



Online Course Enrolment User Guide

December 2015



Welcome to the NSW Department of Family & Community Services (FACS) Training Program Online Enrolment System

Managed Training Services (MTS)

a division of

**CHANDLER
MACLEOD**
UNLEASHING POTENTIAL

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SYSTEM INFORMATION

The NSW Department of Family and Community Services (FACS) have deployed a new online enrolment system for FACS funded NGOs and Specialist Homeless Services (SHS) eligible employees to enroll in government funded training courses. The new system will enable you to:

- track your course enrolment status
- capture and retain your training attendance even if you move to another NGO
- waitlist yourself for future course dates
- transfer your enrolment to an alternative date

1. GETTING STARTED

The FACS Course Catalogue is accessible via the internet and does not require the installation of any propriety software.

2. LOGGING IN

1. Using your internet browser, copy and paste the following URL to your address bar: <https://facs.chandlermacleod.com/>. The screen as shown below will display.
2. **First Time User** - Click on the link <Create an Account>. This will enable you to set up an account on the FACS Training Program system allowing you to register for future training events.
3. **Already have an Account** - select <Sign In> and proceed directly to the course catalogue.

NSW Government | Family & Community Services

online Enrolment

Managed Training Services

Sign In

Email Address *

Password *

Change password | Forgot password?

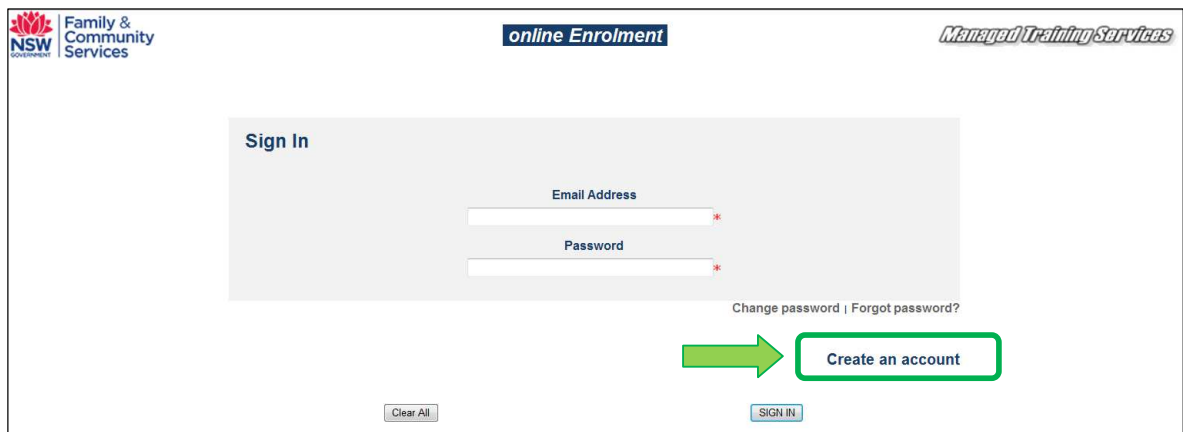
First time user → Create an account

Already have an account → SIGN IN

If you need assistance : phone 1300 361 787 email mts@chandlermacleod.com Privacy | Copyright

3. CREATING AN ACCOUNT

1. If you have not previously created an account, Click on <Create an account>



NSW Family & Community Services

online Enrolment

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Sign In

Email Address *

Password *

Change password | Forgot password?

Create an account

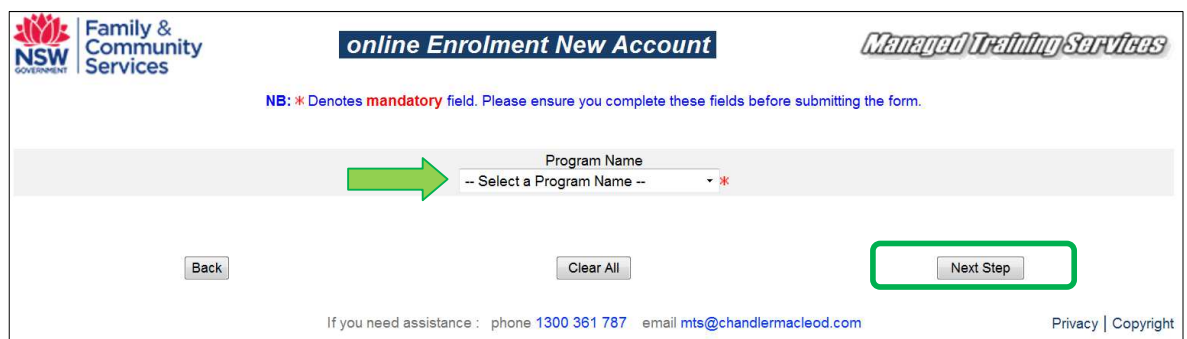
Clear All SIGN IN

2. Select your <Program Name>, then click on <Next Step>.

You will have two options to choose from in the drop down:

