



Te Kete



# Te Kete Guide

(powered by Canvas)

## for Trainees

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## Introduction

### What is Te Kete?

Te Kete is Te Pukenga ServiceQ'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.

Ensure your browser is up to date to avoid compatibility issues. Check your browser update status in the settings or visit the official browser update page.

Canvas supports the current and previous major releases of the following browsers:

Chrome 122 | 123

Firefox 123 | 124 (Extended Releases are not supported)

Edge 121 | 122

Safari 16 | 17 (Macintosh only)

Use this link to find more information. <https://community.canvaslms.com/docs/DOC-10721>

### 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:

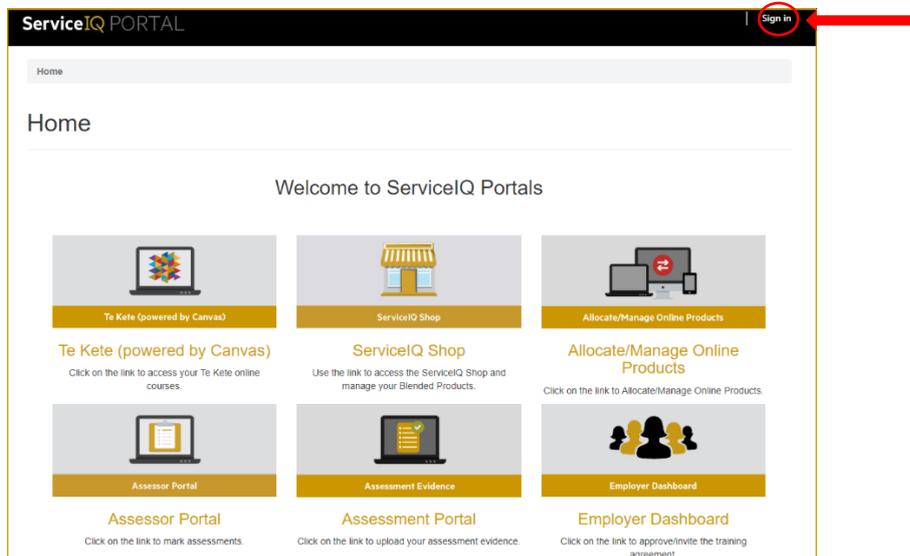
[Apple app instructions](#)

[Google play instructions](#)

