

MRC LEARNING PORTAL

Tourist Guide User Guide *for* **Mandatory Refresher Course (MRC)** **Version 1.2**

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Version Control Log

| Version | Changes | Author | Date Submitted |
|---------|-------------|------------------------------|----------------|
| 1.0 | All | Chua Xuan Wei Jerry (ZNX) | 8/6/22 |
| 1.1 | All | Chua Xuan Wei Jerry (ZNX) | 10/6/22 |
| 1.2 | Screenshots | Chua Xuan Wei Jerry (ZNX) | 18/7/22 |

Glossary

STB MRC is designed to facilitate the concept of blended learning through a personalized learning approach, that can be tailored to fit a participant's studying pace or style while giving trainers an overview of their individual trainee's performance.

- **Main Dashboard:** Gives an outline of general information like Licence Details, the number of days before the licence expires, number of completed MRC modules, number of assessments and the availability and completion of the modules.
- **Modules:** Modules act as a category that contains a list of activities that is related to the module.
- **Activity:** SCORM files belonging to a course that can be accessed attempted and/or completed as part of its curriculum.
- **Assessment:** To gauge the TG's understanding of the covered topics before awarding a licence renewal.

Login Page

Upon accessing the URL, the first page will see is:

Mandatory Refresher Course

TG Licence No.
 Password
Forgotten your username or password?

☐ Remember username

ⓘ Help
 For assistance, email support.stb@zmxhelpdesk.com during the weekday operational hours of 9.00 am to 6.00 pm.
 Requests sent during the weekend will be attended to on the next working day.



1. Login Page

Understanding the Details of the Picture given above:

- **TG Licence No.:** A Tourist Guide licence number is a name that uniquely identifies someone on a computer system. For example, a computer may be set up with multiple accounts, with different usernames for each account. Many websites allow users to choose a username so that they can customize their settings or set up an online account.
- **Password:** A password is a string of characters used for authenticating a user on a computer system. For example, you may have an account on your computer that requires you to log in. To successfully access your account, you must provide valid usernames and passwords. This combination is often referred to as a login. While usernames are generally public information, passwords are private to each user.
- **Remember Me:** Checking this box will enable the system to remember the username. Users will just have to enter their passwords to log in.

