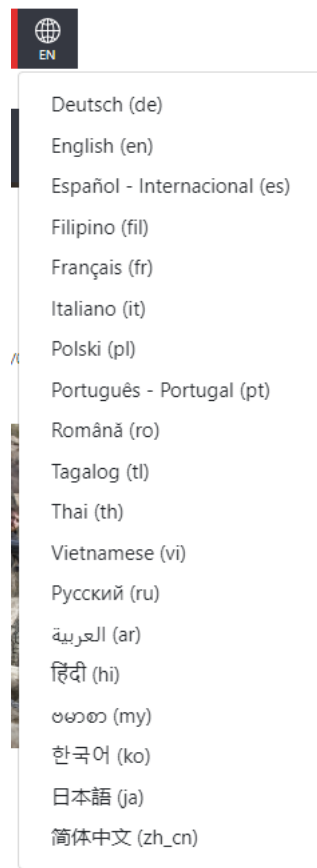
Clicking on the Globe icon activates the drop-down menu, and from there you can make your selection.

Please note that this changes the site language, it does not change the language of courses or resources.

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Profile Options

Selecting the Profile box and clicking the 'Down' icon from the top menu will provide you with options to edit your profile;
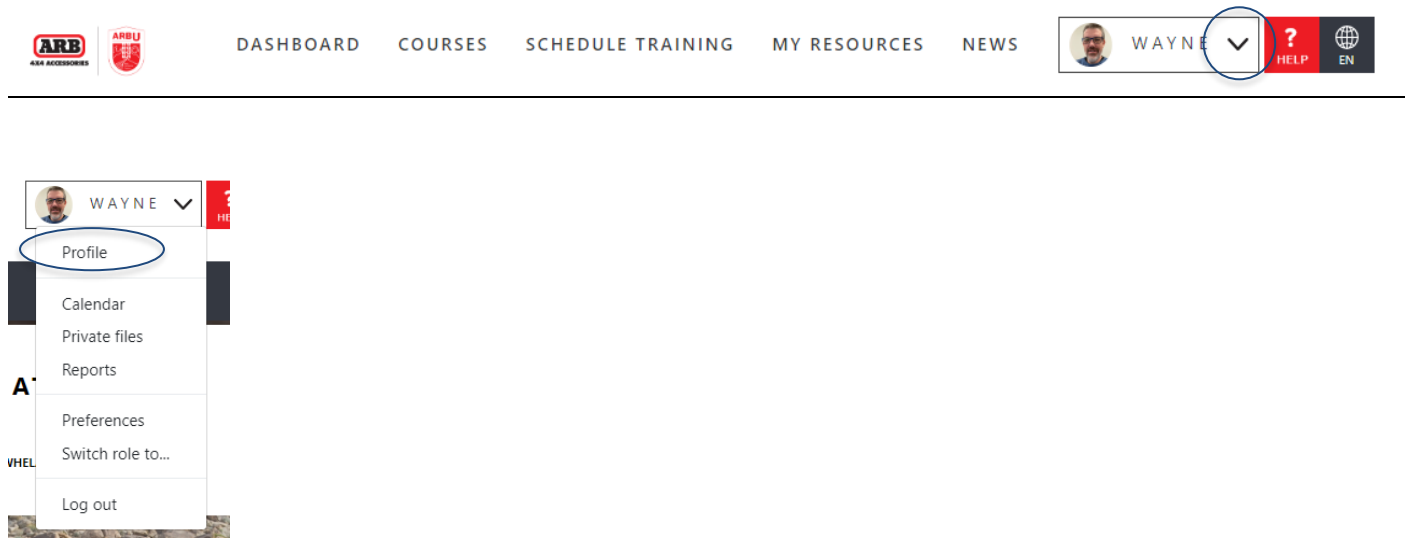
Profile – Takes you to the following profile page which allows you to edit your profile by clicking the 'Edit Profile' button
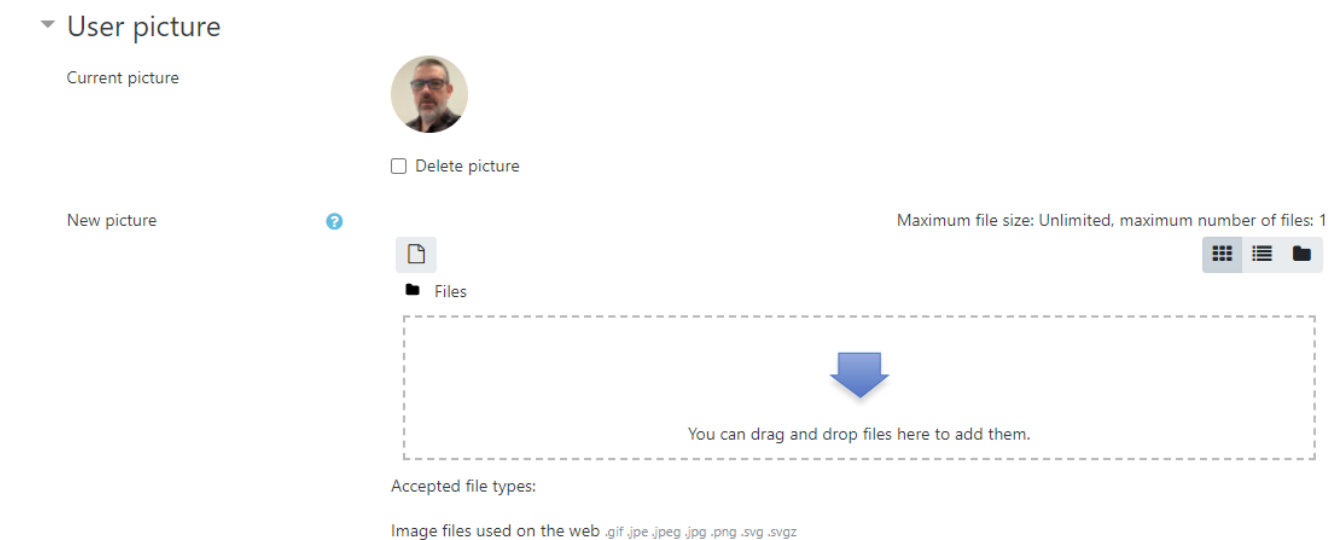
There are two important functions in the Edit Profile section.