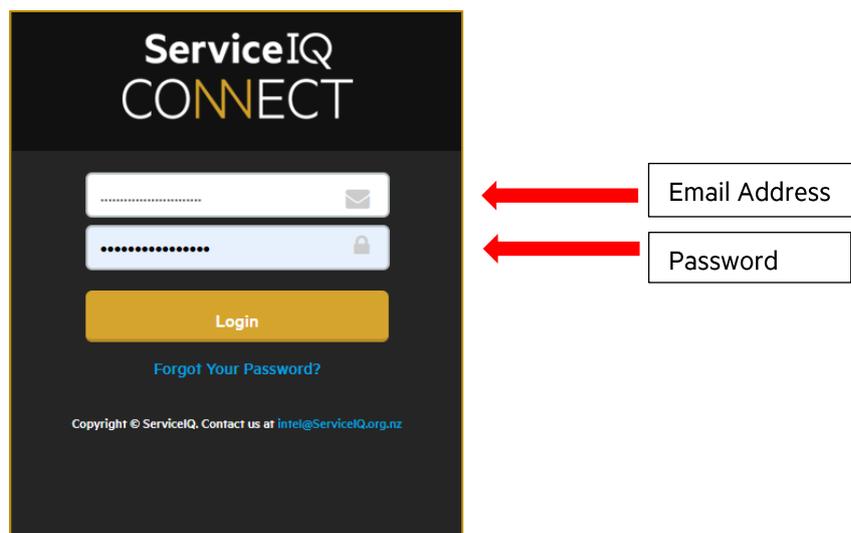
## Navigation: Logging into Te Kete

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

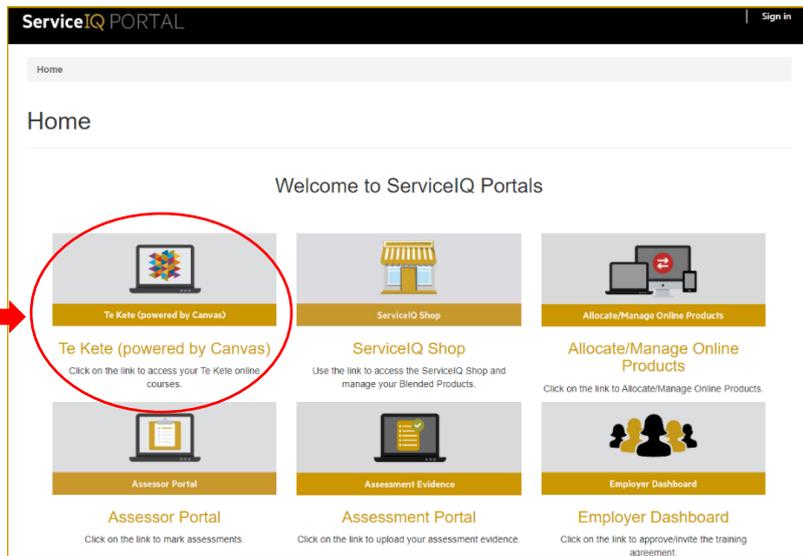


You will then be asked for login details.



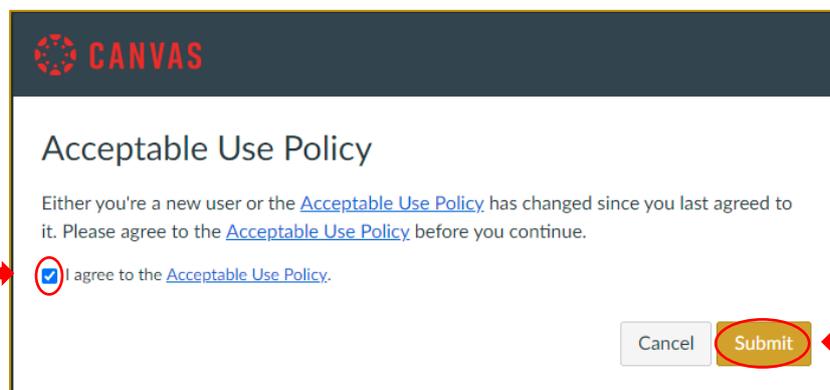
## Navigation: Main Screen of ServiceIQ's Portal

Choose: Te Kete (powered by Canvas)



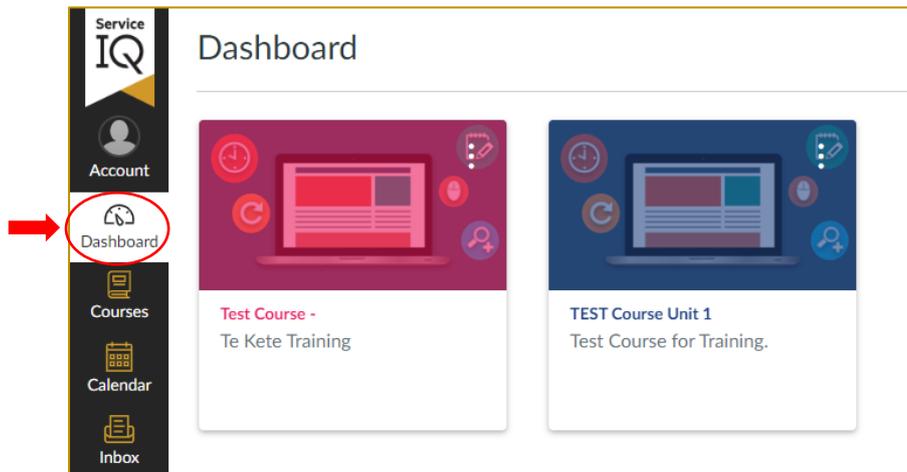
Once you click on the Te Kete icon, you will be taken to your account. The first time you access Te Kete, you must agree on the user policy before beginning, as shown below.

1. Click: **I agree** (tick box)
2. Click: **Submit** (as shown below)



## Navigation: Your Dashboard

The **Dashboard** is your landing page within Te Kete. It lists all active courses in which you are enrolled.

