



ACKNOWLEDGE
EDUCATION

Student Portal Manual

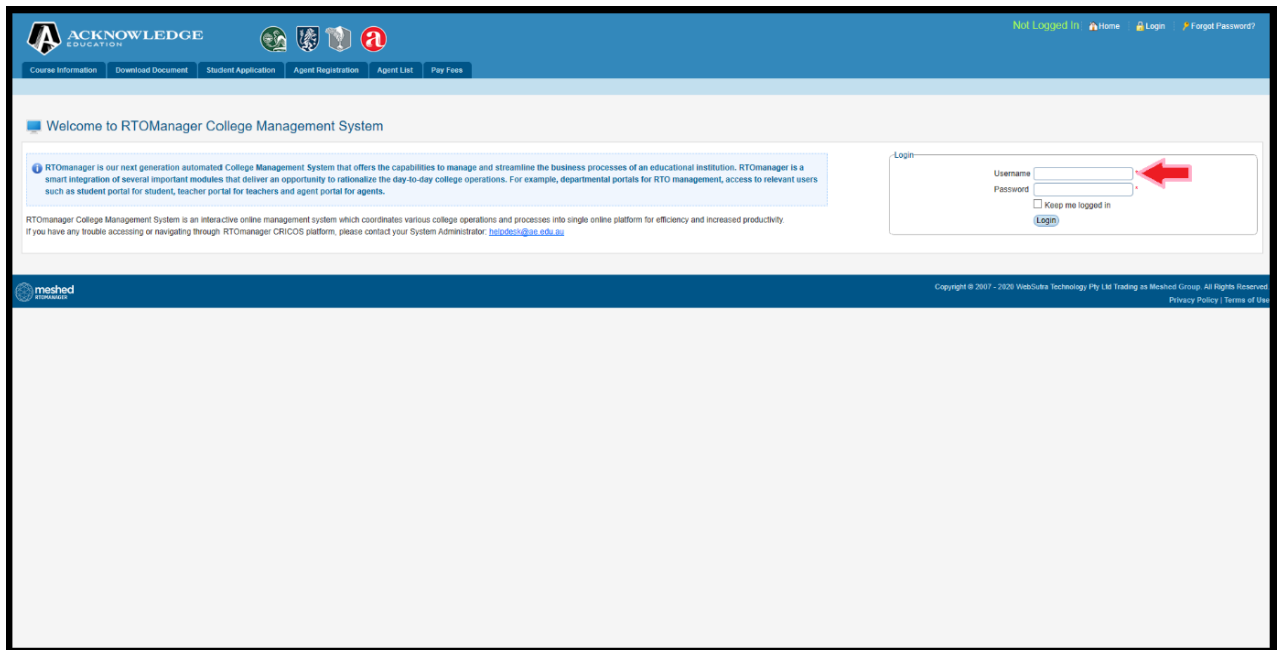
Student Portal: User Manual

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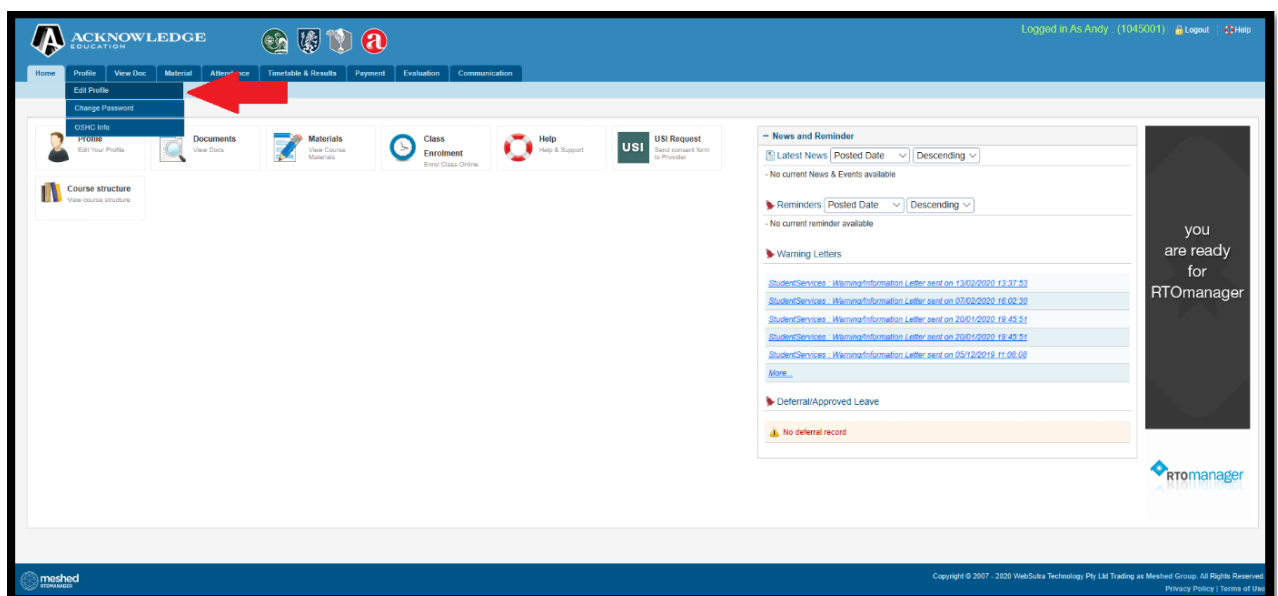
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How to update personal details via Student Portal?

