

# Employer Knnect Guide

User Guide for Employers

# Employer Knnect

## Strata User Guide Series

The following Training Guide has been created by the Training and Communications Team (Academic Administration) and is reflective of Strata version 7.5,– July 2023.

This is a visual training aid to support Employers in using Employer Knnect and may not reflect all Business Area internal processes and Work Instructions.

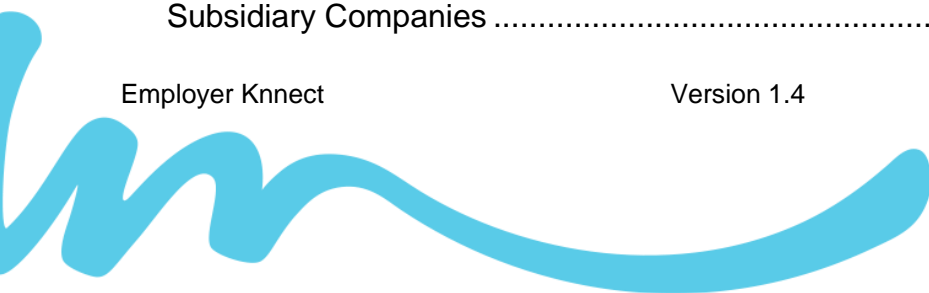
### Contact details

Email: [EmployerKnnect@chisholm.edu.au](mailto:EmployerKnnect@chisholm.edu.au)

Phone: 1300 775 265

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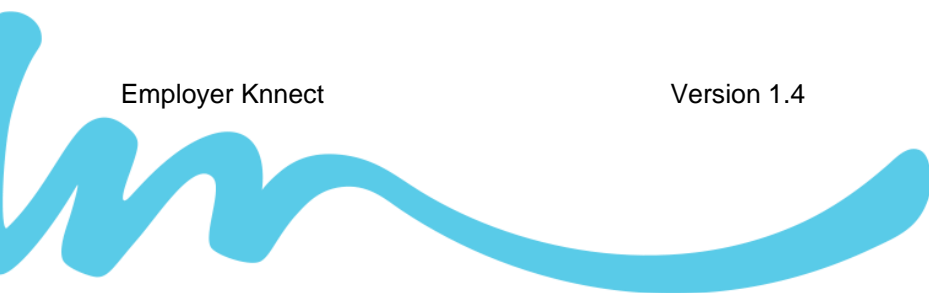
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# Knnect Details

Chisholm’s Knnect applications utilise modern web browser technologies to deliver the same user experience on any device. The application can be run equally as well on a PC or Mac desktop as it does on an Android or iOS mobile device.

This online program allows employers to view information about their apprentices including timetables, attendance, and course progress. Using **Knnect**, employers are also able to complete **sign-off’s** in real-time. All this and more is available at any location with an internet connection. Utilising this user-friendly and intuitive system will allow employers to access information about their apprentices at their convenience, as well as having the most up to date information about their training progress.

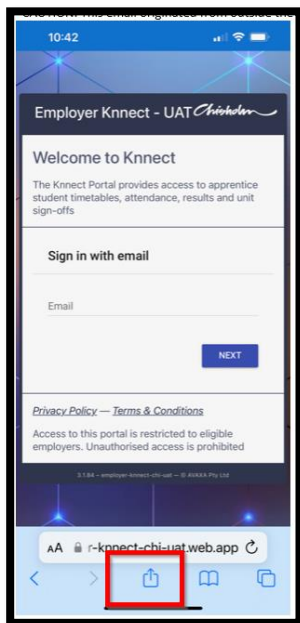
As a new initiative, Chisholm is working on continuously improving this system. We welcome any feedback and/or suggestions emailed to [EmployerKnnect@chisholm.edu.au](mailto:EmployerKnnect@chisholm.edu.au).

If you need help, or would like a paper copy of this guide, you can contact us by email at [EmployerKnnect@chisholm.edu.au](mailto:EmployerKnnect@chisholm.edu.au)

**NOTE:** The screen shots used in this guide may vary from your user view, depending on the browser or device being used. The browser used for the screen shots in this guide is Microsoft Edge (version 116.0.1938.62), iPhone 13Max (iOS version 16.6), Samsung Galaxy Tablet (Module SM-T290). As the screen shots are taken from our UAT website the URL is not the URL for all users.

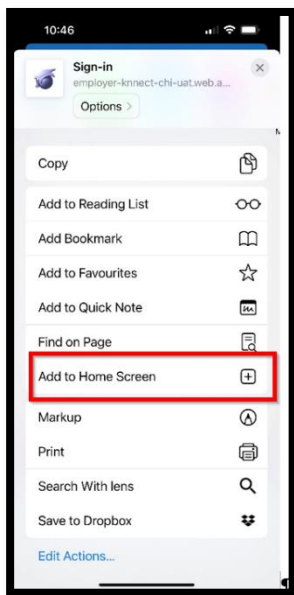
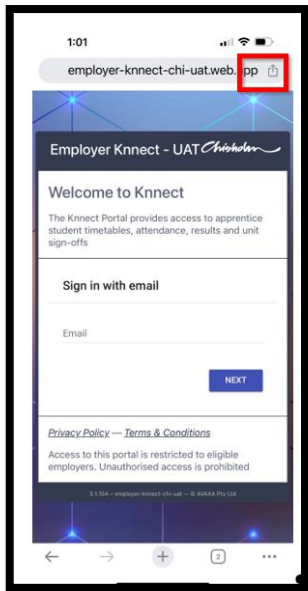
## Key Features

- Linkable - the Application can be shared by URL.
- Installable - can be available on the device's home screen or app launcher as an icon.
  - Navigate to the website or web page you want to pin to your home screen.
  - Tap the menu icon (3 dots in upper right-hand corner) and tap ‘Add to Home Screen’.
  - Choose a name for the website shortcut, then your web browser will add it to your home screen

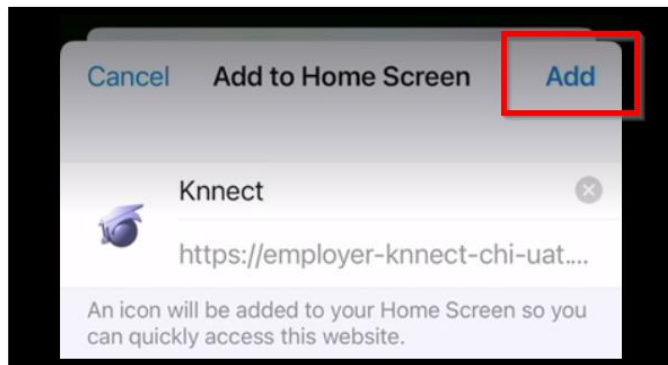


### Apple device

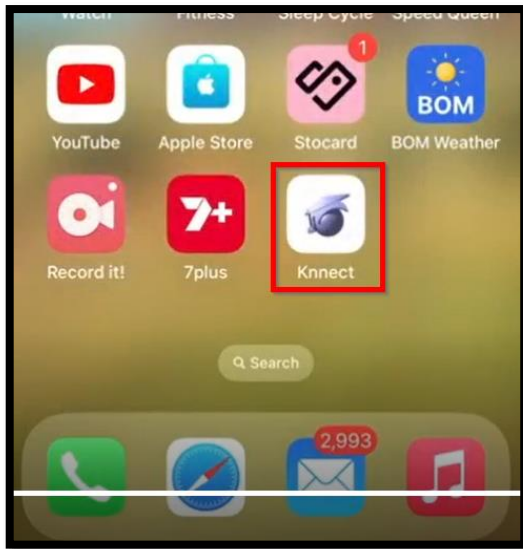
- Open Knnect in your Web Browser
- At the bottom of the page is an icon with an arrow pointing up (share or forward)– select this
- In Chrome – there is a forward icon at the top right of screen – Select this



- Scroll down to “Add to Home Screen”



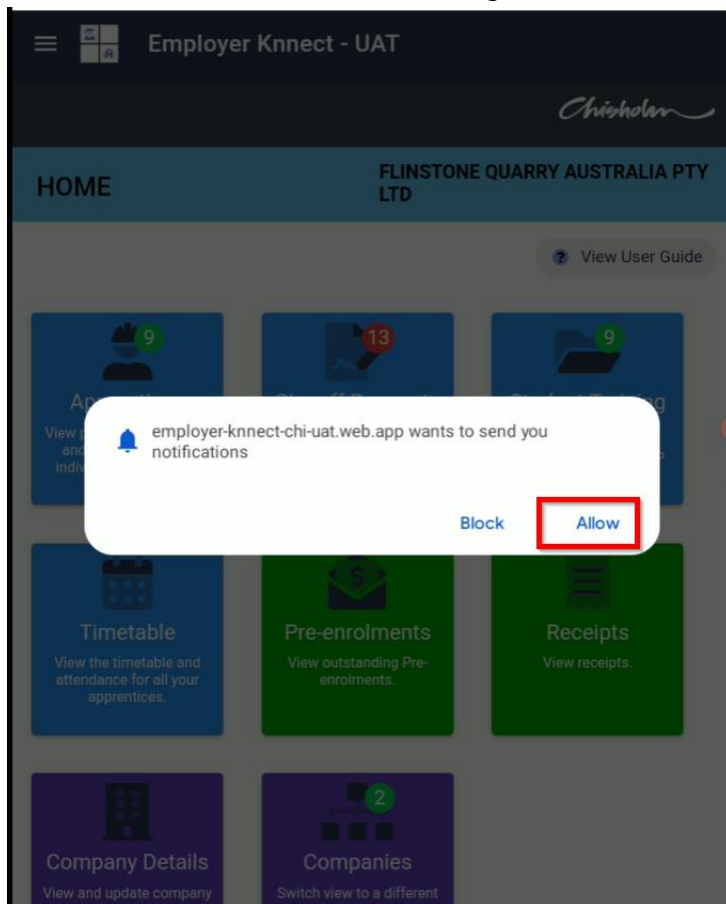
Click “Add”



Knnect will then display on your device as an app

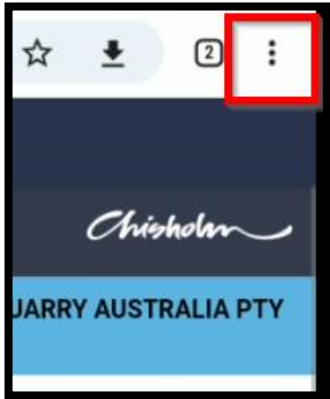
### Android Device (Tablet)

- Once opened in your web browser, a pop up will ask “Allow notifications from this website” – select “Allow”, this will ensure that you are able to produce any reports from Knnect, and receive notifications when a unit signoff has been completed.

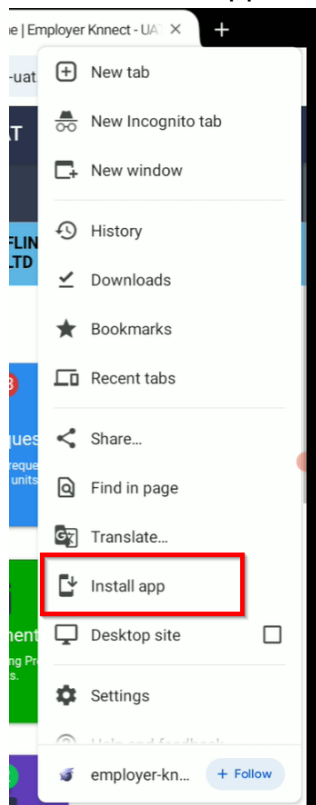


Add Employer Knnect to Home screen as an app

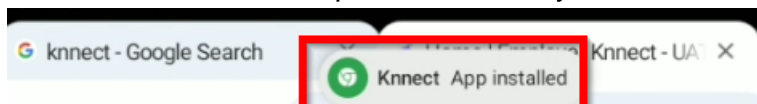
- Go to top right and tap on the 3 dots



- Select “Install app”

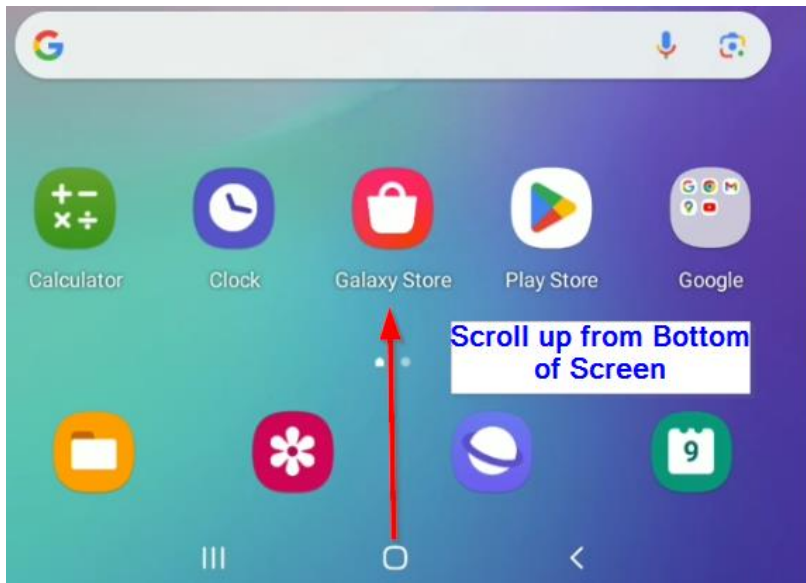


- Once installed at the top of the screen you will be notified the “Knnect App Installed”

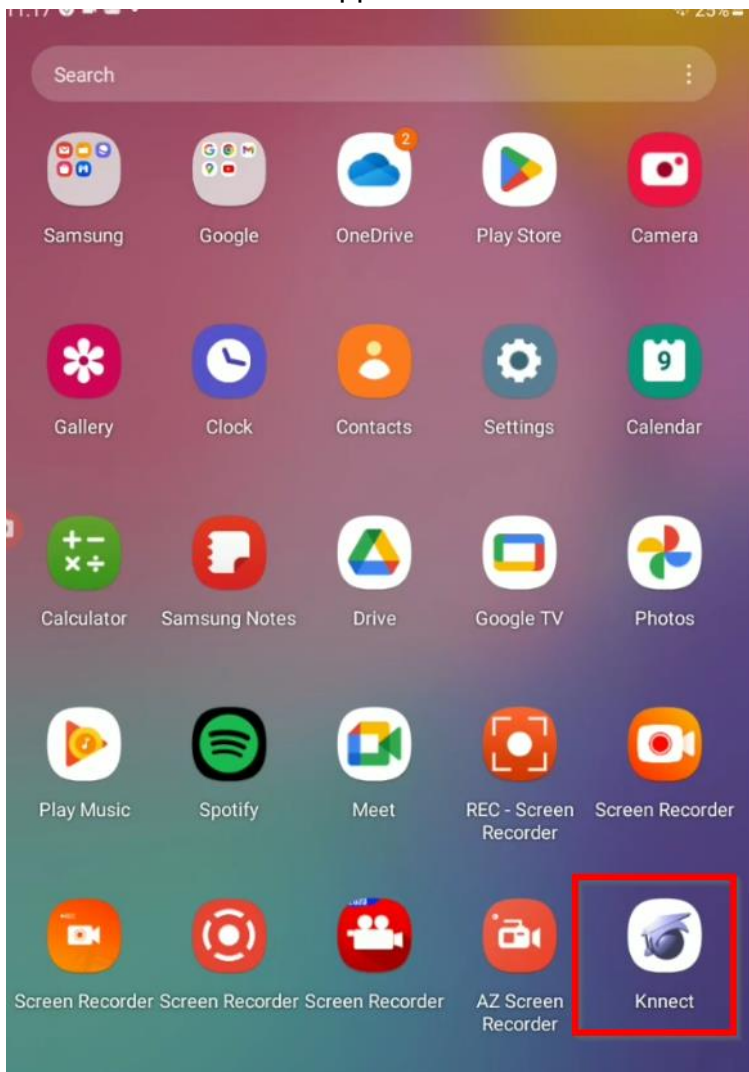




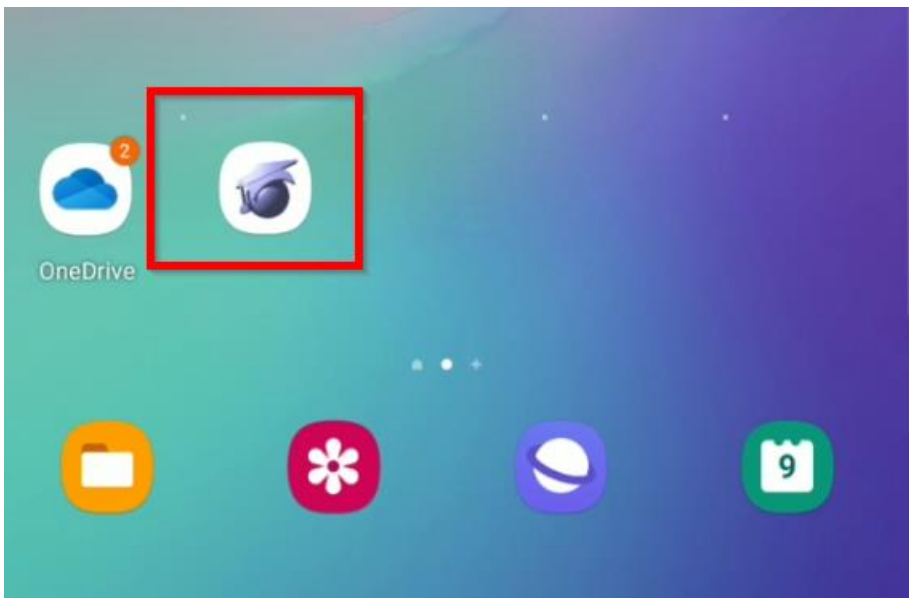
- Go to your Apps in your device – scroll up from bottom of screen to display all apps.



- Select the new app Knnect



- Hold your finger on the app and drag anywhere on your home screen or select "Add to Home"



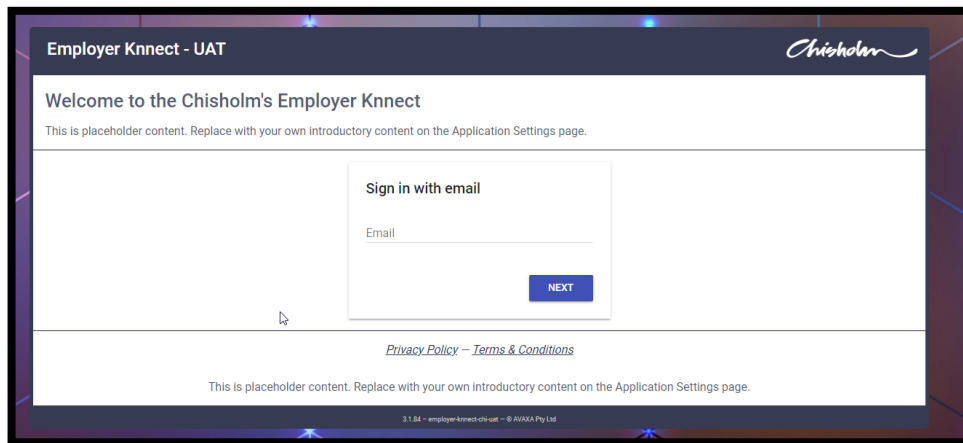
## Terminology

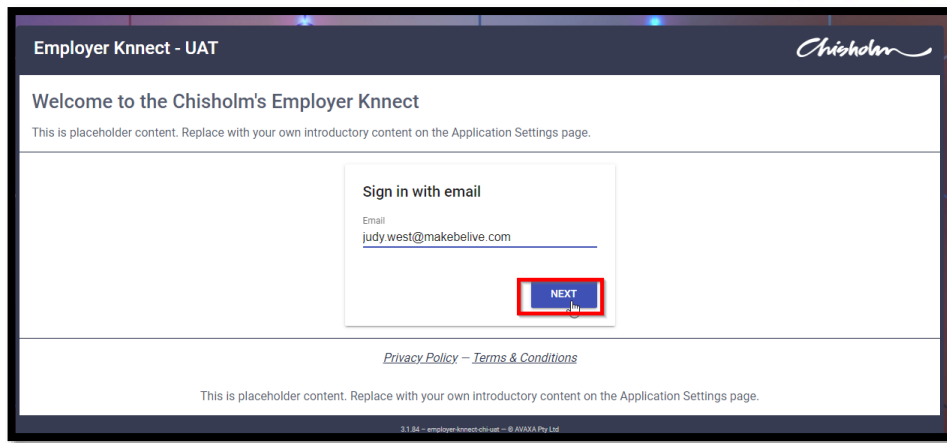
Code	Description
AASN	Australian Apprenticeship Support Network (Apprenticeship Network) e.g. MEGT, Sarina Russo
Epsilon	Victoria's Apprenticeship and Traineeship Register
VRQA	The Victorian Registration and Qualifications Authority
TC	Training Contract (issued by VRQA)
STP	Student Training Plan – Created by Chisolm
NCD	Nominal Completion Date – End date of Training Contract
STC	Student Training Contract

## Signing In

You will be set up on our System and an email will be sent to the employer email address with a link to login. The below are the features of Signing In:-

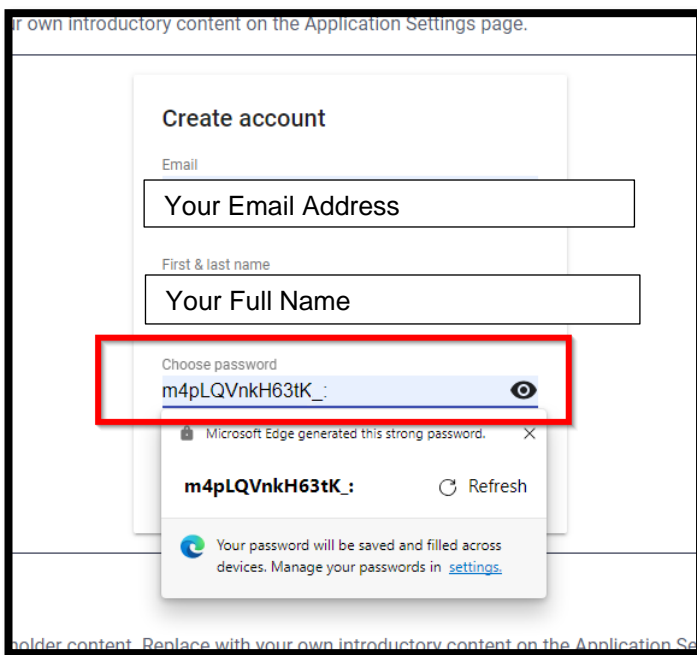
- Email & password login, account creation and password reset
1. Sign in with your email



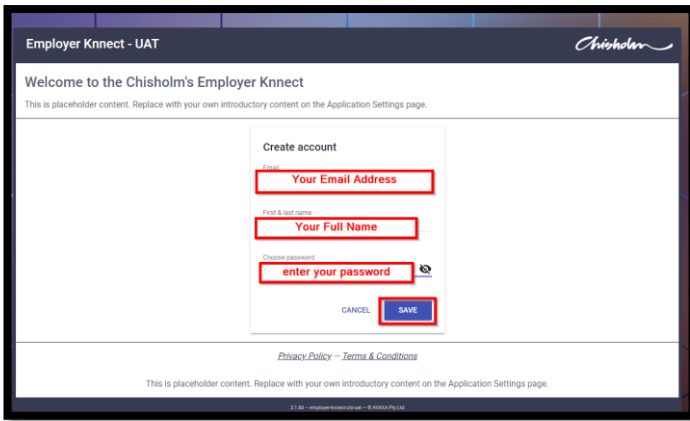


2. Click Next
3. If wanting to use the system generated password, click Save. To see what this password is, click in the space "Choose Password".