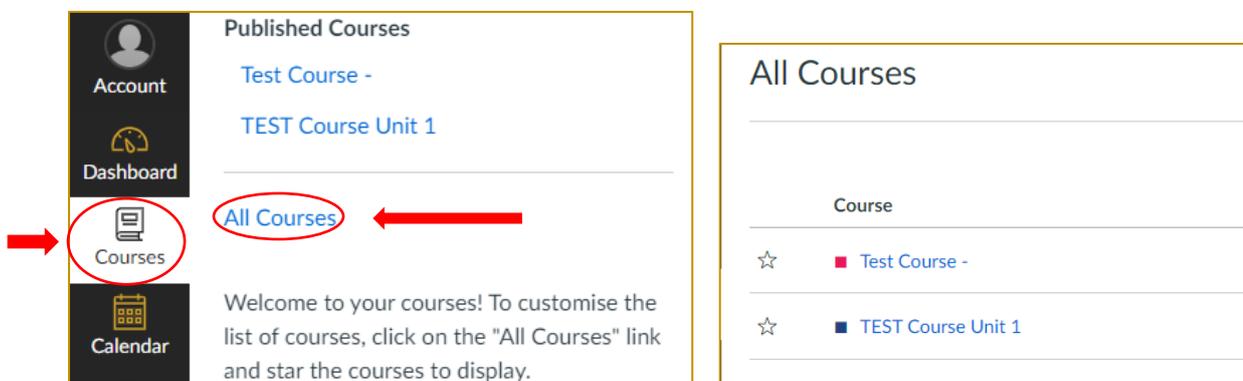


Dashboard maximum: you can see up to 20 course cards (up to ten if you are working on the mobile app).

Once you have concluded your course, access to your units will be accessible through the courses tab. The steps are below.

You can also view your courses by:

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

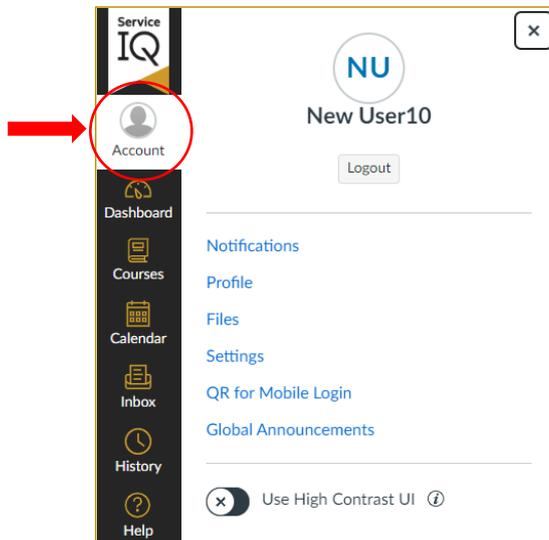


3. **Click:** the **“Dashboard”** icon to return to the screen view

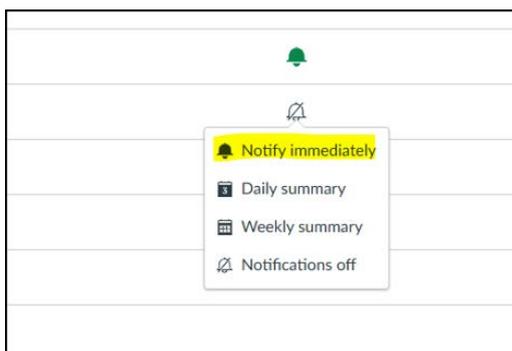
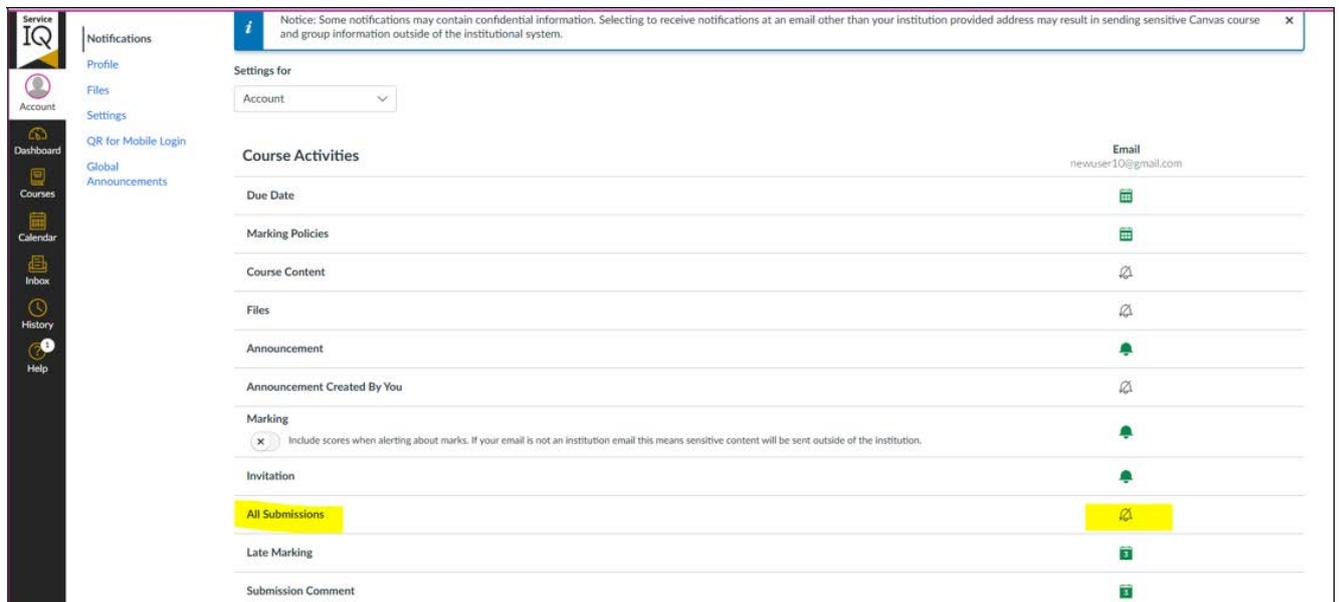
## Navigation: Account Setup