- 1) Log on to your Student Portal.



- 2) Click on Edit Profile under the Profile tab.



- 3) You may change the following details:
 - a. Nickname
 - b. USI Entry (if you have not provided one)
 - c. Birthplace & Country of Birth
 - d. Street Address (please complete all fields with RED*) as compulsory fields
 - e. Postal address & overseas/permanent address (if available)
 - f. Emergency contact details

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Home Profile View Doc Material Attendance Timetable & Results Payment Evaluation Communication

Edit Profile Change Password OSAC Info

Edit Your Profile

Personal Information

Student ID: 1045001 Full name: Mr Andy .

Nickname: USI: Enter your valid USI here [What is USI?](#) [Steps to Create your own USI](#)

College email: Private email:

Birthplace: Country of birth:

Current Street Address

Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address.

Country:

Building/property name:

Flat/unit details:

Street number (e.g. 305 or Lot 118):

Street name:

Suburb/Town/City:

Postcode:

State/Province:

Mobile:

Work phone:

Phone:

Fax:

☐ Postal Address ☐ Overseas/Permanent Address

Edit Emergency/Guardian contact details

Action	Contact Type	Contact Name	Relationship	Address	Phone	Email
	Emergency	Arthur	TBA	TBA	TBA	
	e.g. Emergency/Corporate	<input type="text"/>	e.g. Mother/Recruiter/Manager	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Update](#)

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- 4) Once done, remember to click the "Update" button to save all changes made.

How to view attendance for the course enrolled?

- 1) To view your overall attendance for the course enrolled, click on the "Attendance" tab.

Logged in As Andy . (1045001) Logout Help

Home Profile View Doc Material **Attendance** Timetable & Results Payment Evaluation Communication

View Attendance (Overall Summary)

Course Name: CHC52015 Diploma of Community Services-13/07/2020 (Status: Current Student)

Current Course	Semester	Term	Total Attendance %	Total Projected %
BOCS: Bachelor of Community Services	BCS Term 3-2020	1	0%	56.49%
CHC52015: Diploma of Community Services	VET 2020 (ADB&DCS)	4	100%	0.00%

Total Attendance %: is the course attendance to the current date (now).
Total Projected %: is the total course attendance if the student attends every class from the current date (now) until the end of their course.

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- 2) You may also view the breakdown of your weekly attendance by clicking on the "Weekly" icon on the left (as shown in the picture below).

Logged in As Andy . (1045001) Logout Help

Home Profile View Doc Material **Attendance** Timetable & Results Payment Evaluation Communication

View Attendance (Weekly Summary)

Course Name: CHC52015 Diploma of Community Services-13/07/2020 (Status: Current Student)

Semester: VET 2020 (ADB&DCS)

Term: 4

Student Attendance View By Week

Term	Week Length	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Study Hrs	Other Hrs	Weekly Attd Hrs.	Weekly Class Hrs	Weekly Attd%	Semester Curr. Attd.	Semester Proj. Attd.
4	(28/09/2020 - 04/10/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(05/10/2020 - 11/10/2020)	PH	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(12/10/2020 - 18/10/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(19/10/2020 - 25/10/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(26/10/2020 - 01/11/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(02/11/2020 - 08/11/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(09/11/2020 - 15/11/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0
4	(16/11/2020 - 22/11/2020)	NC	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0	0

Weekly Attd%: Weekly attendance percentage for the week. Weekly Attd Hrs. / Weekly Class Hrs * 100
Semester Curr. Attd.: Refers to current attendance till that week. Total weekly attendance / total weekly class * 100 hours till the week

View Weekly Attendance

https://ee.stomanager.com.au/Student/StudentContent/StudentPages/Std_ViewAttendance.aspx?student comes 100% for remaining weeks for the selected semester. System assumes that Student will have classes in all remaining weeks except

How to view timetable and results?

- 1) Click on the "Timetable & Results" tab. You will be directed to the Timetable page (as shown in the picture below). By default, weekly timetable is shown, with complete information of the classes enrolled.