**NOTE:-** A password generator will ONLY work if using Microsoft Edge or Google Chrome as your browser.

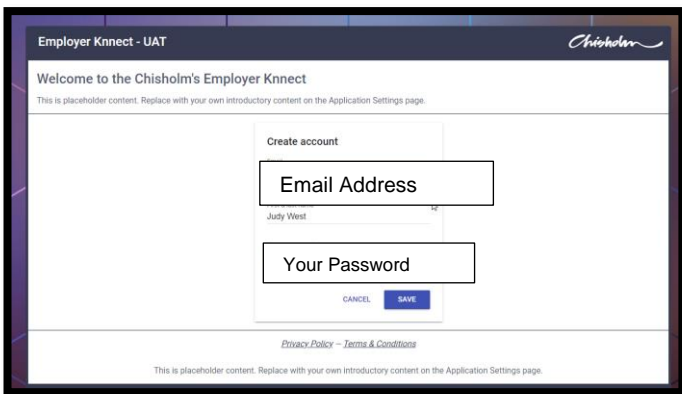


4. To Create your own password select the "Choose Password"



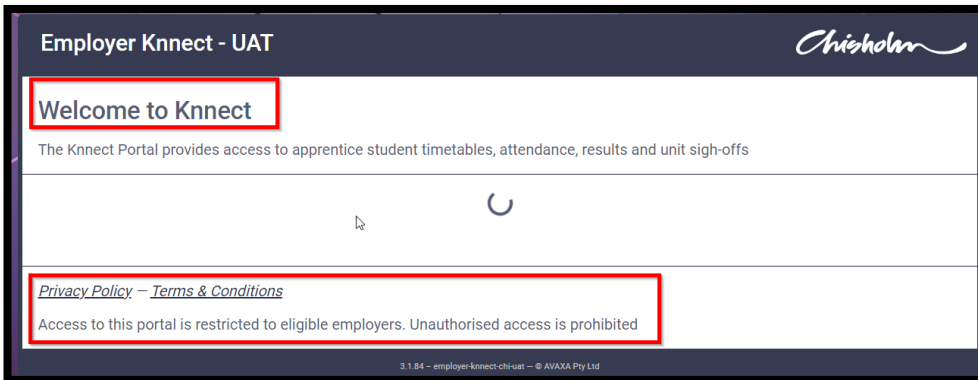
Click in the "Choose password" space to set your own password.

### 5. Enter your password then Click Save

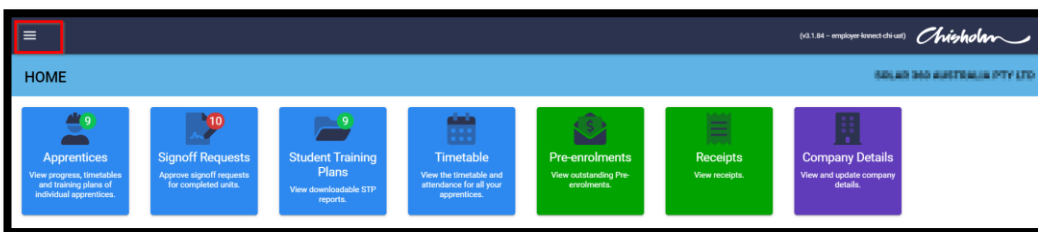


## Welcome page

Employer Knnect will open the Welcome page where you can view the Privacy Policy and Terms & Conditions.



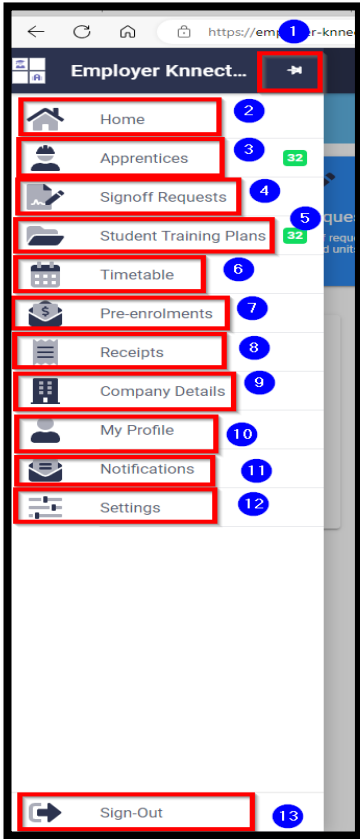
The default view is the Home page which displays the main navigation tiles.



## List Bar

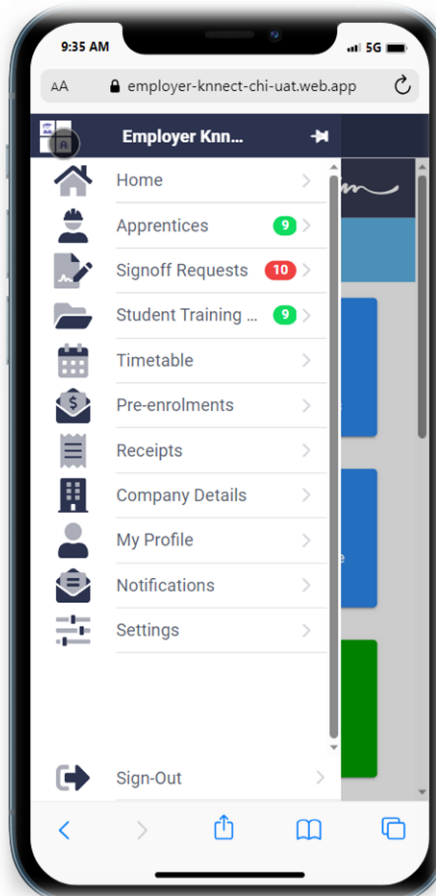
At the top left of the screen if you select the 3 bars this will display a list of actions that can be actioned in Knnect and can be pinned to the left of the screen for ease of selecting another section

### PC View



1. Pin the list bar to the left of the screen
2. Home – will display all tiles to the right
3. List of apprentices
4. Signoff requests to be actioned
5. Student Training Plans for your apprentices
6. Timetable for your apprentices
7. Pre-enrolments for your apprentices
8. Receipts processed in the name of your company
9. Company details information
10. My Profile – amend your details and change your password
11. Notifications sent by Chisholm
12. Settings
13. Sign out of Knnect

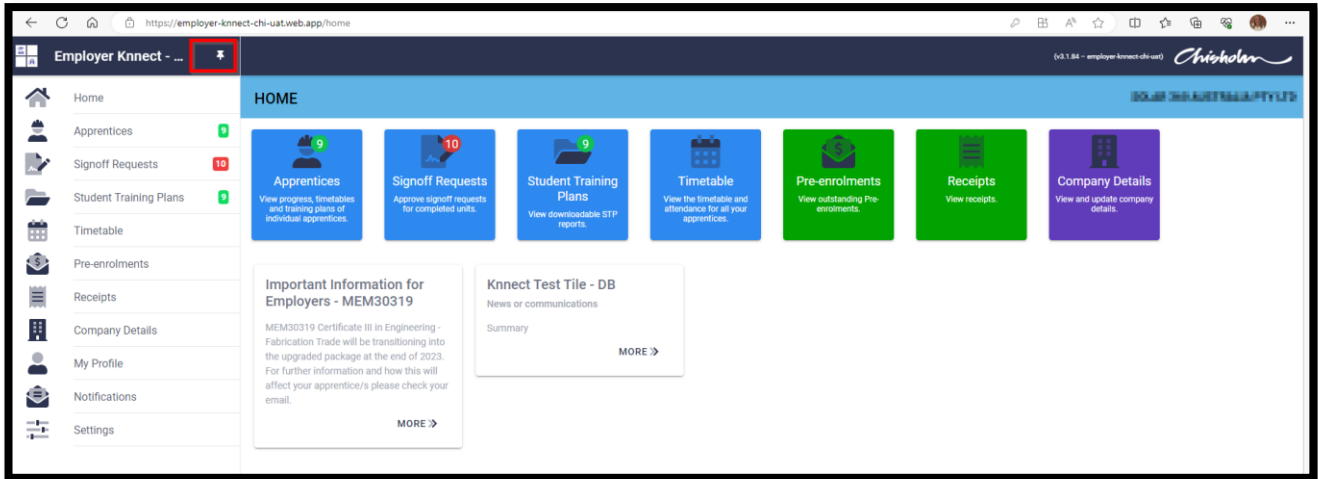
### Mobile Device View



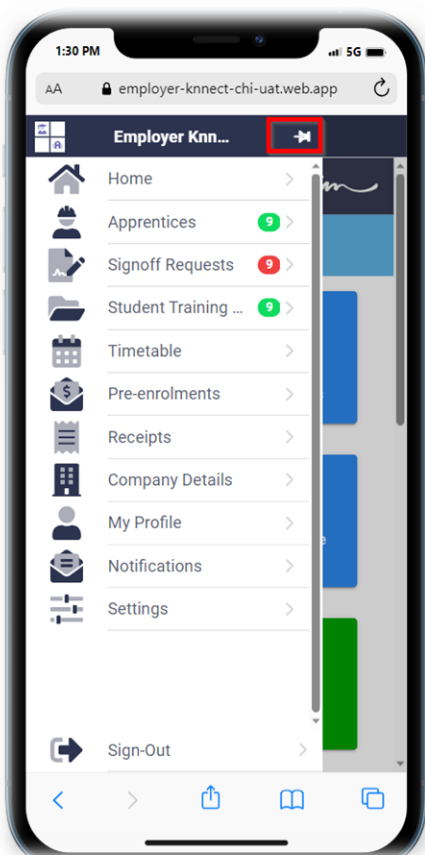
## Pin to screen

The List Bar can be pinned to the left of the screen; this makes it easier to find the area you wish to navigate to. Select the pin icon to keep the List Bar visible at all times.

### PC View



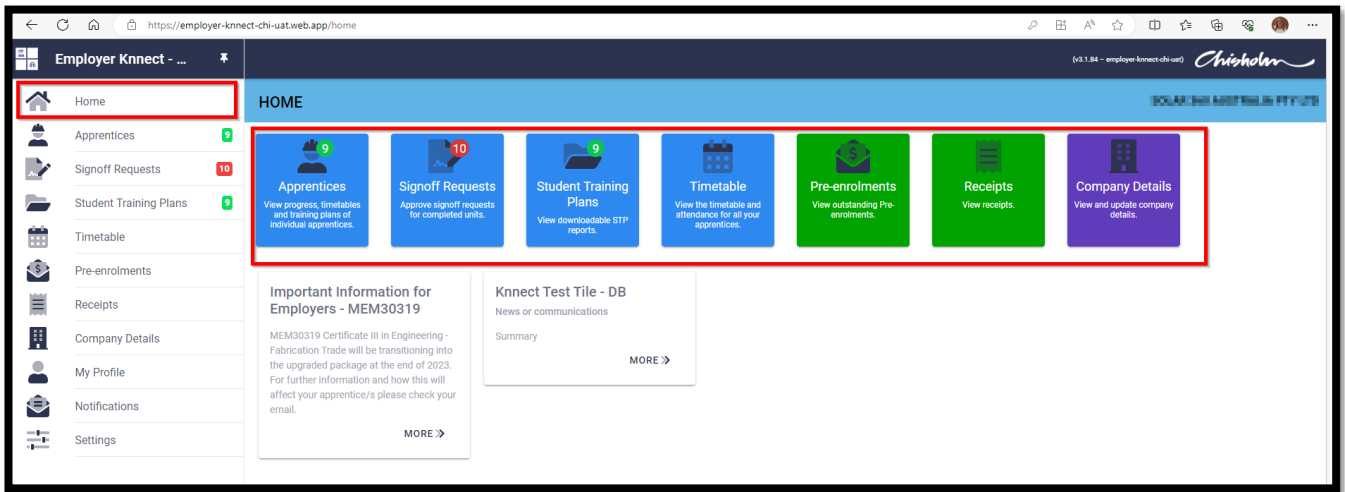
### Mobile Device View



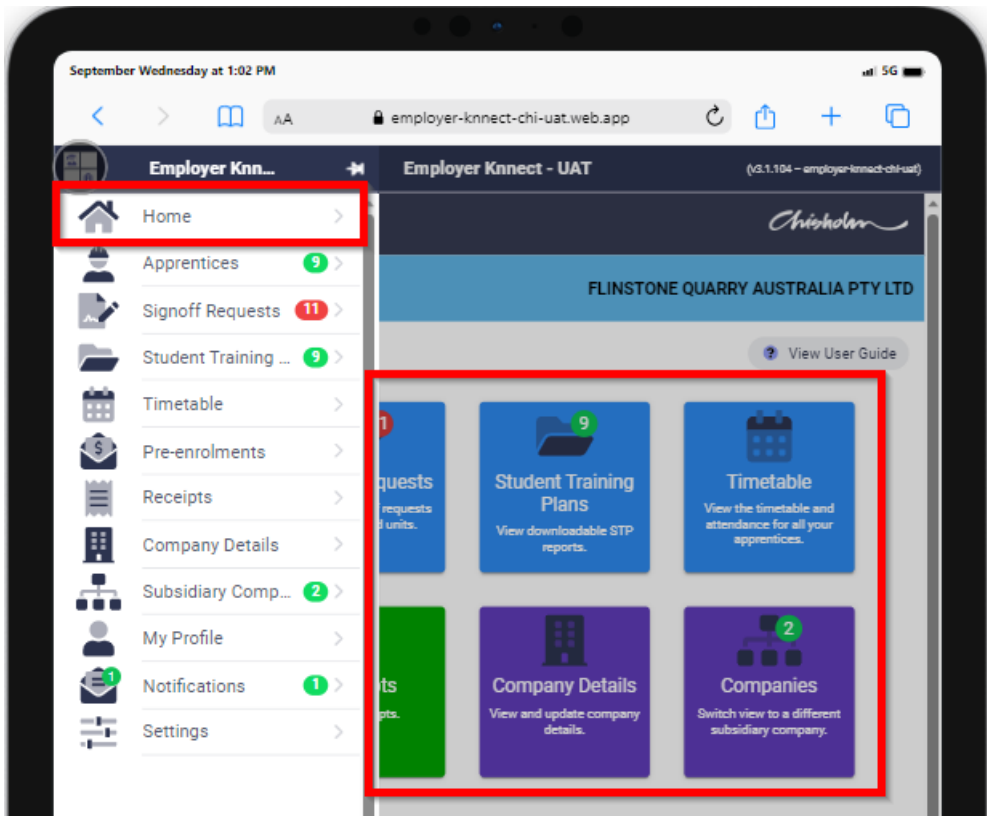
# Home

The Home menu option will return you to the default screen displaying the main navigation tiles.

## PC View



## Mobile Device View





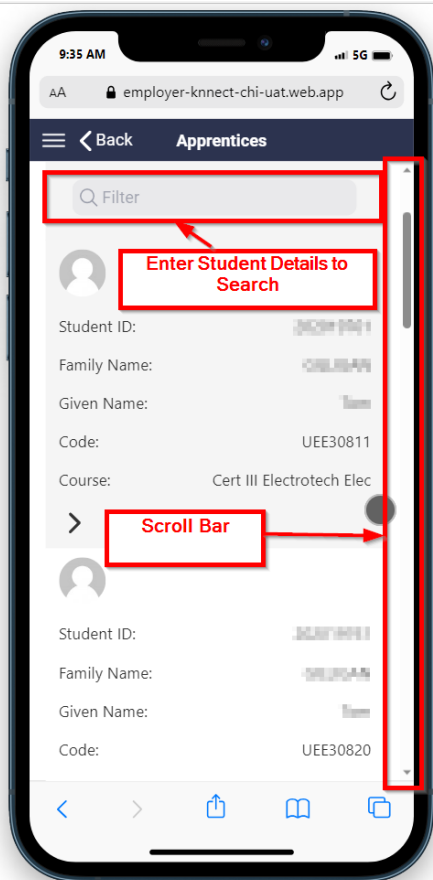
## Apprentices

The Apprentice menu option displays all active Apprentice STCs your company has with Chisholm. This list displays key summary information for each STC such as Student Id, Apprentice Name, Course, Training and Epsilon Contract numbers.

### PC View

Student ID	Family Name	Given Name	Course Code	Course Name	Contract #	Epsilon #
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162
201702848	ROBB	Angus	UEE30820	Cert III Electrotech Elec	60104877	1000069162

### Mobile Device View



## Progress Report

You can view any progress reports entered by the apprentice's teacher; Teachers will generally email you to confirm that a report has been recently completed.



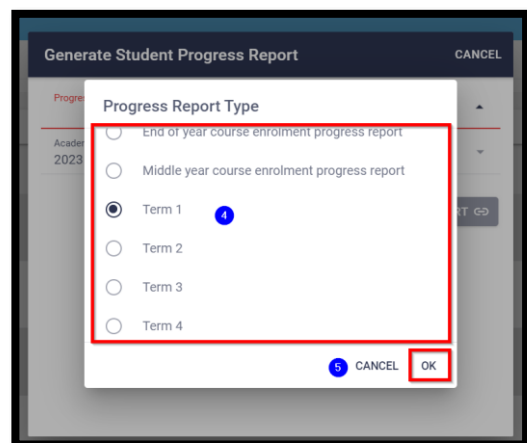
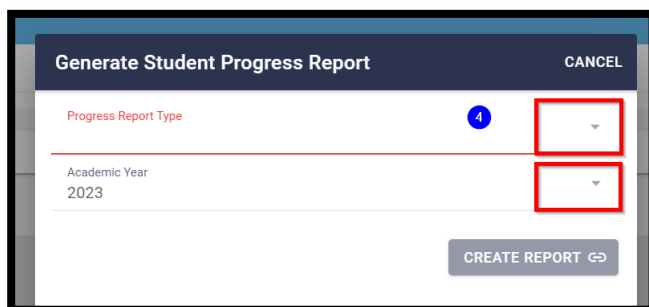
1. Tap on the Progress Report button on the top right corner of the Apprentices list page to open the 'Generate Apprentice Progress Report' dialog.
2. Select Progress Report Type
3. Select Academic Year

Selecting the 'Create Report' button will generate a pdf report for viewing and optionally downloading. By default the Progress Report will show progress for all apprentices.

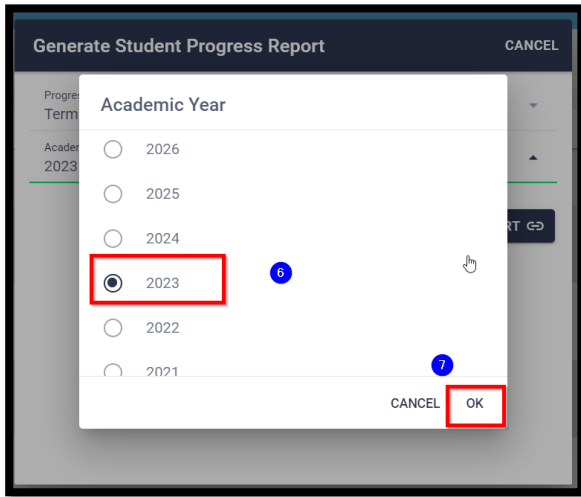
Each Apprentice's report may include details on:

- Self-Management
- Effort
- Work Completion
- Quality of Work
- Classroom Behaviour
- At Risk of Non-Completion of the course
- Comments
- Absent Hours
- Units of Competency
- Results

4. Select the "Progress Report Type"
5. Click ok

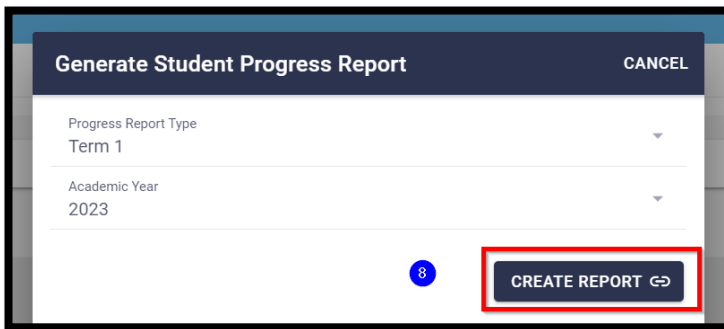


6. Then Select the “Academic Year” you wish to view



7. Click OK

8. Click Create Report – this will create Progress reports for ALL active Apprentices for the Progress Report Type Selected.



Example report

*Chisholm*

### Student Progress Report (2023-Term 2)

---

**FLINSTONE QUARRY AUSTRALIA PTY LTD**  
**GEROLLHEIMER, Barney - 202019761**

---

Certificate III in Electrotechnology Electrician (UEE30820)

**Work Completion: Very Good**  
**Quality Of Work: Very Good**  
**Classroom Behaviour: Very Good**  
**Effort: Very Good**  
**Self Management: Very Good**

**At Risk of Non-Completion? No**

**Comments:** Barney is well on his way to completing the units expected to be completed this year, with 5 units completed and 2 new units commenced.

