

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?

Log In

Remember username

🔗 Help

For assistance, email support.stb@znhelpdesk.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.

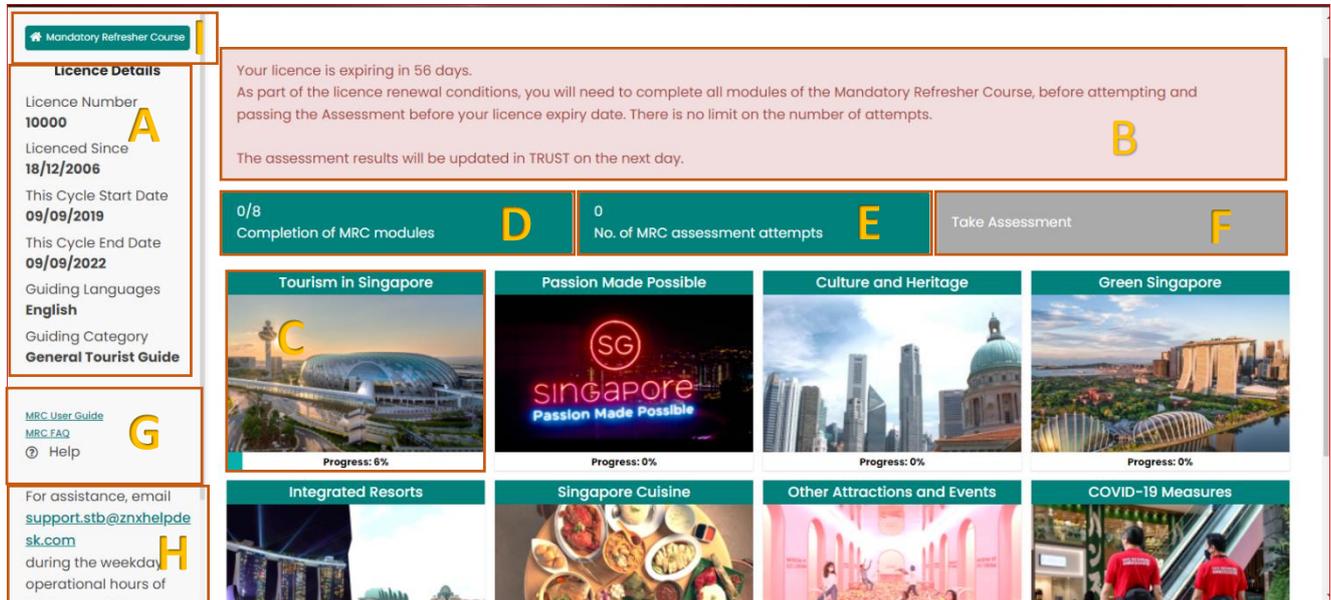
Tourist Guide

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:

- Top Left:** A navigation menu with a 'Mandatory Refresher Course' link.
- Left Sidebar (A):** 'Licence Details' section showing: 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, and Guiding Category General Tourist Guide.
- Top Right (B):** A pink announcement box stating: 'Your licence is expiring in 56 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.'
- Progress Summary (D, E, F):** A row of three boxes: '0/8 Completion of MRC modules' (D), '0 No. of MRC assessment attempts' (E), and a 'Take Assessment' button (F).
- Module Grid (C):** A 2x4 grid of module cards: 'Tourism in Singapore' (Progress: 6%), 'Passion Made Possible' (Progress: 0%), 'Culture and Heritage' (Progress: 0%), 'Green Singapore' (Progress: 0%), 'Integrated Resorts', 'Singapore Cuisine', 'Other Attractions and Events', and 'COVID-19 Measures'.
- Bottom Left (G, H):** 'Quick Links' section with links for 'MRC User Guide', 'MRC FAQ', and 'Help'. Below it, contact information: 'For assistance, email support.stb@znhelpdesk.com during the weekday operational hours of 9am - 5pm'.