1. Child Protection / Case Management
- OR
2. Specialist Homelessness Services

Specialist Homelessness Services (SHS) is a Federally funded program which offers a range of additional courses specifically for SHS workers. For all other FACS funded NGO's you should select the first option (Child Protection/Case Management).



NSW Family & Community Services

online Enrolment New Account

Managed Training Services

NB: * Denotes mandatory field. Please ensure you complete these fields before submitting the form.

Program Name

-- Select a Program Name -- *

Back Clear All Next Step

If you need assistance : phone 1300 361 787 email mts@chandlermacleod.com Privacy | Copyright

3. Select your <Organisation Name>, then click on <Next Step>.

NSW Government | Family & Community Services

online Enrolment New Account *Managed Training Services*

NB: * Denotes mandatory field. Please ensure you complete these fields before submitting the form.

Program Name

Organisation Name
-- Select your organisation name --

Back Clear All Next step

If you need assistance : phone 1300 361 787 email mts@chandlermacleod.com Privacy | Copyright

4. Complete information as per the fields listed below.
5. Click on <Submit> to finalise your account setup.

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online Enrolment New Account *Managed Training Services*

NB: * Denotes mandatory field. Please ensure you complete these fields before submitting the form.

Program Name

Organisation Name

Participant's Business Details :-

First Name * Last Name *

Email address * Confirm Email address *

Area of work -- Select your area of work -- * Are you a person with disability? *

Manager's Business Details :-

Supervisor/Manager Name *

Supervisor/Manager Phone # * (Only numbers allowed) Supervisor/Manager Email *

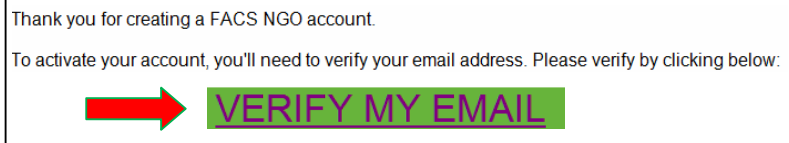
Password :-

Passwords must contain at least eight (8) characters, including uppercase, lowercase letters and numbers.

Create Password * Confirm Password *

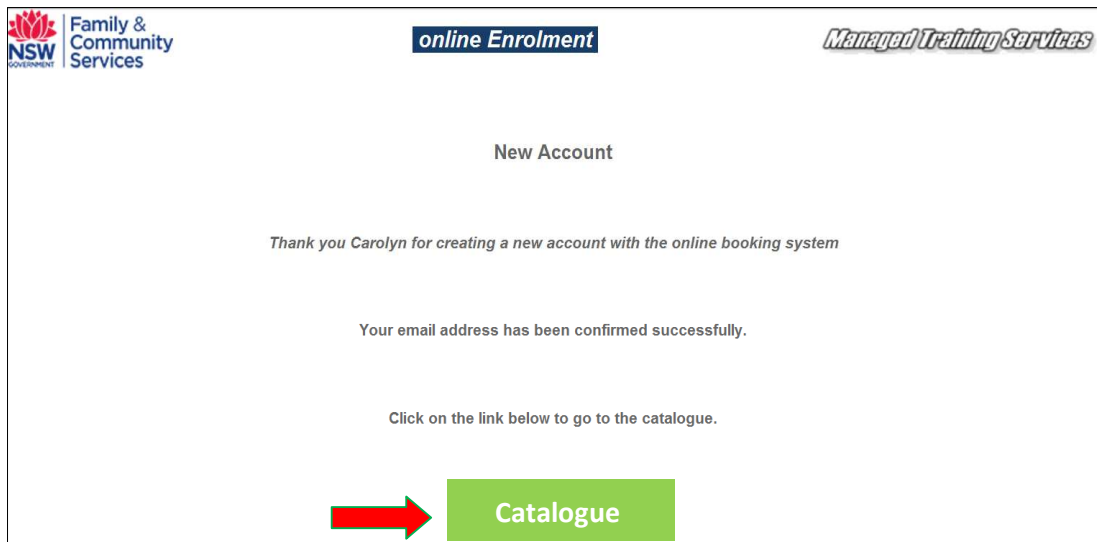
Back Clear All Submit

6. You will receive an email requesting the following.... <To activate your account, you'll need to verify your email address. Please verify by clicking> <Verify My Email>.