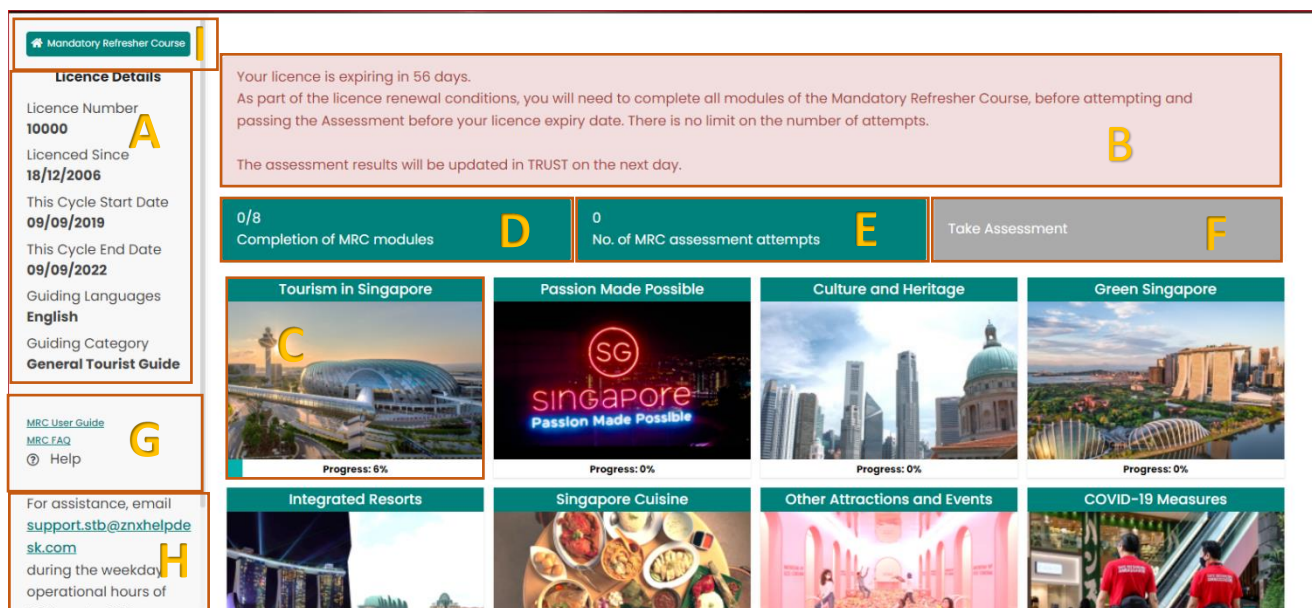
Tourist Guide

The Tourist Guide role consists of accessing the activities and modules. A Tourist Guide can access modules and attempt them before accessing the assessment.

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1. Tourist Guide's DASHBOARD

Upon logging in as a Tourist Guide, you will be redirected to the Main dashboard:



The dashboard is divided into several sections:

- Licence Details (A):** Displays licence number (10000), licence start date (18/12/2006), cycle start/end dates (09/09/2019 to 09/09/2022), guiding languages (English), and guiding category (General Tourist Guide).
- Announcement (B):** States the licence expires in 56 days and requires completion of the Mandatory Refresher Course (MRC) before the expiry date. It also notes that assessment results will be updated in TRUST the next day.
- Completion of MRC modules (D):** Shows 0/8 modules completed.
- No. of MRC assessment attempts (E):** Shows 0 attempts.
- Take Assessment (F):** A button to attempt the assessment.
- Modules (C):** A grid of eight modules with progress bars:
 - Tourism in Singapore (Progress: 6%)
 - Passion Made Possible (Progress: 0%)
 - Culture and Heritage (Progress: 0%)
 - Green Singapore (Progress: 0%)
 - Integrated Resorts (Progress: 0%)
 - Singapore Cuisine (Progress: 0%)
 - Other Attractions and Events (Progress: 0%)
 - COVID-19 Measures (Progress: 0%)
- Quick Links (G):** Links to MRC User Guide, MRC FAQ, and Help.
- Support (H):** Provides contact information for assistance: support.stb@znxhelpdesk.com, available during weekday operational hours.

2.a. Dashboard

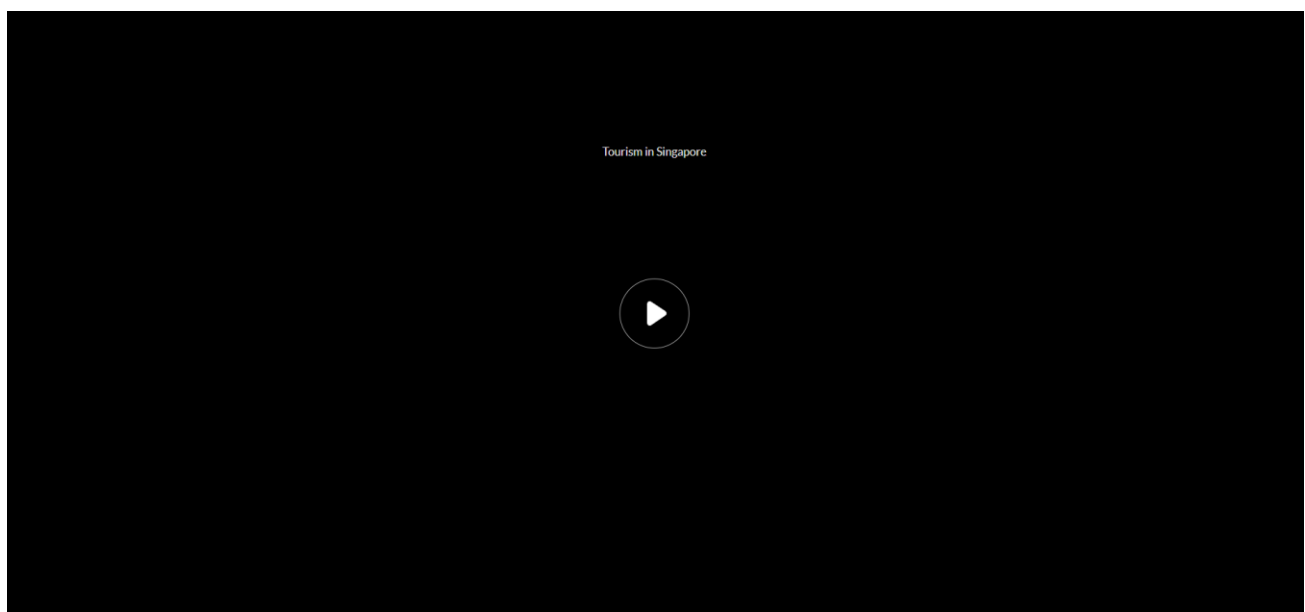
- A. Licence Details:** Displays licence details such as the Licence Number, licenced since, the cycle starts and end date, guiding languages and the guiding category.
- B. Announcement dashboard:** Displays the number of days left before the licence expires and the passing status of the assessment.
- C. Modules:** Contains the Activities that are related to the module.
- D. Completion of MRC modules dashboard:** Shows the number of MRC modules that has been completed.
- E. Number of MRC assessment attempts:** Shows the number of times the Tourist Guide has attempted the MRC assessment.
- F. Take Assessment button:** Once all the modules are completed, the "Take assessment" button will be available to take the assessment.
- G. Quick Links:** Access the User Guide and FAQ for answers about the website.