2.a. Dashboard

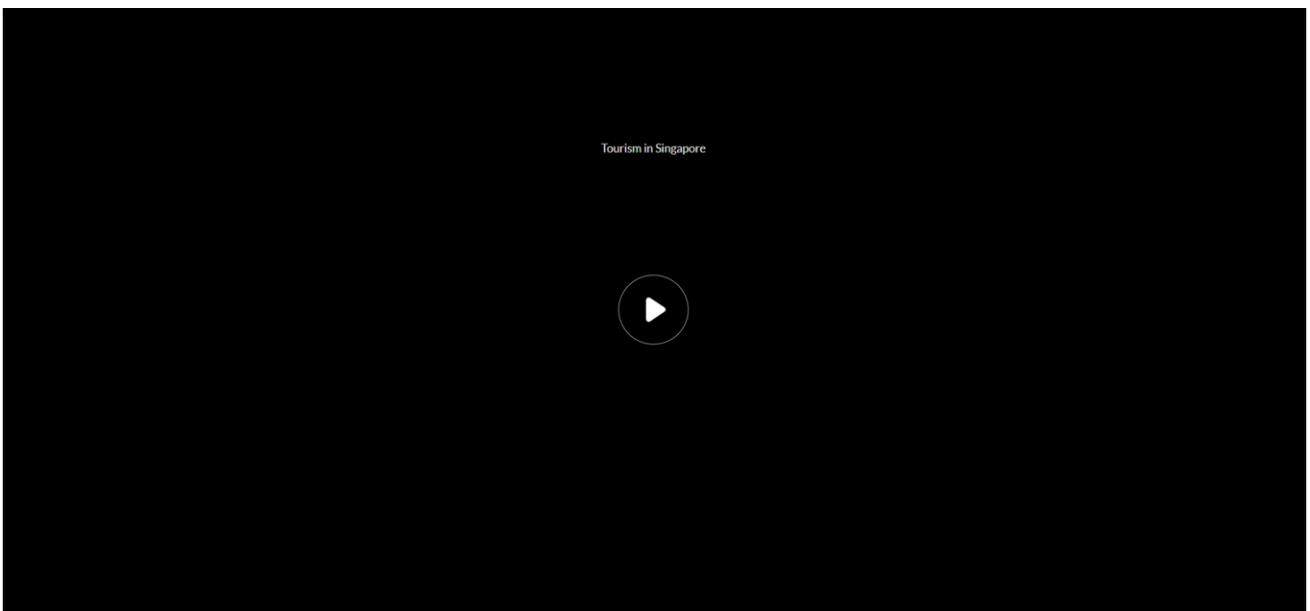
- A. Licence Details:** Displays licence details such as the Licence Number, licenced since, the cycle starts and end date, guiding languages and the guiding category.
- B. Announcement dashboard:** Displays the number of days left before the licence expires and the passing status of the assessment.
- 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

Licensed 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@zxhelpdesk.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