**Absent:** 6 out of 243 hours

Module	Module Description	Result Code	Result Description
HLTAID009	Provide cardiopulmonary resuscitati		
UEEEL0003	Arrange circ/contr/prot elect instl		
UEEEL0005	Develop and connect electrical cont		
UEEEL0008	Ev/mod low volt heat eqp & contr	SC	Competency Attained - no higher grade
UEEEL0009	Ev/mod low volt light cerc/eqpl/cont		
UEEEL0010	Ev/mod low volt socket/outlets/circ		
UEEEL0024	Test/conn alter curren a.c rot mach		
UEEEL0025	Test and connect transformers		
UEEEL0047	Ident/shut dwn/rest sys altern sup		
UETDRRF004	Perform rescue from a live LV panel	SC	Competency Attained - no higher grade

**Note:** Filtering the list to only a subset of Apprentices prior to selecting the Progress Report will generate a Progress Report for only those apprentices.

Enter in the filter area either an Apprentice Name or Course code and this will reduce the amount of Apprentices for Progress Reports to be generated.

Student ID	Family Name	Given Name	Course Code	Course Name	Contract #	Epsilon #
202122153	FLINSTONE	Pebbles	UEE30820	Cert III Electrotech Elec	60140346	1000090770
202310283	GAZOO	Merlin	UEE30820	Cert III Electrotech Elec	60150683	1000097613
202019761	GEROLLHEIMER	Barney	UEE30820	Cert III Electrotech Elec	60070696	1000045580
201702848	RUBBLE	Bam Bam	UEE30820	Cert III Electrotech Elec	60104877	1000069162
202311861	SLAGHOOPLE	Pearl	UEE30820	Cert III Electrotech Elec	60148363	1000096033
202303913	SLATE	Sylvester	UEE30820	Cert III Electrotech Elec	60116078	1000076101

### Individual Apprentice Detail

From the main Apprentices screen, you can view further details of an individual Apprentice by clicking on the > button displayed against the Apprentice record on the summary list.

This page details the individual's STC information, registration details, unit progress and supervisor contact details.

**Training Contract**

Number: 60070696 - Apprenticeship  
 Course: UEE30820  
 Name: Cert III Electrotech Elec  
 Supervisor: strata@chisholm.edu.au  
 Sup. Mobile: 03 9238 8534  
 Dep. Email: strata@chisholm.edu.au  
 Epsilon Number: 1000045580  
 Start Date: 13-Sep-2021  
 Commenc. Date: 23-Feb-2023  
 Completion Date: 11-Sep-2025  
 Live STP Report: [DOWNLOAD]  
 Latest Approved STP: [DOWNLOAD]

**Progress**

**Year to Date** (10%)

Completed	10%
In Progress	
Not Started	
Employer Signoff	

**Training Plan** (3%)

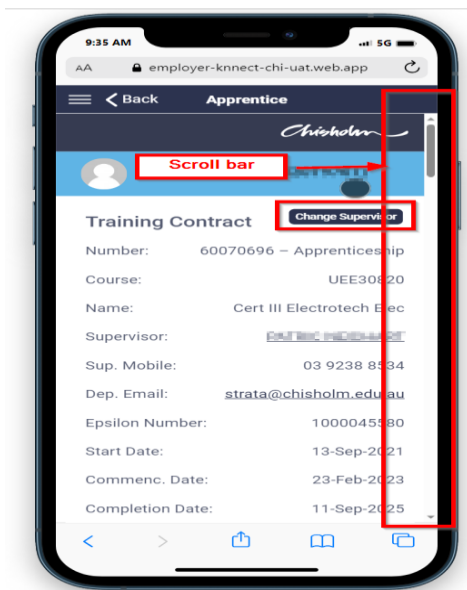
Completed	3%
In Progress	
Not Started	
Employer Signoff	
Future	

**Awaiting Employer Signoff**

Year	Code	Module
2023	UEEEL0008	Evaluate and modify low voltage heating equipment and controls
2023	UEEEL0009	Evaluate and modify low voltage lighting circuits, equipment and controls
2023	UEEEL0010	Evaluate and modify low voltage socket outlets circuits

On this page you can:

- Nominate or update the Supervisor contact via the 'Change Supervisor' button
- View individual's STC details
- View the graphical charts showing the individual's progress against the STP and Year to Date
- Download a Live STP report (up to date details on Apprenticeship STP)
- Download the Original Signed STP by all parties (Latest Approved STP)
- View the Apprentice's Units of competency grouped by:
  - Awaiting Employer Sign-off (if applicable)
  - Delivery in Progress
  - Completed
  - Planned for Future Enrolment
- View Unit Results
- Access a Unit's Assessment requirements by clicking the link to go direct to training.gov.au



### Mobile Device View

Use Scroll bar to view details of the Apprentice.

### Individual Apprenticeship Timetable

Tap on the Timetable tile within the Apprenticeship detail page to view the apprentice's individual timetable.

Each Session Event Shows:

- Start Date
- Start Time
- Timetable Description
- Attendance indicators

**Note:** Different calendar views can be switched between Month, Week, Day and List

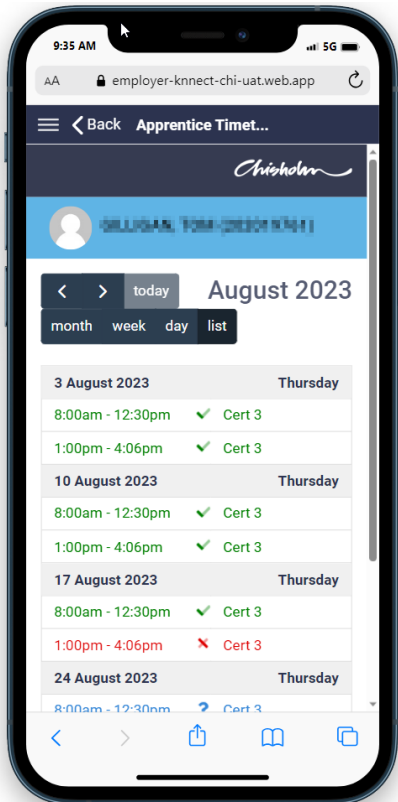
## PC - Timetable view (monthly)

## PC - Timetable List View

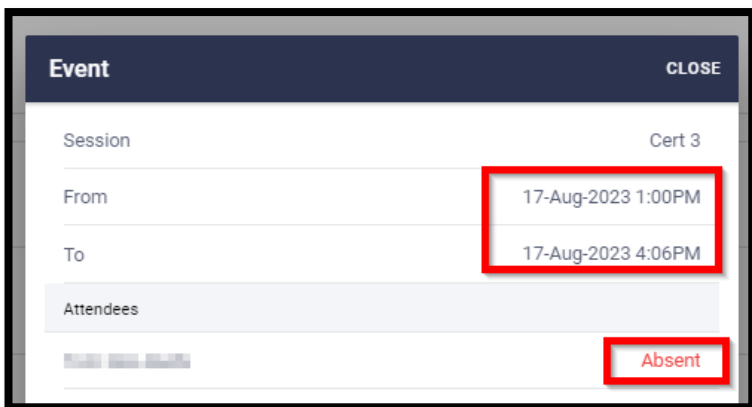
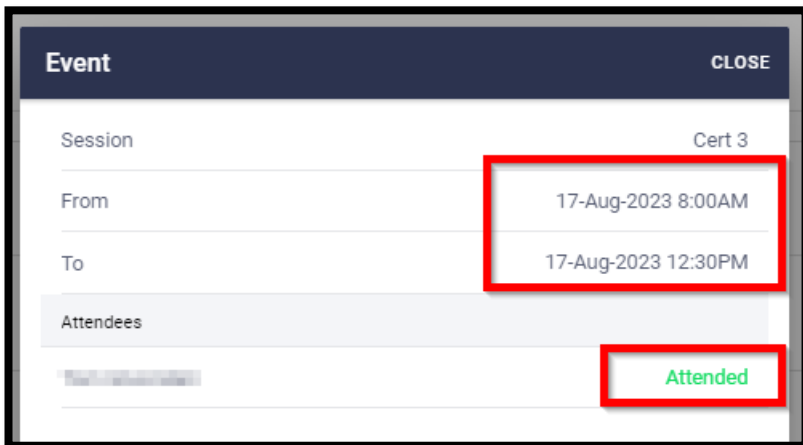
**Green** indicates the apprentice has been marked present  
**Red** indicates the apprentice has been marked as absent  
**?Blue** indicates attendance/absence has not yet been marked.

**NOTE:** Any apprentice that has lateness recorded with their attendance will not be displayed in this screen - check the Individual Apprentice Attendance view for these details.

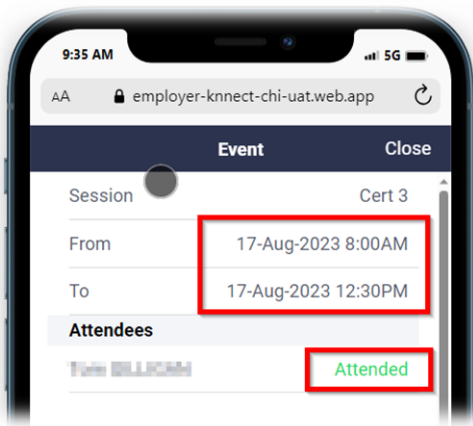
### Mobile Device View



If you click in any date of the Apprentice timetable session this will display additional information, such as the session start and end times and if the apprentice was present or absent.



## Mobile Device View for Individual Timetable



### Individual Apprentice Attendance

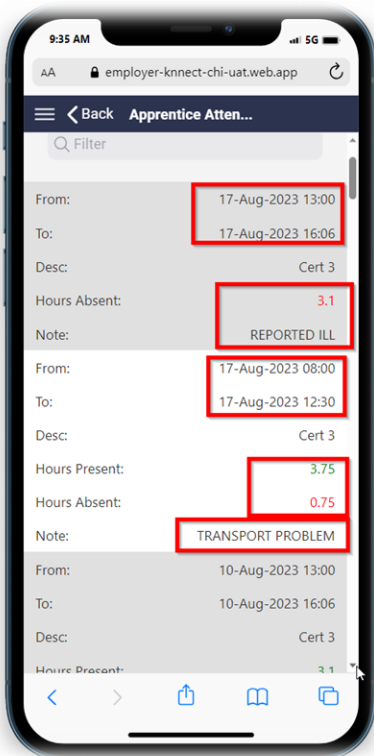
The Individual Apprentice Attendance screen displays all attendances with the ability to sort by date, attendance column name, Present Hours, Absent Hours, Acceptable Hours absent and Notes against attendance. The Note area displays the reason the teacher has selected for lateness or absenteeism.

### PC View

From	To	Description	Hours Present	Hours Absent	OK Hours Absent	Note
17-Aug-2023 13:00	17-Aug-2023 16:06	Cert 3	3.1			
17-Aug-2023 08:00	17-Aug-2023 12:30	Cert 3	3.75	0.75		TRANSPORT PROBLEM
10-Aug-2023 13:00	10-Aug-2023 16:06	Cert 3	3.1			
10-Aug-2023 08:00	10-Aug-2023 12:30	Cert 3	4.5			
03-Aug-2023 13:00	03-Aug-2023 16:06	Cert 3	3.1			
03-Aug-2023 08:00	03-Aug-2023 12:30	Cert 3	4.5			
27-Jul-2023 13:00	27-Jul-2023 16:06	Cert 3	3.1			
27-Jul-2023 08:00	27-Jul-2023 12:30	Cert 3	4.5			
20-Jul-2023 13:00	20-Jul-2023 16:06	Cert 3	3.1			
20-Jul-2023 08:00	20-Jul-2023 12:30	Cert 3	4.5			
13-Jul-2023 13:00	13-Jul-2023 16:06	Cert 3	3.1			
13-Jul-2023 08:00	13-Jul-2023 12:30	Cert 3	4.5			
22-Jun-2023 13:00	22-Jun-2023 16:06	Cert 3	3.1			
22-Jun-2023 08:00	22-Jun-2023 12:30	Cert 3	4.5			
15-Jun-2023 13:00	15-Jun-2023 16:06	Cert 3	3.1			
15-Jun-2023 08:00	15-Jun-2023 12:30	Cert 3	4.5			
08-Jun-2023 13:00	08-Jun-2023 16:06	Cert 3	3.1			
08-Jun-2023 08:00	08-Jun-2023 12:30	Cert 3	4.5			
01-Jun-2023 13:00	01-Jun-2023 16:06	Cert 3			3.1	
01-Jun-2023 08:00	01-Jun-2023 12:30	Cert 3			4.5	



## Mobile Device View



## Competency Signoff Requests

Competency Signoff requests for completed units can be accessed either for the Individual Apprentice or for all Apprentices from the Main menu. Confirming unit signoff requests for your apprentices is an integral part of the apprenticeship journey and Chisholm is contractually obliged to obtain your confirmation of competence in the workplace (where you perform that subject in the workplace). If Chisholm has requested a Unit Signoff Request and the apprentice is not currently displaying competency for that task, you may wait to confirm the unit later or contact your Chisholm Representative to discuss your concerns.

### Notification for Unit Signoff Requests

When Chisholm has assessed your Apprentice as competent in a unit, you will receive a notification to complete your confirmation.

There are two types of Unit Signoff Request Notifications that can be received in Employer Knnect

1. For new Unit Signoff Requests
2. As a reminder for outstanding Unit Signoff Requests that have not been completed in a defined period

**NOTE:- Please ensure you have allowed notifications on your device.**

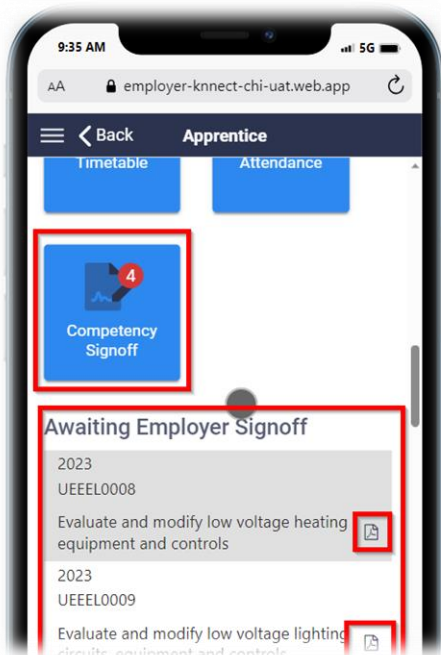
## Individual Apprentice Competency Signoff Requests (if applicable)

Tap on the “Competency Signoff” Tile on the apprentice STC page to view any outstanding unit signoff requests for the individual apprentice. The tile will list in red the count of signoff requests to be actioned. Underneath the tile will also display the units to be signed off by the Employer.

### PC – View

Year	Code	Module
2023	UEEEL0008	Evaluate and modify low voltage heating equipment and controls
2023	UEEEL0009	Evaluate and modify low voltage lighting circuits, equipment and controls
2023	UEEEL0010	Evaluate and modify low voltage socket outlets circuits
2023	UEEEL0025	Test and connect transformers

### Mobile Device View



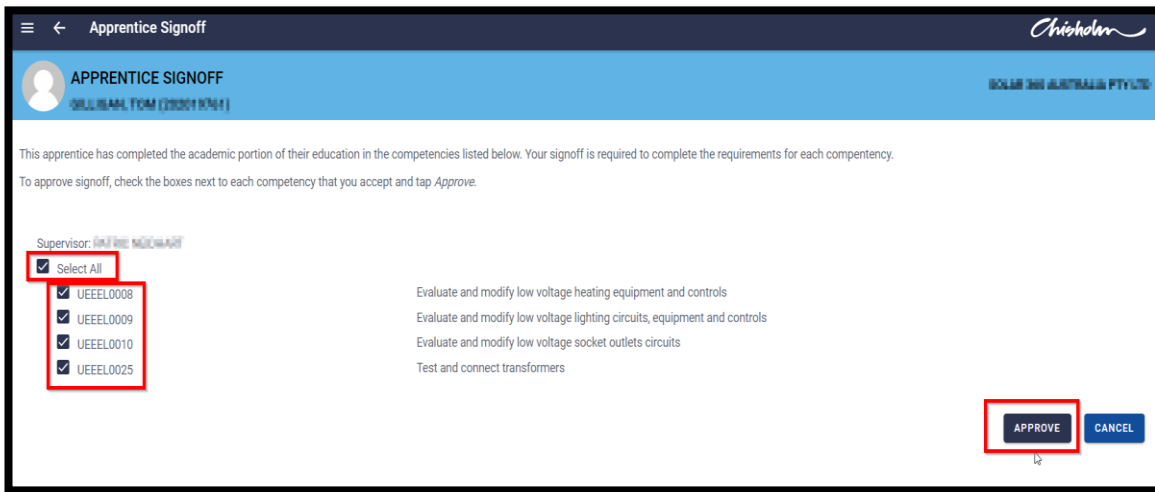
*NOTE: If you select the PDF icon to the right of each unit, you can view full details on that unit directly from the training.gov.au website.*

After tapping the Competency Signoff tile or menu item, the page will display all active Unit Signoff Requests for the individual apprentice. To action and confirm competency for the Apprentice:

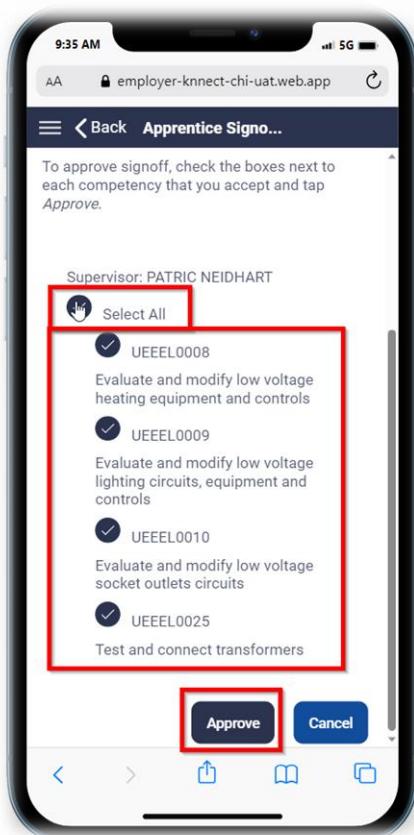
- Select Individual Units or “Select All”
- Select “Approve”

This will send real-time updates to Chisholm’s Student Management System and finalise the Unit result.

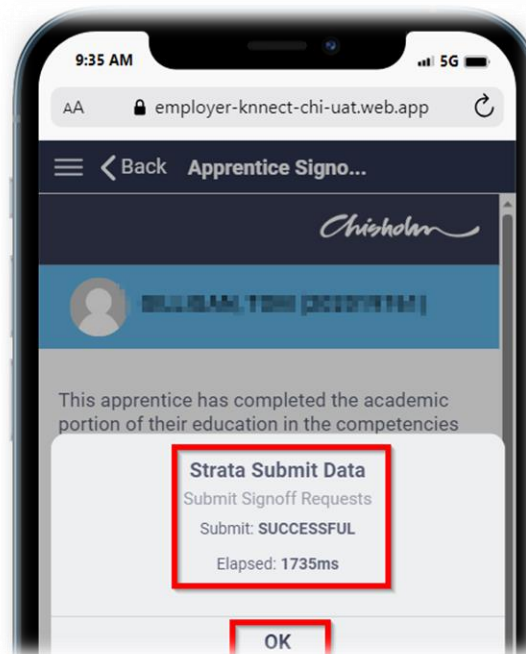
## PC View



## Mobile Device View



Once approved a pop up screen will display with a successful submission



## Unit Signoff for all Apprentices

The Signoff Requests tile on the main menu or list menu can be used to signoff units on multiple Apprentices at the one time (rather than from the individual Apprentice's page).

Tap on the Signoff Requests tile or menu item to go to the page listing all active Unit Signoff Requests for all apprentices.

The Signoff Requests page is split into 2 sections:

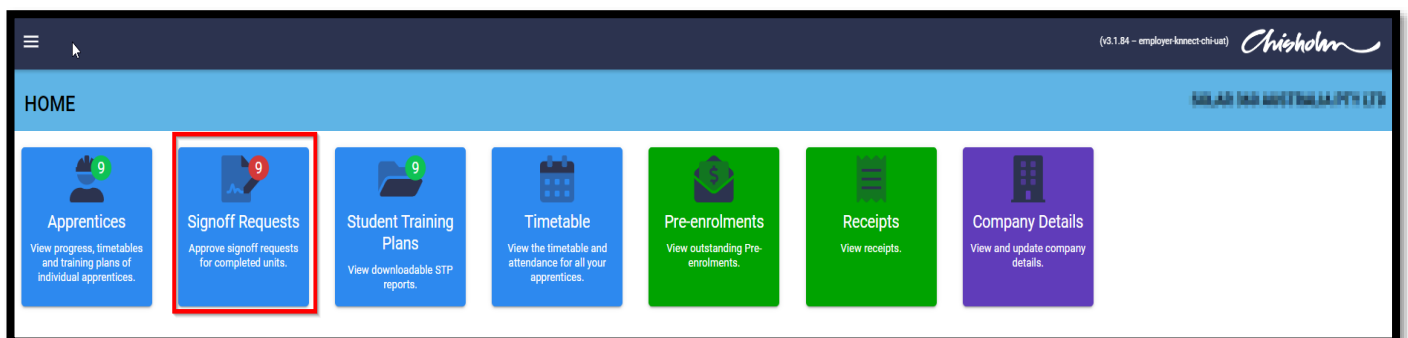
The top section shows all the Unit Signoff Requests for Apprentices allocated under the *current signed in Employer Knnect User* (a.k.a the signed in Supervisor).

- Units are grouped by apprentice showing code and description.
- Requests can be completed by selecting units individually or in bulk.
- Selecting 'Approve' will send real-time updates to Chisholm's Student Management System.

