



# Te Kete Guide

(powered by Canvas)

## for Teachers

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# Introduction

## What is Te Kete?

Te Kete is Te Pūkenga ServiceIQ's Learning Management System.

## Which browser should I use?

Te Kete (powered by Canvas) should be used on current or previous major releases of Chrome, Firefox, or Safari. It may also be used on Edge, but Internet Explorer is not supported.

## Mobile Applications

On mobile devices, Canvas is designed to be used within Canvas mobile applications. These apps can be downloaded from the app store or play store on your phone:

[Apple app instructions](#)

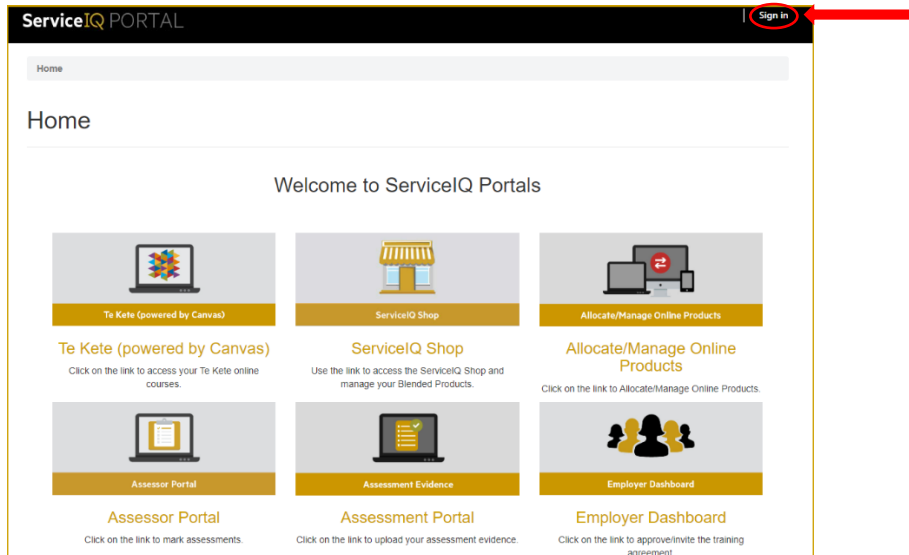
[Google play instructions](#)

## Logging into Te Kete

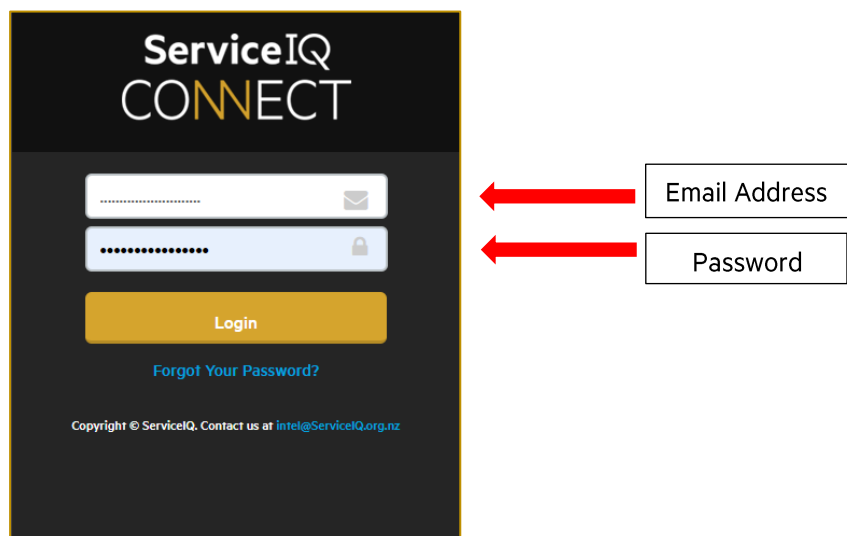
To access our login screen, please type the following web address: <https://portal.serviceiq.org.nz/>.

This will bring you to ServiceIQ's main login page.

Click: **Sign in** as shown on the screenshot below.



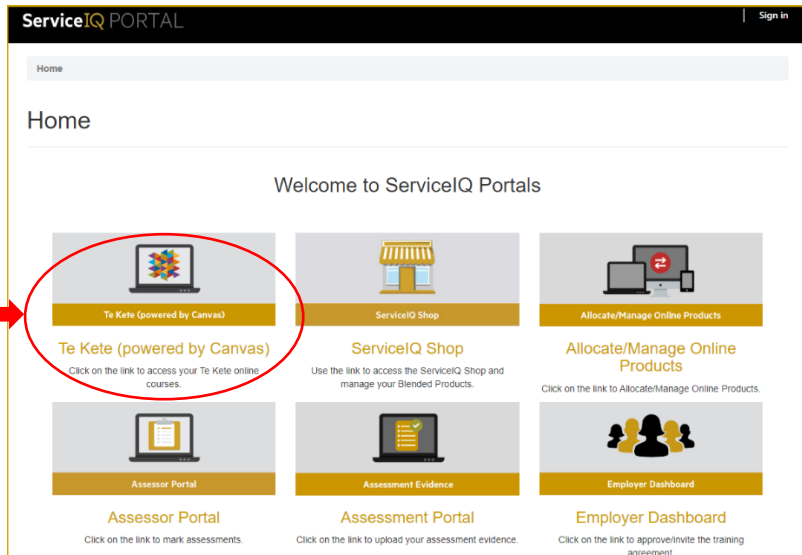
You will then be asked for login details. This will log you into the main screen for ServiceIQ's Portal.



## Main Screen of ServiceIQ's Portal:

Main Screen of ServiceIQ's Portal:

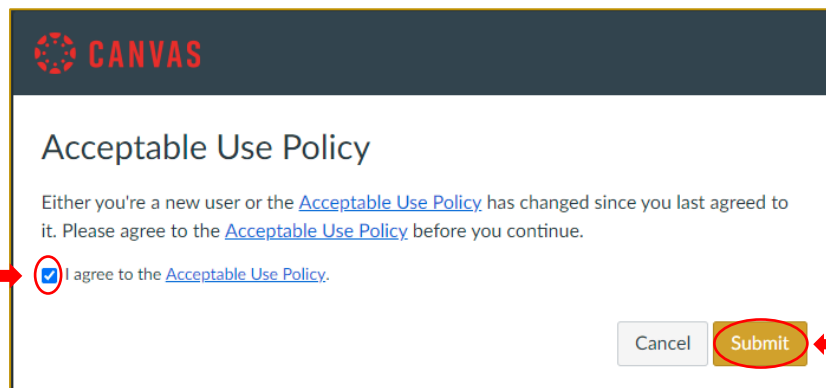
Click: Te Kete (powered by Canvas)



Once you click on the Te Kete (powered by Canvas) icon, you will be taken to your account. The first time you access Te Kete, you must agree on the user policy before beginning, as shown below.

Click: I agree (tick box)

Click: Submit (as shown below)



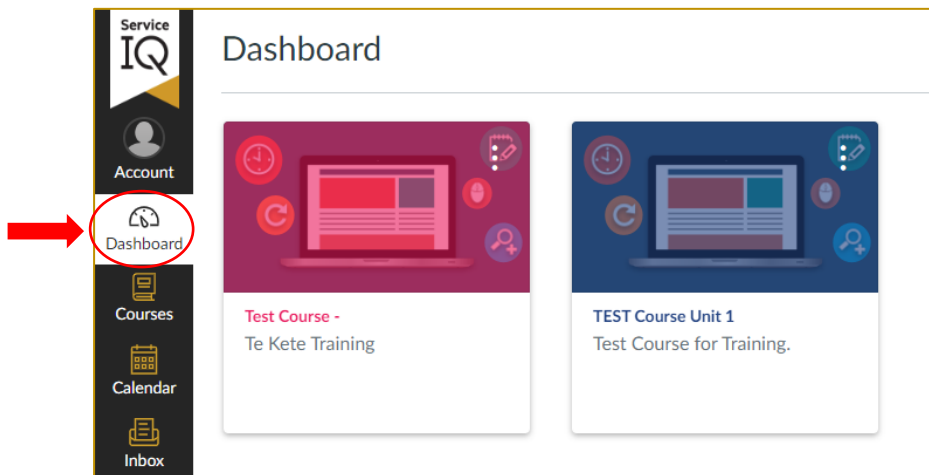
**CANVAS**

### Acceptable Use Policy

Either you're a new user or the [Acceptable Use Policy](#) has changed since you last agreed to it. Please agree to the [Acceptable Use Policy](#) before you continue.

☒ I agree to the [Acceptable Use Policy](#).