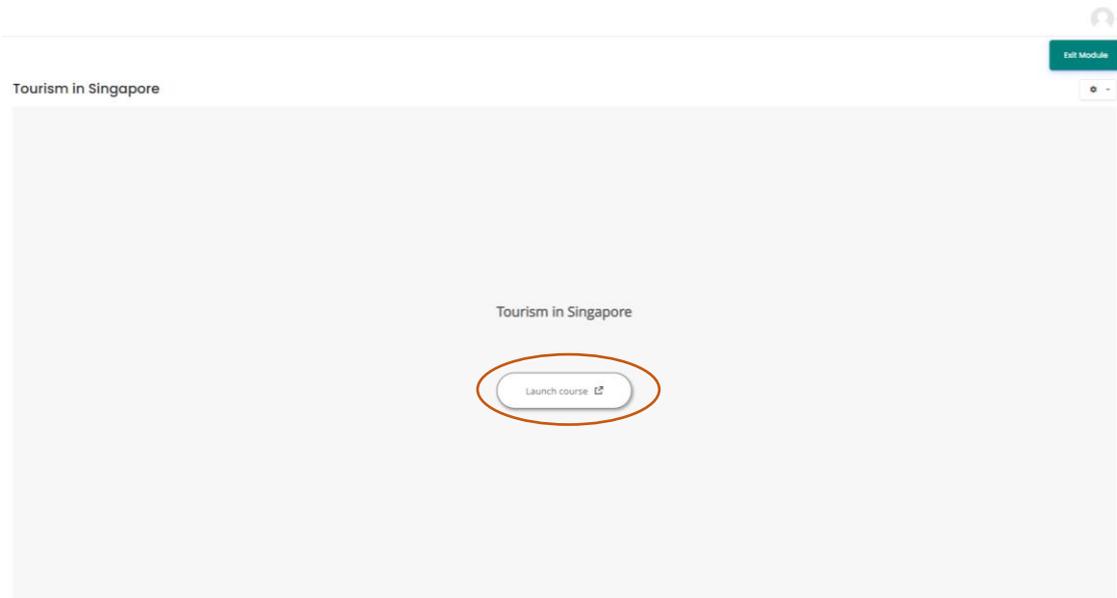


Green Singapore: Singapore Green Plan 2030



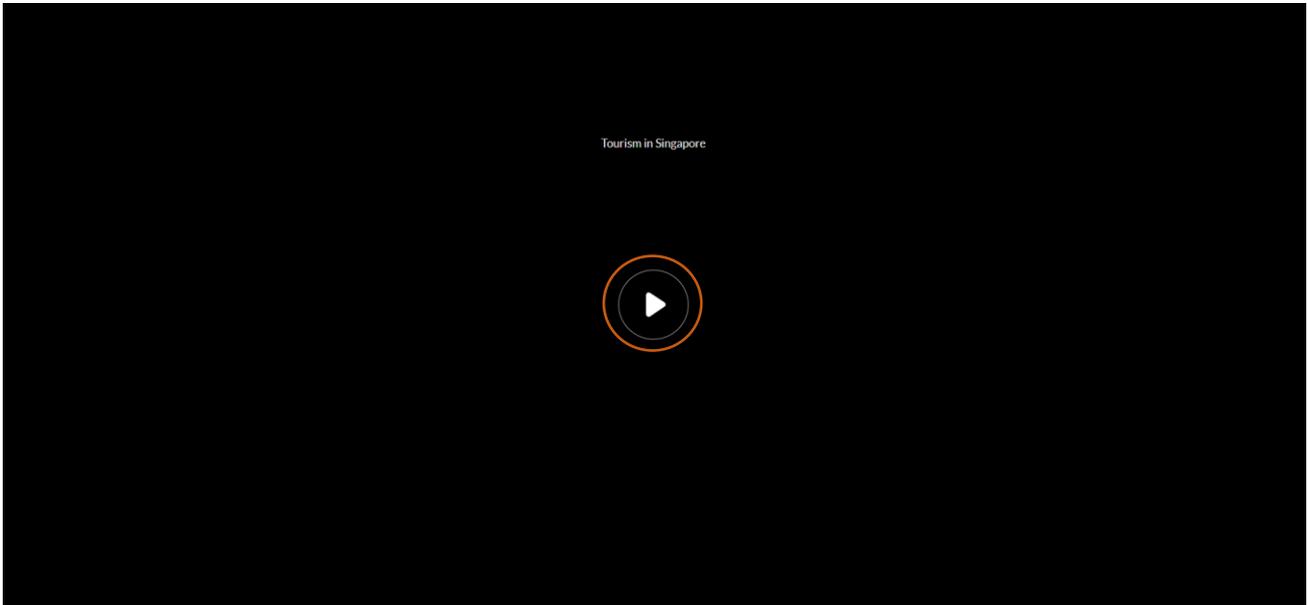
2.b Display all activities**2.1 Accessing Activities**

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.