To view or edit your account information:

1. Click the **Account icon** in the top left hand side of your page.



Under the account section, find the "All Submissions" option and turn it on to receive email notifications immediately.



## Navigation: Where to find your Calendar

You can also create your calendar activities and reminders.

To access the Calendar:

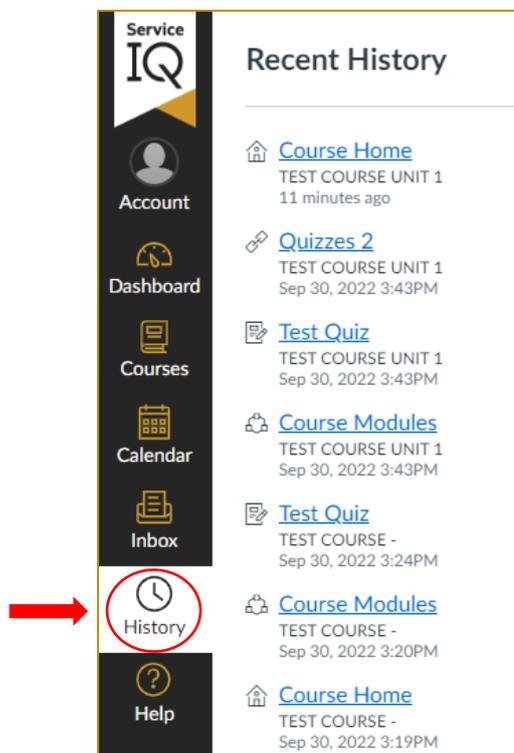
1. Click: the Calendar icon

**Please note:** this calendar will not sync with any online calendar you may use. It is accessible only when you are workin\_ within Te Kete.



## Navigation: Locating Your Recent History

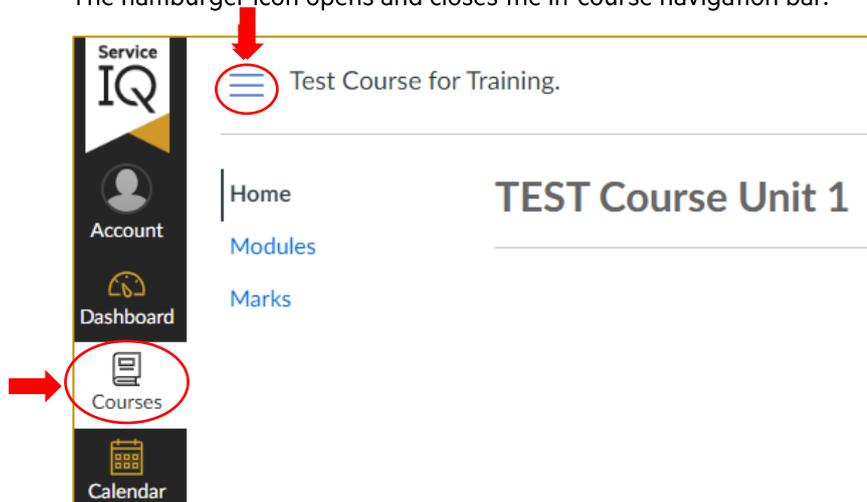
You can find your recent activity through the History menu.