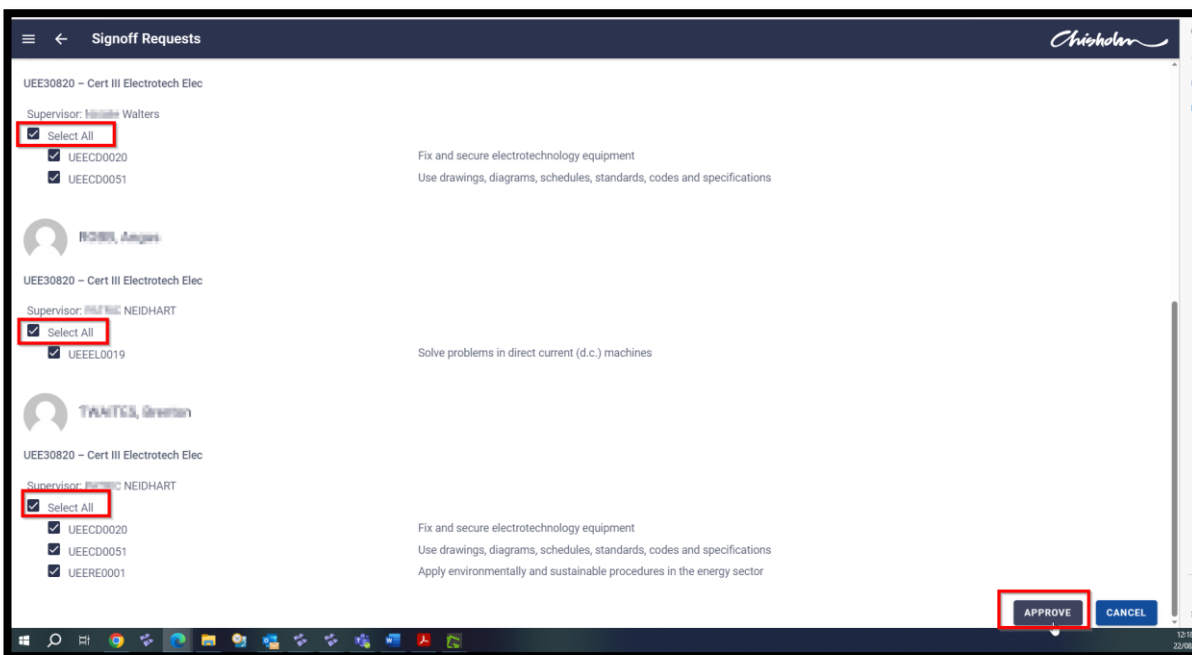
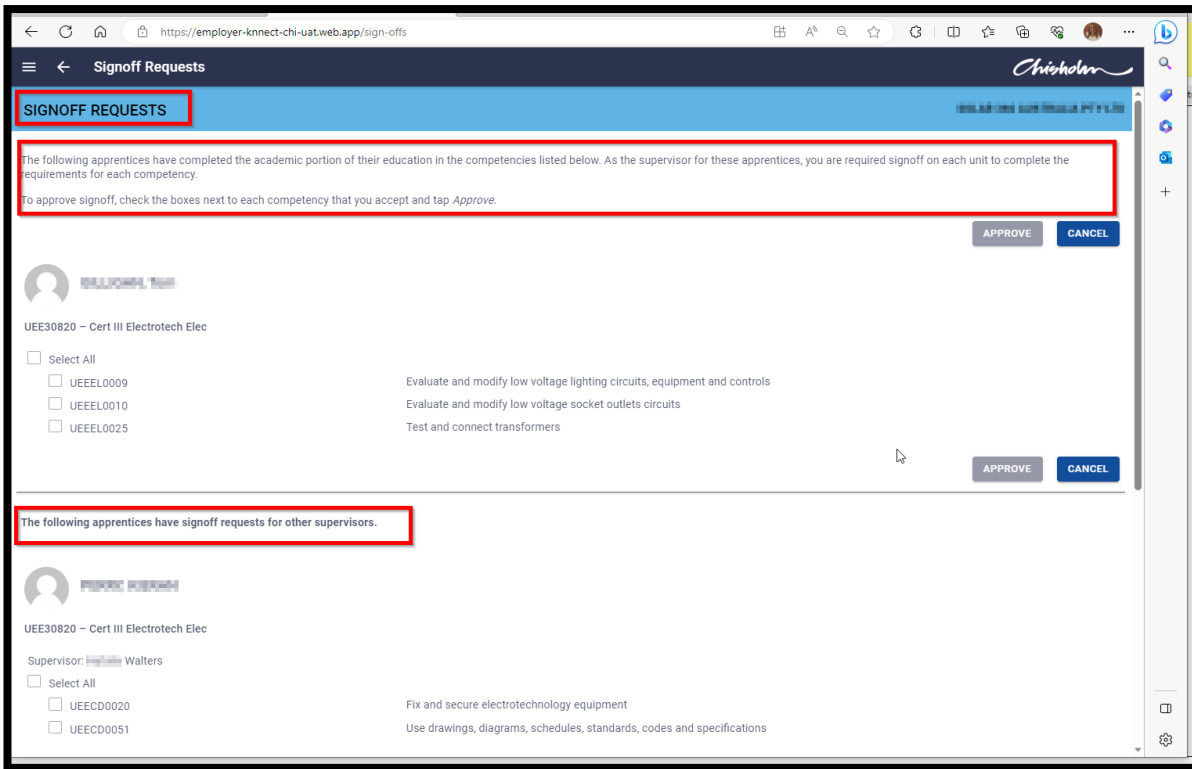
The bottom section shows the Unit Signoff Requests for apprentices allocated under all other Supervisors. The current signed in User has the option to approve other Supervisor's Unit Signoff Requests if required (e.g. another Supervisor is on leave or unavailable for some reason).

- Units are grouped by apprentice showing code and description.
- Shows Supervisor name for each apprentice.
- Requests can be completed by selecting units individually or in bulk.
- Selecting 'Approve' will send real-time updates to Chisholm.

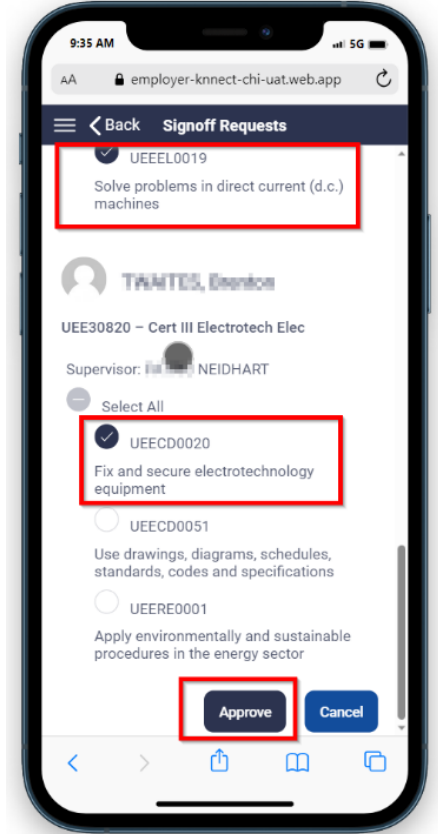
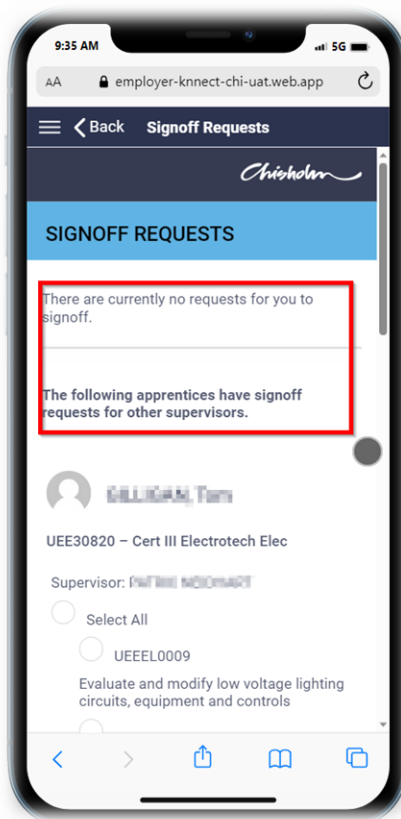
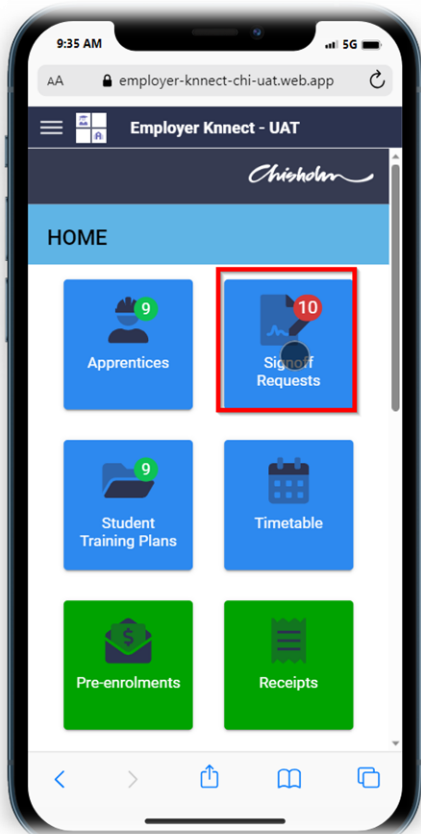
## PC View



Note: if you are **NOT** the supervisor the system will still display the units to be signed off but will also note "There are currently no requests for you to signoff" and then list the apprentices and units to be signed off for other supervisors. This can be actioned by another supervisor or Knnect user.



Mobile Device View



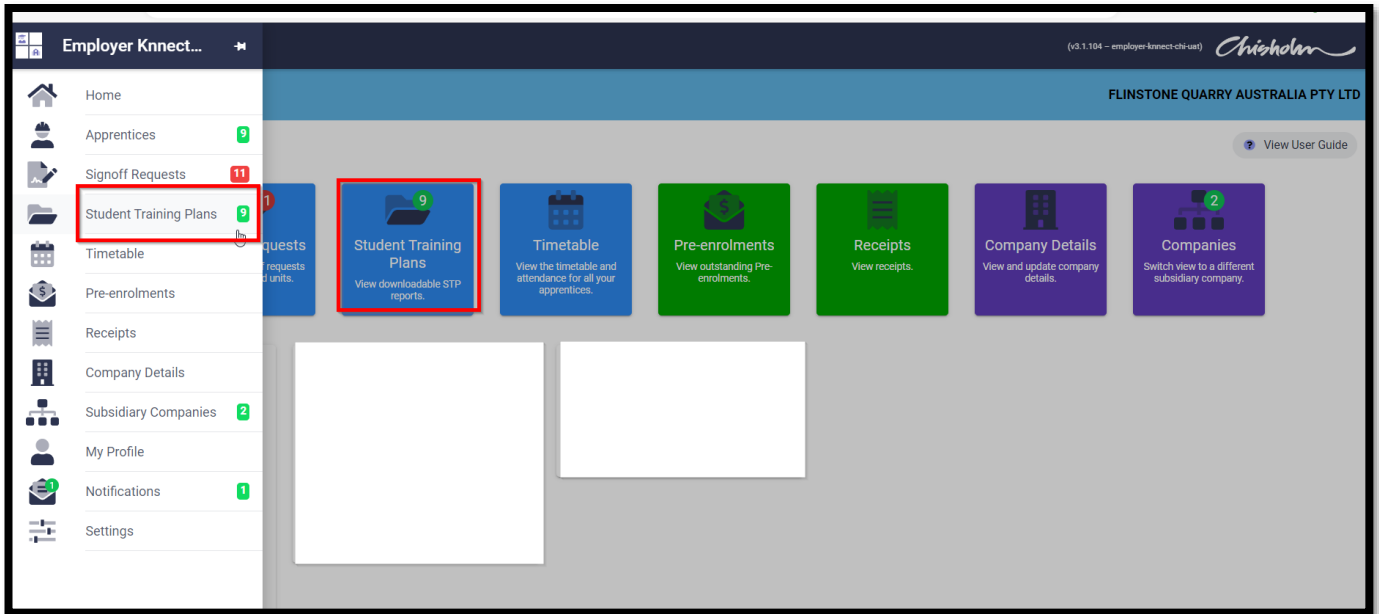
Click Approve button to finalise the sign off for each apprentice.

## Student Training Plans

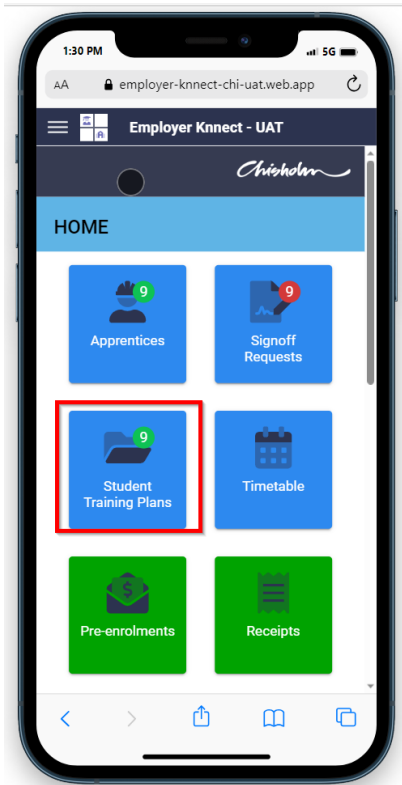
The Student Training Plan tile provides quick access to all Apprentice STP Reports available. Tap the tile on the Home page or on the menu item to bring up the list. The list displays all apprentice TCs showing key information, plus the direct download of:

- Latest Approved STP report
- Live STP report

### PC View



### Mobile Device View



The STP page displays the Student ID, Student Name and course details, with the options to download a Live STP Report (up to date information on the Student Course Progress) & Approved STP Report (the original STP signed by all parties).

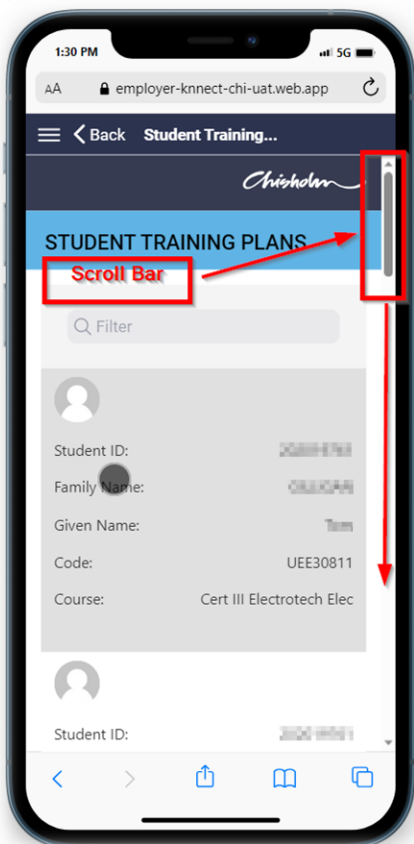
### PC View

The screenshot shows a web browser displaying the 'Student Training Plans' page. The page has a blue header with the Chisholm logo and a search bar. Below the header is a table with columns for Student ID, Family Name, Given Name, Course Code, Course Name, Live STP Report, and Approved STP Report. The table contains 9 rows of student data. Red boxes highlight the 'LIVE STP REPORT' button in the second row and the 'LIVE STP REPORT' and 'APPROVED STP REPORT' buttons in the third row. At the bottom, it says 'Showing 1 to 9 of 9 entries'.

Student ID	Family Name	Given Name	Course Code	Course Name	Live STP Report	Approved STP Report
202000001	CHISHOLM	Tom	UEE30811	Cert III Electrotech Elec		
202000002	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	
202000003	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	APPROVED STP REPORT
202000004	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	
202000005	CHISHOLM	Tom	UEE30811	Cert III Electrotech Elec	LIVE STP REPORT	APPROVED STP REPORT
202000006	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	APPROVED STP REPORT
202000007	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	
202000008	CHISHOLM	Tom	UEE30811	Cert III Electrotech Elec		
202000009	CHISHOLM	Tom	UEE30820	Cert III Electrotech Elec	LIVE STP REPORT	APPROVED STP REPORT

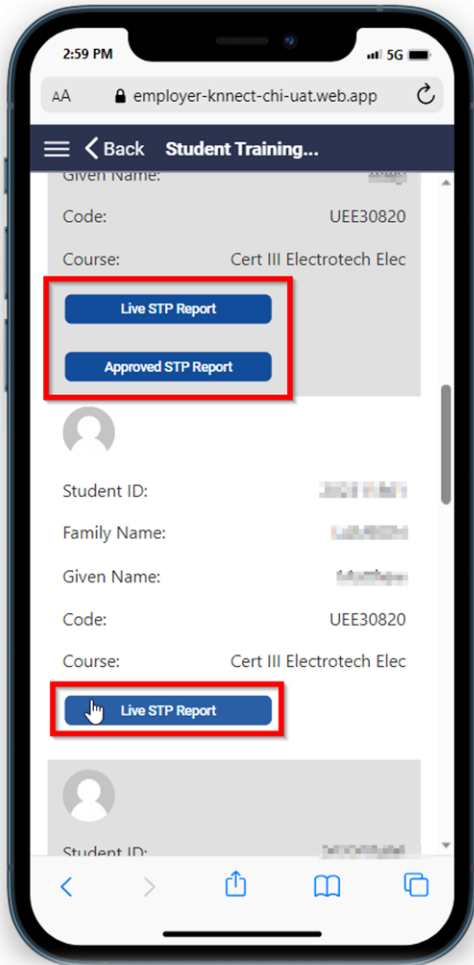
### Mobile Device View

Use the scroll bar to view other Apprentices.





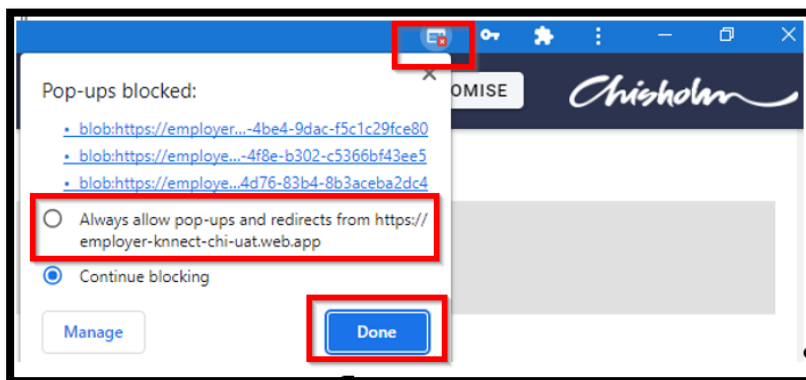
Click on the STP Live or Approved STP report to view as a PDF.



You can download the Live (STP) which gives you up to date information on what the Apprentice has completed, enrolled and commenced.

*Please **NOTE** that a unit without a signoff is considered NOT complete until the employer signoff has been completed.*

You can download the approved (STP) that will have Apprentice, Chisholm Representative, Employer Representative and, where applicable, School Representative signatures. A fully signed STP can be used to apply for incentive payments from the government.



When downloading the report your browser may block this – you may need to allow pop-ups.

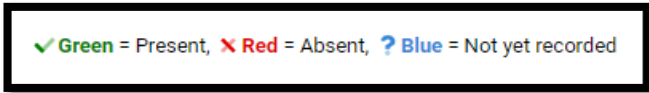
Select the pop-up box on top header, click “Always allow pop-ups.”

## Group Timetables for Apprentices

Launching into Timetables from the home page will present an Employer Knnect User with a consolidated timetable view of all their apprentices.

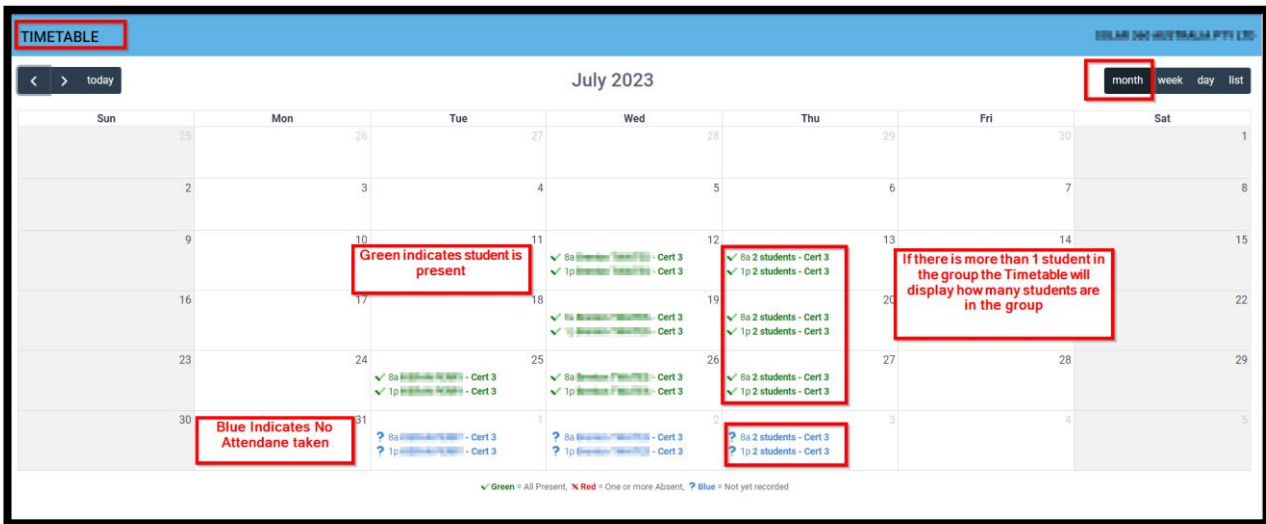
Each Session Event Shows:

- Start Date
- Start Time
- Apprentice Name (or number of Apprentices if more than one in the Session)
- Timetable Description
- Attendance indicators



Please Note:- any lateness of an apprentice can be viewed on the apprentice individual attendance tile.

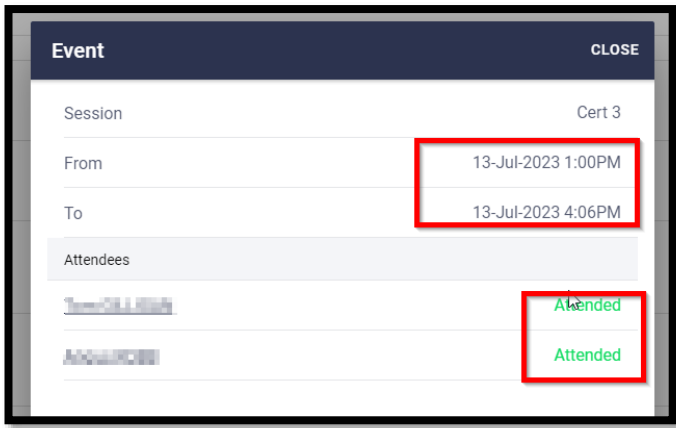
### PC View – Monthly



Tapping one of the sessions opens the Session Event details dialog which includes additional information such as the Session Start, End Time and list of Attendees.