Note: If you do not receive an email please contact Managed Training Services (MTS), mts@chandlermacleod.com or Ph: 1300 361 787

7. The Online Enrolment system will display a message as below. Click on <Catalogue> which will display the available courses options.



8. You will be taken back to the Login screen as below, enter your Email and Password and click <Sign In>.

The screenshot shows the 'online Enrolment' page for Managed Training Services. At the top left is the NSW Government logo and 'Family & Community Services'. At the top right is the 'Managed Training Services' logo. The main heading is 'Sign In'. Below it are two input fields: 'Email Address' and 'Password', each with a green arrow pointing to it. To the right of the password field is a link 'Change password | Forgot password?'. Below the input fields is a 'Clear All' button and a 'SIGN IN' button, with a green arrow pointing to the 'SIGN IN' button. At the bottom right is a link 'Create an account'. At the very bottom, there is a footer with contact information: 'If you need assistance : phone 1300 361 787 email mts@chandlermacleod.com' and a 'Privacy | Copyright' link.

4. NAVIGATING THE ONLINE ENROLMENT COURSE CATALOGUE

1. After logging in, a welcome page will display.
2. Click on <Start> to access the Course Catalogue.

The screenshot shows the 'online Enrolment' page after logging in. At the top left is the NSW Government logo and 'Family & Community Services'. At the top right is the 'Managed Training Services' logo. The main heading is 'Home'. Below it is a large white box with a green arrow pointing to a 'Start' button. In the top right corner, there is a 'Logout' link, a 'Logged in : Carolyn Smart / my options' status, and a 'Select an option' dropdown menu.

9. A list of courses will display, as you scroll, you will be able to:

- a) Search for a course via Region\Keyword
- b) Place your name on a Waitlist for a course if no dates currently scheduled
- c) Review the course outline\overview
- d) View available course dates\locations and enrol

Home

Family & Community Services

online Enrolment

Managed Training Services

Logout

Logged in : Carolyn Smart / my options

Select an option Go

Program name

District / Region -- Select a district --

Search Course Name Keyword Search

** This training is free for all NGO's receiving funding from FACS.

Title	Date(s)	Info/Outline
1. Building SHS Resilience	no dates	Outline click here to be waitlisted for this course
9. Case Management Part 1: An Introduction	2	Read More

10. Upon locating your course, click on <number> listed under the <Date> heading, which will display available dates\locations.

Title	Date(s)	Info/Outline
9. Case Management Part 1: An Introduction	2	Close

11. Once you have located your preferred course date\location, click on <Book Now> to enrol onto the course.

online Enrolment *Managed Training Services*

NB: * Denotes mandatory field. Please ensure you complete these fields before submitting the form.

Participant's Business Details :-

First Name: Last Name:

Mobile #: (Only numbers allowed) Work Phone #: (Only numbers allowed)

Are you a person with disability?

Organisation Name: Area of work:

District/Region: Service Locality: Service Postcode:

Manager's Business Details :-

Supervisor/Manager Name: Supervisor/Manager Phone #: (Only numbers allowed) Supervisor/Manager Email:

Training Course Details :-

Course Name: Course Date:

Duration: End Date:

Special Notes :-

Special Requirements: Dietary Requirements:

General Notes & Comments :-

[Back](#) [Clear All](#) [Submit](#)

12. If none of the dates\locations listed are suitable, you can place your name on a waitlist to be advised of future courses dates as they become available. Click on the link <Waitlist me for this course>

online Enrolment *Managed Training Services*

Home Logout

Logged in: Carolyn Smart / my options

Select an option [Go](#)

Program name

District / Region: Search Course Name Keyword: [Search](#)

** This training is free for all NGO's receiving funding from FACS.

Case Management Part 1: An Introduction [Waitlist me for this course](#)

Course Details

Duration: 2 Days

Course Info

This two-day case management course is designed for NGO staff who provide case management support to clients. No prior knowledge or experience is required to take this course and it will give staff the skills, knowledge and values to provide case management support services within an agency or interagency context. [Read More](#)

Course Schedules

Date	Capacity	Location	Availability	Action
18/02/2016	Capacity: 22	Parramatta - Western Sydney	21	Book now Book multiple participants
3/03/2016	Capacity: 22	Penrith - Nepean Blue Mountains	22 places avail	Book multiple participants

Note: A group booking can be made via the option <Book multiple participants>. Participants will need to have already set up an "Account" in the system.