The screenshot shows the Acknowledge Education Student Portal interface. The user is logged in as Andy (1045001). The "Timetable & Results" tab is selected and highlighted with a red arrow. The "View Current Timetable" section displays the following information:

- Select course: BOCs Bachelor of Community Services-03/02/2020 (Status: Current Student)
- View Type: ☒ Weekly ☐ Monthly
- Semester: BCS Term 3-2020
- Week: 10 (16/11/2020 - 22/11/2020)
- View Timetable button

Total Study hours for current week 10 (16/11/2020 - 22/11/2020) is: 9.00 hours (including breaktime)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Subject: INT101: Introduction to Community Services Batch: P1 Teacher: Tatjana Klein Room: Room 2P Date: 16/11/2020 Time: 09:00 - 12:00	Subject: SAP101: Australia Society, Systems and Policies Batch: P3 Teacher: Arthur Spender Room: Room 3P Date: 17/11/2020 Time: 13:00 - 16:00	NC	NC	NC	Subject: FLD202: Fieldwork 1 Batch: Placement Teacher: --Unassigned-- Room: Online Date: 21/11/2020 Time: 09:00 - 12:00	NC

- 2) If you select the Monthly option, and click on "View Timetable", your scheduled classes will be displayed in a monthly format. You may also navigate between the months.

The screenshot shows the Acknowledge Education Student Portal interface. The user is logged in as Andy (1045001). The "Timetable & Results" tab is selected. The "View Current Timetable" section displays the following information:

- Select course: BOCs Bachelor of Community Services-03/02/2020 (Status: Current Student)
- View Type: ☐ Weekly ☒ Monthly (highlighted with a red arrow)
- Select year: 2020
- View Timetable button

The monthly timetable view shows the following schedule:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	01
02	03	04	05	06	07	08

BCS Term 3-2020 (1)
INT101: Introduction to Community Services
Batch/Cohort: P1
Teacher: Tatjana Klein
Room: Room 2P
Time: 09:00 - 12:00

BCS Term 3-2020 (1)
SAP101: Australia Society, Systems and Policies

- Click the "Results" icon on the right. Then select the course you would like to view your results from the drop-down box. Click on "View Course Results", and the listing will appear (as shown in the picture below).

View Academic Final Results

Select course: BOBAC Bachelor of Business (Accounting)-16/03/2020 (Status: Current Student)

View Course Results

Select semester: All

Select semester: All

Enrolment Details	Subject Results	Assessment Details
Semester: Semester 3, 2020 Term: 1 Batch: M1 Subject: MAN302 : Preparation of Business Plan (Attempt: 1)	Grade: Enrolled Marks: Not Marked	No assessment
Semester: Semester 2, 2020 Term: 1 Batch: No Batch Subject: CSM303 : Welfare Law & Ethics (Attempt: 1)	Grade: CT	No assessment
Semester: Semester 3, 2018 Term: 1 Batch: No Batch Subject: ETH201 : Business Ethics & CSR (Attempt: 1)	Grade: CT	No assessment
Semester: Semester 3, 2018 Term: 1 Batch: B Subject: MRK101 : Introduction to Marketing (Attempt: 1)	Grade: P Marks: 55	No assessment

https://ae.rtomanager.com.au/Student/StudentContent/StudentPages/Std_ViewResults.aspx

- You are also able to monitor your study plan for the course enrolled. Click on the "Study Plan" icon on the right, and the courses you enrolled will be displayed.

View Study Plan

View Study Plan (total rows: 12 rows)

Course	Course attempt	Additional information	Study Period	Status	CoE No	Course Tuition Fee	Action
BOBGC: Bachelor of Business	1	-	21/11/2022 - 31/07/2024	Offered		\$36,000.00	
SIT50416: Diploma of Hospitality Management	2	-	25/04/2022 - 23/10/2022	Offered		\$4,200.00	
SIT40516: Certificate IV in Commercial Cookery	2	-	27/09/2021 - 10/04/2022	Offered		\$4,200.00	
HLTSS00064: Infection Control Skill Set	1	-	16/11/2020 - 18/12/2020	Current Student		\$0.00	
SIT30816: Certificate III in Commercial Cookery	3	-	28/09/2020 - 19/09/2021	Offered		\$10,000.00	
BOBCi: Bachelor of Business (Accounting) - CPA Accredited Unit	1	-	27/07/2020 - 08/11/2020	Current Student		\$2,250.00	
CHC52015: Diploma of Community Services	1	-	13/07/2020 - 10/07/2022	Current Student		\$19,000.00	
BOBAC: Bachelor of Business (Accounting)	1	-	16/03/2020 - 03/11/2022	Current Student	NA	\$42,000.00	
			03/02/2020 - 30/09/2022	Current Student		\$40,000.00	

https://ae.rtomanager.com.au/Student/StudentContent/StudentPages/Std_ViewResults.aspx

- 5) Select the course you wish to view. Click on the "View Subject Completion Status" icon under Action column. A window will pop-up (as shown in the picture below), listing all the details of the units required within the course.