Selecting an individual attendee allows the user to drill-down to that apprentice’s individual calendar.

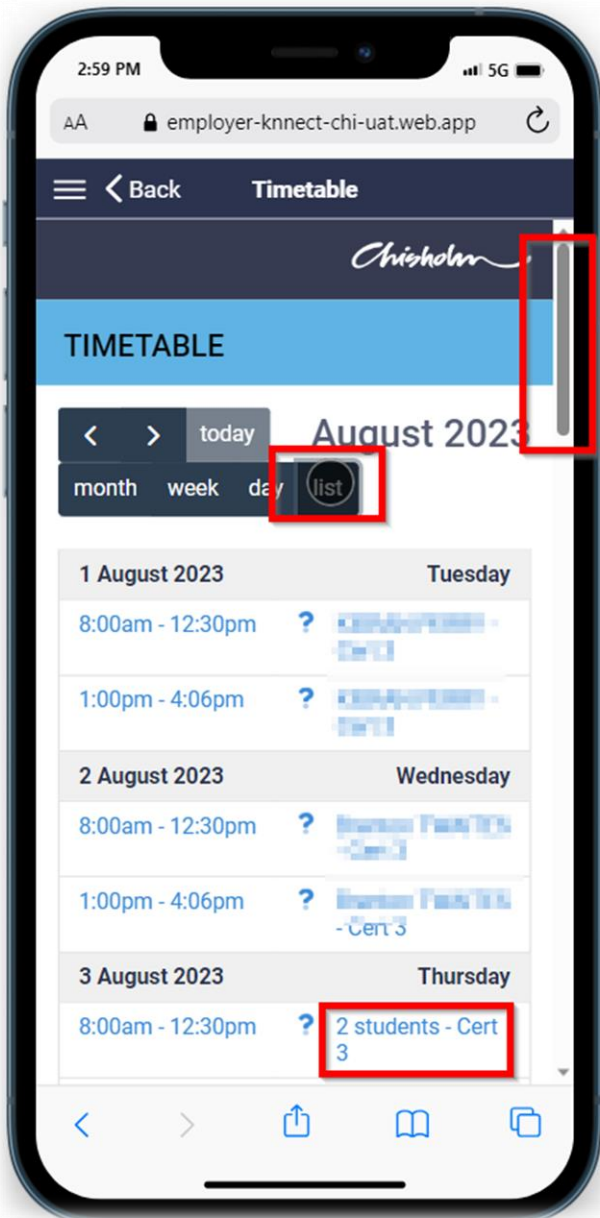
This allows the Employer to view future months of when the apprentice needs to attend Chisholm for planning the company work schedule.



### Mobile Device View

Use the scroll bar to move forward to dates. The view will default populate with List view which can be changed to Month, Week & Day.

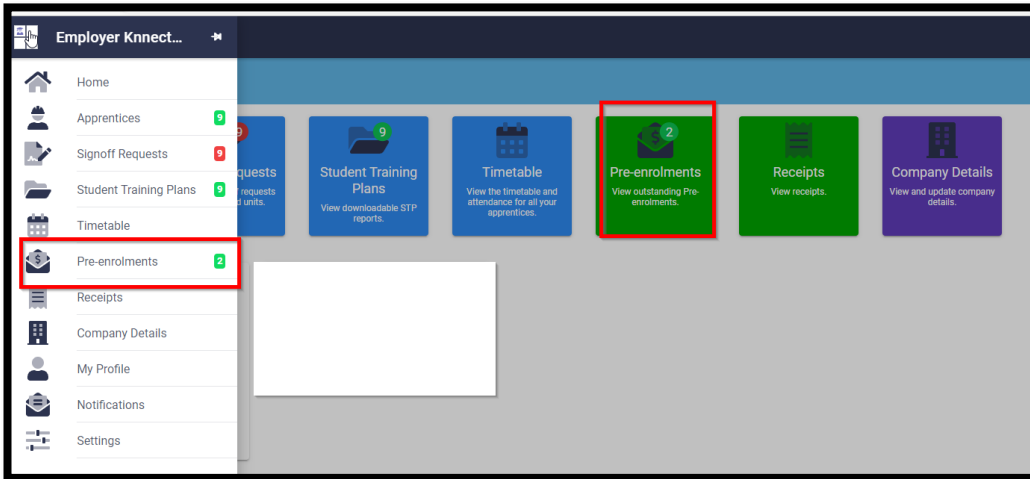
If you click in the apprentice session this will open the individual apprentice's calendar.



## Pre-Enrolments

Tapping on the Pre-enrolments tile or menu item allows an Employer to view a complete list of their apprentice’s unpaid pre-enrolments, where the Employer has been nominated as the payer. There is an optional payment facility allowing the Employer to pay for their apprentice’s pre-enrolment.

### PC View



Once you tap on the Pre-Enrolment, this will display how many pre-enrolments are due or expired and the amount for each apprentice. Click “Pay Now” for each individual apprentice. There is no option to pay for more than one pre-enrolment at a time.

### Allow Payments Past Due Date

- Pre-enrolments will Show Due and Expired statuses accordingly.
- To pay an expired pre-enrolment you will need to contact your Chisholm Representative.

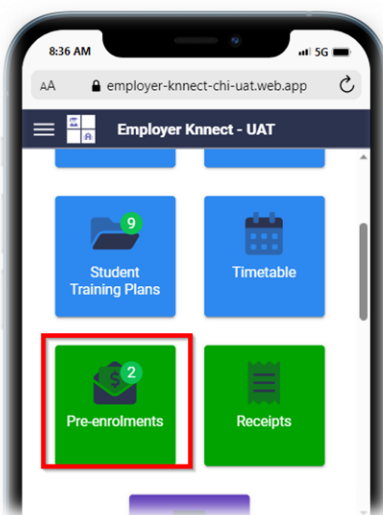
Pre-Enrol #	Due Date	Student #	Family Name	Given Names	Amount	Status	Pay
150475	09-Sep-2023	202303913	SLATE	Sylvester	\$1,261.00	Due	PAY NOW
150454	02-Sep-2023	201702848	RUBBLE	Bam Bam	\$2,394.00	Expired	
150453	02-Sep-2023	202303913	SLATE	Sylvester	\$349.00	Expired	

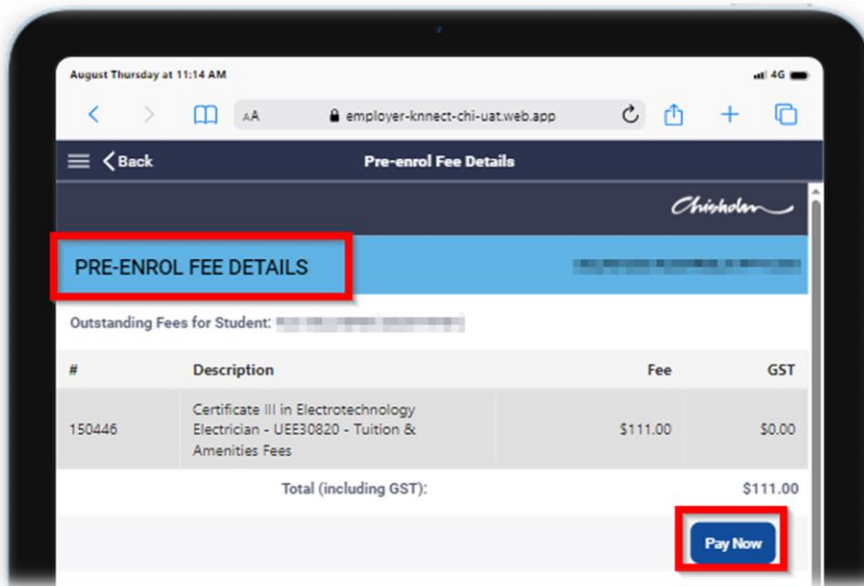
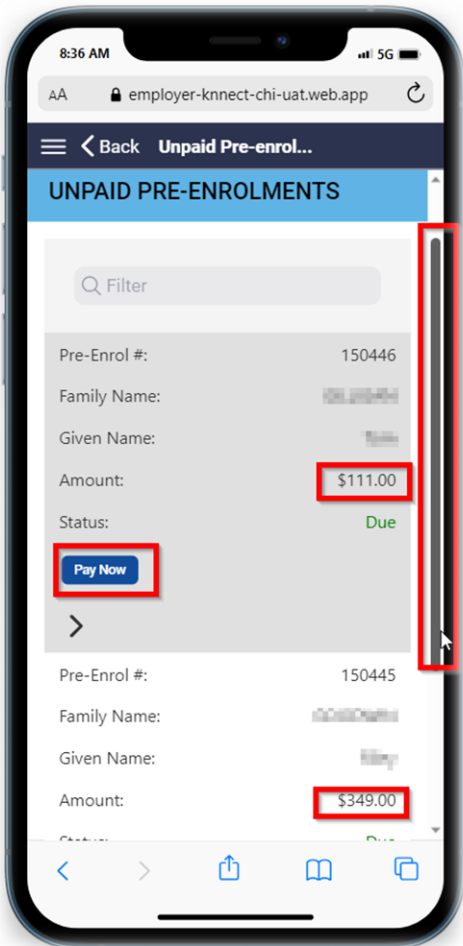
## Pre-enrolment Details

Pre-Enrol #	Due Date	Student #	Family Name	Given Names	Amount	Status	Pay
150446	18-Sep-2023	202019761			\$111.00	Due	<a href="#">PAY NOW</a>
150445	11-Sep-2023	202122153			\$349.00	Due	<a href="#">PAY NOW</a>

#	Description	Fee	GST
150446	Certificate III in Electrotechnology Electrician - UEE30820 - Tuition & Amenities Fees	\$111.00	\$0.00
Total (including GST):			\$111.00

## Mobile Device View





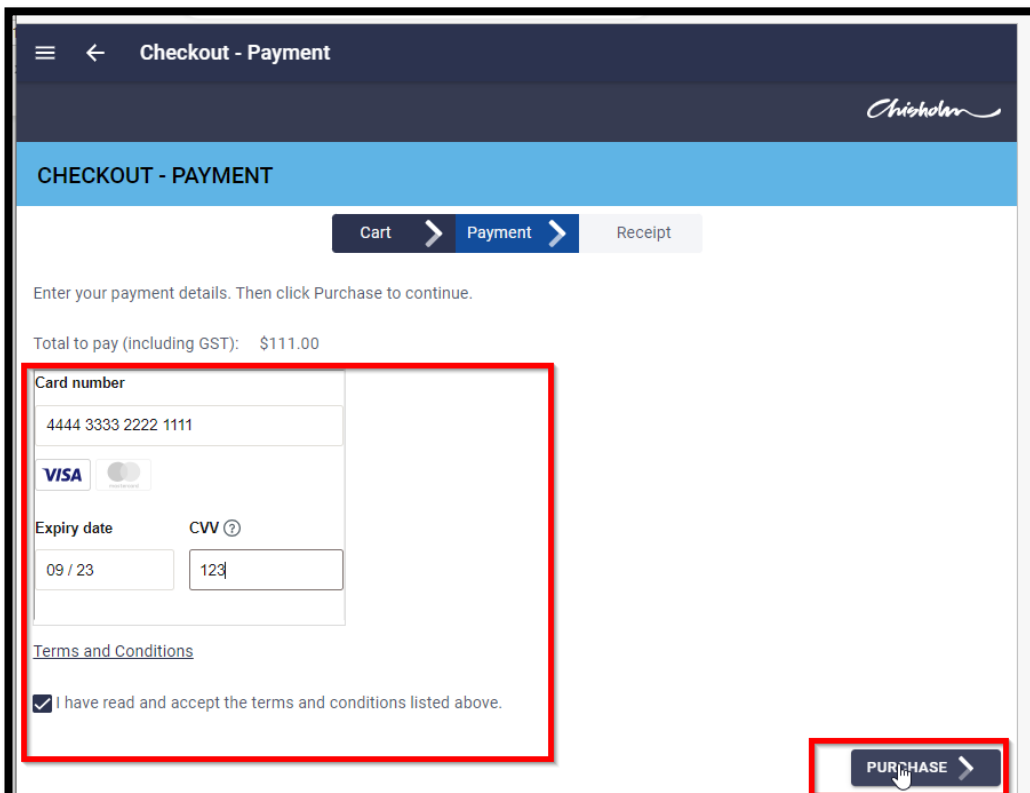
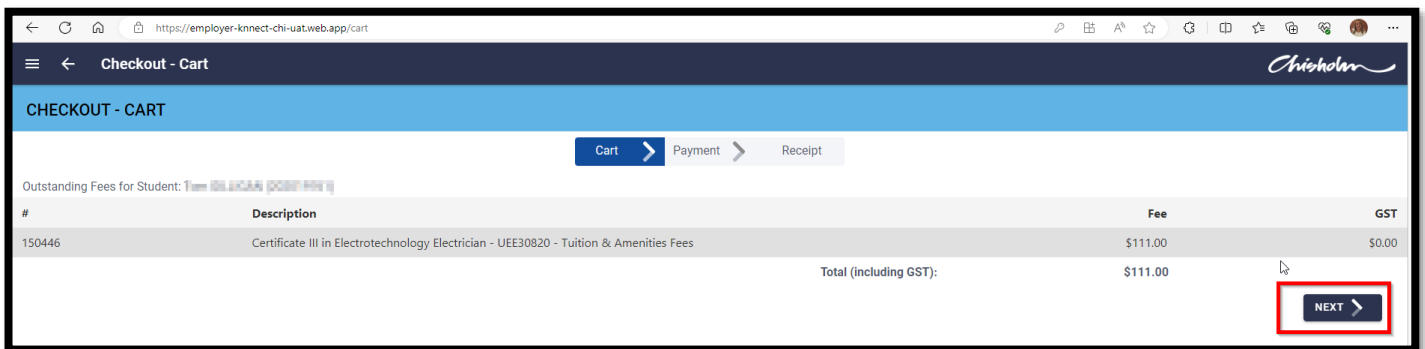
### Prepayments for Subsidiary Companies

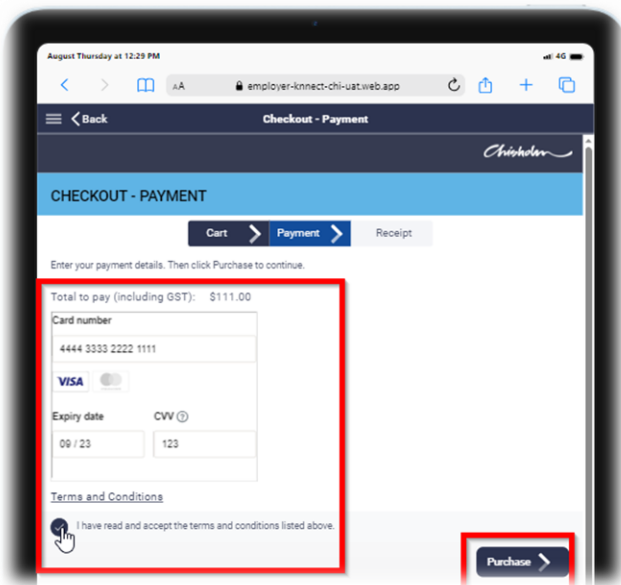
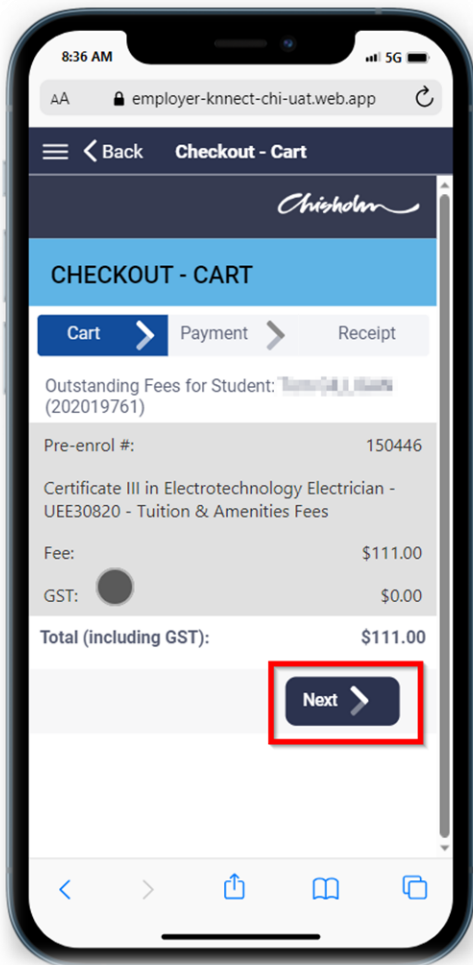
A payment for a subsidiary company cannot be paid from the parent company this can **ONLY** be paid by logging in as a user into the subsidiary company.

## Checkout & Payment & Cart

Tap on the 'Pay Now' button from the Pre-enrolment list or Pre-enrol Fee Details pages to add the selected pre-enrolment to the Checkout page for payment.

- Recalculates the pre-enrolment fees on entry to cart.
- Shows pre-enrolment fee details.
- Select 'Next' to advance to the Payment page.
- Utilises SecurePay's PCI DSS compliant UI component to enter the Employer's credit card information.
- Payment by Visa and MasterCard only.
- Mandatory Ts & Cs checkbox to proceed.
- Select 'Purchase' to initiate payment and advance to the Receipt page.





The Checkout - Receipt page shows key information including:

- Amount paid
- Payer name and email address
- Chisholm Receipt number
- SecurePay Transaction Reference number
- Breakdown of the items purchased



An email is automatically generated, overnight, and sent to the Employer Payer together with an attached receipt / tax invoice document.

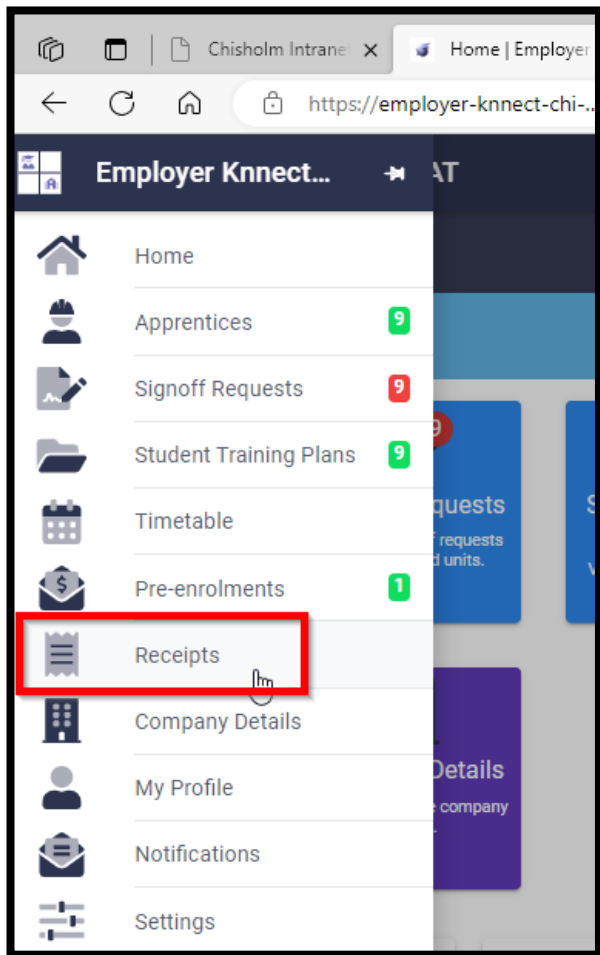
Selecting the 'Continue Purchasing' button will return the user to the list of unpaid pre-enrolments. Alternatively select the 'Home' button.

## Receipts

Tap on the Receipts tile or menu item to go to the Receipts page that shows a full list of the Employer's receipts.

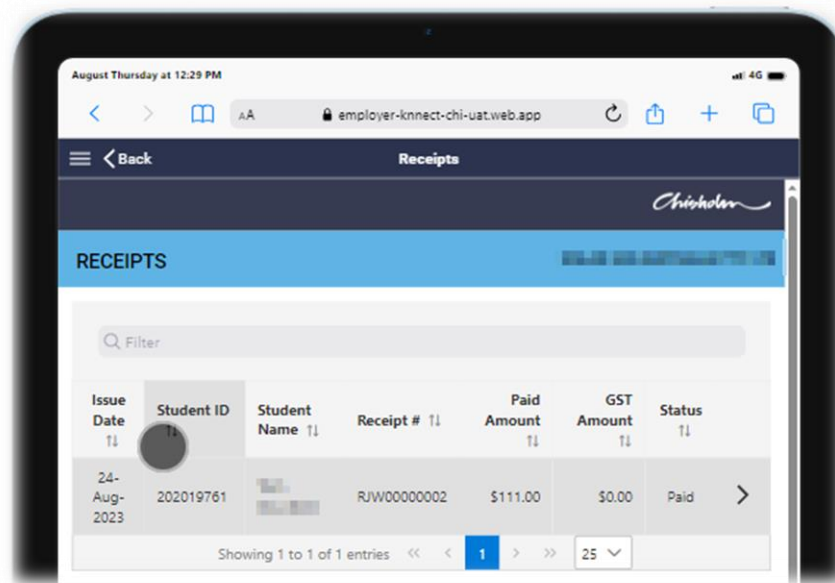
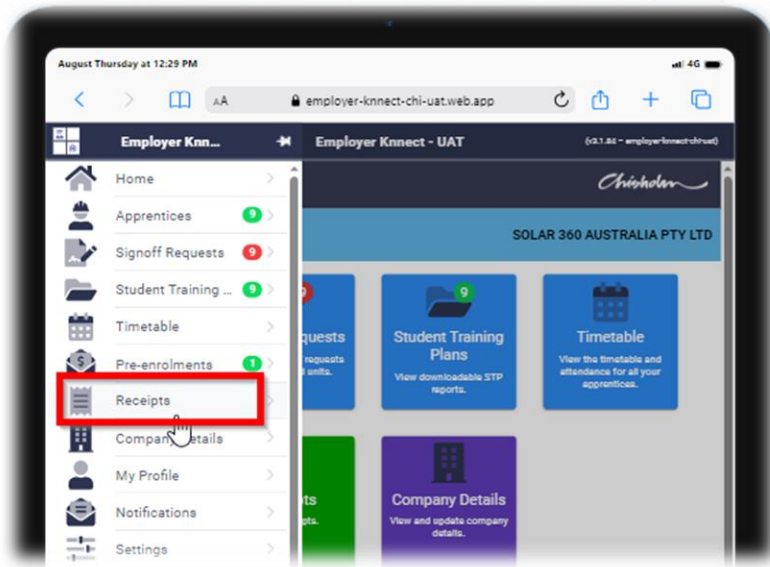
- Fully Searchable list of Receipts
- The List of receipts will include ALL receipts against each apprentice
- Refund receipts for the Employer will be shown
- Receipts belonging to an Employer will continue to be visible even when the associated Apprentice is no longer with that Employer.