13. The <online Enrolment> form will display, pre populated with your information previously completed at the time of setting up your Account.

Note: You can not amend your details in this screen. If you wish to amend any details, please do so via "Manage My Account", detailed in section 5 of this

14. You will receive two (2) email.

Email (1): Provides a summary of your course enrolment. To confirm your enrolment request, click on the link <Confirm My Enrolment>.

Your enrolment has been confirmed as per the details below:

Are of work	ACON
Course name	Case Management Part 1: An Introduction
Course start date	18/02/2016
Course end date	19/02/2016
Course start time	09:00
Course end time	16:30
Course venue	TBC PARRAMATTA NSW

Please note that your registration may be withdrawn if it has been identified that you do not meet the requirements to attend:

- You must work for an organisation/program that receives funding from Community Services.
- You must have completed the course pre-requisites.
- Government agency staff, non-funded NGOs and independent contractors cannot attend this training.

Email (2): Confirms your enrolment request. Congratulations you are now enrolled onto your requested course.

Thank you for your registration as outlined below:

Are of work	ACON
Course name	Case Management Part 1: An Introduction
Course start date	18/02/2016
Course end date	19/02/2016
Course start time	09:00
Course end time	16:30
Course venue	TBC PARRAMATTA NSW

Please note that your registration may be withdrawn if it has been identified that you do not meet the requirements to attend:

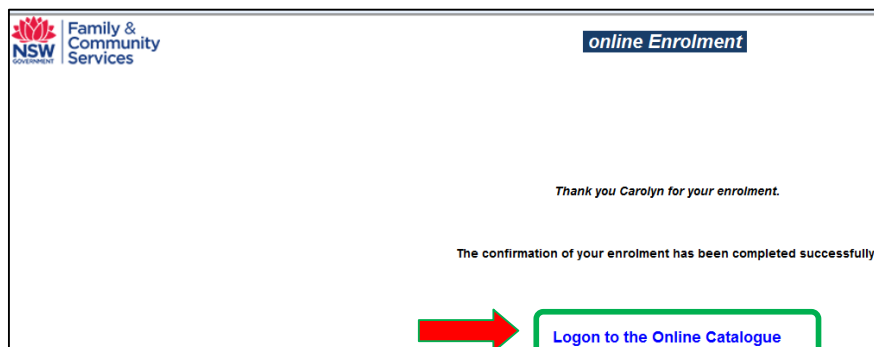
- You must work for an organisation/program that receives funding from Community Services.
- You must have completed the course pre-requisites.
- Government agency staff, non-funded NGOs and independent contractors cannot attend this training.

To confirm your enrolment, please click the link below:

 [CONFIRM MY ENROLMENT](#)

15. You will be re-directed to the Online Enrolment system, where the message “Confirmation” of your enrolment will display.

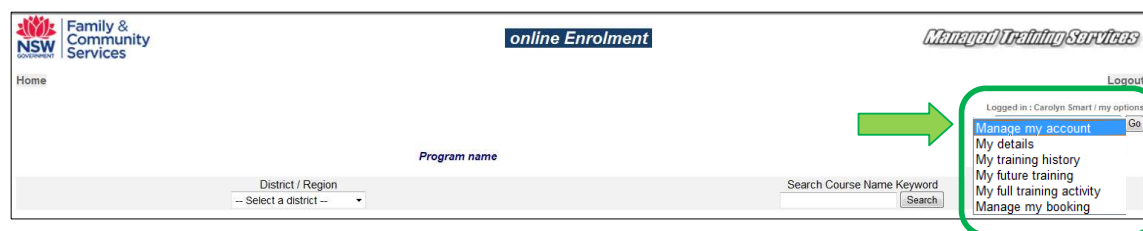
You can return to the Course Catalogue by clicking on the link <Login to the Online Catalogue>.



5. MANAGING YOUR ACCOUNT DETAILS

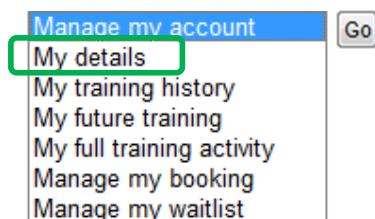
1. After logging in to the system you will be able to manage your Account, Training Enrolments and Waitlist via a menu of options.