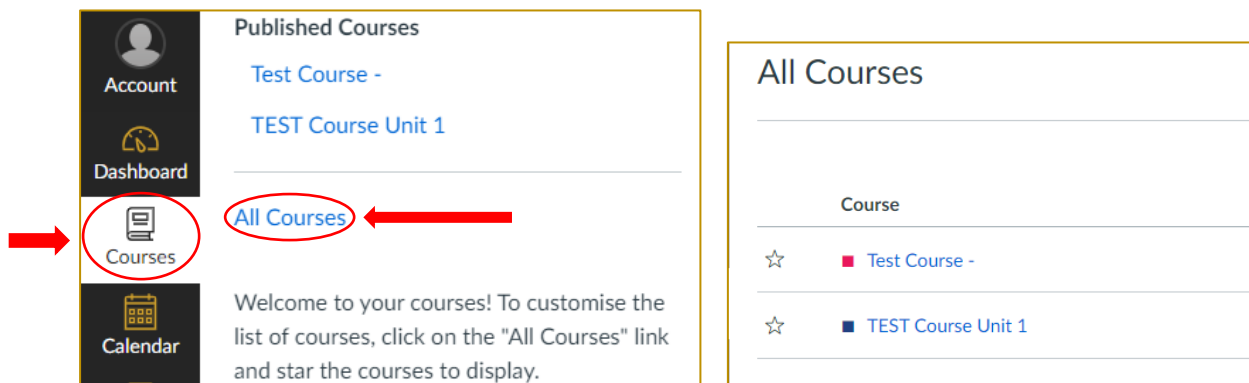
## Your Dashboard



Dashboard maximum: you can see up to 20 course cards (up to ten if you are working on the mobile app).

You can also view your courses by:

1. **Select:** Courses tab
2. **Click:** All Courses from the Global Navigation menu.

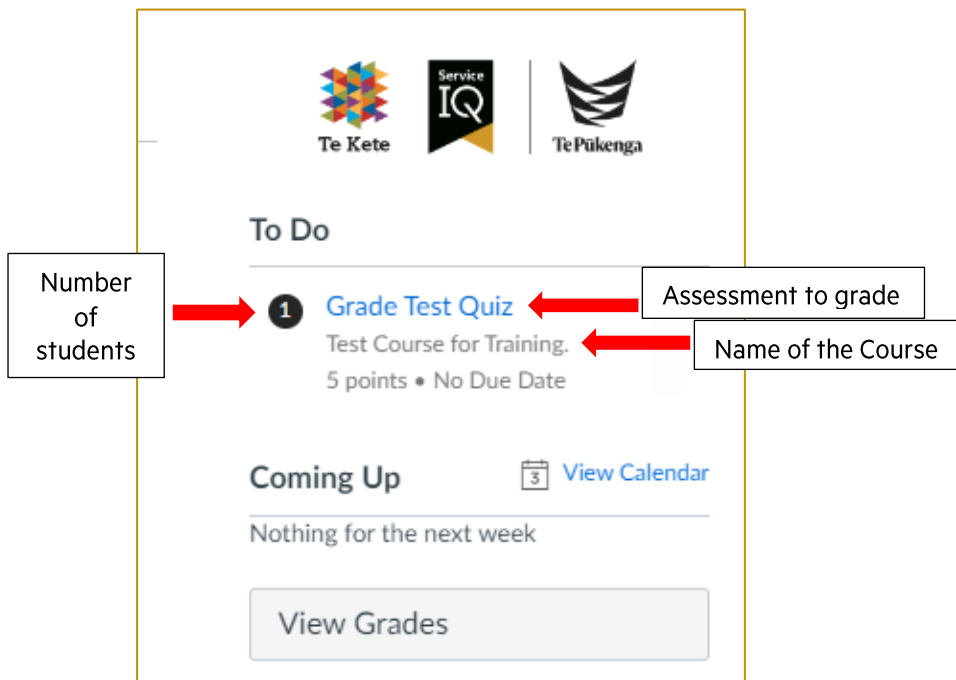
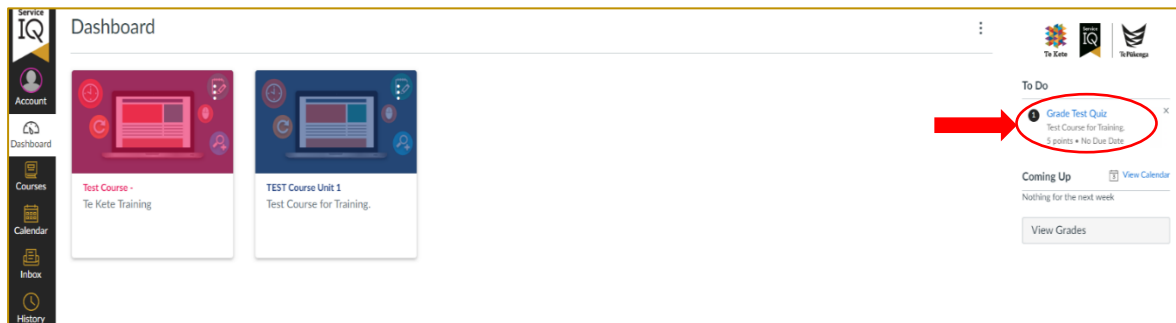


3. **Click:** the “Dashboard” icon to return to the screen view

## Your Dashboard: How to view your “To-Do” list

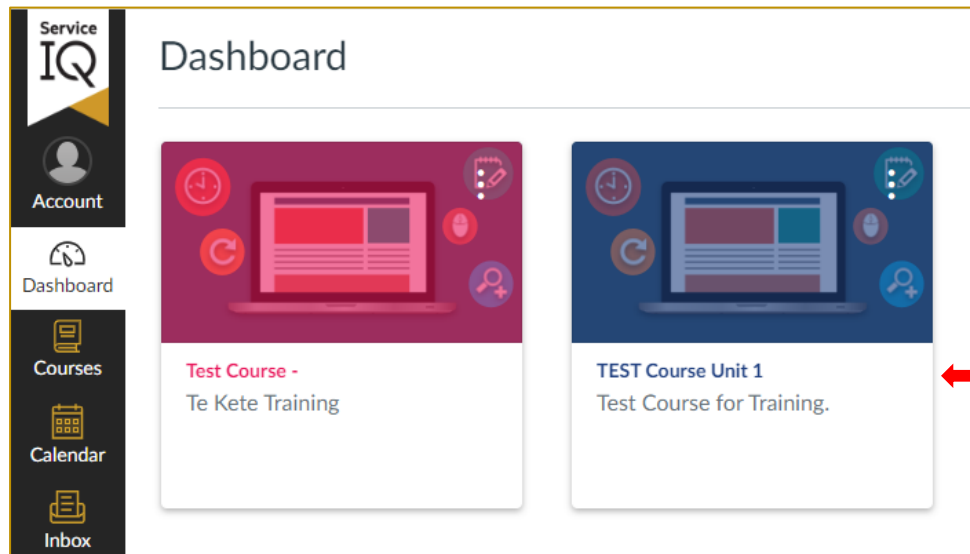
You will be able to see any tasks awaiting your action **under the To Do list** on the right-hand side of your Dashboard

The number next to the assessment name indicates the number of students awaiting grading.



## Your Dashboard: How to view a course

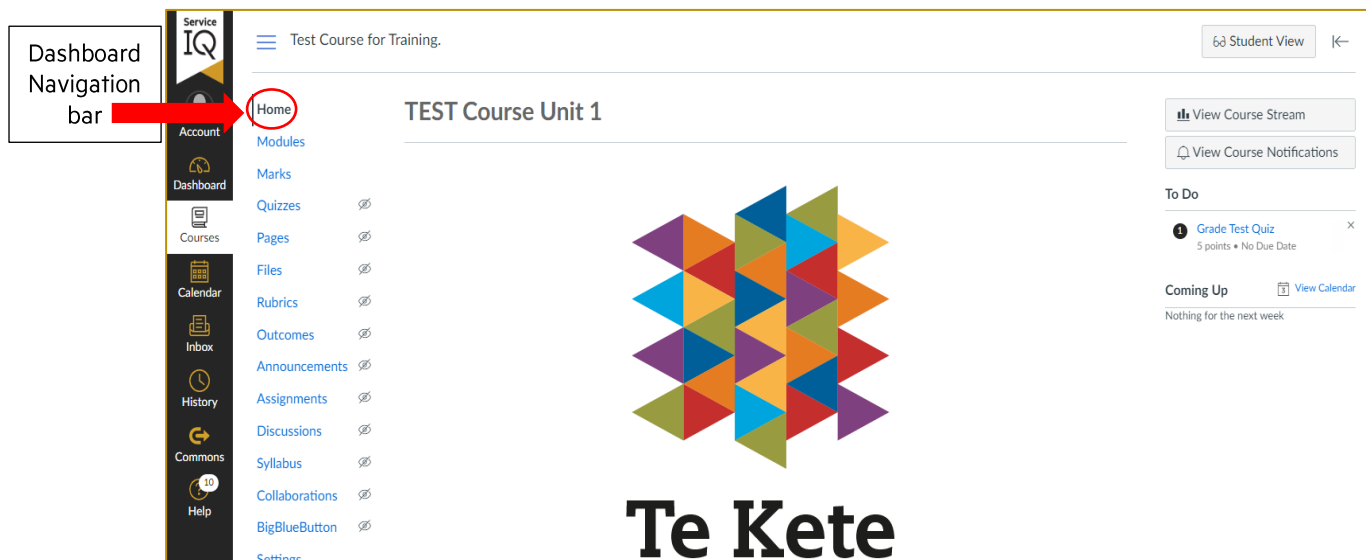
Click: the course from your **Dashboard**



Once you have chosen your unit, you will see the **Home Page** (shown below).