### PC View



Issue Date	Student ID	Student Name	Receipt #	Paid Amount	GST Amount	Status
24-Aug-2023	202019761	[REDACTED]	RJW00000002	\$111.00	\$0.00	Paid

Mobile Device View



## Receipt Details

Select a row from the Receipts page to open the Receipt Details page showing additional Receipt Payment records. Click the arrow (>) to view the receipt information.

### PC View

The screenshot shows the 'Receipt' details page on a PC. The page has a dark blue header with a menu icon, a back arrow, and the title 'Receipt'. The Chisholm logo is in the top right. Below the header is a blue bar with 'RECEIPT' and a blurred ID. The main content area lists receipt details: Issue Date (24-Aug-2023), Student ID, Student Name, Receipt # (RJW00000002), Paid Amount (\$111.00), GST Amount (\$0.00), and Status (Paid). A 'Payments' table at the bottom has columns for '#', 'Payment Type', and 'Amount'. The first row shows '1', 'EFTPOS', and '\$111.00'. Red boxes highlight the Issue Date, Receipt #, Paid Amount, GST Amount, Status, and the first row of the Payments table.

Issue Date:	24-Aug-2023
Student ID:	
Student Name:	
Receipt #:	RJW00000002
Paid Amount:	\$111.00
GST Amount:	\$0.00
Status:	Paid

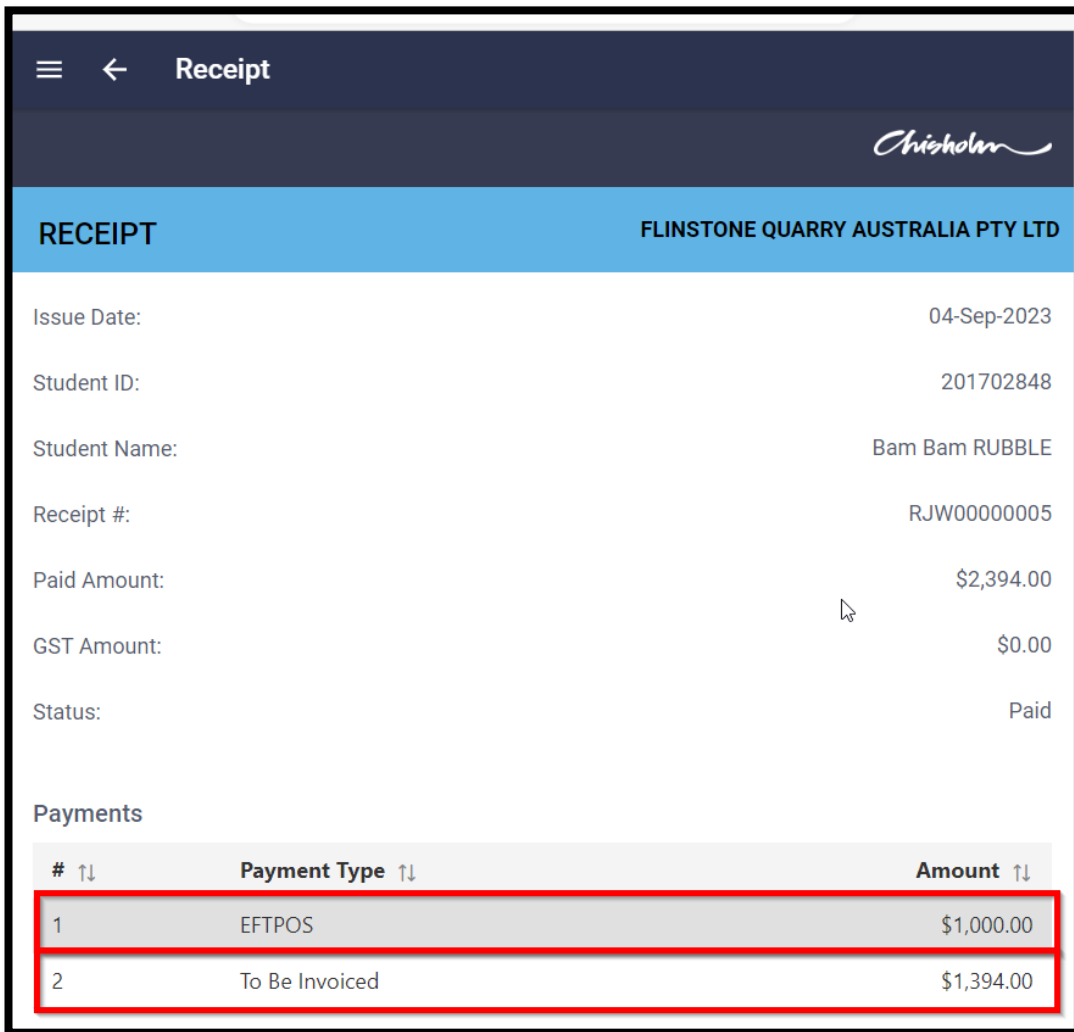
#	Payment Type	Amount
1	EFTPOS	\$111.00

### Mobile device View

The screenshot shows the 'Receipt' details page on a mobile device. The browser address bar shows 'employer-kconnect-chi-uat.web.app'. The page layout is similar to the PC view but adapted for a smaller screen. The Chisholm logo is in the top right. The receipt details are: Issue Date (24-Aug-2023), Student ID, Student Name, Receipt # (RJW00000002), Paid Amount (\$111.00), GST Amount (\$0.00), and Status (Paid). The 'Payments' table at the bottom shows one row: '1', 'EFTPOS', '\$111.00'. Red boxes highlight the Issue Date, Receipt #, Paid Amount, GST Amount, Status, and the first row of the Payments table.

Issue Date:	24-Aug-2023
Student ID:	
Student Name:	
Receipt #:	RJW00000002
Paid Amount:	\$111.00
GST Amount:	\$0.00
Status:	Paid

#	Payment Type	Amount
1	EFTPOS	\$111.00



#	Payment Type	Amount
1	EFTPOS	\$1,000.00
2	To Be Invoiced	\$1,394.00

Where an invoice for Enrolment or Re-enrolment has been sent to the employer this will be displayed in the receipts as “To Be invoiced”. If there are multiple payments against an invoice or pre-enrolment, each payment will be listed as a line item and what type of payment has been processed.

### Company Details

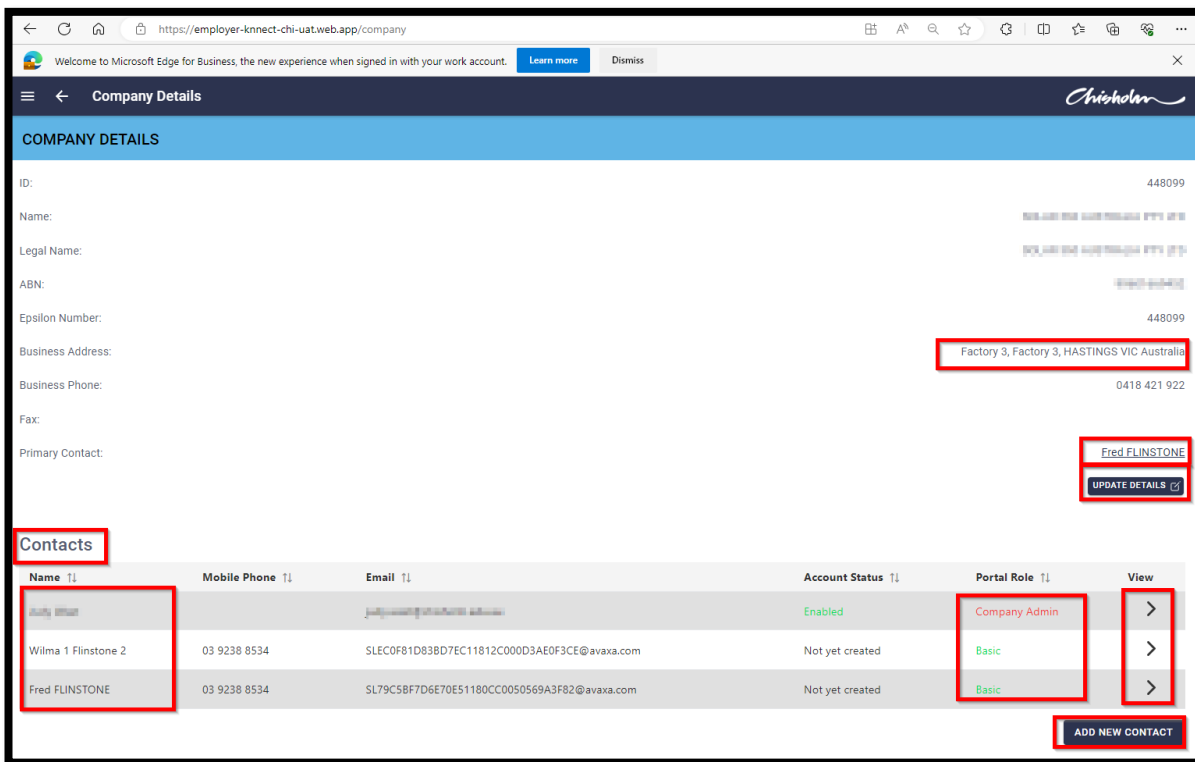
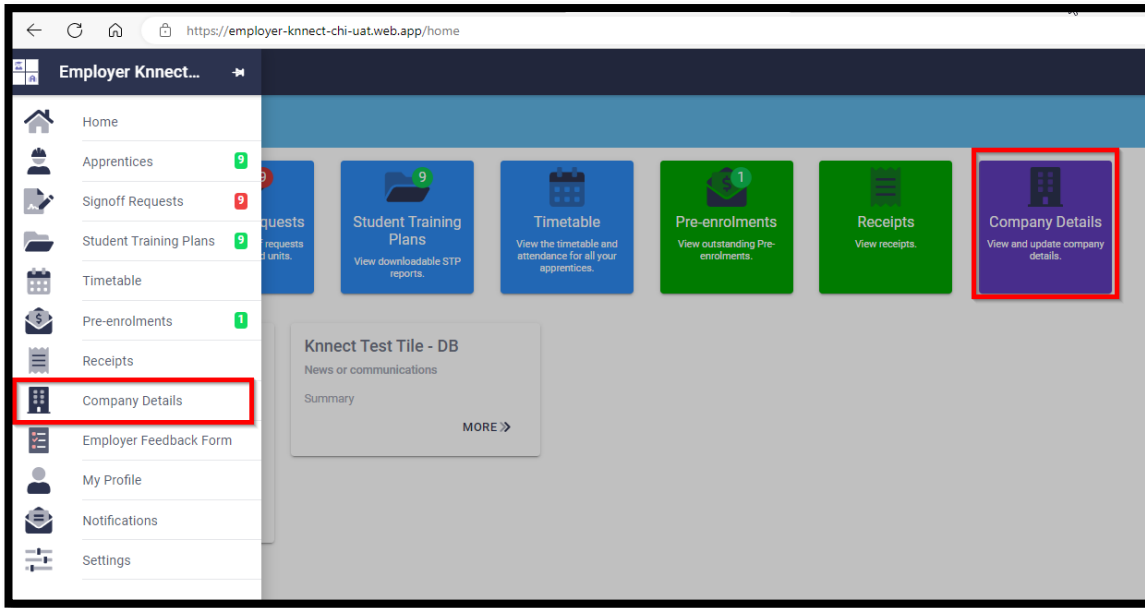
Tap on the Company Details tile or menu item for the Company Details page. This page will display the Employer Company details, including Primary Contact, at the top of the page followed by a list of all the Employer Company Contacts.

Here an employer’s primary contact information can be updated, and new employer contacts can be added. Changes are reflected automatically in Chisholm’s Student Management System.

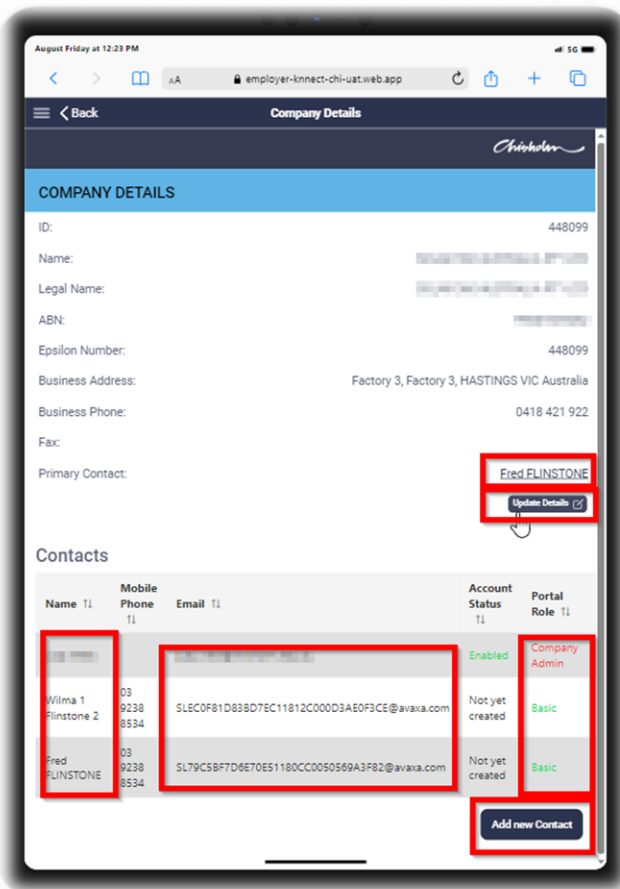
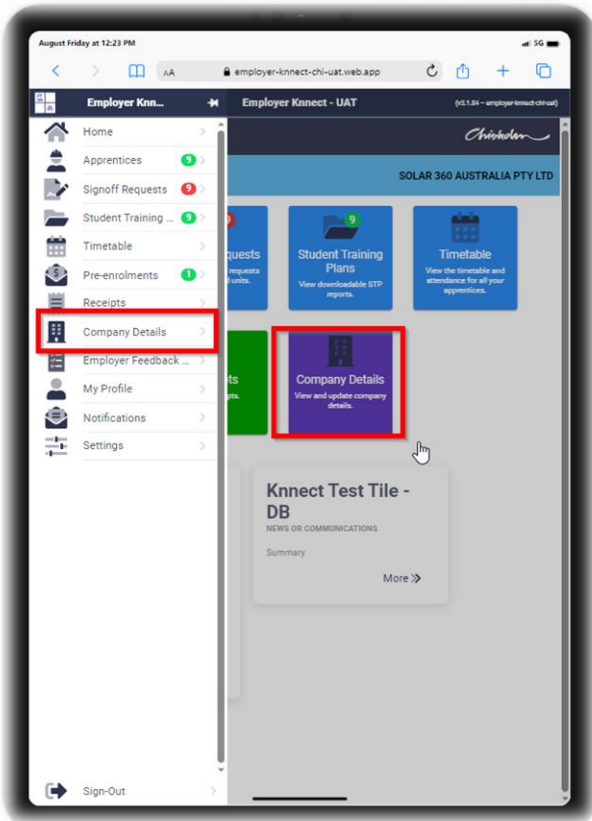
- Update employer contact details including primary contact.
- Add | Update | Delete additional employer contacts.
- Create new Employer Knnect Users.

**Please note if the Employer changes their ABN the system will create a New Employer and new TC’s and STP’s must be issued to the New Company.** Where this occurs, you can request that the old company is made a ‘subsidiary’ company to the new company until the TCs under the older company are completed.

## PC View



## Mobile Device View



## Update Company Details

Select the 'Update Details' button to update the company details.

**Note:-** User must have Company Admin Role to make amendments.

- Amend address, phone & Primary Contact.
- Click Save to complete.

## Company Contact Details

Select a row from the Contact List in the Company Details page to view the contact details.

- Title
- Given Name
- Family Name
- Work Phone
- Mobile Phone
- Email
- User Status: Not yet created | Enabled | Disabled
- Knnect Role for Company: Basic | Advanced | Company Admin
- Knnect Role for Subsidiary Company: Basic | Advanced | Company Admin

Select which user you want to amend details for

Name	Mobile Phone	Email	Account Status	Portal Role	View
Julia White		judwhite@chisholm.com.au	Enabled	Company Admin	>
Wilma 1 Flinstone 2	03 9238 8534	SLECF81D83BD7EC11812C000D3AE0F3CE@avaxa.com	Not yet created	Basic	>
Fred FLINSTONE	03 9238 8534	SL79C5BF7D6E70E51180CC0050569A3F82@avaxa.com	Not yet created	Basic	>

**ADD NEW CONTACT**

## Update Contact Details

Click on the Update Details button in the Contact Details page.

- You can create a user for Knnect
- Update Details
- Or Delete the user

**Note:** The signed in “Employer Knnect User” must have the Company Admin Role to update.

The screenshot shows a 'Company Contact' page with the following details:

Title:	
Given Name:	Wilma 1
Family Name:	Flinstone 2
Work Phone:	03 9238 8534
Mobile Phone:	03 9238 8534
Email:	<a href="mailto:SLECOF81D83BD7EC11812C000D3AE0F3CE@avaxa.com">SLECOF81D83BD7EC11812C000D3AE0F3CE@avaxa.com</a>
User Status:	Not yet created
Portal Role for Company:	Basic
Portal Role for Subsidiary Company:	Basic

At the bottom of the page, there are three buttons: 'CREATE USER', 'UPDATE DETAILS', and 'DELETE'. The 'UPDATE DETAILS' button is highlighted with a red box.

## Create a User

Where an Employer Contact does not yet have access to Employer Knnect they will have a User Status of ‘Not yet created’ and the ‘Create User’ button will be available.

The system will ask to confirm to Create Employer Knnect User. Click OK to confirm.

**Note:** The signed in Employer Knnect User must have the Company Admin Portal Role to create new Employer Knnect Users.

The dialog box contains the following text:

**Confirm User Creation**

Create Employer Knnect user. Are you sure you want to continue?

OK CANCEL

## Update Details

- Click on the Update Details button in the Contact Details for that user.
- Update required fields
- Click Save

**Note:** The signed in Employer Knnect User must have the Company Admin Portal Role to update.



### Delete User

If the user is no longer an employee of the company you can delete this user.

**Note:** The signed in Employer Knnect User must have the Company Admin Portal Role to Delete a user

The system will ask you to Select “Delete” to confirm Deletion of the user.

### Add a New Contact

Click on the ‘Add New Contact’ button at the bottom of the page to add a contact.

**Note:** The signed in Employer Knnect User must have the Company Admin Portal Role to add new Employer Contacts.

Name	Mobile Phone	Email	Account Status	Portal Role	View
Wilma 1 Flinstone 2	03 9238 8534	SLECOF81D83BD7EC11812C000D3AE0F3CE@avaxa.com	Not yet created	Basic	>
Fred FLINSTONE	03 9238 8534	SL79C58F7D6E70E51180CC0050569A3F82@avaxa.com	Not yet created	Basic	>

- Enter details of new contact
- Click Save

**Add New Contact**
CANCEL

Title  
Mister

Given Name  
Barney

Family Name  
RUBBLE

Mobile Phone  
04123456789

Work Phone  
039999999

Work Email  
barney.rubble@flinstonequarries.com.au

SAVE

☰
← **Company Details**

Name: FLINSTONE QUARRY AUSTRALIA PTY LTD

Legal Name: FLINSTONE QUARRIES AUSTRALIA PTY LTD

ABN: 99601669452

Epsilon Number: 448099

Business Address: Factory 3, Factory 3, HASTINGS VIC Australia

Business Phone: 0418 421 922

Fax:

Primary Contact: [Fred FLINSTONE](#)

UPDATE DETAILS

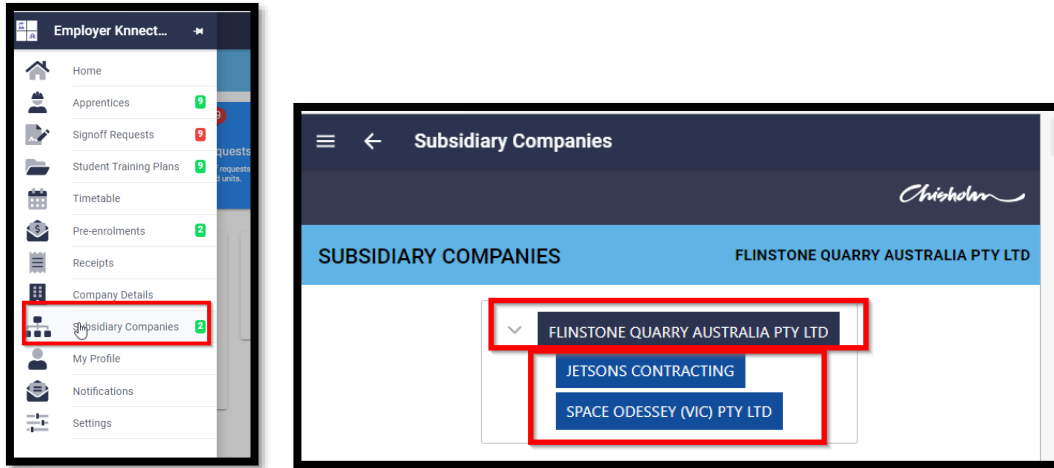
**Contacts**

Name ↑↓	Mobile Phone ↑↓	Email ↑↓	Account Status ↑↓	Portal Role ↑↓	View
Barney RUBBLE	04123456789	barney.rubble@flinstonequarries.com.au	Not yet created	Basic	>
Fred FLINSTONE	03 9238 8534	SL79C5BF7D6E70E51180CC0050569A3F82@avaxa.com	Not yet created	Basic	>

ADD NEW CONTACT

## Subsidiary Companies

Click on the Companies tile or select from the menu to go to the Subsidiary Companies page. Employer Knnect has full support for a hierarchical organisation structure where parent-child companies may exist. A suitably permissioned user can therefore view all apprentices for all subsidiary companies. Conversely, users with access only to a specific company will only see apprentices associated with that company.

