NHVR Portal Training – Registration Service

Train the Trainer Kit Introduction

12 August 2019

# Welcome

This kit is designed for anyone in your organisation who will co-ordinate the NHVR Portal Registration Service training for staff and sub-contractors. It details the resources available to you and provides guidance as to how to best deliver the training.

The training is divided into two parts to align with the needs of your leaners:

1. Administrators– for the setup of users and customer accounts
2. Users – how to use the features in the registration portal such as searching, exporting and personalisation.

For updates to this kit visit [www.nhvr.gov.au/road-access/registration](http://www.nhvr.gov.au/road-access/registration).

If you need additional assistance, you are most welcome to call our Help Centre on 1300 696 487 – we are here to help. Or visit the NHVR [YouTube channel](https://www.youtube.com/playlist?list=PLwUGrNLSmqJ8VDDTu3v3SY31maMN4gOiq) or the [Getting Started](https://help.nhvr.gov.au/cmp4/help-centre-customer/getting-started) page of our online Help Centre.

## Kit Contents

The Registration Service Train the Trainer kit contains the following:

|  |  |
| --- | --- |
| 1 | NHVR Portal Training – Registration Service | Train the Trainer Kit Introduction (this document) |
| 2 | Classroom delivery:  2 slide packs both with trainer notes   * Administrator training * User training   7 short videos with voice overs referenced by the materials (on USB and on YouTube)   * User Registration * Account Creation and Linking * Service Permissions * Linking Registration Accounts * Registrations Shares * Personalising Columns * Searching, and Tabs |
| 3 | Self-paced delivery  2 extended videos with voice overs (on USB and on YouTube)   * Administrator training (1 hour) * User training (1 hour) |
| 4 | NHVR Registration Portal User Guide converted from website content into Word format. |
| 5 | A completion certificate template in Word format |

To request a USB containing the video content please contact Hypercare on support@nhvr.gov.au

# Learning Objectives

## Administrator training

On completion of this training, learners will be able to:

|  |  |
| --- | --- |
|  | Objective |
| **1** | Register as a user |
| **2** | Create a new customer account |
| **3** | Link a customer account to another customer account |
| **4** | Describe how NHVR permission apply to a customer account |
| **5** | Grant or removes a user’s access to the Registration Service |
|  | Link a customer account to a jurisdiction account |

## User training

On completion of this training, learners will be able to:

|  |  |
| --- | --- |
|  | Objective |
| **1** | Set up and login to the NHVR Portal with their User Profile |
| **2** | Link their User Profile to a Customer Account |
| **3** | Navigate the NHVR Portal interface |
| **4** | Personalise columns in a table |
| **5** | Search registration information |
| **6** | Add and edit Tabs |
| **7** | View and request shared registration information |
| **8** | Manage their User Profile |
| **9** | Know where to go to get help |

# Delivery Options

This kit supports delivering training both in a classroom environment (face to face) and through self-guided learning.

## Classroom

A slide pack has been provided for the two courses, Administrator (for internal staff) and User. The slide packs contain notes that should be read and understood before presenting the training. There is video content within the slides that can be accessed by clicking the link on the slide. This will open YouTube and load the video. If you are unable to access that content a USB is also provided. You will need to manually load the videos.

The slide packs can be used to deliver the training, or to educate the trainer who can then present a demonstration of functionality within the NHVR Portal.

## Self-Guided Learning

The slide deck with linked videos does allow for self-learning. Make sure to advise the learning to read the slide notes. It is best to set up an account for the user so they can follow along in the live portal.

# System Requirements

## Classroom

MS PowerPoint

Internet Browser

Internet access to YouTube OR the provided USB and a media player

## Self-Guided

|  |  |
| --- | --- |
| Via Internet | Via USB |
| Microsoft PowerPoint | Microsoft PowerPoint |
| Internet access to YouTube | USB with video content |
| Sufficient bandwidth to play YouTube videos | Headphones |
| Internet Browser | PC |
| Headphones | Media player |
| Tablet or PC |  |

# Feedback

Feedback on this kit and the resources provided can be directed to support@nhvr.gov.au. We are always keen to hear how our training performs in the field. It allows us to improve our training offering and make it more effective and easier for you to deliver.