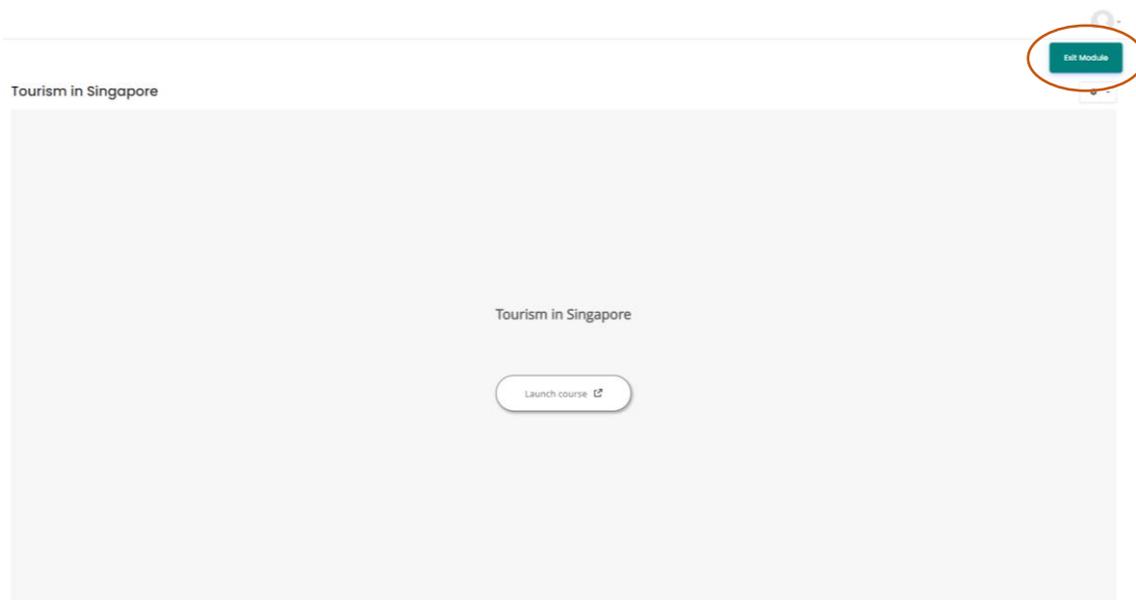


2.1.1 Completing Activities

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.