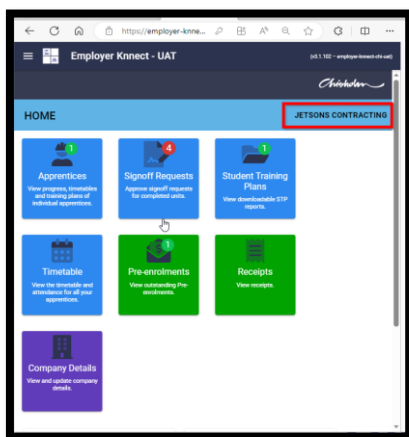


- Select a subsidiary company from the list to switch to that other company in Employer Knnect.
- Clicking 'Yes' will trigger the switch to View the Subsidiary company

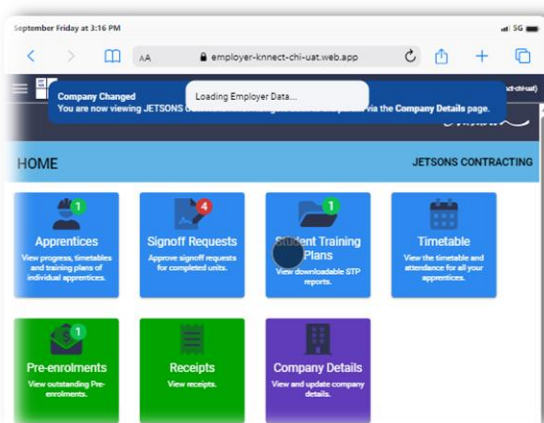


Once the subsidiary company data has loaded the following confirmation is presented to the user.

### PC View

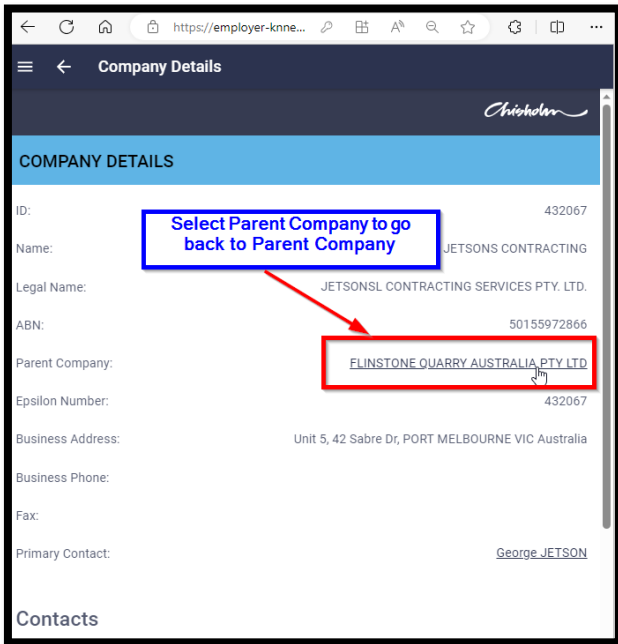


### Mobile Device View

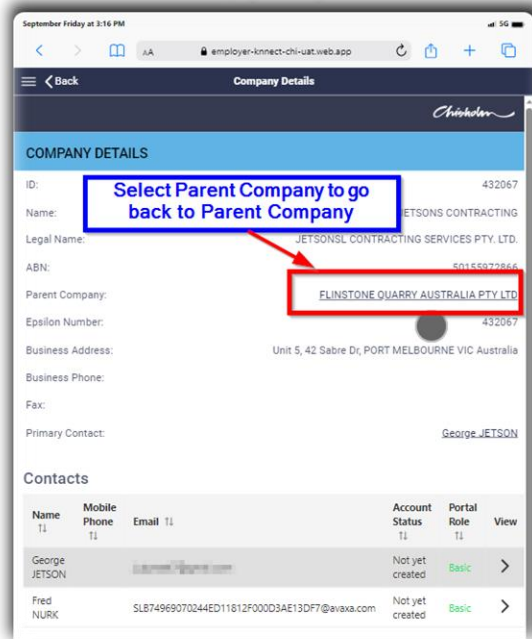


To switch back to the parent company select 'Company Details'.

### PC View



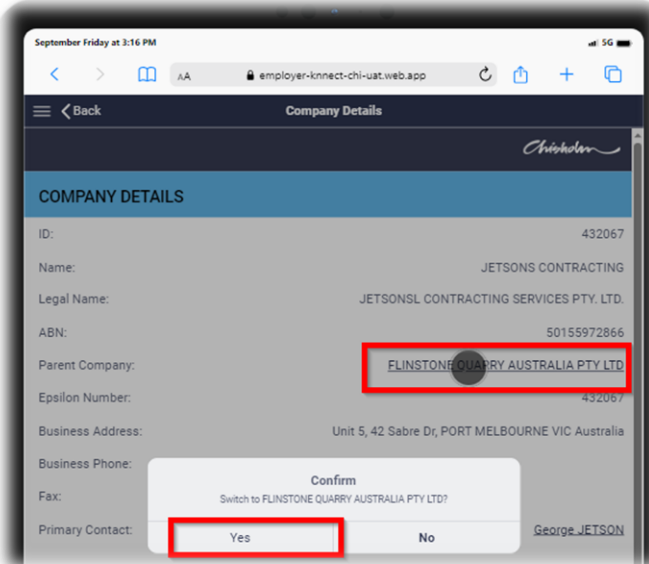
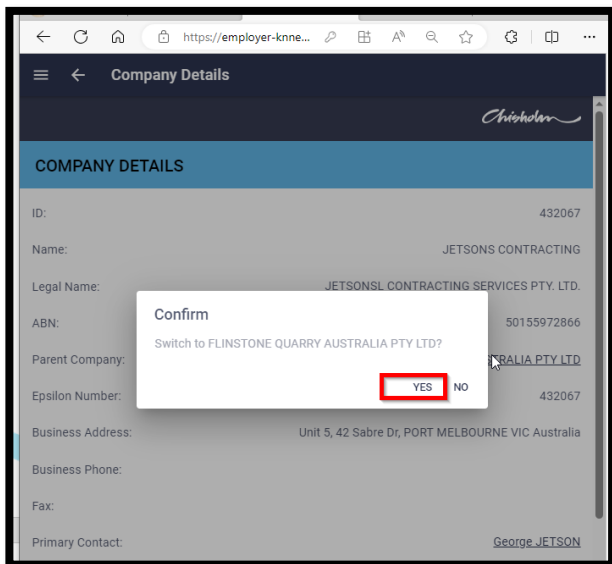
### Mobile Device View



- Click the Parent Company link to return to the parent company in Employer Knect.
- Confirm the switch.

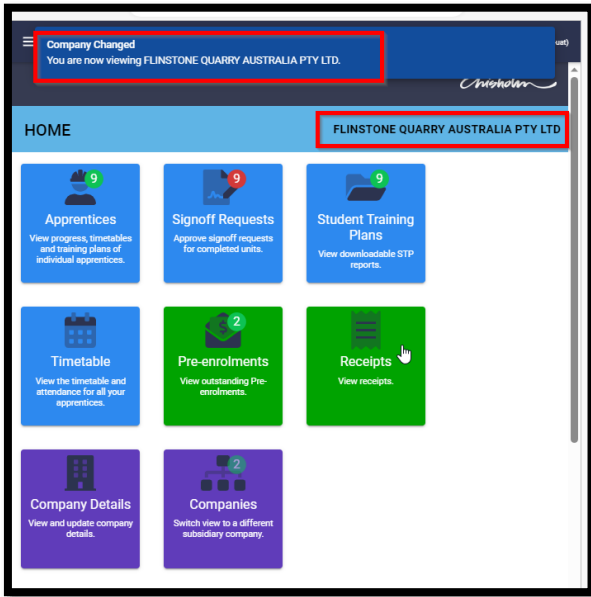
### PC View

### Mobile Device View

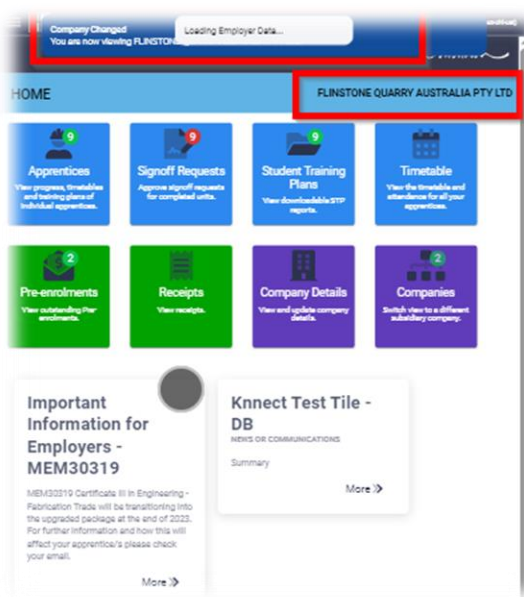


- Once the parent company data has loaded the following confirmation is presented to the user.

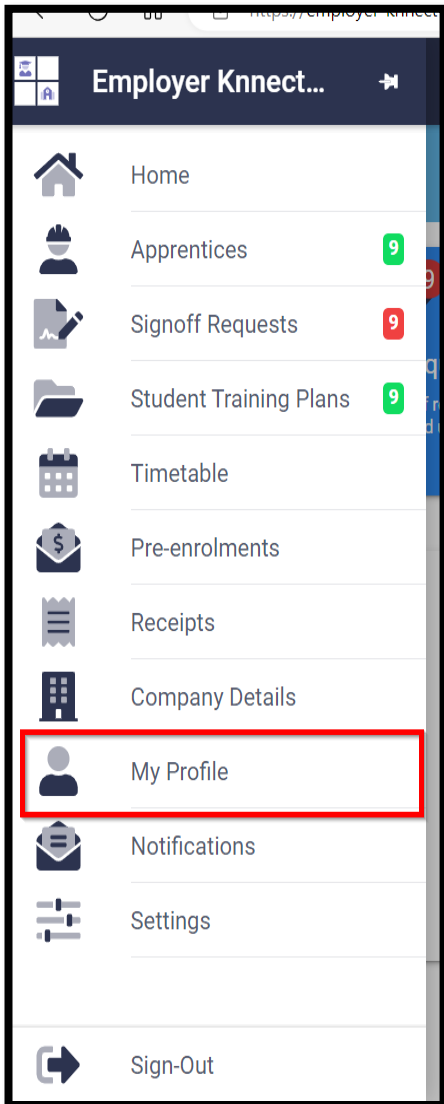
## PC View



## Mobile Device View

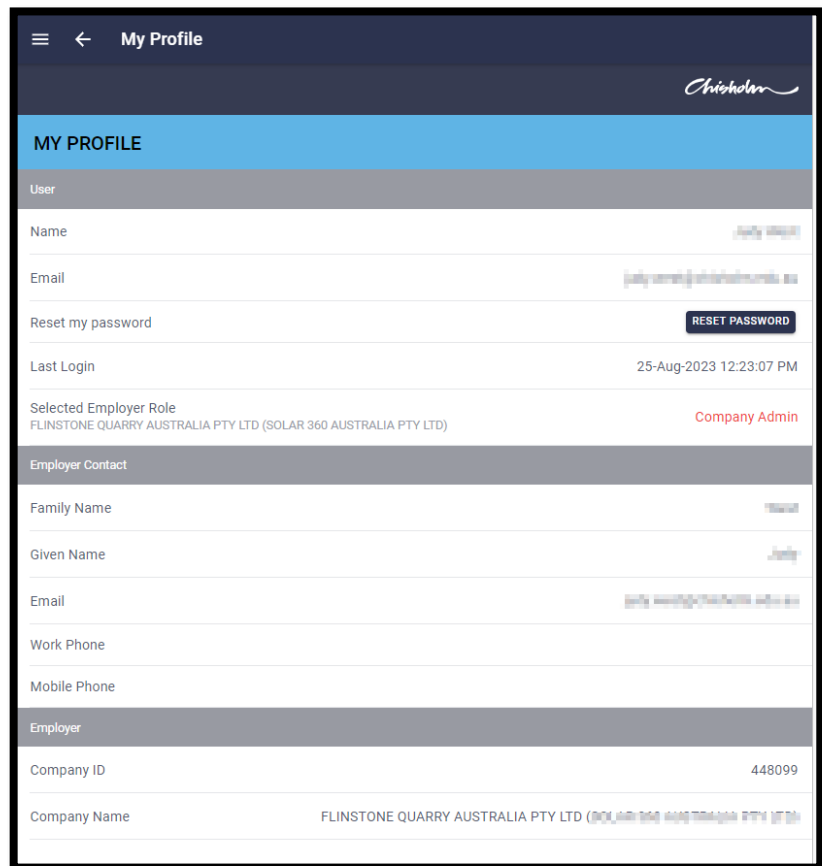


## My Profile



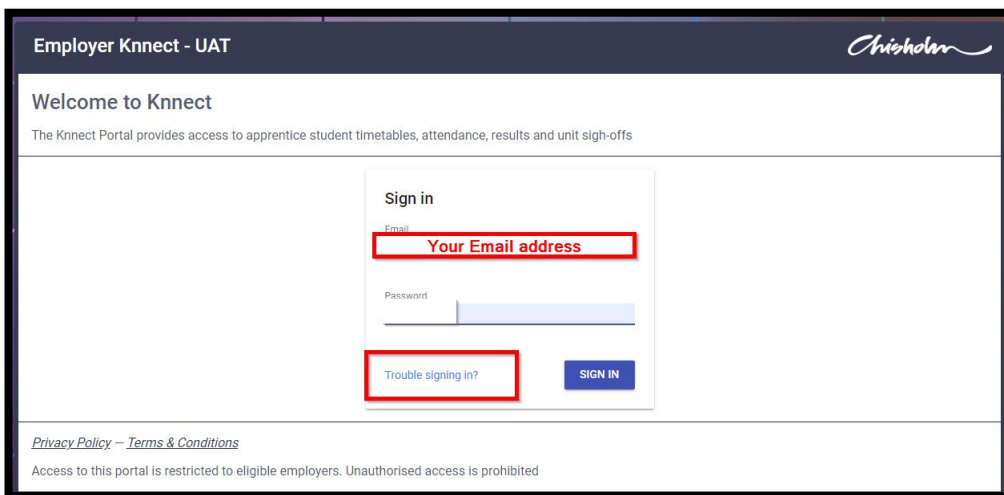
Select 'My Profile' from the menu. Key information includes:

- View Company and Contact details.
- Useful for quickly confirming assigned Employer Role.
- Reset Password function

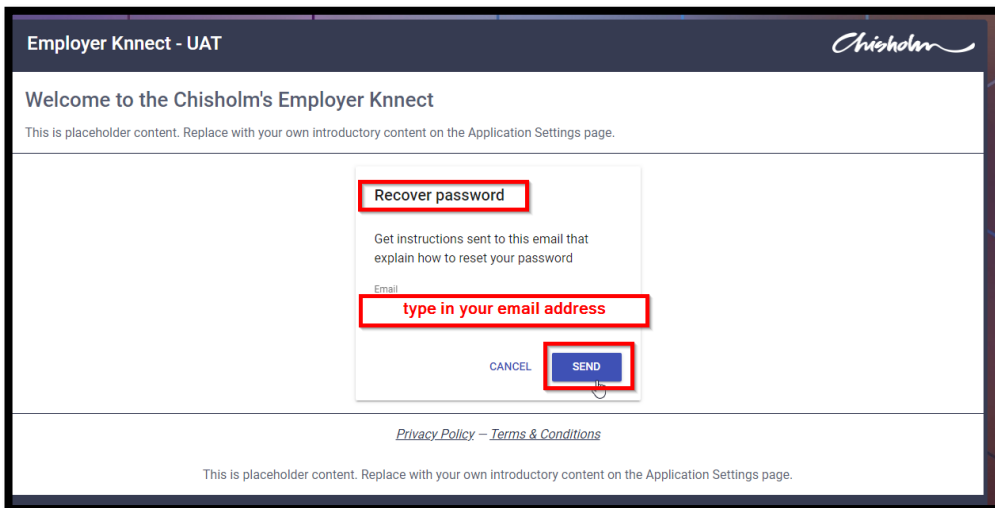


### a) Reset your password

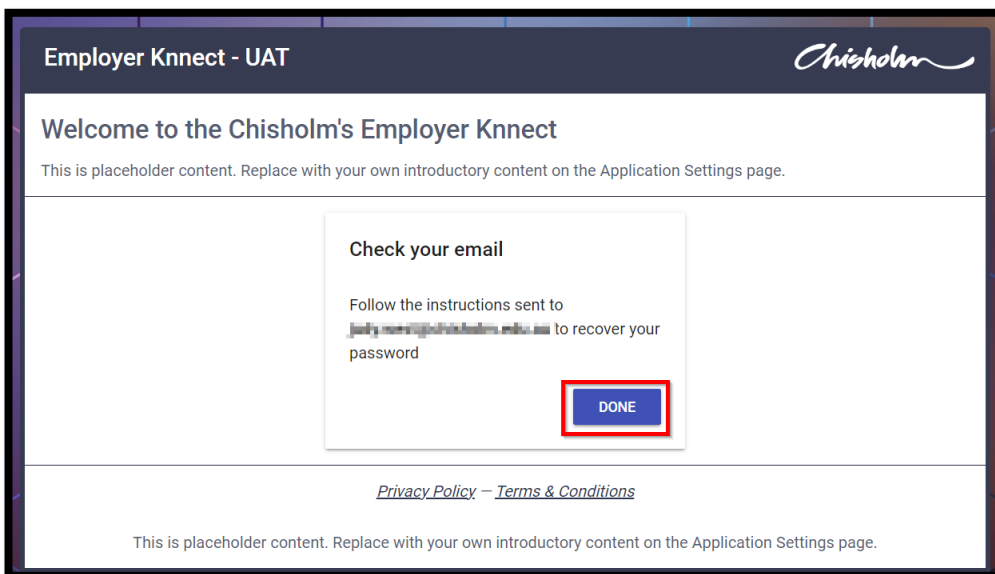
At the signing page select "trouble signing in"



1. Type in your email address
2. Click Send



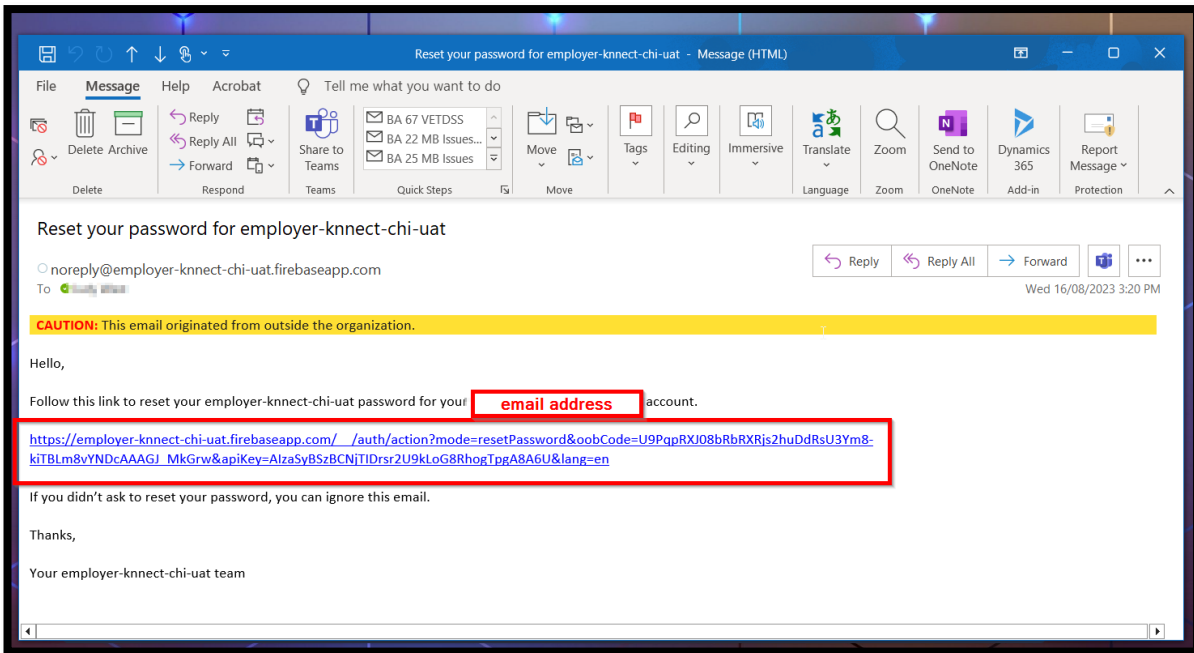
The screenshot shows the 'Employer Knnect - UAT' interface. At the top right is the 'Chisholm' logo. Below the header, it says 'Welcome to the Chisholm's Employer Knnect' and 'This is placeholder content. Replace with your own introductory content on the Application Settings page.' The main content area features a white box with the title 'Recover password'. Below the title, it says 'Get instructions sent to this email that explain how to reset your password'. There is an 'Email' label above a text input field containing the placeholder text 'type in your email address'. Below the input field are two buttons: 'CANCEL' and 'SEND'. The 'SEND' button is highlighted with a red box. At the bottom of the white box, there is a link for 'Privacy Policy - Terms & Conditions'. Below the white box, there is another line of placeholder text: 'This is placeholder content. Replace with your own introductory content on the Application Settings page.'