H. Help: A helpdesk to contact support whenever required.


I. Home: Home button to return the user to the main dashboard.

2. Modules

1. Upon logging you will be redirected to the **MAIN DASHBOARD** page.
2. There are modules which are present at last on the dashboard
3. Click on a **Module**.
4. You will be redirected to the activity directly if the module has only one activity (figure 2.a).
If there is more than one activity, you will be redirected to a page that displays all the activities. (figure 2.b) To go back to the MAIN DASHBOARD, click on “Mandatory Refresher Course” at the top left of the page.



2.a Activity


Mandatory
Refresher Course

Licence Details

Licence Number
10000
Licenced Since
18/12/2006
This Cycle Start Date
09/09/2019
This Cycle End Date
09/09/2022
Guiding Languages
English
Guiding Category
General Tourist Guide

[MRC User Guide](#)
[MRC FAQ](#)
[Help](#)

For assistance, email
support.stb@znxhelpdesk.com
during the weekday
operational hours of
9.00 am to 6.00 pm.

Your licence is expiring in 55 days.
As part of the licence renewal conditions, you will need to complete all modules of the Mandatory Refresher Course, before attempting and passing the Assessment before your licence expiry date. There is no limit on the number of attempts.

The assessment results will be updated in TRUST on the next day.

8/8
Completion of MRC modules

1
No. of MRC assessment attempts

Take Assessment

Green Singapore: Birth of City in Nature

Green Singapore: Gardens of Singapore

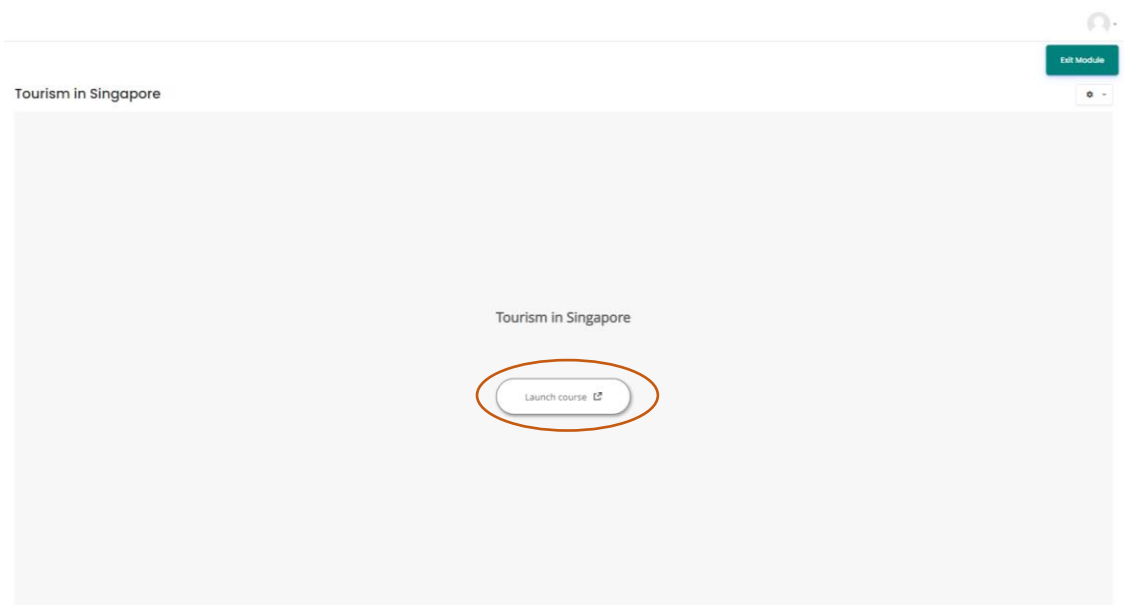
Green Singapore: Singapore's Green Routes and Trails