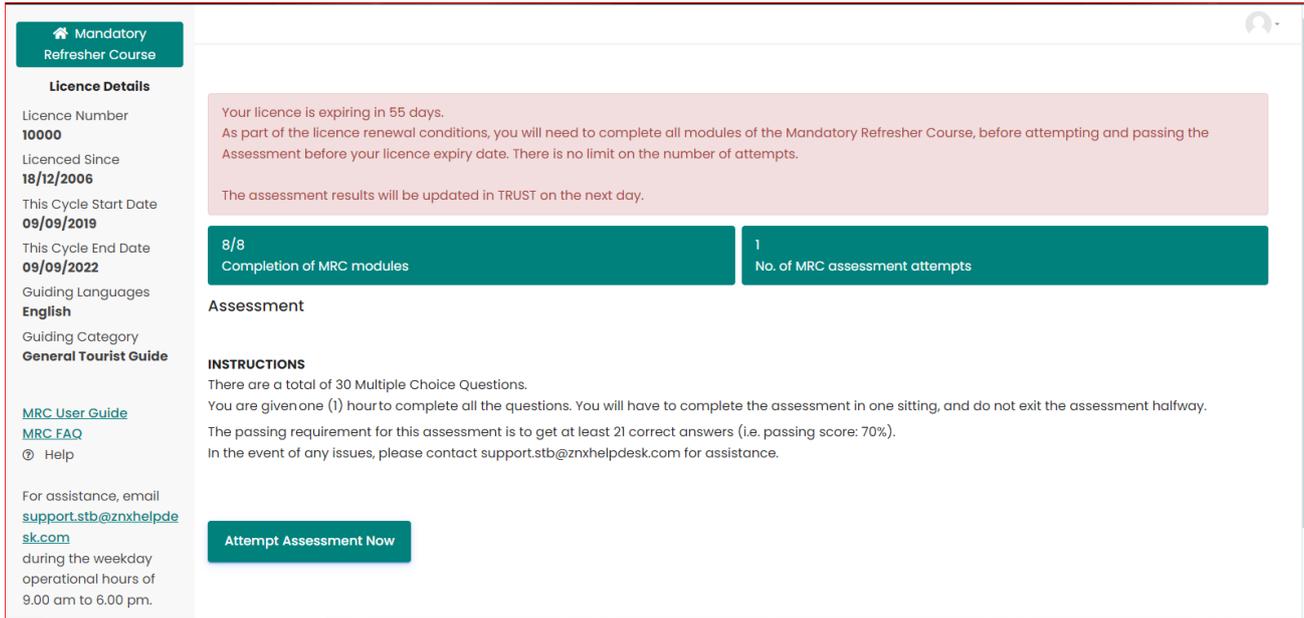
3. Assessment

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

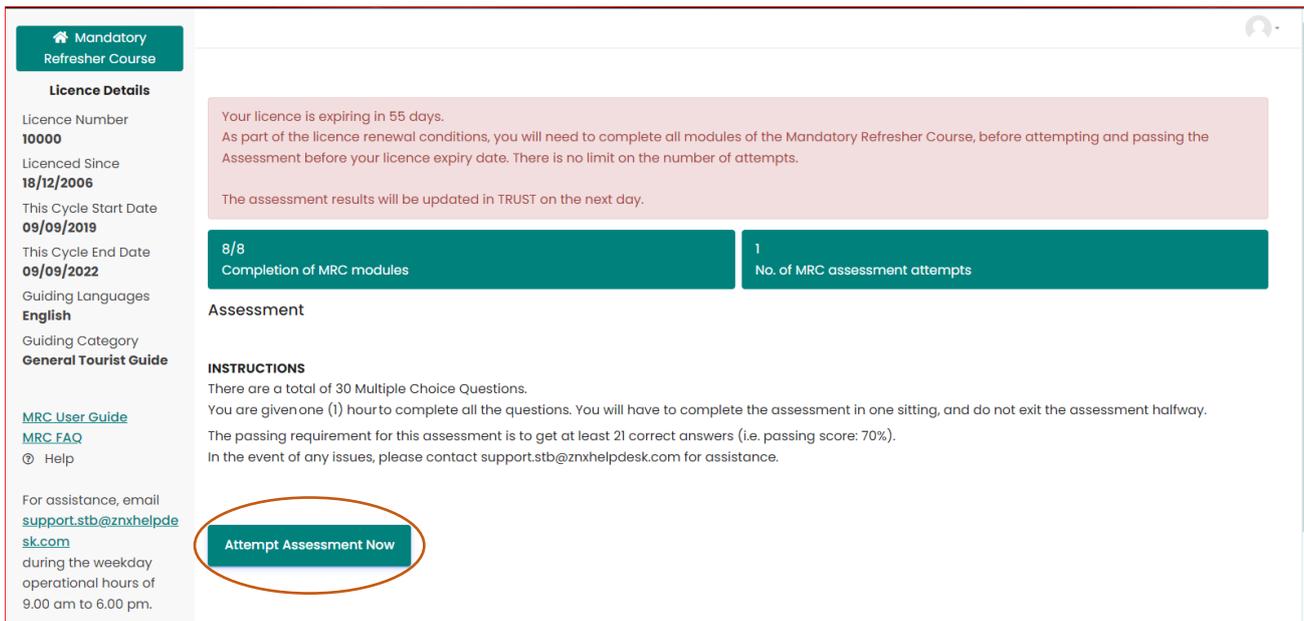
1. Click on “Take assessment” in the main dashboard