Course Progress Summary

Summary Type: Subject Completion Summary

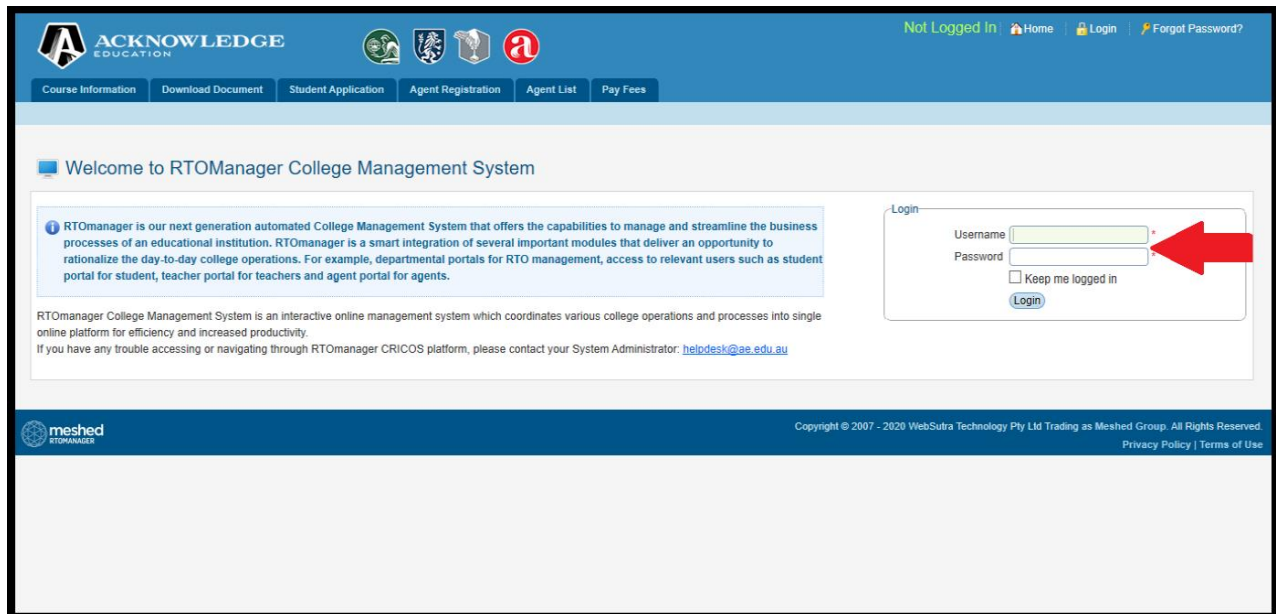
Activity Start Date	Subject	Activity Period	Final Outcome	Attendance %	Class Batch	Lecturer Name
14/09/2020	FLD202: Fieldwork 1	14/09/2020 - 13/12/2020	Enrolled	0.00	Placement	--Unassigned--
14/09/2020	INT101: Introduction to Community Services	14/09/2020 - 13/12/2020	Enrolled	0.00	P1	Tatjana Klein
14/09/2020	SAP101: Australia Society, Systems and Policies	14/09/2020 - 13/12/2020	Enrolled	0.00	P3	Arthur Spender
-	CAS101: Community Development	N/A	Not Enrolled	N/A		
-	CAS102: Group Work	N/A	Not Enrolled	N/A		
-	CAS203: Principles of Case Management	N/A	Not Enrolled	N/A		
-	CAS204: Managing Multiculturalism and Diversity	N/A	Not Enrolled	N/A		
-	COU101: Theories in Counselling	N/A	Not Enrolled	N/A		
-	COU202: Counselling Practice	N/A	Not Enrolled	N/A		
-	COU303: Supervision and Debriefing	N/A	Not Enrolled	N/A		
-	FLD201: Ethics and Professional Practice	N/A	Not Enrolled	N/A		
-	FLD303: Transition to Professional Practice	N/A	Not Enrolled	N/A		
-	FLD304: Fieldwork 2	N/A	Not Enrolled	N/A		
-	INT102: Interpersonal Communication Skills	N/A	Not Enrolled	N/A		
-	INT103: Human Development Across the Lifespan	N/A	Not Enrolled	N/A		
-	INT204: Introduction to Management in Community Services	N/A	Not Enrolled	N/A		
-	SAP102: Welfare Systems and Services in Australia	N/A	Not Enrolled	N/A		