Whenever you have a course open, you will be provided with a second navigation bar (on the left-hand side of your screen). This navigation bar is called your “dashboard navigation bar,” and its purpose is to make it easier to access content within your course.

### Course Home page





## Your Dashboard: Teacher Resources and Unit Standard Information

Click on the **Modules** tab to find the Assessor resources in which you can access the Assessor Guide and Unit Standard

Please note: Teacher resources modules will be unpublished. This will not be visible to a student.

The screenshot shows a dashboard with a sidebar on the left containing the following menu items: Home, SCORM, **Modules** (highlighted with a red arrow), Marks, People, Announcements, Pages, Assignments, Discussions, Outcomes, Files, Rubrics, Quizzes, Syllabus, BigBlueButton, Collaborations, and Settings. The main content area is divided into three sections:

- Learning Material**: Contains a link to "4646 v10: DKO the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises".
- Assessment**: Contains a link to "Assessment Questions" (36 pts) and a link to "More Assessment Information".
- Assessor Resources**: Contains two links, both circled in red with arrows pointing to them: "Assessor Guide" and "Unit Standard 4646 v10".

Click on: Assessment Guide to view

This screenshot shows a close-up of the "Assessor Resources" section. It contains two links, both circled in red with arrows pointing to them: "Assessor Guide" and "Unit Standard 4646 v10".

Then click to: **Download**

This will download as a PDF file (as shown on the next page)



- Home
- SCORM
- Modules
- Marks
- People
- Announcements
- Pages
- Assignments
- Discussions
- Outcomes
- Files
- Rubrics
- Quizzes
- Syllabus
- BigBlueButton
- Collaborations
- Settings

4646 V10 eWAG E1

Download 4646 V10 eWAG E1 (285 KB)




Page < 1 > of 1



**Hei arataki i te kaiaromatawai**  
Workplace assessment guide

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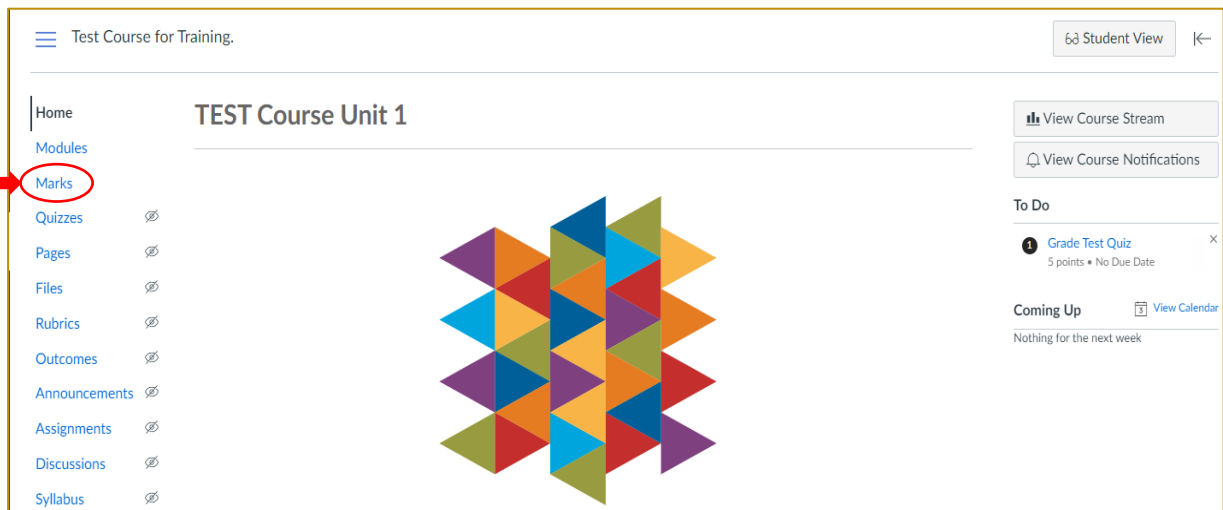
**Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises**





|               |           |          |          |          |
|---------------|-----------|----------|----------|----------|
| Unit standard | Version   | Credits  | Level    | Edition  |
| <b>4646</b>   | <b>10</b> | <b>2</b> | <b>4</b> | <b>1</b> |

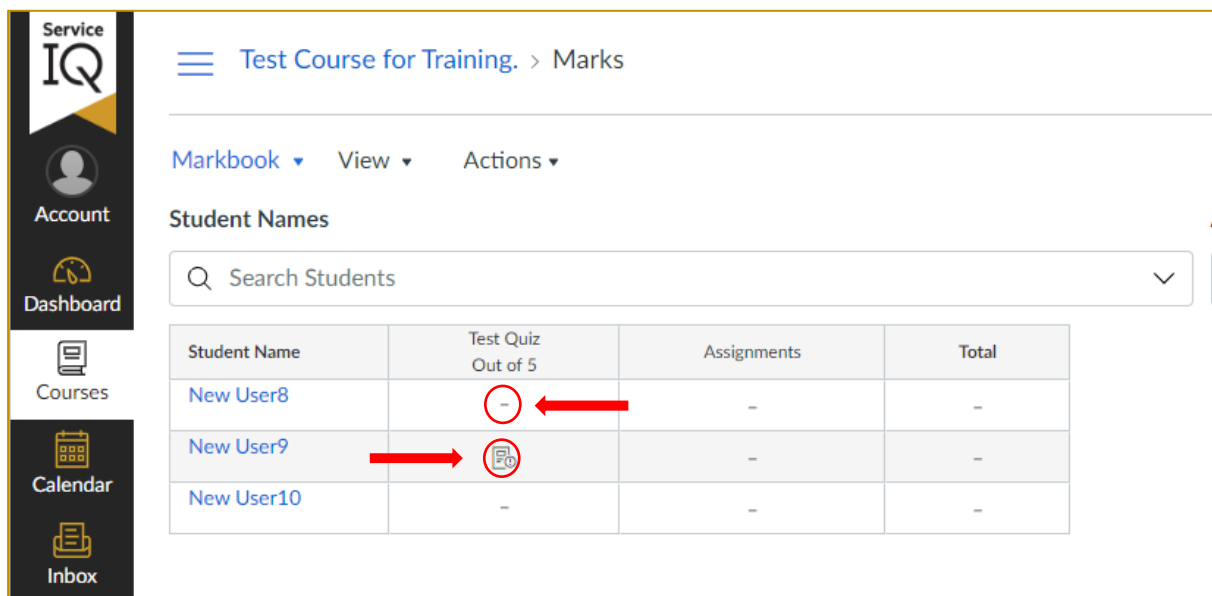
## Assessment: Accessing the Marks Tab and Markbook



Click on: **Marks** to access the Grade book.



The Markbook will show all the Students' names and the assessment status.

1. The status symbol  indicates that the student has completed the assessment and is now waiting for grading.
2. The Hyphen symbol  indicates that the student has not started the assessment.



| Student Name | Test Quiz<br>Out of 5   | Assignments | Total |
|--------------|---|-------------|-------|
| New User8    |  | -           | -     |
| New User9    |  | -           | -     |
| New User10   | -   | -           | -     |

On the screenshot above;  
“New User 8” has not completed the assessment  
while “New User 9” has completed it and is ready for marking.

## Assessment: Filtering Students by Submission Date Within the Marks Section

You have the ability to sort your trainees using various filters through the Marks section.

**To access the filtering option:**

1. Go to **Marks**
2. Click the three-dotted lines next to Assessment Questions
3. Click on **Sort by** option and choose the filtering option you would like

The screenshot shows the 'Marks' section of a system. At the top, there is a breadcrumb trail: '4646 V10 E1 (W) > Marks'. Below this, there are tabs for 'Markbook', 'View', and 'Actions'. A search bar labeled 'Search Students' is present. The main table has columns for 'Student Name', 'Assessment Questions: Out of 36', 'Assignments', and 'Total'. A red arrow points to the three-dotted menu icon next to the 'Assessment Questions' column header. A dropdown menu is open, showing options: 'Sort by', 'SpeedGrader', 'Message Students Who', 'Curve Marks', 'Set Default Mark', 'All marks posted', 'Hide marks', 'Enter Marks as', and 'Mark Posting Policy'. The 'Sort by' option is circled in red.

This example shows the trainees by most recent submission: Mark – Low to High

This screenshot is similar to the previous one, but the 'Sort by' dropdown menu is open, and the 'Mark - Low to High' option is selected and circled in red. The table data is partially visible, showing student names and their respective marks.