Green Singapore: Singapore Green Plan 2030

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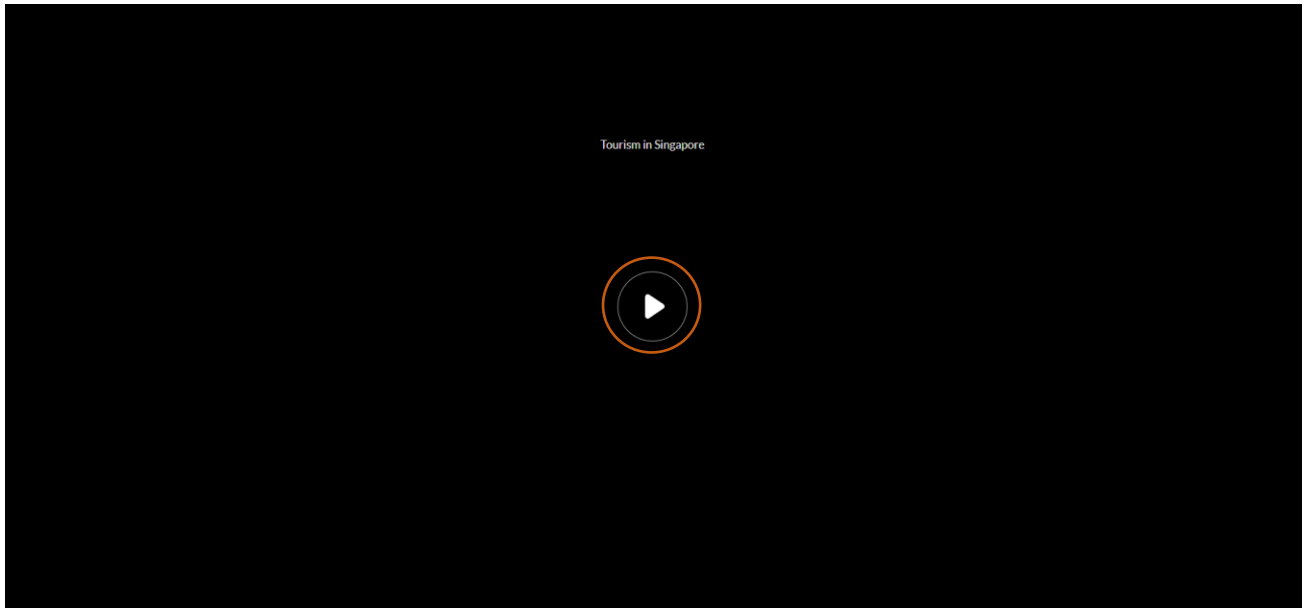
2.b Display all activities**2.1 Accessing Activities**

1. Click on a **Module**. If there is only one activity, you will be redirected to the activity (figure 2.a). If there are multiple activities, you will be redirected to a page that displays all the activities (figure 2.b).
2. Once you have entered the activity the course should launch automatically. If it does not launch automatically, click “Launch course” to launch the course. Ensure that pop-ups are enabled.