BOBGC: Bachelor of Community Services

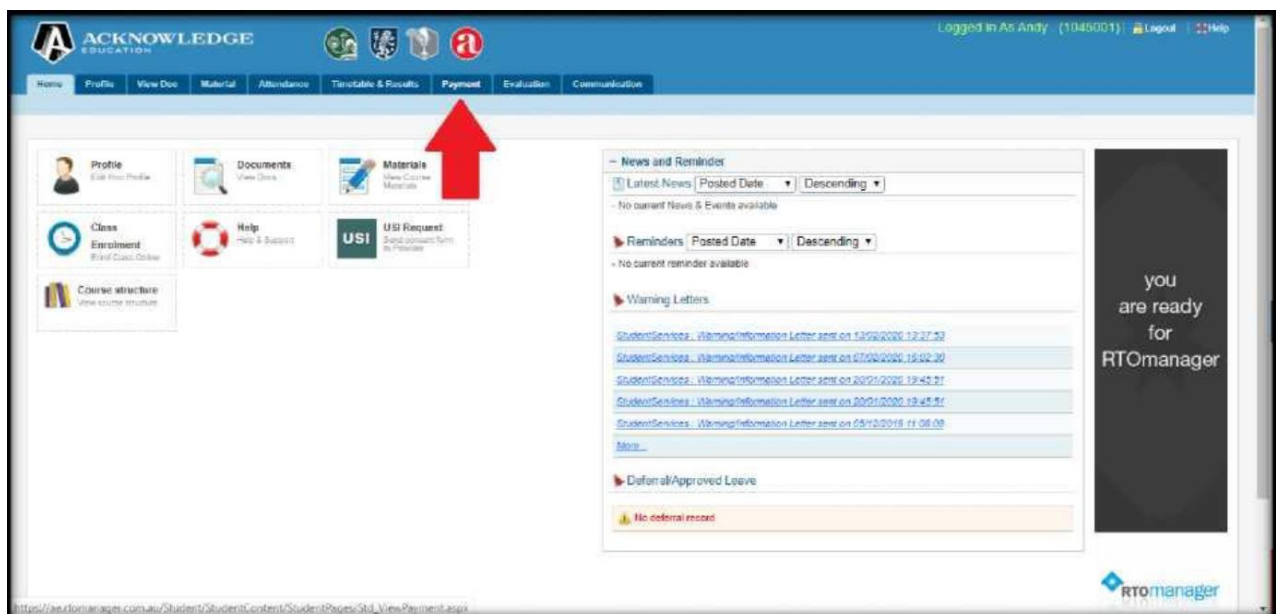
03/02/2020 - 30/09/2022 Current Student \$46,800.00

How to pay via Student Portal?

- 1) Log on to your Student Portal.



- 2) Click on the Payment tab.



- 3) Please make sure the "Course Enrolled" is correct.

The screenshot shows the Acknowledge Education Student Portal. The user is logged in as Andy (1045001). The page title is "View Your Payment Information". The student's name is Andy, and the student ID is 1045001. The course enrolled is "BOCS Bachelor of Community Services-03/02/2020 - Current Student". The course study period is 30/02/2020 - 30/09/2022. The student's campus is Perth. The student course payment summary shows a total tuition fee of AUD48600.00, a total fee paid of AUD0.00, a total miscellaneous fee of AUD517.00, an invoiced due amount of AUD4900.00, a miscellaneous payment due of AUD0.00, a total fee refunded of AUD0.00, and an OSAC payment of AUD517.00. The view payment details section shows a table of invoices. The first invoice is for 27 Jan 20, with invoice number 58901, invoice start date 03 Feb 20, fees of \$9,486.00, invoice Ct. of \$9.00, fee paid of \$0.00, and a Pay Fees Online link. A red arrow points to the "Course Enrolled" dropdown menu.

Invoice Due Date	Invoice Number	Invoice Start Date	Fees	Invoice Ct.	Fee Paid	Pay Fees Online
27 Jan 20	58901	03 Feb 20	\$9,486.00	\$9.00	\$0.00	\$

- 4) Click on the "\$" sign to Pay Fees Online (please ensure that your pop-up blocker has been disabled).

The screenshot shows the Acknowledge Education Student Portal. The user is logged in as Andy (1045001). The page title is "View Your Payment Information". The student's name is Andy, and the student ID is 1045001. The course enrolled is "BOCS Bachelor of Community Services-03/02/2020 - Current Student". The course study period is 30/02/2020 - 30/09/2022. The student's campus is Perth. The student course payment summary shows a total tuition fee of AUD48600.00, a total fee paid of AUD0.00, a total miscellaneous fee of AUD517.00, an invoiced due amount of AUD4900.00, a miscellaneous payment due of AUD0.00, a total fee refunded of AUD0.00, and an OSAC payment of AUD517.00. The view payment details section shows a table of invoices. The first invoice is for 27 Jan 20, with invoice number 58901, invoice start date 03 Feb 20, fees of \$9,486.00, invoice Ct. of \$9.00, fee paid of \$0.00, and a Pay Fees Online link. A red arrow points to the "\$" sign in the "Pay Fees Online" column.