## Assessment: Displaying Students by FirstName or LastName Within the Marks Section

You have the ability to sort your students by firstname or lastname within the Marks section

**To access the sort option:**

1. Go to **Marks**
2. Click the **three-dotted lines** within the **Student Name** column
3. Choose either: **First, Lastname** or **Last, Firstname** display options

Service IQ

4646 V10 E1 (W) > Marks

Markbook View Actions

Student Names


Search Students

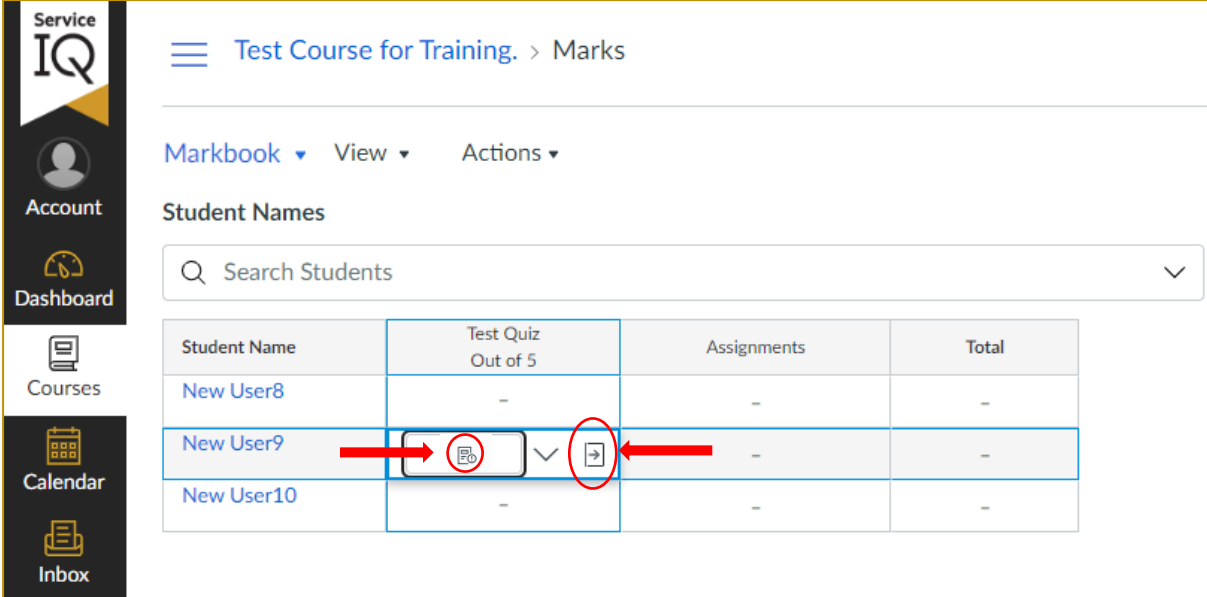
| Student Name | Assessment Questions<br>Out of 36 | Assignments | Total          |
|--------------|-----------------------------------|-------------|----------------|
| Li           | -                                 | -           | -              |
| Ja           | 100%                              | 100%        | 100% Competent |
| Er           | 100%                              | 100%        | 100% Competent |
| M            | 88.24%                            | 88.24%      | Not Yet C...   |
| Fr           | 100%                              | 100%        | 100% Competent |
| Sh           | -                                 | -           | -              |
| Ph           | 100%                              | 100%        | 100% Competent |
|              | 100%                              | 100%        | 100% Competent |
|              | 100%                              | 100%        | 100% Competent |

## Assessment: Accessing SpeedGrader (Marking the Assessment)

To access the SpeedGrader and mark the assessment:

Click on the status symbol: 

Then click on the arrow symbol: 





Service IQ

Test Course for Training. > Marks

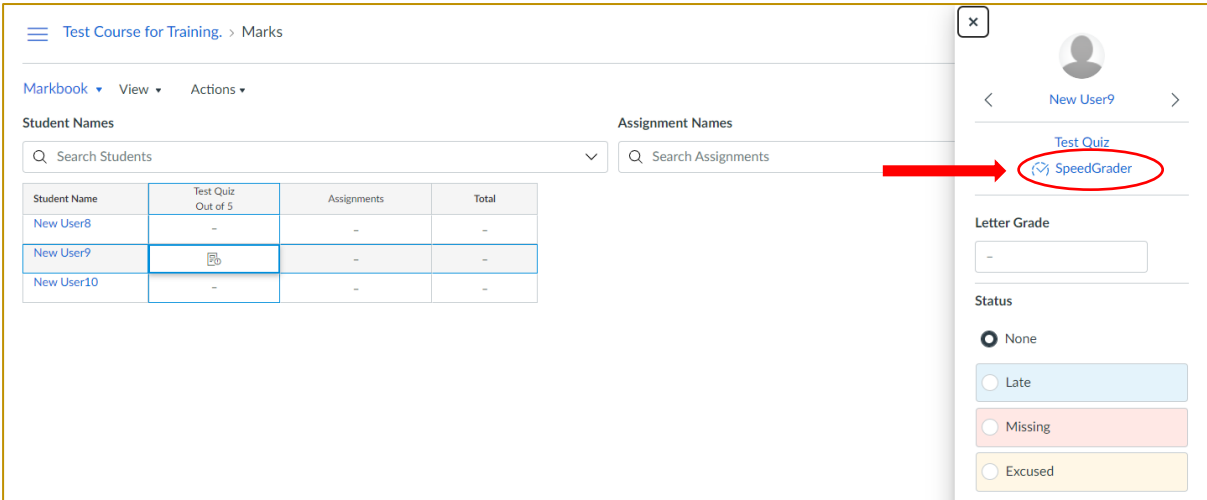
Markbook ▾ View ▾ Actions ▾

Student Names

Search Students

| Student Name | Test Quiz Out of 5  | Assignments | Total |
|--------------|---|-------------|-------|
| New User8    | -   | -           | -     |
| New User9    |  ▾  | -           | -     |
| New User10   | -   | -           | -     |

This will open a new tab in the right corner.




Test Course for Training. > Marks

Markbook ▾ View ▾ Actions ▾

Student Names

Search Students

| Student Name | Test Quiz Out of 5  | Assignments | Total |
|--------------|---|-------------|-------|
| New User8    | -   | -           | -     |
| New User9    |  | -           | -     |
| New User10   | -   | -           | -     |

Assignment Names

Search Assignments

New User9

Test Quiz

SpeedGrader

Letter Grade

Status

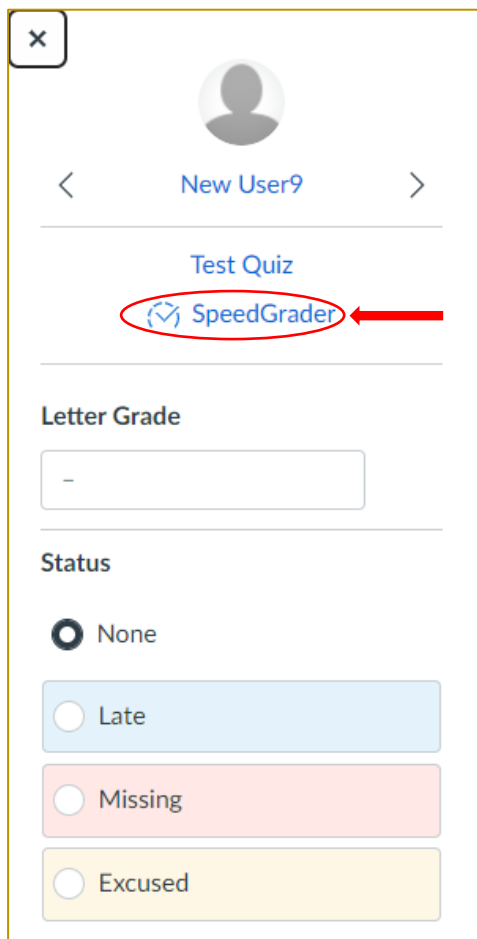
☒ None

☐ Late

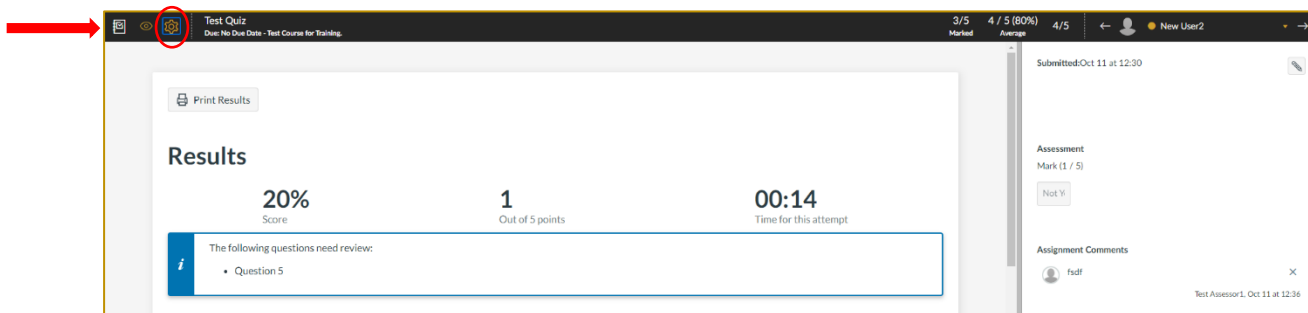
☐ Missing

☐ Excused

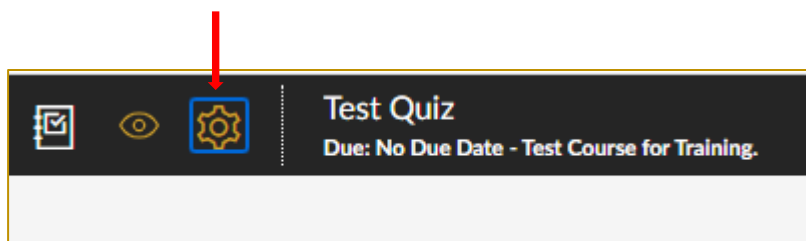
Now click the **SpeedGrader** option to view assessments (shown below).