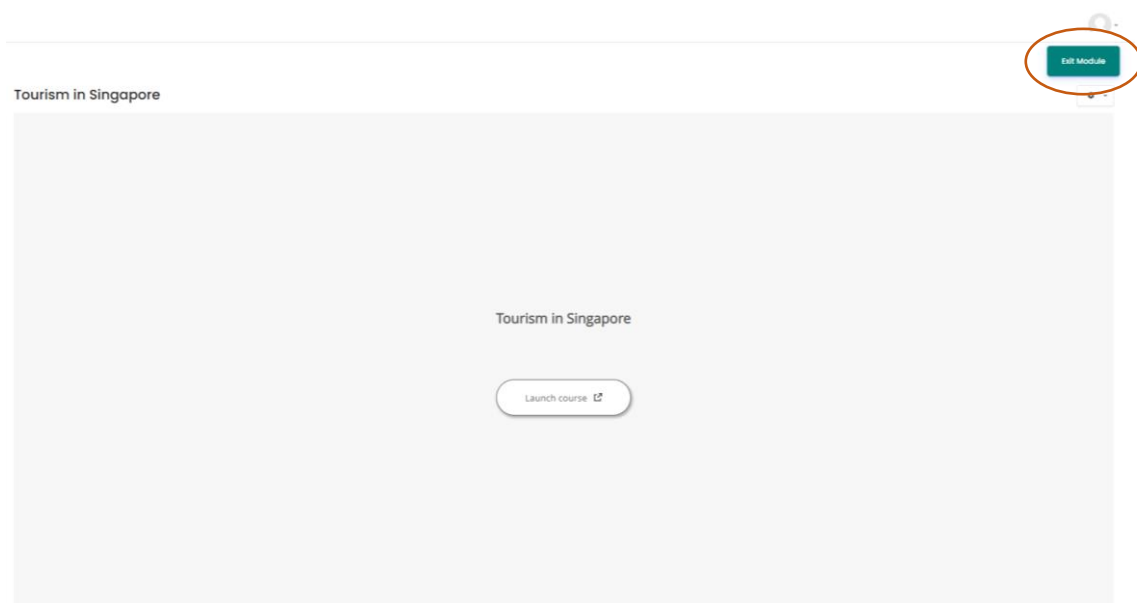


2.1.1 Completing Activities

1. Click on the play button to begin the activity.



2. Complete the activity by going through every slide. Skipping the slides do not count towards completion. Once done, click **Exit** in the **SCORM** activity to close the SCORM activity.
3. Click on Exit module to exit the module.



4. If the activity is successfully completed, the progress bar will be updated.



3. Assessment

The assessment can only be accessed once all the 8 MRC modules has been completed and when the licence is less than 180 days from expiration.

3.1 Accessing the Assessment

1. Click on “Take assessment” in the main dashboard

Mandatory Refresher Course

Licence Details
Licence Number
10000
Licenced Since
18/12/2006
This Cycle Start Date
09/09/2019
This Cycle End Date
09/09/2022
Guiding Languages
English
Guiding Category
General Tourist Guide

[MRC User Guide](#)
[MRC FAQ](#)
[Help](#)

For assistance, email support.stb@znxhelpdesk.com during the weekday operational hours of 9.00 am to 6.00 pm.

Your licence is expiring in 55 days.
As part of the licence renewal conditions, you will need to complete all modules of the Mandatory Refresher Course, before attempting and passing the Assessment before your licence expiry date. There is no limit on the number of attempts.

The assessment results will be updated in TRUST on the next day.