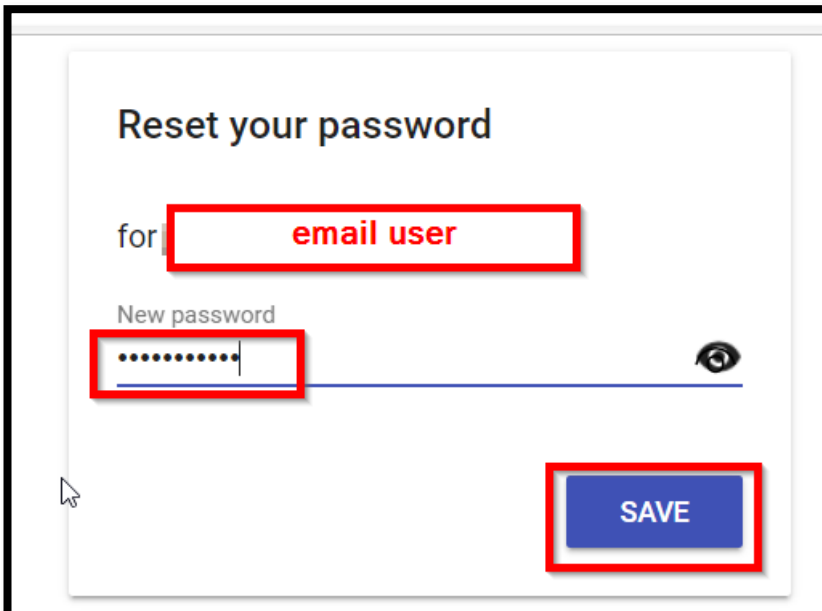
The screenshot shows the 'Employer Knnect - UAT' interface. At the top right is the 'Chisholm' logo. Below the header, it says 'Welcome to the Chisholm's Employer Knnect' and 'This is placeholder content. Replace with your own introductory content on the Application Settings page.' The main content area features a white box with the title 'Check your email'. Below the title, it says 'Follow the instructions sent to [redacted] to recover your password'. At the bottom right of the white box is a blue button labeled 'DONE', which is highlighted with a red box. Below the white box, there is a link for 'Privacy Policy - Terms & Conditions'. Below the white box, there is another line of placeholder text: 'This is placeholder content. Replace with your own introductory content on the Application Settings page.'

3. Click Done and check your email





4. Click on the link to reset your Password



- 5. Enter new password
- 6. Click save



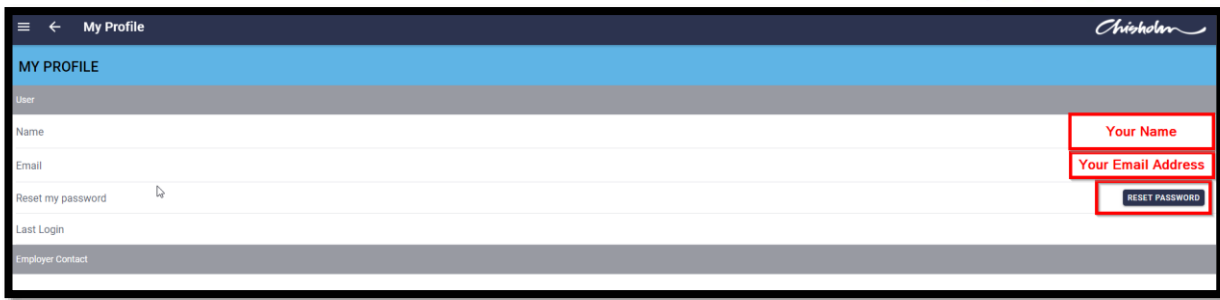
## b) Change Your Password

If you want to change your password after log in. Go to your Profile in the list bar.

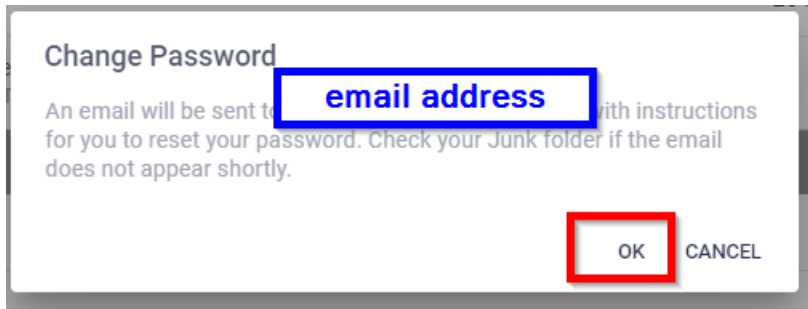
### 1. Select Reset Password

2. Click Ok
3. You will receive an email with a link to reset your password

If your role is a supervisor you will ONLY see the user details



1. Select My Profile
2. Select Reset Password



3. Click Ok
4. You will receive an email with a link to reset your password

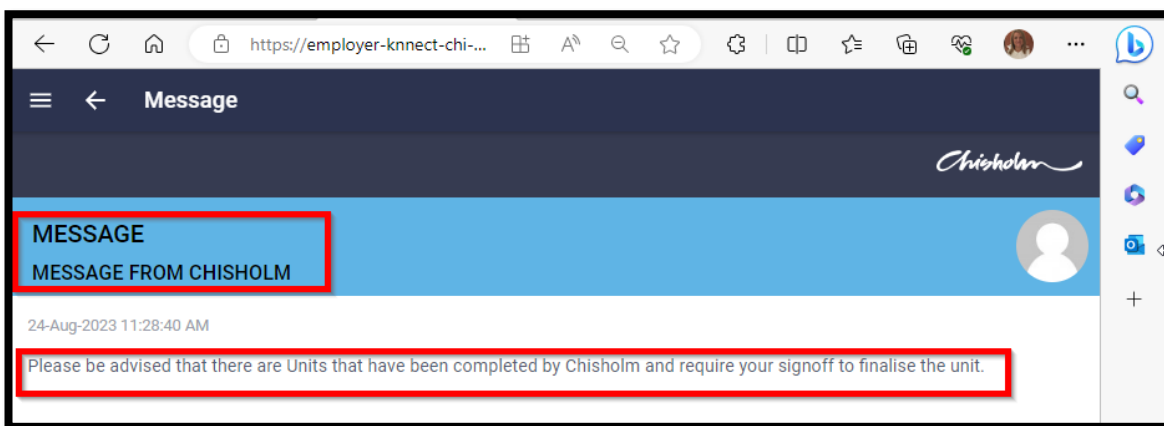
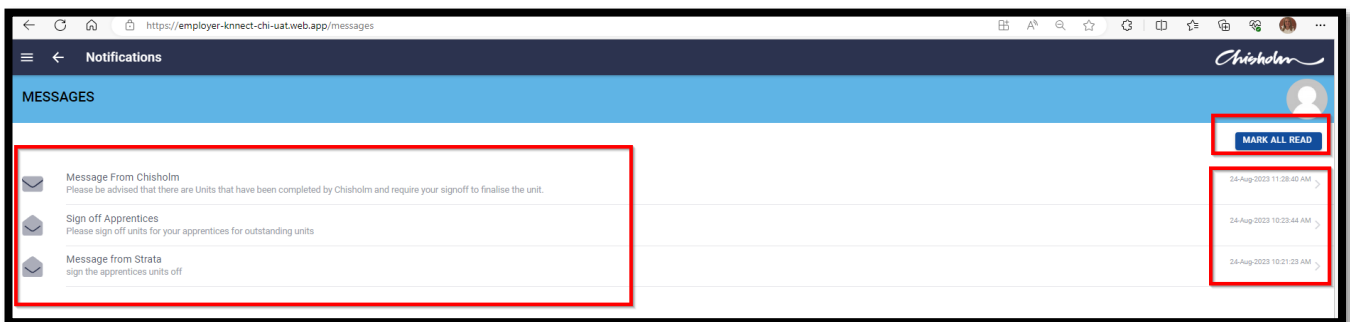
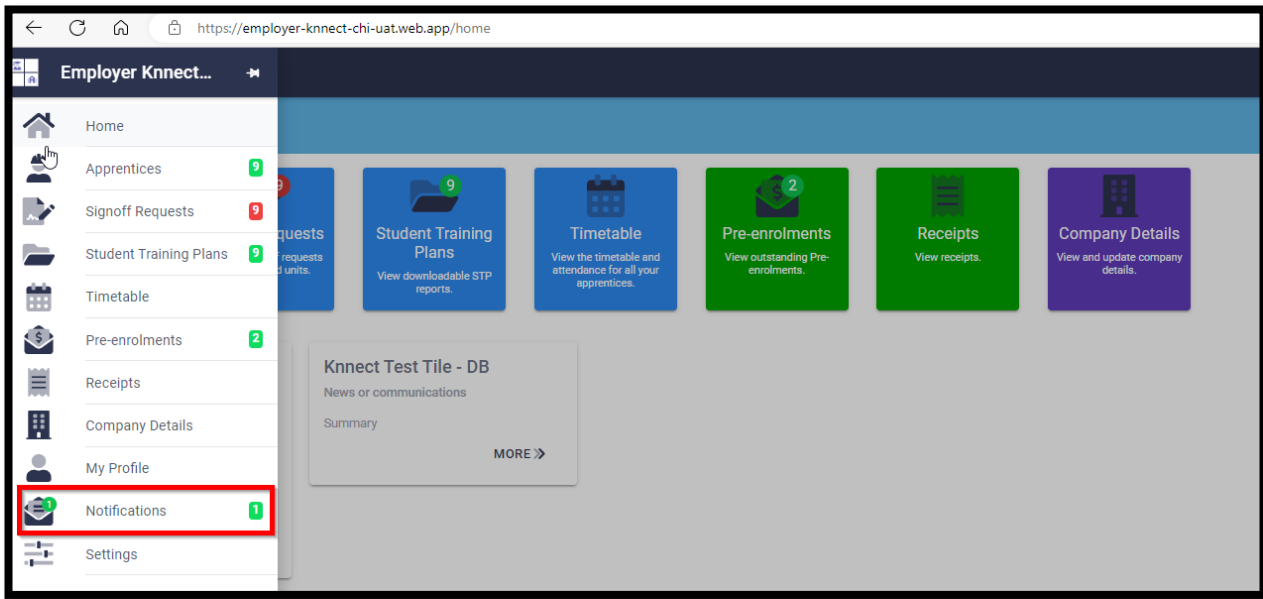


## Notifications

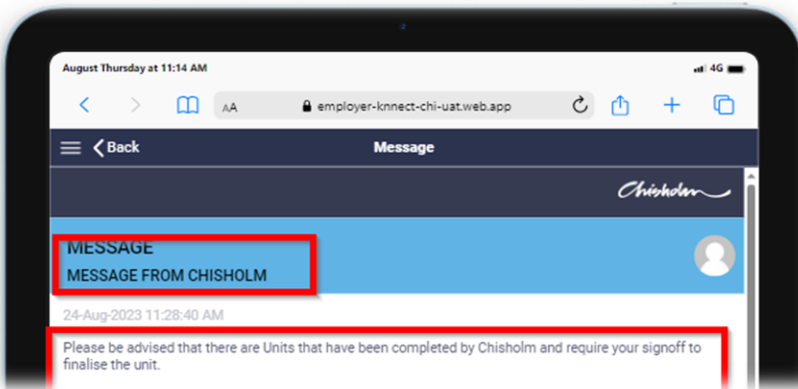
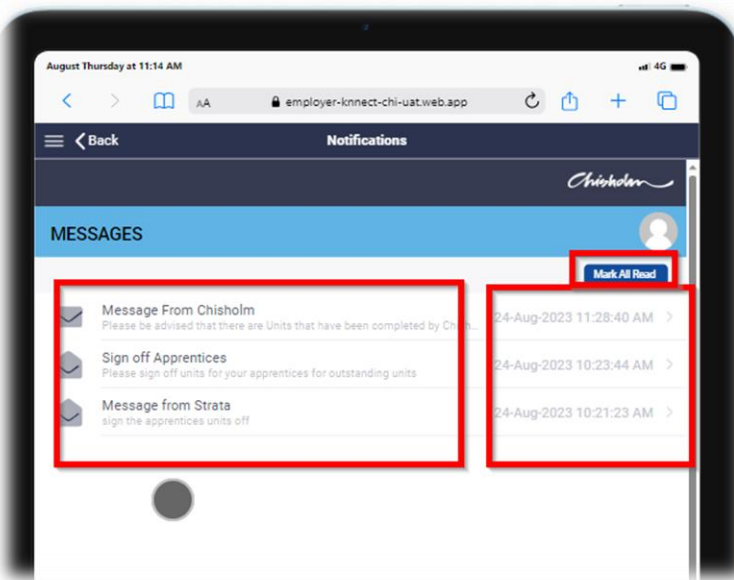
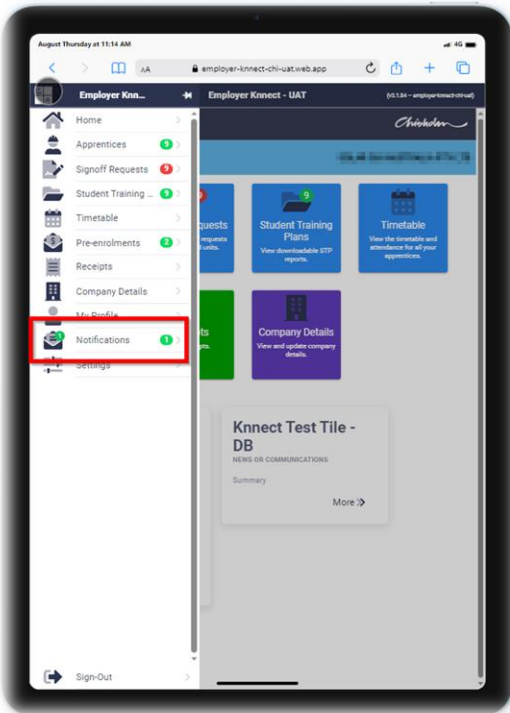
Click 'Notifications' from the menu to go to the Messages page.

- Notification badge shows the count of unread messages.
- Lists read and unread messages.
- Received date and time stamp for each message.
- Mark all read' function.
- Select a message from the list to open and read the contents.

## PC View



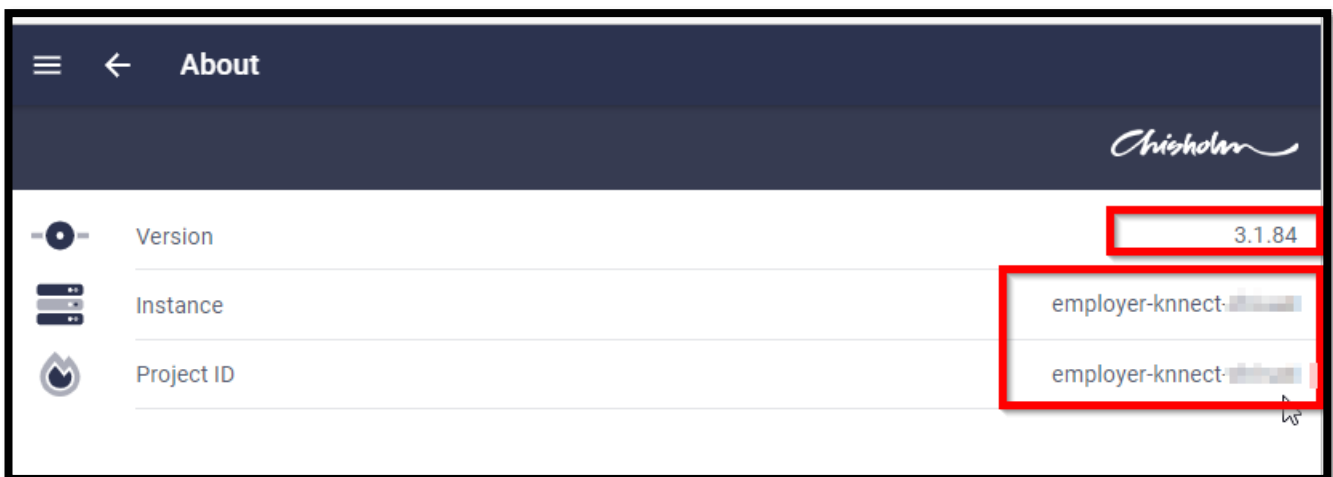
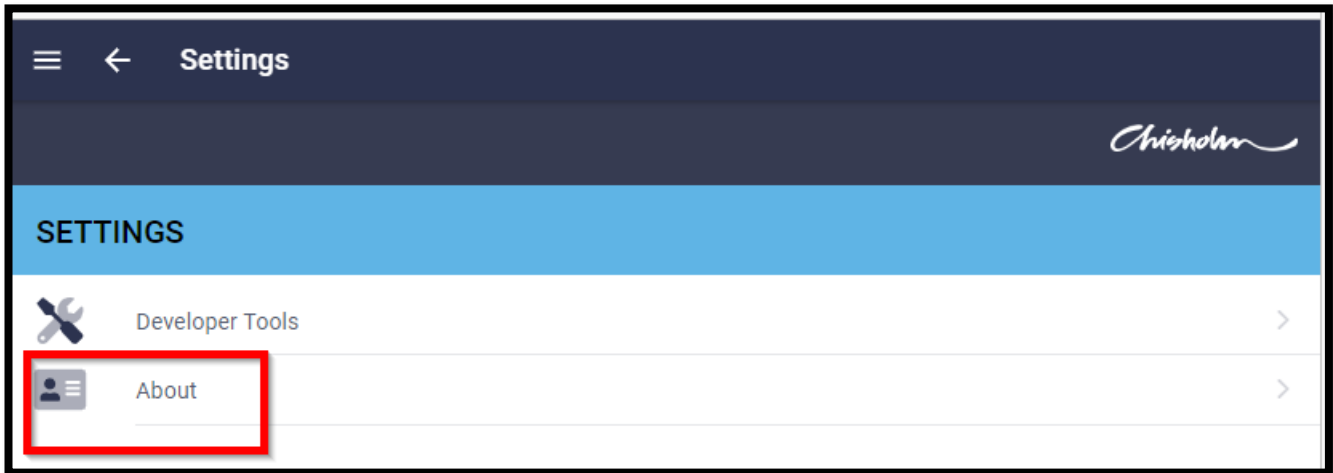
Mobile Device view



## Settings

Tap on the Settings menu item to navigate to the page.

If you select 'About' this will display the Version number of Employer Knnect PWA



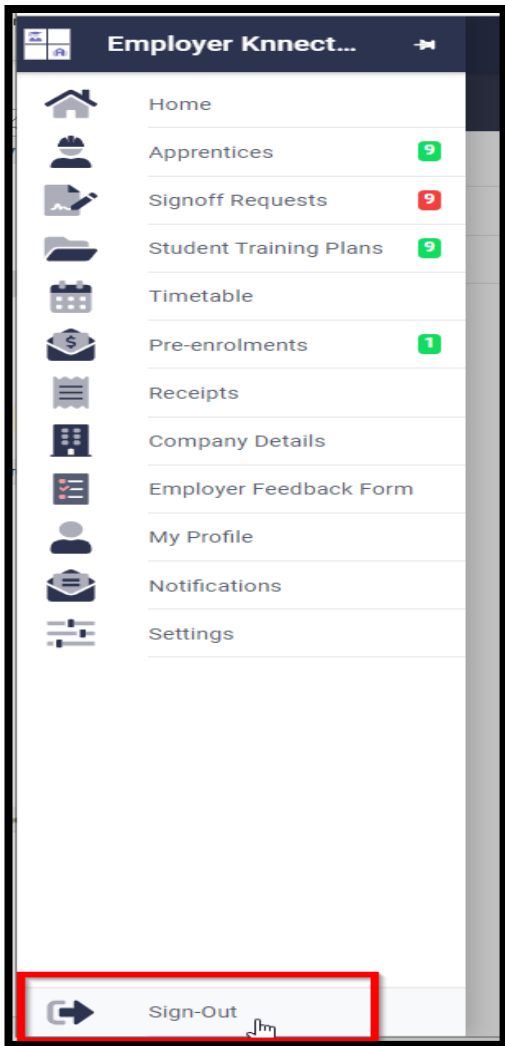
**NOTE:** as screen shots are taken from testing site the production version will display a different Instance and Project ID.

## FAQ's & Troubleshooting

- *Why do I see my apprentice in Knnect twice?*
  - If your apprentice is enrolled in a transitioned course you will see the apprentice with the old course and the new course
- *Why do I see an apprentice that has left my employment?*
  - Apprentice TC has NOT been terminated on Epsilon
- *Why can't I see any future units in apprentice profile?*
  - Apprentice has an inactive STP
  - Apprentice does not have any future units on their STP
- *Why is my apprentice Live STP & Approved STP greyed out?*
  - Apprentice has left company awaiting Epsilon to terminate contract
- *Why is there a red arrow (>) against an Apprentice?*
  - Apprentice has left company awaiting Epsilon to terminate contract
- *Why can't I see any old apprentices*
  - Apprentice has completed their course no longer available on Knnect
  - If an Apprentice TC has been terminated on Epsilon the apprentice will stop displaying on Knnect
  - Apprentice TC is cancelled no longer viewable
  - Apprentice has withdrawn from the course - no longer viewable
- *Why can't I see my new Apprentice*
  - Knnect reads off Epsilon and if your Apprentice is not on their system, they will not be displayed on Knnect
  - Apprentice fees have not been paid
- *Why is there no Live or Approved STP report on my Apprentice*
  - Both report buttons missing against an apprentice indicates that the apprentice's STP has not been defined against the STC in Chisholm – Speak to your Chisholm Representative.
  - If Apprentice has left company and not yet been terminated on the system, they will still be viewable.
- *Why is there no "Live STP Report" button for my apprentice*
  - A missing "Live STP Report" button indicates something is missing in the Chisholm system – Contact your Chisholm Representative
  - If apprentice has completed an old course there will not be a STP report
- *Why is there no "Approved STP Report" for my apprentice?.*
  - A missing 'Approved STP Report' button indicates that a fully signed STP has not been provided or uploaded. If signed please speak to your Chisholm Representative.

## Sign Out of Portal

At the bottom of the list menu is Sign Out  
Select this when you want to sign out of the portal.



[chisholm.edu.au](http://chisholm.edu.au)

1300 244 746

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On campus | Online  
Workplace | International



*Chisholm*

RTO No 0260 | CRICOS No 00881F | TEQSA PRV12123  
Training to eligible students is delivered with Victorian  
and Commonwealth Government funding.