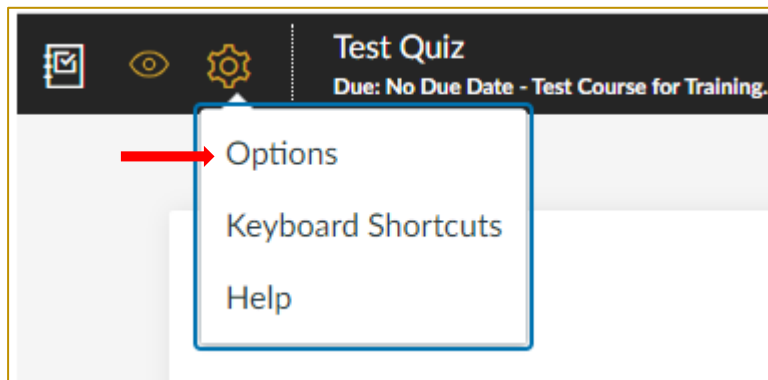
Inside the SpeedGrader, you can sort the student list by alphabetical order or the date they submitted the assignment.



Click on **settings** icon from the top left corner of the SpeedGrader.



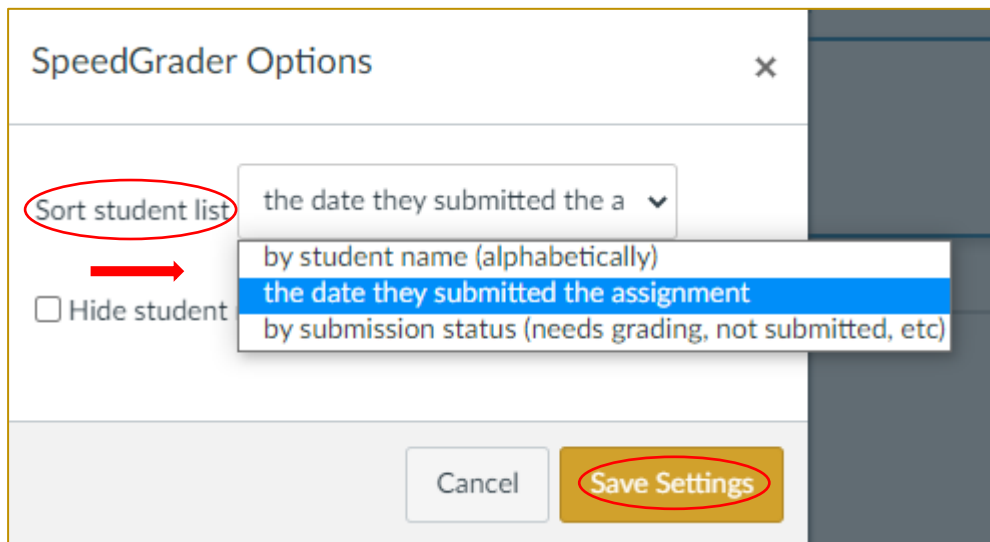
Then click on: Options



Now click on: Sort student dropdown list

You can choose any option based on your requirement.

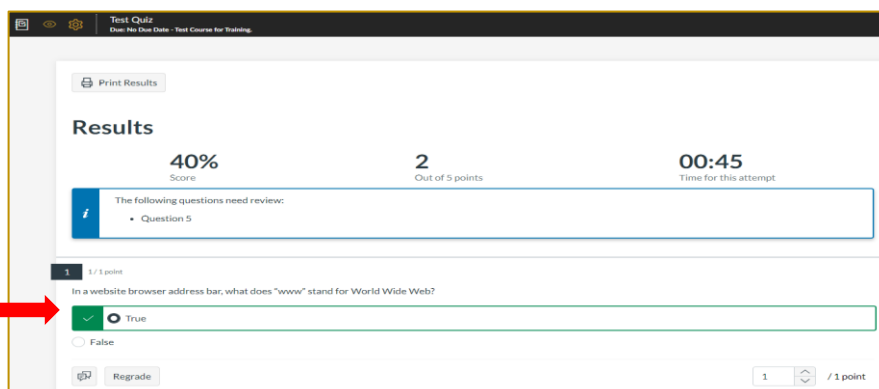
Then press: Save Settings



Inside the SpeedGrader, you can review the Student's answers.

The blue highlighted instructions bar will show you how many questions need a manual review under the results area (shown below).

Auto-graded questions will have already been given a point score depending on whether they are correct or incorrect; we do not change the points section, and this does not require any further manual input.





## Assessment: Marking Questions that are not auto-graded

For non-auto-graded questions:

If the answer is completed:




Click: the tick button

5 1 point possible

When was the first 1 GB disk drive released in the world?

✓ The First 1GB disk drive released in the world on 1981

Correct

   1 / 1 point

A red arrow points to the green tick button.

If the answer requires further evidence



Click: the cross button

5 0 / 1 point

When was the first 1 GB disk drive released in the world?

✗ The First 1GB disk drive released in the world on 1981

Incorrect

  0 / 1 point

A red arrow points to the red cross button.

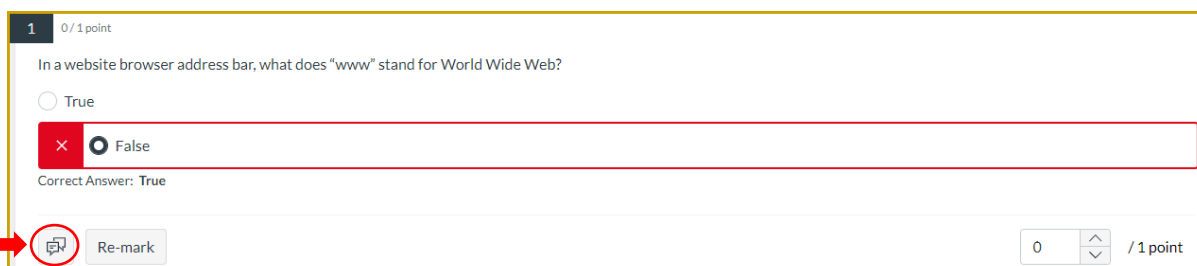
Please note: You need to press the **update button** at the bottom of the screen before it will save your progress.

## Assessment: Further Evidence Required (FER)

You can request “Further Evidence Required” (FER) for the incorrect answers to both auto-graded and non-auto-graded questions.

We ask for (FER) through the **additional comments** section.

Click: the **additional comments** icon:

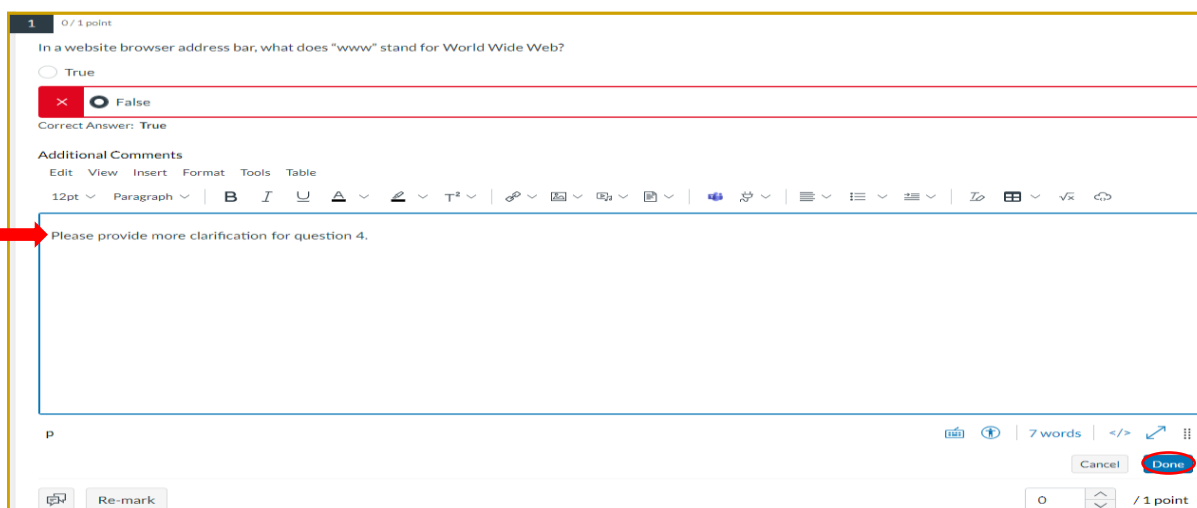
A screenshot of a quiz question interface. The question is "In a website browser address bar, what does 'www' stand for World Wide Web?". There are two radio button options: "True" and "False". The "False" option is selected. A red box highlights the "False" option. Below the options, it says "Correct Answer: True". At the bottom left, there is a red arrow pointing to an "Additional Comments" icon (a speech bubble with a plus sign). To the right of the icon is a "Re-mark" button. At the bottom right, there is a score display showing "0 / 1 point".