From the <Manage my Account> drop down list select your preferred option.



2. Selecting <My Details> and clicking <Go>, will enable you to update your account details including phone number, manager details etc.

Note: You will not be able to amend your email address at anytime. If you change your email address you will need to set up a “New Account”



If you would like to change your password, place a tick in the box and enter your new Password.

Update my details

My details Go
Change my program / organisation

NB: * Denotes mandatory field. Please ensure you complete these fields before submitting the form.

Participant's Business Details :-

First Name * Last Name *
 Mobile # * (Only numbers allowed) Work Phone # (Only numbers allowed)
 Are you a person with disability? Are you
 Organisation Area of work *

Manager's Business Details :-

Supervisor/Manager Name *
 Supervisor/Manager Phone # * (Only numbers allowed) Supervisor/Manager Email *

Password :-

Current Password *

☒ I wish to change my password Go

Passwords must contain at least eight (8) characters, including uppercase, lowercase letters and numbers.

New Password * Confirm New Password *

Back Clear All Submit

3. There are a range of options to manage your Training activity, as detailed below.

Manage my account Go

My details

My training history
My future training
My full training activity
Manage my booking
Manage my waitlist

4. **Manage my Booking:** If you would like to **Transfer** or **Cancel** your course enrolment, select **<Manage my Booking>** from the drop down list.

The screen displayed below will enable you to:

- a) View in **<Booking Status>** courses you are enrolled to attend or have elected to transfer the course date of.
- b) Transfer your course date to an alternative date\location, by clicking on **<Swap Date>**
- c) Alternatively you can cancel your course enrolment by clicking on **<Cancel>**

online Enrolment

Managed Training Services

Logout
Logged in: Carolyn Smart / my options
Manage my booking Go

Manage My Booking

First Name Carolyn Last Name Smart Email address carolyn.smart@chandermacleod.com
 Mobile # 0417123456 Work Phone # 12345678
 Supervisor / Manager Name Mary Jones Supervisor / Manager Phone 1300361787 Supervisor / Manager Email mts@chandermacleod.com

Update my details Edit

Prog. Name	Course Name	Start Date	End Date	Region	District	City	Enrolment	Booking Status	Attendance	Cancel	Transfer
1 Specialist Homelessness Services	Case Management Part 1: An Introduction	18/02/2016	19/02/2016	Metro Central	Sydney	Parramatta	21	Enrolled		CANCEL	SWAP DATE
2 Specialist Homelessness Services	Trauma Informed Practice	23/03/2016	24/03/2016	Western	Western NSW	Orange	21	Enrolled		CANCEL	SWAP DATE
3 Specialist Homelessness Services	Case Management Part 1: An Introduction	3/03/2016	4/03/2016	Metro Central	Sydney	Parramatta	21	Enrolled		CANCEL	SWAP DATE
4 Specialist Homelessness Services	Trauma Informed Practice	22/03/2016	23/03/2016	Metro Central	Sydney	Glebe	20	Enrolled		CANCEL	SWAP DATE
5 Specialist Homelessness Services	Child Protection Part 2: Child Protection Dynamics	6/04/2016	7/04/2016	Metro Central	Sydney	Armidale	21	Enrolled		CANCEL	SWAP DATE

5. **My Waitlist:** Selecting this option will enable you to view courses you have placed your name on the wait list to attend.

From this screen you can also elect to cancel your waitlist request.


Family & Community Services
Home

online Enrolment

Managed Training Services

Logout
Logged in: Carolyn Smart / my options
Manage my booking [Go](#)

Manage My Waitlist

First Name Carolyn Last Name Smart Email address carolyn.smart@chandermacleod.com
Mobile # 0417439793 Work Phone # (03)86291264
Supervisor / Manager Name Jasmine Perez Supervisor / Manager Phone 1300361787 Supervisor / Manager Email jasmine.perez@chandermacleod.com

Update my details [Edit](#)

Prog Name	Course Name	Region	District	Waitlisted	Date Waitlisted	Booked Waitlist	Date Booked Waitlist	Cancelled Waitlist	Date Cancelled Waitlist	Action
1 Specialist Homelessness Services	Building SHS Resilience	Metro Central	Sydney	Yes	10/12/2015	No		No		CANCEL WAITLIST
2 Specialist Homelessness Services	CMS Foundations	Metro Central	Sydney	Yes	10/12/2015	No		No		CANCEL WAITLIST
3 Specialist Homelessness Services	Implementing Going Home Staying Home (GHS) for Practitioners	Metro Central	Sydney	Yes	10/12/2015	No		No		CANCEL WAITLIST

Note: You are also able to go to your <My Details> screen directly from the screen above. Click on the link [edit](#) which appears in the field <Update my details>

6. **My Full Training Activity:** Selecting this option will enable you to view all past and future courses you enrolled to attend.