8/8
Completion of MRC modules

0
No. of MRC assessment attempts

Take Assessment

Tourism in Singapore

Progress: 100%

Passion Made Possible

Progress: 100%

Culture and Heritage

Progress: 100%

Green Singapore

Progress: 100%

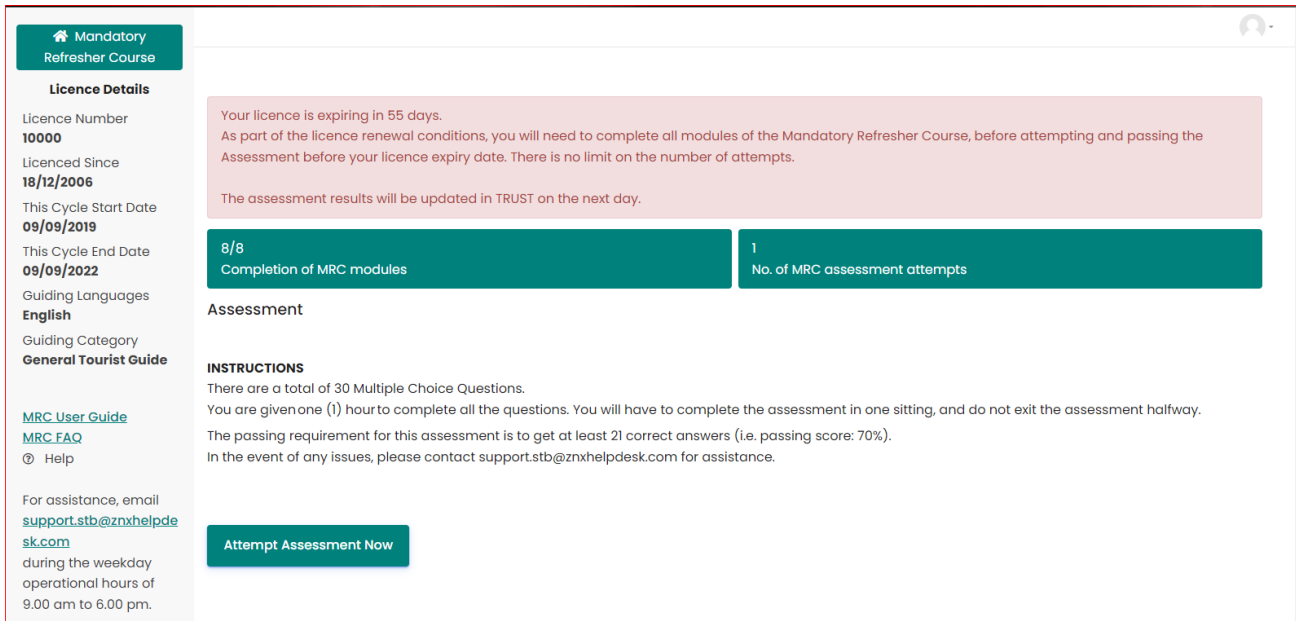
Integrated Resorts

Singapore Cuisine

Other Attractions and Events

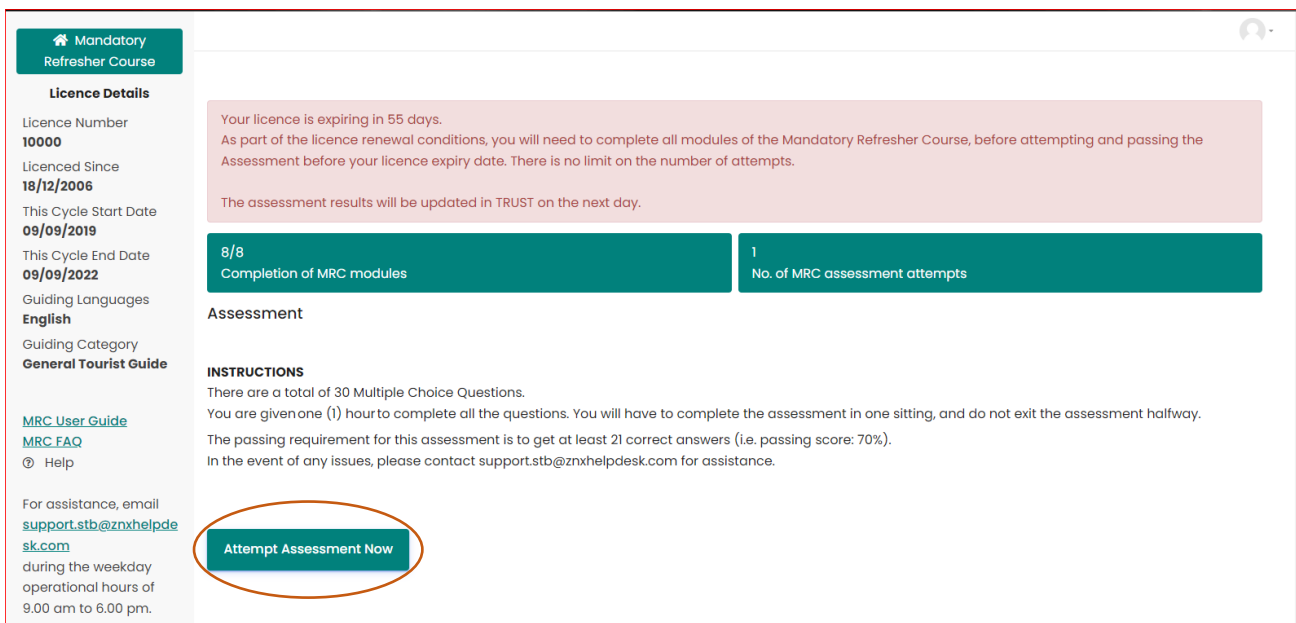
COVID-19 Measures

2. User will be redirected to the Assessment cover page



The screenshot shows the 'Mandatory Refresher Course' page. On the left, there is a sidebar with 'Licence Details' including Licence Number 10000, Licence Since 18/12/2006, This Cycle Start Date 09/09/2019, This Cycle End Date 09/09/2022, Guiding Languages English, and Guiding Category General Tourist Guide. Below this are links for 'MRC User Guide', 'MRC FAQ', and 'Help'. A note at the bottom of the sidebar provides contact information for support.stb@znxhelpdesk.com. The main content area has a pink banner with text about the licence expiry and assessment requirements. Below the banner, there are two teal boxes: '8/8 Completion of MRC modules' and '1 No. of MRC assessment attempts'. The 'Assessment' section contains 'INSTRUCTIONS' and a green button labeled 'Attempt Assessment Now'.

3. Click on “Attempt Assessment Now”



This screenshot is identical to the previous one, but the 'Attempt Assessment Now' button in the 'Assessment' section is circled in orange to highlight it.