Once you have clicked on the additional comments icon, a rich content editor will appear to update the comments.

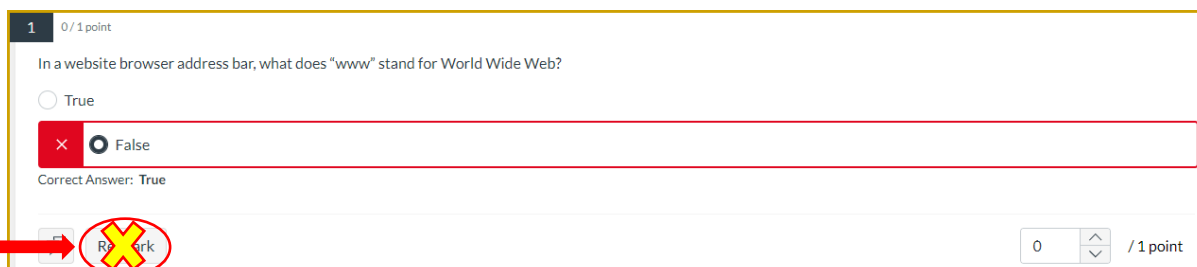
**Type:** **your comments** (in the rich text editor as shown in the box below).

You can also add relevant images, links, or pictures within this rich text editor box.

**Click:** **done** once you have added your comments.

A screenshot of the rich text editor for additional comments. The editor has a toolbar with various formatting options like bold, italic, underline, link, and image. The text area contains the text "Please provide more clarification for question 4.". At the bottom right, there is a "Done" button highlighted with a red circle and a red arrow pointing to it. There is also a "Cancel" button. At the bottom left, there is a "Re-mark" button. At the bottom right, there is a score display showing "0 / 1 point".

**DO NOT** touch the RE-MARK button:

A screenshot of the quiz question interface, similar to the first one. The question is "In a website browser address bar, what does 'www' stand for World Wide Web?". The "False" option is selected. Below the options, it says "Correct Answer: True". At the bottom left, there is a red arrow pointing to the "Re-mark" button, which is highlighted with a red circle and a red 'X' over it, indicating it should not be clicked. At the bottom right, there is a score display showing "0 / 1 point".

We **DO NOT** use the re-mark button when marking a student's assessment.

The re-mark button is used to edit existing quiz questions and asks Te Kete to recalculate ALL student grades. Assessments have already been moderated by ServiceIQ. Any changes required to the assessment need to be reviewed and edited by ServiceIQ.

**Once you have completed all your grading:**

**Click: Update** (located at the bottom of the page to save your grading).

**You need to press the update button before it will save your progress.**

Please note: You **DO NOT** use the Fudge Points area shown in the screen shot (below).  
The final score will be automatically update as mentioned in the comments (below).

5 1 point possible

When was the first 1 GB disk drive released in the world?

✓ The First 1GB disk drive released in the world on 1981

Correct

Fudge Points  
Manually adjust the score by adding positive or negative points to this box

Final Score 2 / 5

Update

The system will automatically update their status: “Competent” OR “Not Yet Competent.”  
If the Student’s assignment percentage is below 99.9%, this will automatically update the status as: “Not yet Competent.”

### Final Step for Requesting (FER)

**Add Question number:** Please specify what questions the student is required to provide further evidence. You will have to provide this information in the assignment comment box on the screen’s right-hand side.

This will help the student see how many questions need FER.  
You can submit assignment comments as many times as you need.

Print Results

Results

100% Score

5 Out of 5 points

00:45 Time for this attempt

1 1 / 1 point

In a website browser address bar, what does “www” stand for World Wide Web?

✓ True

False

Assignment  
Mark (5 / 5)

Comp

Assignment Comments

FER Required for the below-mentioned questions

No - 2  
No - 4  
No - 5

Test Assessor1, Sep 30, 1:56:32

**Press: submit**

Assignment  
Mark ( / 5)

Assignment Comments

FER Required for the below-mentioned questions

No - 2  
No - 4  
No - 5

Submit

Download Submission Comments



## Assessment: Reviewing a Student's (FER) response

Once the Student responds to the FER, you can view their response by:

**Clicking on the: SpeedGrader** (instructions on **page 10** of this guide)

**Review Student responses** within the **Assignment Comments** section.

If you still need further FER for any questions that the student has submitted, you can ask for more clarification through Assignment comments.

Please note: Do not edit or change the additional comments provided to a specific question.

The screenshot shows a SpeedGrader interface for a question. The question is: "In a website browser address bar, what does 'www' stand for World Wide Web?". The answer is "True". The question is worth 1 point. On the right side, there is a section titled "Assignment Comments". It contains a comment from "Test Assessor1, Sep 30 at 16:13" stating: "FER Required for the below-mentioned questions". Below this, it lists: "No - 2", "No - 4", and "No - 5". A red circle highlights the "Assignment Comments" section, and a red arrow points to it from the right.

The screenshot shows the "Assignment Comments" section. It contains a comment from "Test Assessor1, Sep 30 at 16:13" stating: "FER Required for the below-mentioned questions". Below this, it lists: "No - 2", "No - 4", and "No - 5". A second comment from "New User9, Sep 30 at 16:25" states: "\* The answer to Question 2 is Apple 1", "\* The answer to Question 4 is Ada Lovelace", and "\* The answer to Question 5 is The First 1GB disk drive was released in 1980".

## Assessment: Marking a student as “competent.”

If you are satisfied with the FER response from the student:

For Auto-graded questions

Go: to the question-and-answer page and **change the point to 1**

2 0 / 1 point

What was the first computer system that used color display?

☐ Microsoft

☒ Samsung

Correct Answer: Apple 1

☐ Apple 1

Regrade

1 / 1 point

For non-auto-graded questions

**Change: the cross mark to the tick mark.** This will automatically adjust the points to 1

5 0 / 1 point

When was the first 1 GB disk drive released in the world?

The First 1GB disk drive released in the world on 1981

Incorrect

0 / 1 point

5 0 / 1 point

When was the first 1 GB disk drive released in the world?

The First 1GB disk drive released in the world on 1981

Correct

1 / 1 point

Once you have updated the points, don't forget to: **click update** at the end of the screen.

4 0 / 1 point

Ada Lovelace is the name of the first computer programmer?

☐ True

☒ False

Correct Answer: True

Regrade

0 / 1 point

5 0 / 1 point

When was the first 1 GB disk drive released in the world?

The First 1GB disk drive released in the world on 1981

Correct

1 / 1 point

Fudge Points

Manually adjust the score by adding positive or negative points to this box

0

Final Score

2 / 5

Update

## Assessment: Marking a student as “competent”: continued

**Exit:** The SpeedGrader (instructions on page 19 of this guide)

This will bring you back to your Markbook.

Within the Markbook section, you will notice a status displayed as "0."

| ☰ Test Course for Training. > Marks |                       |             |       |
|-------------------------------------|-----------------------|-------------|-------|
| Markbook ▾ View ▾ Actions ▾         |                       |             |       |
| Student Names                       |                       |             |       |
| 🔍 Search Students                   |                       |             |       |
| Student Name                        | Test Quiz<br>Out of 0 | Assignments | Total |
| New User2                           | 📄                     | -           | ! -   |
| New User3                           | 📄                     | -           | ! -   |
| New User8                           | 0                     | -           | ! -   |
| New User9                           | 0                     | -           | ! -   |
| Test Student                        | Competent             | -           | ! -   |

To update this status accordingly, click on the column labelled "0" and change it to: **"Competent"** if the trainee has correctly answered all questions.

If there are incorrect answers, change the status to **"Not Yet Competent."**

| ☰ Test Course for Training. > Marks |                       |             |       |
|-------------------------------------|-----------------------|-------------|-------|
| Markbook ▾ View ▾ Actions ▾         |                       |             |       |
| Student Names                       |                       |             |       |
| 🔍 Search Students                   |                       |             |       |
| Student Name                        | Test Quiz<br>Out of 0 | Assignments | Total |
| New User2                           | 📄                     | -           | ! -   |
| New User3                           | 📄                     | -           | ! -   |
| New User8                           | 0                     | -           | ! -   |
| New User9                           |                       | -           | ! -   |
| Test Student                        |                       | -           | ! -   |