2. User will be redirected to the Assessment cover page



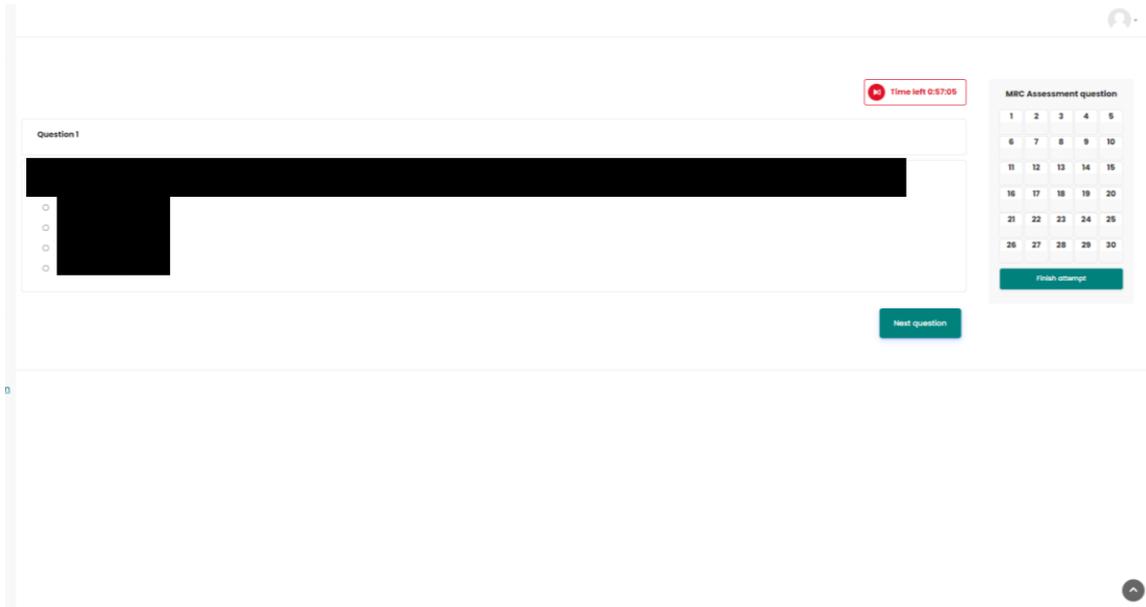
The screenshot shows the 'Mandatory Refresher Course' page. On the left is a sidebar with 'Licence Details' including Licence Number 10000, Licenced Since 18/12/2006, and This Cycle End Date 09/09/2022. The main content area has a pink warning box stating 'Your licence is expiring in 55 days.' Below this are two green progress bars: '8/8 Completion of MRC modules' and '1 No. of MRC assessment attempts'. Under the 'Assessment' section, there are 'INSTRUCTIONS' and a green 'Attempt Assessment Now' button.

3. Click on “Attempt Assessment Now”

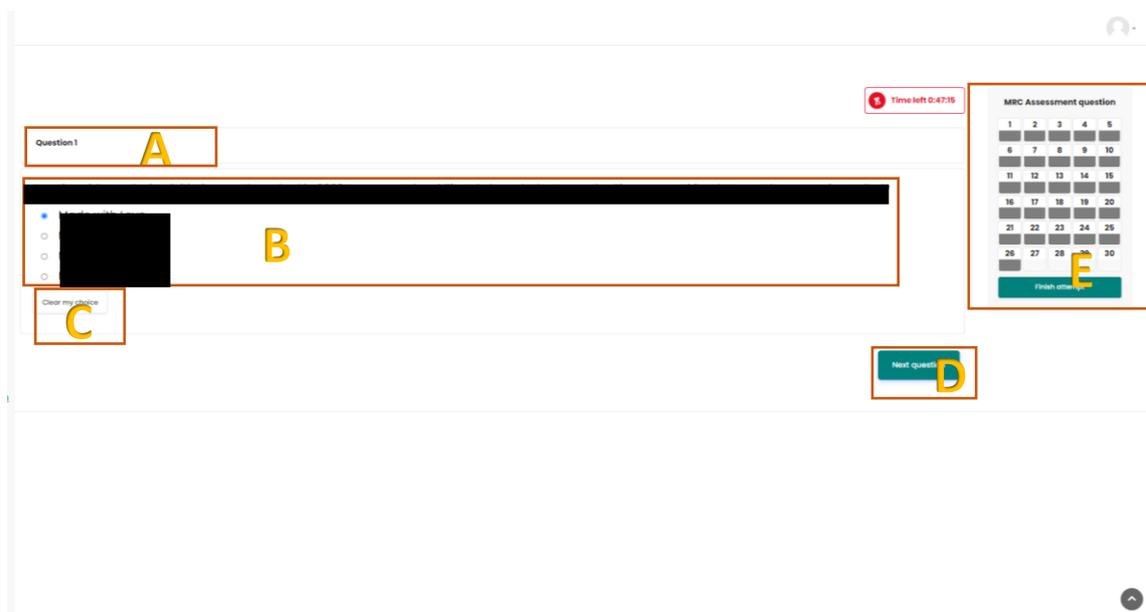


This screenshot is identical to the previous one, but the 'Attempt Assessment Now' button is circled in orange to highlight it.