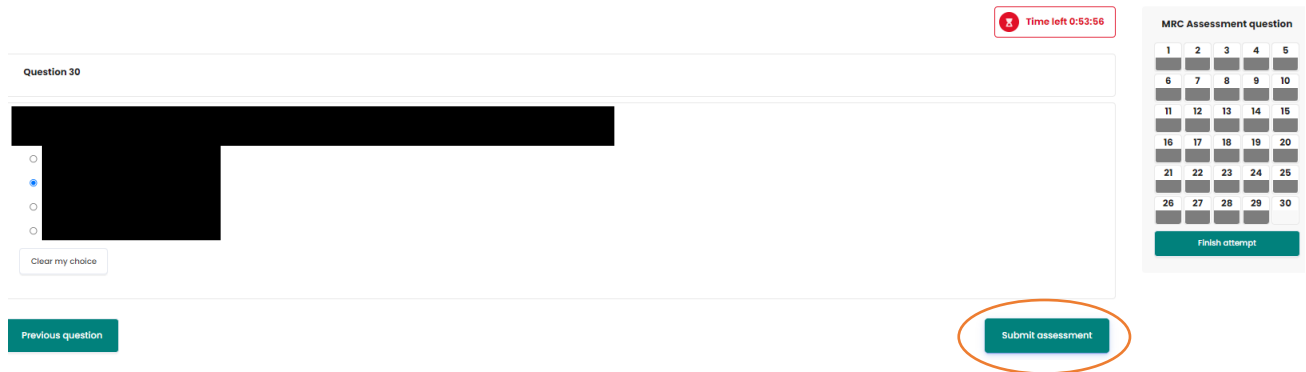
4. User will be redirected to the assessment question page.

3.2 Navigating the assessment

- A. **Question Number:** show which question you are currently on.
- B. **Question:** Question with a selection of options. Provide your answer by clicking on one of the options.
- C. **Clear my choice:** Click on it to clear the selected choice for the question.
- D. **Next question button:** Click on it to navigate to the next question.

- E. **Question Index:** Displays which questions are completed and which have yet to be completed. Completed questions are greyed out and incomplete questions will be remained white.

On the last question, click on **Submit assessment** to submit your answers.



The screenshot shows the assessment interface. At the top right, a red timer indicates 'Time left 0:53:56'. Below it, 'Question 30' is displayed. The question content is redacted with a black box. To the right of the question is a 'Question Index' table with 30 rows and 5 columns. The first row is highlighted in grey, and the rest are white. At the bottom right, a green button labeled 'Submit assessment' is circled in orange. At the bottom left, a green button labeled 'Previous question' is visible.

3.3 Assessment Review

The assessment review page allows for Tourist Guides to review their answers and see the answers for the questions they have attempted.