You can change your password, and add a profile picture by dragging and dropping an image into the file box and then clicking 'Update Profile' at the bottom of the page.

Please note that any other changes made by ARB Corp employees will be overwritten each night by our upload from Micropay. For any non-ARB Corp employees changes made to your profile will remain.

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Help Button

Selecting the Help button from the top menu will open up this Help Guide;

This help guide is designed to help you navigate ARB-U successfully, and to maximise your experience with our LMS.
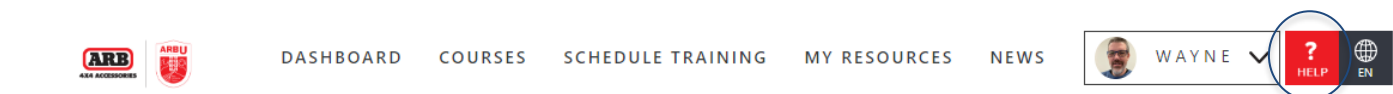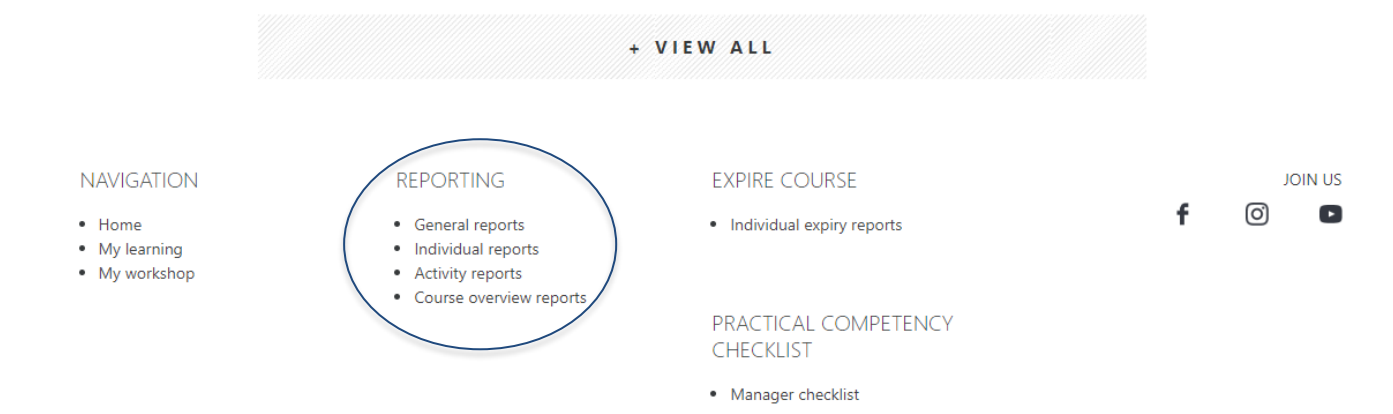
Manager Reporting

If you manage others and have direct reports, the hierarchy of reporting is reflected in ARB-U, and this allows you to view completed or outstanding training for your team. To view reports, scroll to the bottom of the Dashboard page and locate the Reporting section;

A number of reports are available;

General: The very basic completion data of each activity for each user. Results can be filtered based on criteria.