Family & Community Services
Home

online Enrolment

Managed Training Services

Logout
Logged in: Carolyn Smart / my options
My full training activity [Go](#)

My Full Training Activity

First Name Carolyn Last Name Smart Email address carolyn.smart@chandermacleod.com
Mobile # 0417123456 Work Phone # 12345678
Supervisor / Manager Name Mary Jones Supervisor / Manager Phone 1300361787 Supervisor / Manager Email mts@chandermacleod.com

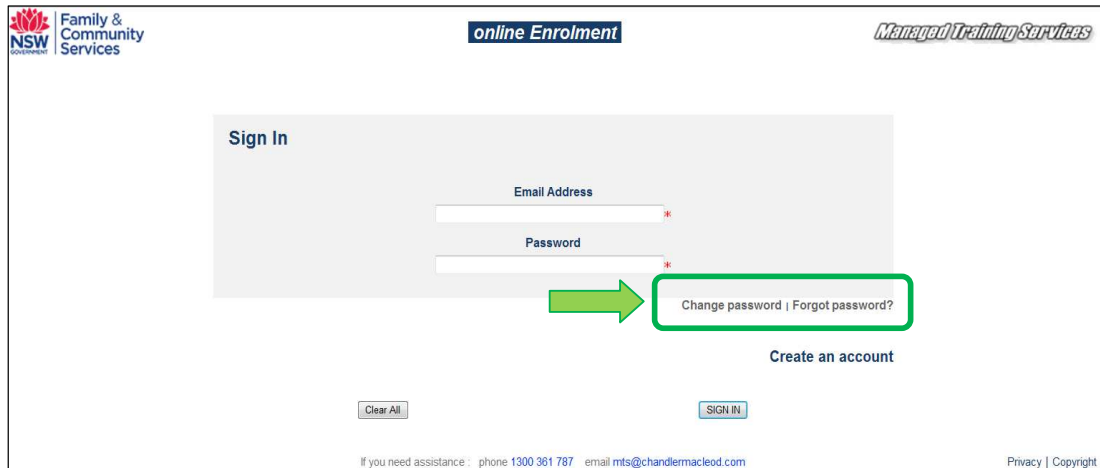
Update my details [Edit](#)

Organisation	Area of work	Prog Name	Course Name	Start Date	End Date	Region	District	Suburb	Status	Attendance
1 ACON	ACON	Specialist Homelessness Services	Trauma Informed Practice	11/02/2016	12/02/2016	Metro Central	Sydney	Dubbo	Enrolled	
2 ACON	ACON	Specialist Homelessness Services	Case Management Part 1: An Introduction	18/02/2016	19/02/2016	Metro Central	Sydney	Parramatta	Transferred	
3 ACON	ACON	Specialist Homelessness Services	Trauma Informed Practice	23/02/2016	24/02/2016	Metro Central	Sydney		Enrolled	
4 ACON	ACON	Specialist Homelessness Services	Case Management Part 1: An Introduction	3/03/2016	4/03/2016	Metro Central	Sydney		Enrolled	
5 ACON	ACON	Specialist Homelessness Services	Trauma Informed Practice	20/03/2016	21/03/2016	Metro Central	Sydney		Enrolled	
6 ACON	ACON	Specialist Homelessness Services	Child Protection Part 2: Child Protection Dynamics	04/04/2016	10/04/2016	Metro Central	Sydney	Armidale	Enrolled	

6. FORGOT YOUR PASSWORD\CHANGE YOUR PASSWORD

If you have forgotten your password or need to change your password, please undertake the actions below.

1. From the Login screen click on either, <Change password | Forgot password>
2. Follow the steps detailed in each screen to change or have your password resent.



The screenshot shows the 'online Enrolment' page for 'Family & Community Services' (NSW Government). The page features a 'Sign In' section with input fields for 'Email Address' and 'Password'. Below these fields is a green arrow pointing to a link that says 'Change password | Forgot password?'. Other elements on the page include a 'Create an account' link, a 'Clear All' button, and a 'SIGN IN' button. The footer contains contact information: 'If you need assistance : phone 1300 361 787 email mts@chandlernacleod.com' and a 'Privacy | Copyright' notice.