## Navigation: Dashboard Navigation Menu

You will see a further navigation bar called the dashboard navigation, which becomes available once you have opened a course unit.

The hamburger icon opens and closes the in-course navigation bar.

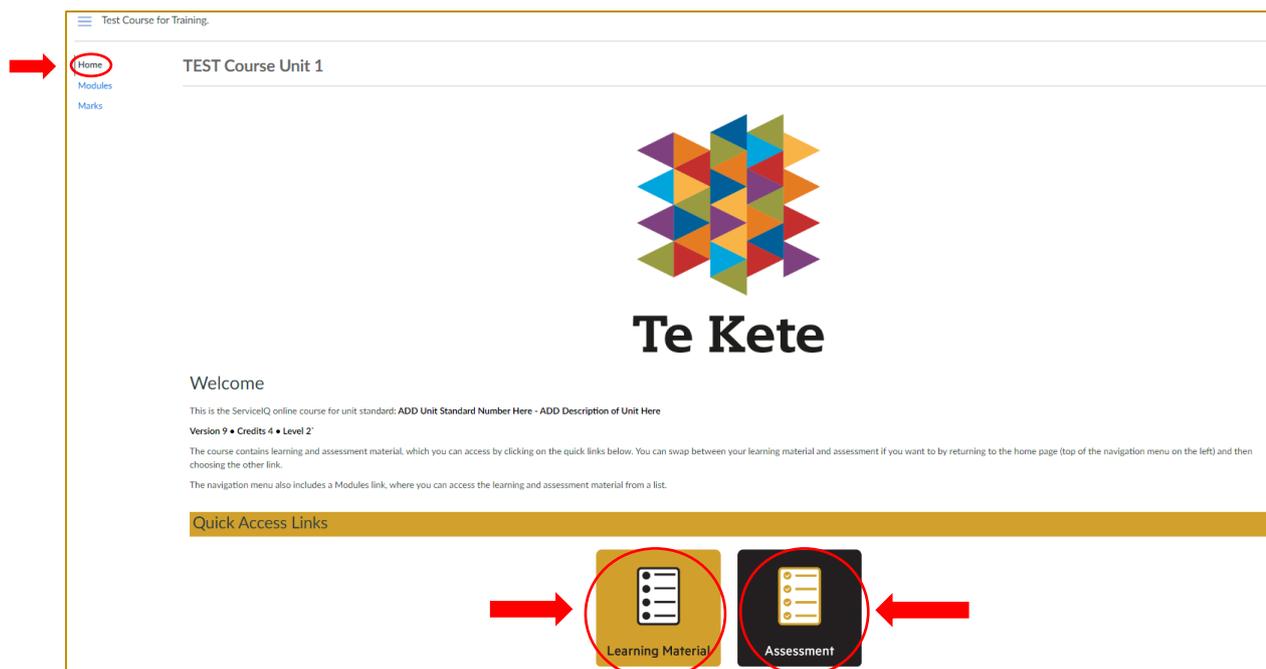


Clicking on the dashboard icon will take you back to the Dashboard, where you can see all your courses.

## Navigation: Course Home Page

1. **Click:** the home tab to find the links to your Learning Materials and Assessment.

**Please note:** depending on the system of your laptop or phone you may need to scroll down the page to



## Navigation: Accessing your Learning Material

1. Click: the **Learning Material** tile to view your learning material.

### Welcome

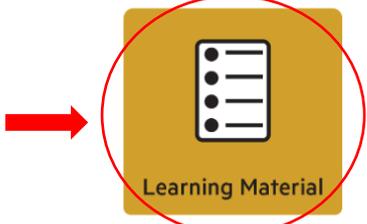
This is the ServiceIQ online course for unit standard: **ADD Unit Standard Number Here - ADD Description of Unit Here**

Version 9 • Credits 4 • Level 2`

The course contains learning and assessment material, which you can access by clicking on the quick links below. You can swap between your learning material and assessment if you want to by returning to the home page (top of the navigation menu on the left) and then choosing the other link.

The navigation menu also includes a Modules link, where you can access the learning and assessment material from a list.

#### Quick Access Links



Learning Material

Assessment

Your learning materials are also accessible through the modules tab. Modules contain the course resources and topics in order.

☰ Test Course for Training. > Modules

- Home
- Modules**
- Marks

▾ Learning Material

📄 167 v9: Practise food safety methods in a food business under supervision

▾ Assessment

📄 Assessment: More Information

## Assessment: Tips to Save your Assessment Progress

Log out of Te kete at the end of each classroom session

1. Click: **Logout** this refreshes your session and ensures data is saved:



**Use the same device and browser**

Always use the same computer and browser to complete your assessment. This ensures that autosaved content remains accessible.