Invoice Due Date	Invoice Number	Invoice Start Date	Fees	Invoice Ct.	Fee Paid	Pay Fees Online
27 Jan 20	58901	03 Feb 20	\$9,486.00	\$9.00	\$0.00	\$

- 5) A pop-up window will appear. Please check your details are correct, and that you have sufficient fund in your credit card to pay the fee listed. If this is incorrect, please contact your campus immediately.

Mesched Group Enterprise Education Management System - Online Payment - Mi...

https://ae.rtomanager.com.au/Publics/PayFees/PayOnline.aspx

Logged in As Andy . (1045001) Logout Help

Payment Detail

Note: A service fee of 0.00% will be added to the total amount of payments made by Visa and MasterCard.

Enter amount you want to pay *

5050.00

\$0.00
CHARGEABLE SERVICE FEE

\$5050.00
TOTAL FEE TO PAY

Payment Method

Credit Card

Click Credit Card icon to proceed the payment online with Secure Bank Gateway.

Name: Mr Andy
Status: Current Student
Campus: Perth

Fees	Invoice Cr.	Fee Paid	PayFees Online
\$7,050.00	\$0.00	\$2,000.00	\$
\$0.00	\$0.00	\$0.00	\$
\$3,250.00	\$0.00	\$0.00	\$

- 6) Enter your credit card details as required in the fields below. Please confirm that all details are accurate, then click on the "PAY NOW" button below.

Enter your credit card details

Name On Card *

This field is required.

Credit Card Number *

This field is required.

Expiry Date *

--Month--

--Year--

This field is required.

CVN *

This field is required.

Pay Now

- 7) If the payment is successful, a confirmation page will appear. An email will also be sent to your email address listed in your student portal. This will appear instantly in your student portal account.
- 8) If payment is unsuccessful, payment will not be deducted. Please check your details and try again.

How to print receipt for the tuition fees paid?

- 1) Once the transaction is successful, the payment will directly reflect in your account, under the Payment History section. Click on the PDF icon (as shown in the picture below) to generate the payment receipt.

The screenshot shows the 'View Your Payment Information' page in the Acknowledge Education Student Portal. The user is logged in as Andy (1045001). The page displays student details, a course summary, and a payment history table. A red arrow points to a PDF icon next to a transaction in the payment history table.

Student Name
 Student ID: 1045001
 Name: Mr Andy
 Courses enrolled: CHC52015 Diploma of Community Services-15/07/2019 - Current Student
 Status: Current Student
 Course study period: 15/07/2019 - 11/07/2021
 Campus: Perth

Student Course Payment Summary
 Total tuition fee: AUD15000.00
 Total fee paid: AUD500.00
 Total miscellaneous fee: AUD717.00
 Invoiced due amount: AUD4000.00
 Miscellaneous payment due: AUD200.00
 Total fee refunded: AUD0.00
 OSHC payment: AUD517.00

View Payment Details
 View By: ☒ Tuition Fee Payments ☐ Miscellaneous Payments

Invoice schedule(s) for student: 1045001, CourseId: CHC52015

Invoice Due Date	Invoice Number	Invoice Start Date	Fees	Invoice Cr.	Fee Paid	PayFees Online
01 Jul 20	47131	01 Jul 20	\$2,250.00	\$0.00	\$500.00	\$
31 Aug 20	47131	14 Sep 20	\$2,250.00	\$0.00	\$0.00	\$

Payment history of student: 1045001, CourseId: CHC52015

Transaction No.	Receipt No.	Payment Date	Amount Paid	Payment Mode
45742	205043	01/07/2020	500.00	Credit Card

- 2) The PDF file will be generated, and should look like this:

The image shows a sample of a Tax Receipt generated from the Acknowledge Education Student Portal. It includes the Acknowledge Education logo, student details, payment information, and a table of payment details.