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



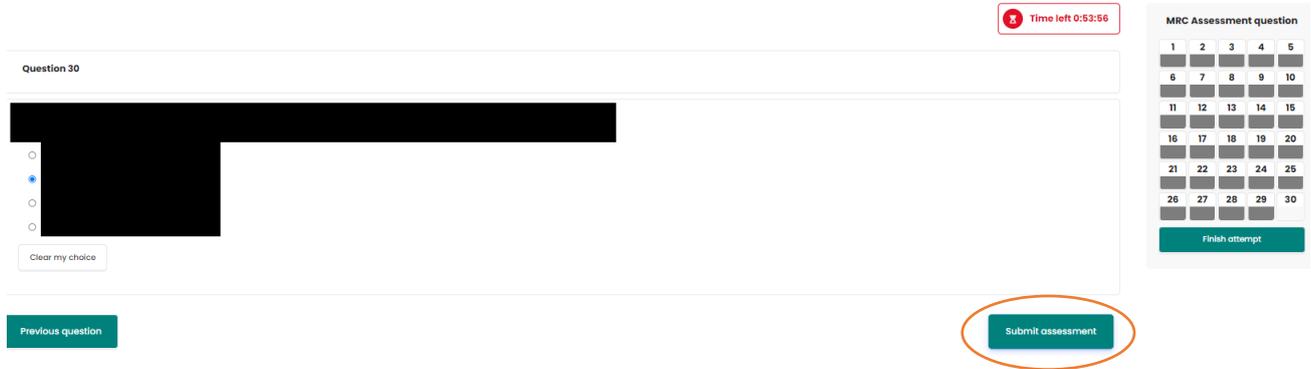
3.2 Navigating the assessment



- 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.

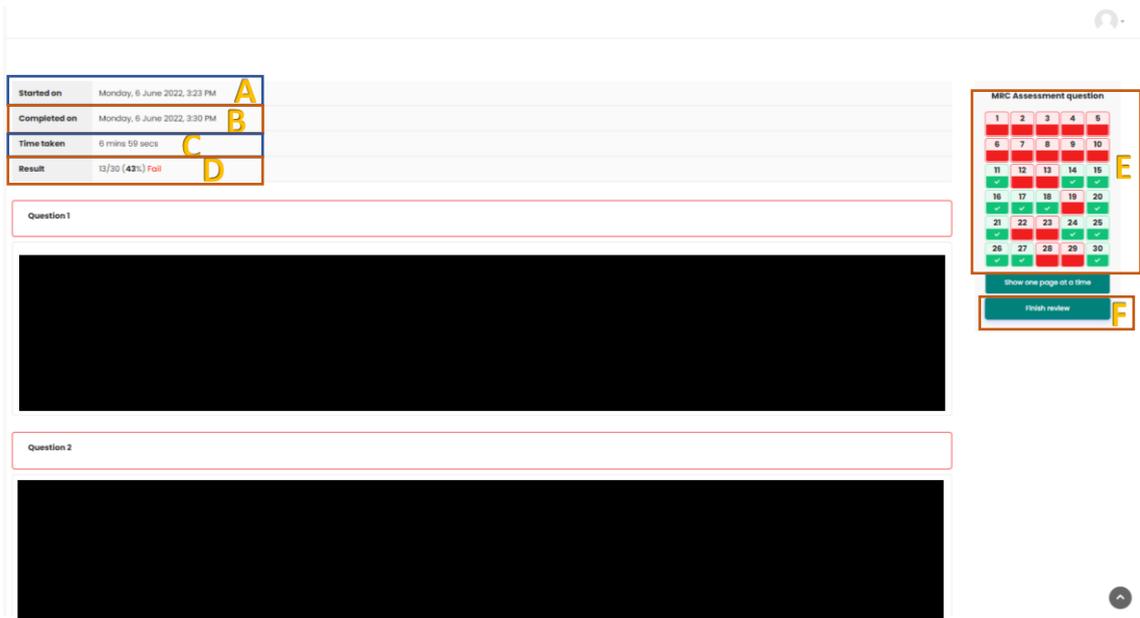
- E. **Question Index:** Displays which questions are completed and which have yet to be completed. Completed questions are greyed out and incomplete questions will be remained white.