The screenshot shows the assessment review page. At the top left, a summary table is displayed:

| | | |
|--------------|------------------------------|---|
| Started on | Monday, 6 June 2022, 3:23 PM | A |
| Completed on | Monday, 6 June 2022, 3:30 PM | B |
| Time taken | 6 mins 59 secs | C |
| Result | 13/30 (43%) Fail | D |

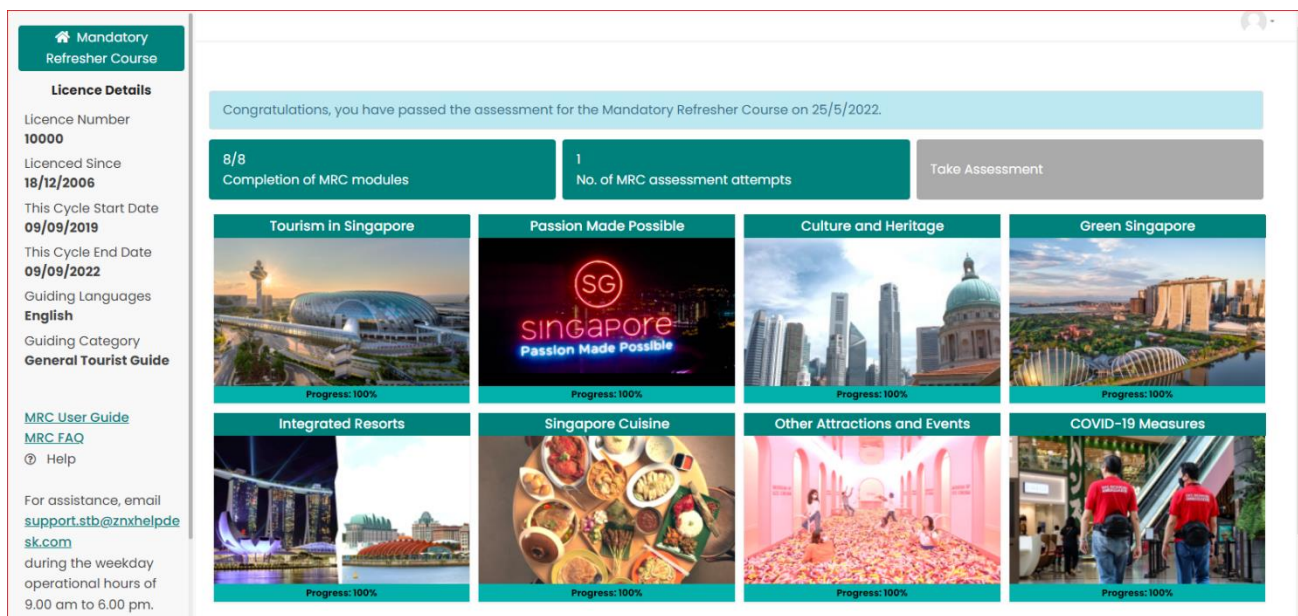
Below the table, 'Question 1' is displayed with a redacted content area. To the right, a 'Question Index' table is shown with 30 rows and 5 columns. The first row is highlighted in red, and the rest are green. At the bottom right, a green button labeled 'Finish review' is circled in orange. At the bottom left, a green button labeled 'Previous question' is visible.

- A. **Started on:** Shows the date and time the assessment was started on.
- B. **Completed on:** Shows the date and time the assessment was submitted.
- C. **Time taken:** Shows the time taken in minutes and seconds that the user took to complete the assessment.

- D. **Result:** Shows the number of answers that are correct, along with the percentage points and if they have passed or failed. A pass will be displayed as **21/30 (70%) Pass** and a failure will be displayed as **13/30 (43%) Fail**. To pass, Tourist Guide needs to obtain at least 21 correct answers.
- E. **Question Index:** Shows which question has been answered correctly and which have been answered wrong. Correctly answered questions will be displayed as  and incorrectly answered questions will be displayed as .
- F. **Finish review:** Clicking on finish review will redirect you to the **MAIN DASHBOARD**

3.4 Passing assessment

When the assessment is completed with a passing score, the announcement dashboard will be changed to inform you on the passing of your assessment.



The screenshot displays the MRC announcement dashboard. On the left, a sidebar contains 'Licence Details' including the licence number (10000), start date (09/09/2019), end date (09/09/2022), and guiding languages (English). The main area features a congratulatory message: 'Congratulations, you have passed the assessment for the Mandatory Refresher Course on 25/5/2022.' Below this, a summary bar shows '8/8 Completion of MRC modules' and '1 No. of MRC assessment attempts', with a 'Take Assessment' button. The dashboard is organized into a grid of eight modules, each with a progress indicator of 100%: 'Tourism in Singapore', 'Passion Made Possible', 'Culture and Heritage', 'Green Singapore', 'Integrated Resorts', 'Singapore Cuisine', 'Other Attractions and Events', and 'COVID-19 Measures'.

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