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TAX RECEIPT

Andy
 168 Exhibition Street
 MELBOURNE VIC 3000
 Australia

Receipt No.: #205043
 Issue Date: 1/07/2020

Payment Date: 01/07/2020
 Received from: Andy
 Student ID: 1045001
 Course Name: Diploma of Community Services
 Agent Name: Acknowledge Education Pty Ltd

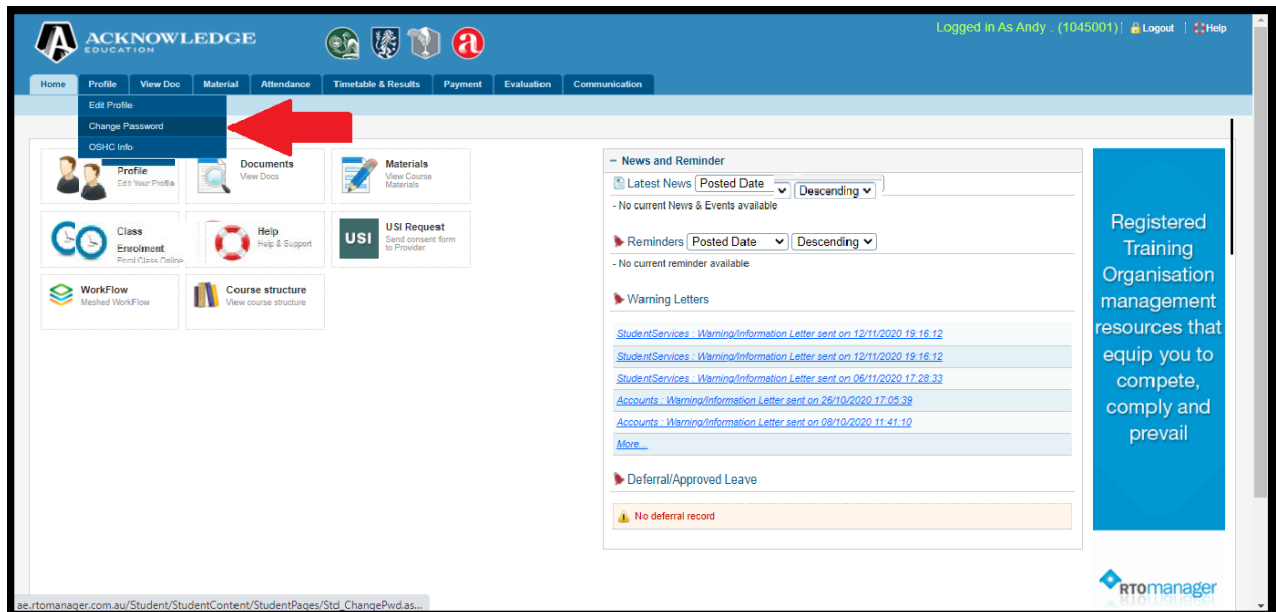
PAYMENT DETAILS

Pay Type	Paid Amount
Tuition Fee	\$500.00
Sub Total	\$500.00
Actual Amount Paid	\$500.00
Method of payment:	Credit Card

How to complete forms online?

Workflow is a new platform set-up in your student portal to allow access to forms online. As a first-time user, you are required to reset your Student Portal password.

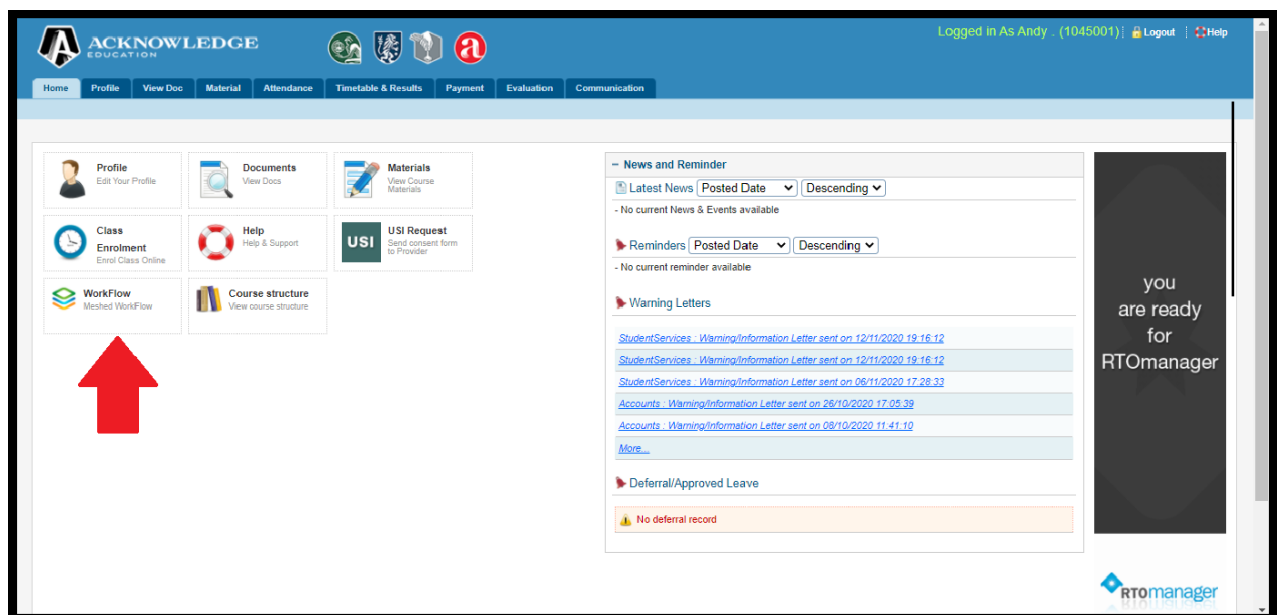
- 1) Log on to your student portal. Then select "Change Password" under the Profile tab.