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



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.

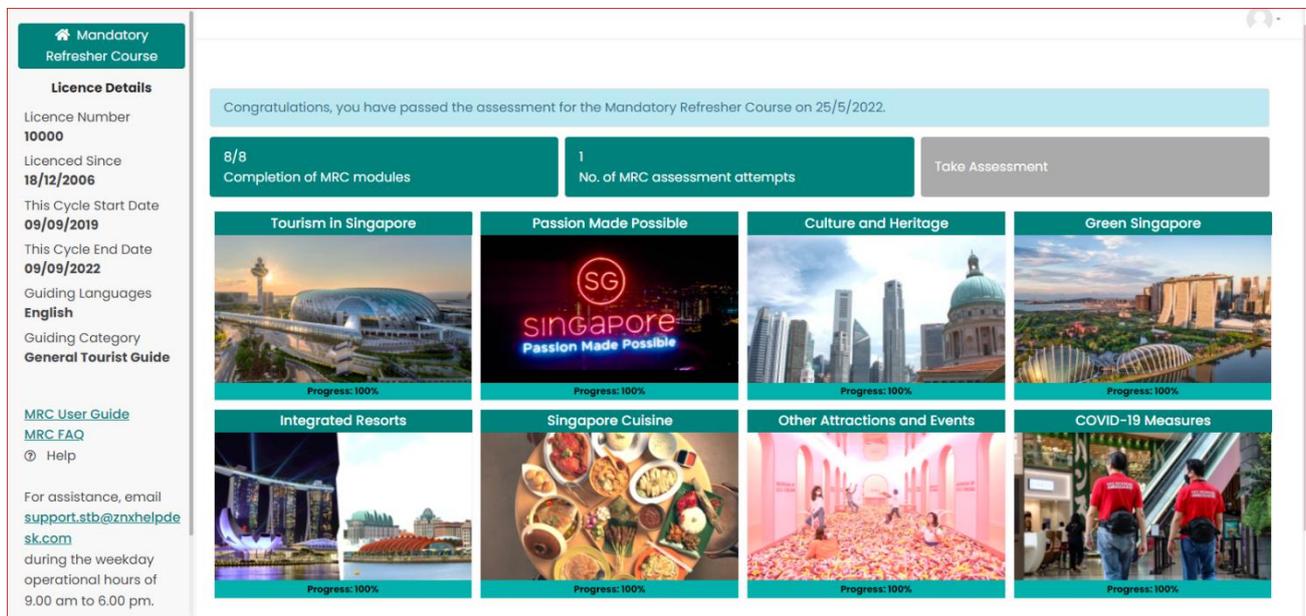


- A. **Started on:** Shows the date and time the assessment was started on.
- B. **Completed on:** Shows the date and time the assessment was submitted.
- C. **Time taken:** Shows the time taken in minutes and seconds that the user took to complete the assessment.

- 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 shows a dashboard for a 'Mandatory Refresher Course'. A light blue banner at the top reads: 'Congratulations, you have passed the assessment for the Mandatory Refresher Course on 25/5/2022.' Below this, there are two summary cards: '8/8 Completion of MRC modules' and '1 No. of MRC assessment attempts'. A 'Take Assessment' button is visible on the right. The main content area is a grid of eight modules, each with a representative image and a 'Progress: 100%' indicator:

- Tourism in Singapore
- Passion Made Possible
- Culture and Heritage
- Green Singapore
- Integrated Resorts
- Singapore Cuisine
- Other Attractions and Events
- COVID-19 Measures

On the left side of the dashboard, there is a sidebar with the following information:

- Licence Details**
- Licence Number: 10000
- Licensed 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@zxhelpdesk.com during the weekday operational hours of 9.00 am to 6.00 pm.