Individual: The same completion data as general reports but restricted to a single user.

Activity: This report allows users to easily see which activities in a specific course have not been completed.

Course Overview: This report shows all user progress as percentages for easy comparison. It also allows for progress comparisons between multiple courses.

In this example I'll select General Reports. On the following page you can see some options to customise;

Course Name - Click in the box to select from the menu that appears. Multiple courses can be added by continuing to click in the box and select the course to add.

Completion – Select Completed/Not Completed from the drop-down list

Enrolled/Completion – Can be left blank or adjusted if looking for a specific date range

Hierarchy – Please leave blank

Position Code/Report To/Position Title/Suspended Users – Can all be adjusted to filter the reporting

Display Type – Set as HTML or Excel/CSV. Displaying in HTML will still allow you to export the report in Excel/CSV

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General reports

Only fill out fields you wish to filter with.

Course name [Select Some Options]

Completion [⌄]

Enrolled date From [DD/MM/YYYY] To [DD/MM/YYYY]

Completion date From [DD/MM/YYYY] To [DD/MM/YYYY]

Hierarchy [Search for a node]

▷ 👥 10817

Current hierarchy selection: **10817**

Position Code [Select Some Options]

Report To [Select Some Options]

Position Title [Select Some Options]

Suspended users [Exclude suspended users ⌄]

Display type ⦿ HTML
 ◯ Excel/CSV (Select this option to print)

GO

Once filtered select 'Go', and the report will generate as shown below;

EXPORT EXCEL/CSV

Showing 1 to 6 of 6 records

Show [500 ⌄] records   Previous [1] Next

Full name	Course name	Module	Completion	Enrolled date	Completion date	Position Code	Report To	Position Title
Dean Boler	Code of Conduct	Code of Conduct	Completed	30/05/2022	31/05/2022	4724	10817	Storeperson
Haromi Kingi	Code of Conduct	Code of Conduct	Completed	30/05/2022	31/05/2022	6875	10817	Administration Assistant
Haromi Kingi	ARB Induction	ARB Online Induction	Completed	30/05/2022	02/06/2022	6875	10817	Administration Assistant
Haromi Kingi	ARB Induction	ARB Induction	Completed	30/05/2022	31/05/2022	6875	10817	Administration Assistant
Jonathan Austin	ARB Induction	ARB Induction	Completed	30/05/2022	31/05/2022	4094	10817	Despatch Team Leader
Jonathan Austin	ARB Induction	ARB Online Induction	Completed	30/05/2022	02/06/2022	4094	10817	Despatch Team Leader

This report was set for completed courses, so will show the completion and enrolment date for all activities for the selected courses. Selecting 'Export Excel/CSV' will export the report to Excel/CSV allowing further filtering of data.

Expiry Courses

Select the Individual expiry reports.

Use the drop-down menu to pick the name and select the go.

Look through the list of modules and can see what has been completed, not completed, and expired.
Select the Export Excel/CSV to keep a copy. The end column titled 'Valid to' is important to review as this will tell you the date that the current completion is valid to.

Manager Practical Competency Checklist

Managers will also need to complete Practical Competency Checklists on their team members from time to time to ensure competency has been achieved. This becomes particularly useful in regards to operation of equipment and safety compliance.

Team members can request a Practical Competency Check once they have completed other content within the course activity list. For example, for the Safe Hoist Operation course there is an Online Course as the first activity and then a Practical Competency Check (PCC) as the second activity, and the team member is unable to request a PCC until the first activity is completed, shown below;

Once the first activity is completed the team member can request the PCC, this request then is sent to the line manager in the hierarchy. As the manager, scrolling to the bottom of the page and selecting 'Manager Checklist' from the Practical Competency Checklist menu will allow you to see outstanding PCC's to complete.

PLEASE NOTE – All enrolled PCC's for a team member will displayed in their list. Make sure they have completed the required activities before completing their PCC. This can happen through notification from the team member, or by using the reporting function in the previous section and checking for completions.

Once selected I will be presented with the following page, which allows me to select team members from the 'Choose Team Member' list, and then see a list of outstanding PCC's for that team member;

In this example I have selected a team member who has 3 PCC's for completion. To mark the activity as complete click into the box for the team member. This will now mark the activity as completed;

If an error is made and you need to reverse this PCC sign off, clicking on 'Undo' will reverse the completion;

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Choose team member

Jack Williams ▼

Choose learning course Choose course ▼

Competency item	Completed	Action
Competency: Safe Hoist Operation Competency CheckManual	Not completed	☐ Mark as completed
Competency: Canopy Install Competency CheckManual	Completed	Undo
Competency: Electrical Fundamentals Competency CheckManual	Not completed	☐ Mark as completed