- 2) You will be prompted to enter your "Current Password", and then the "New Password". Once done, click on "Change Password" button to confirm.

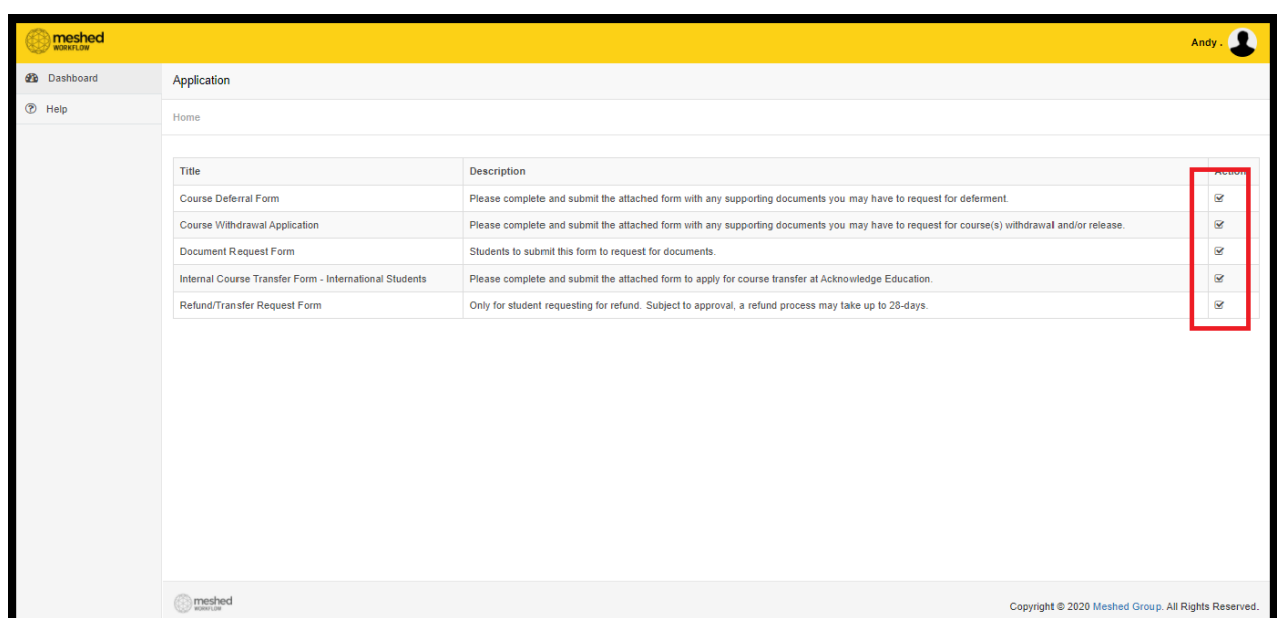
The screenshot shows the 'Change Password' form in the Acknowledge Education Student Portal. The form is titled 'Change Password' and has two main sections: 'Change Password' and 'Reset Security Question & Answer'. The 'Change Password' section contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. The 'Reset Security Question & Answer' section contains three input fields: 'Current password', 'Security question', and 'Security answer'. A red box highlights the 'Current Password', 'New Password', and 'Confirm New Password' fields. The 'Security question' field has a dropdown menu with the option 'What is your passport no?'. The 'Security answer' field has a 'Reset' button. A warning message states: 'This question & answer will be used when you forget your password. Please remember your question & answer. You can reset your own security question & answer at anytime.' The footer shows the 'meshed' logo and the text: 'Copyright © 2007 - 2020 WebSutra Technology Pty Ltd Trading as Meshed Group. All Rights Reserved. Privacy Policy | Terms of Use'.

- 3) Once password has been reset, you may access forms online. In the homepage of your student portal, you will see an icon "Workflow" as shown in the picture below. Click on it, and a new window will appear.



- 4) Your Workflow screen will display all the available forms. Read the Title and Description of the form to understand the purpose of each form. Once decided, click on the icon on the right to access the Online Form. You will be directed to the form accordingly. Please complete the fields as required. Once submitted, a staff will be in contact with you if further documents/information is required.

Do note that each form has a different processing duration. The final outcome will be delivered to you within duration specified.





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