Competent

Not Yet Competent

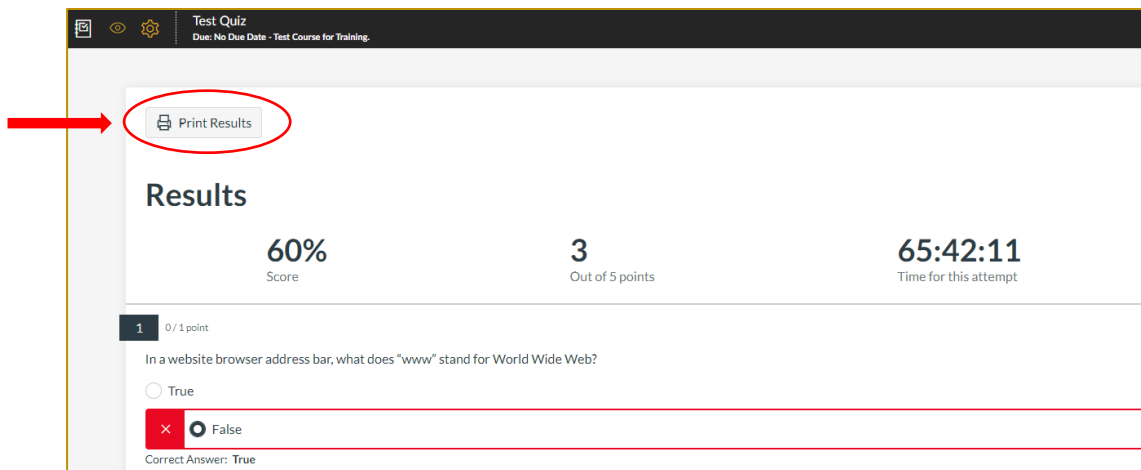
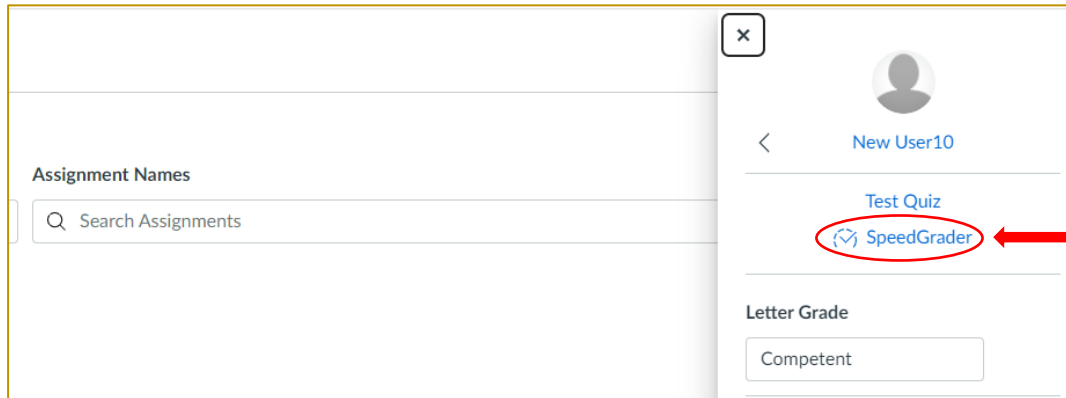
Excused

## Post Moderation: How to Print Results

You can print students' results through SpeedGrader.

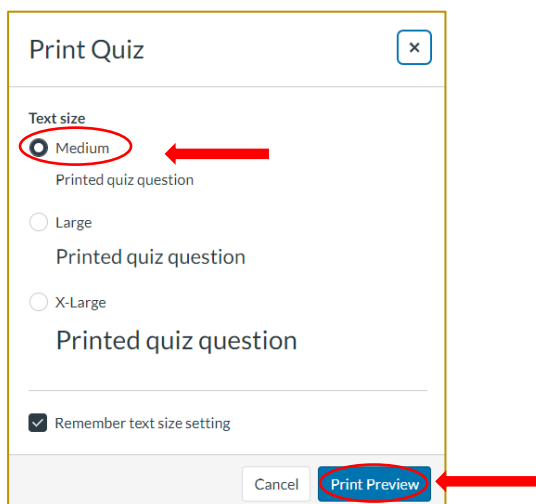
**Go to: SpeedGrader**

then print the Results for the individual student.



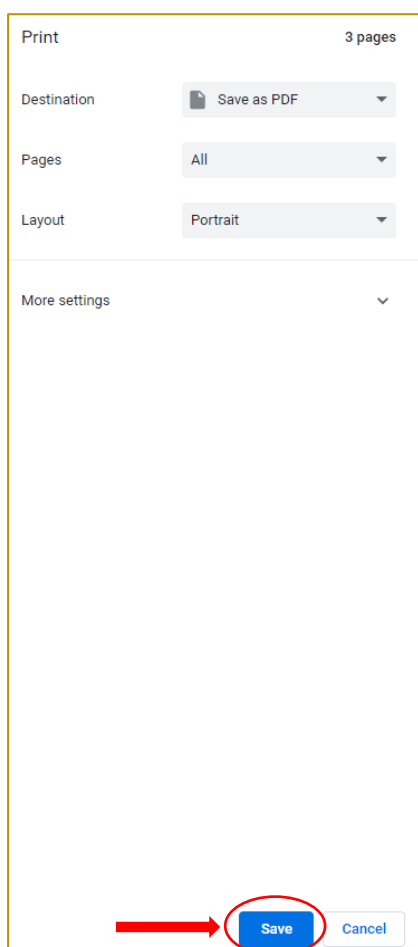
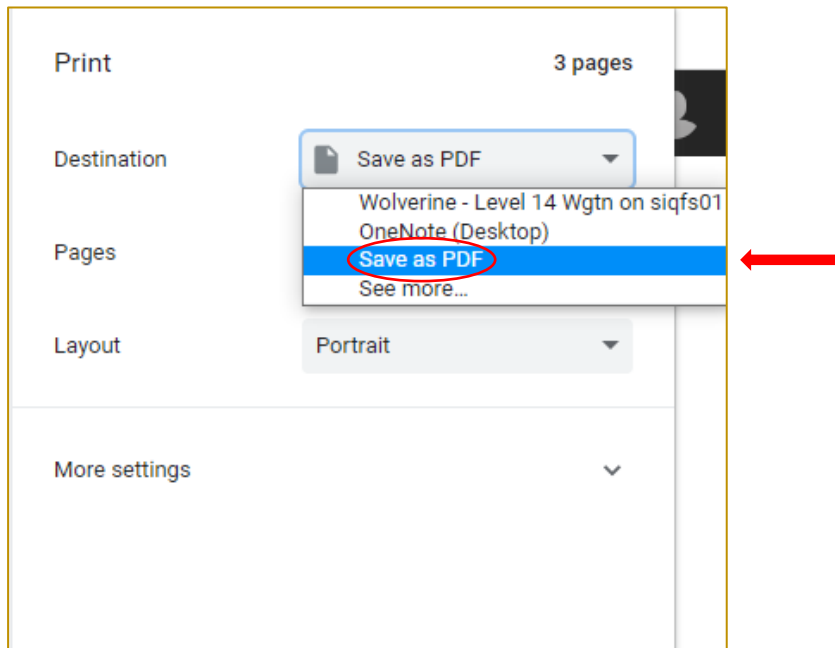
Choose: the text size as a **medium**

Click: **Print Preview**.



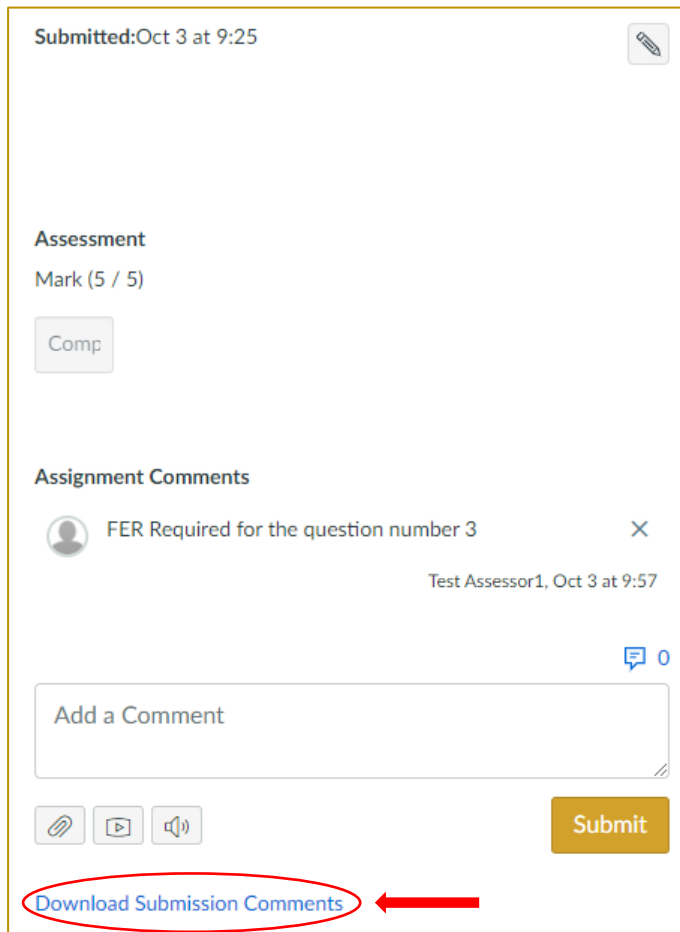


Now change the Destination:  
Choose: **save as PDF**  
Click: **save**.

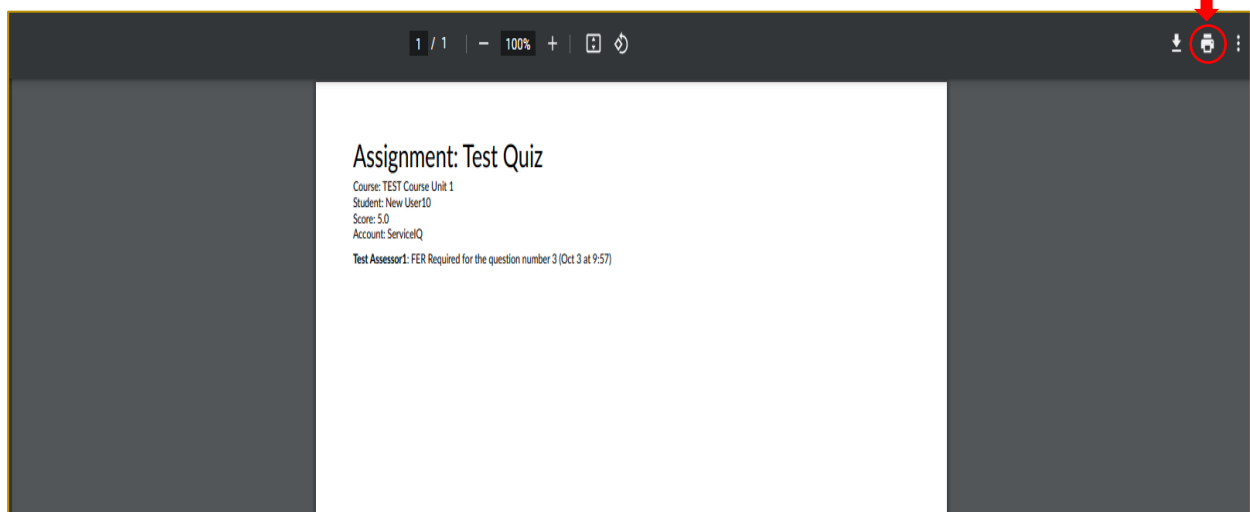


## Post Moderation: How to Download Submission Comments

Click: **download submission comments** under the assignment comments section in the SpeedGrader.



Click: **Print** to save the submission comments.



## Post Moderation: How to Download Additional Evidence

To download any additional evidence uploaded by the student, such as verification forms, photographs, videos, recipes or other documents, you will be required to download this assessment itself by clicking on the files.

For example: on the screenshot below, you will see the student has attached two files as evidence. As the teacher submitting assessment for moderation, you can click on each file (highlighted) and save it into your computer along the printed results and comments.

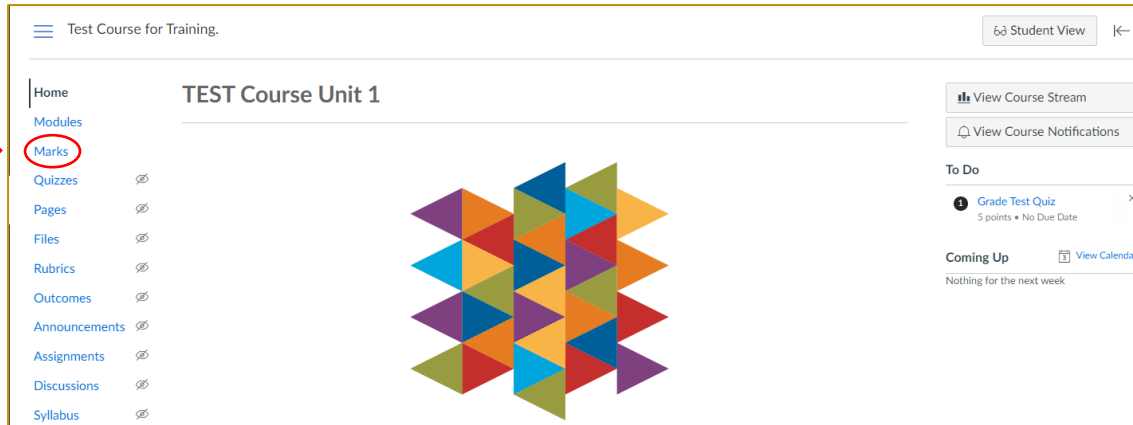
The screenshot displays a web-based assessment interface. At the top, a dark header bar contains icons for a camera, eye, and settings, followed by the text 'Assessment Questions' and 'Due: No Due Date - Test 27927'. The main content area is divided into two columns. The left column, titled 'Apply health, safety, and security practices', contains instructions for demonstrating health and safety practices, a list of requirements (collecting evidence, reading the verification checklist, asking the verifier, sending the checklist, arranging observation times, and being observed), and a section on 'Privacy and confidentiality' with instructions on handling sensitive information. The right column, titled 'Collect evidence of workplace requirements', instructs the student to provide at least two pieces of evidence and lists examples of relevant documents (workplace policies, accident reports, PPE photos, and written descriptions). Below this, a list of examples of documents that show workplace requirements includes workplace policies, accident reports, PPE photos, and written descriptions. At the bottom of the right column, there is a section for uploading evidence. It shows two files: 'Navigation bar\_Canvas.jpg' (212Kb) and 'CanvasStudentAndroidGuide.pdf' (27,336Kb). Both files are highlighted with yellow boxes. A green checkmark is visible next to the first file. The word 'Correct' is written below the upload section.

If you are emailing your documents to an external provider and the file size is high, you can zip up your files (which reduces their size). Instructions are within the following link: <https://support.microsoft.com/en-us/windows/zip-and-unzip-files-f6dde0a7-0fec-8294-e1d3-703ed85e7ebc>

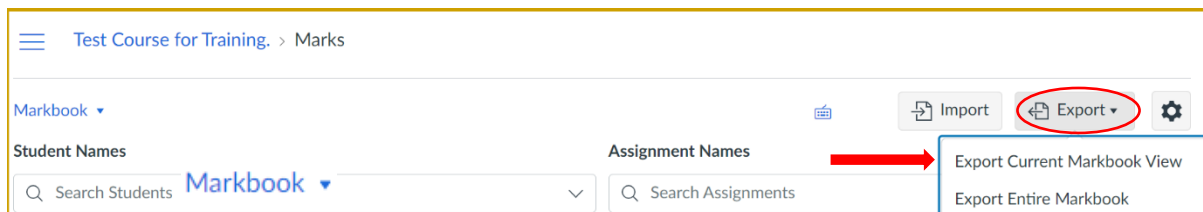
## Post Moderation: Exporting the Markbook as a CSV file

To export the current Markbook:

Click: The **Marks** tab from your navigation bar



Then click: **Export** in the upper right hand side of the Markbook view.  
Select: **Export current markbook view** from the drop-down menu.



The Markbook can only be exported as a .csv file containing all the student's grade information.

| Student ID      | SIS Login I | Section  | Test Quiz | Assignme    | Assignme    | Assignme    | Assignme    | Assignme    | Assignme    | Assignme    | Current P   | Final Poin  | Current Sc  | Unposted    | Final Sc    | Unposted    | Current G   | Unposted    | Final Grad  | Unposted    | Final Grade       |
|-----------------|-------------|----------|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------------|
| Points Possible |             |          | 5         | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only) | (read only)       |
| User8, Ne       | 1480        | newuser8 | TEST Cour | 2           | 2           | 2           | 40          | 40          | 40          | 40          | 2           | 2           | 40          | 40          | 40          | 40          | 40          | Not Yet Cc  | Not Yet Cc  | Not Yet Cc  | Not Yet Competent |
| User9, Ne       | 1485        | newuser9 | TEST Cour | 2           | 2           | 2           | 40          | 40          | 40          | 40          | 2           | 2           | 40          | 40          | 40          | 40          | 40          | Not Yet Cc  | Not Yet Cc  | Not Yet Cc  | Not Yet Competent |
| User10, N       | 1486        | newuser1 | TEST Cour | 5           | 5           | 5           | 100         | 100         | 100         | 100         | 5           | 5           | 100         | 100         | 100         | 100         | 100         | Competer    | Competer    | Competer    | Competent         |

## Post Moderation: Saving the Markbook as a PDF

Press: **Ctrl+P** (together) to choose the print option from your computer

Click the destination: **Save as a PDF**

Click: **Save**

The screenshot shows the Markbook interface for a course titled "Test Course for Tra". The left sidebar contains navigation links: Service IQ, Account, Dashboard, Courses, Calendar, Inbox, History, Commons, and Help. The main content area displays a table of student names and their assignment completion status. The table has columns for Student Name, Test Quiz (https://serviceiq.com/courses/280/gradebook), Assignments, and Total. The data rows show three students: New User8 (Not Yet Competent, 40%), New User9 (Not Yet Competent, 40%), and New User10 (Competent, 100%). The right sidebar shows the print settings, with the "Destination" dropdown menu set to "Save as PDF". A red arrow points to this dropdown menu. At the bottom right, a red arrow points to the "Save" button.

| Student Name   | Test Quiz (https://serviceiq.com/courses/280/gradebook) | Assignments | Total              |
|--|---|-------------|--------------------|
| New User8 (https://serviceiq.com/courses/280/gradebook)  | Not Yet Competent                                       | 40%         | 40% Not Yet Com... |
| New User9 (https://serviceiq.com/courses/280/gradebook)  | Not Yet Competent                                       | 40%         | 40% Not Yet Com... |
| New User10 (https://serviceiq.com/courses/280/gradebook) | Competent   | 100%        | 100% Competent     |

Destination: **Save as PDF**

Pages: All

Layout: Portrait

More settings: **Save** Cancel