**Keep your browser updated:**

Ensure your browser is up to date to avoid compatibility issues. Check your browser update status in the settings or visit the official browser update page.

Te kete (powered by Canvas) supports the current and previous major releases of the following browsers:

1. Chrome 122 | 123
2. Firefox 123 | 124 (Extended Releases are not supported)
3. Edge 121 | 122
4. Safari 16 | 17 (Macintosh only)

Use this link to find more information. <https://community.canvaslms.com/docs/DOC-10721>

**Draft longer responses:**

Use a word processor (e.g., Microsoft Word, Google Docs) to draft long answers and then copy-paste them into Canvas. This serves as a backup.

**Check your internet connection:**

Use a stable and reliable internet connection to prevent disconnections that might interrupt autosave. A wired connection is preferable over Wi-Fi.

**Contact support when needed:**

If you encounter technical issues, immediately contact us on: [intel@serviceiq.org.nz](mailto:intel@serviceiq.org.nz) and please log this issue through the “Report a Technical Problem” option in the help menu on your Te kete dashboard before you log out:

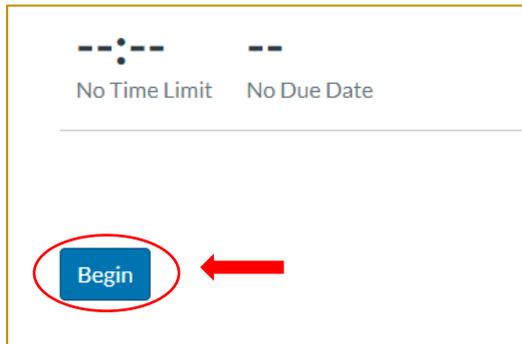
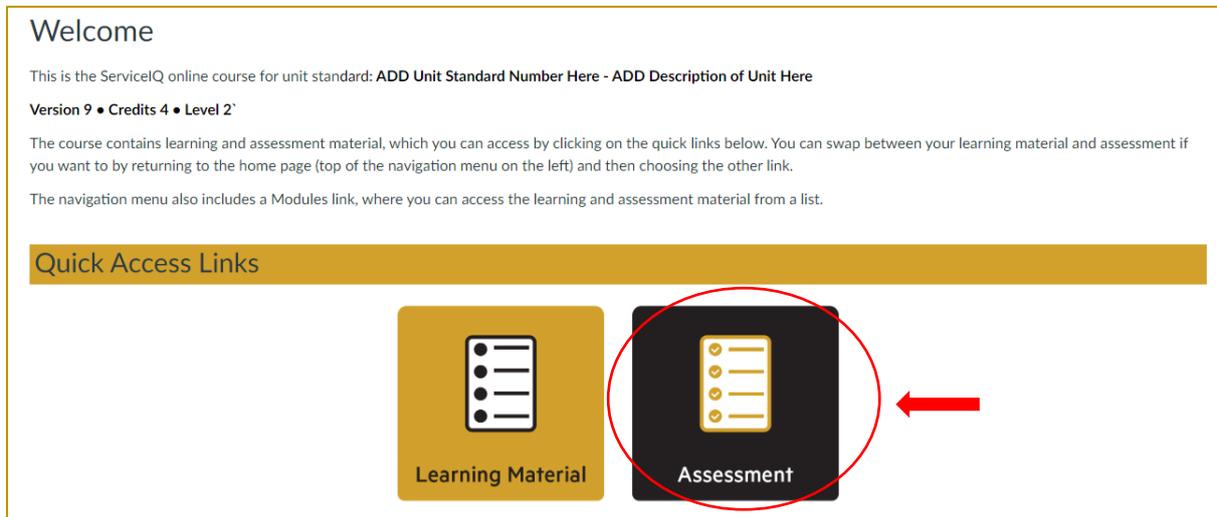


## Assessment: Accessing your Assessment

### Starting your assessment:

1. Read the instructions under the “Welcome” heading
2. **Click:** the **Assessment** file then
3. **Click:** **Begin**

You can also find the assessment in the modules (as shown on page 10).



If you are required to attach a file to one of your assessment questions, eg. *attach a copy of your recipe to question 5*, please use the following steps:

### **To attach a file:**

Quick tip: add the question number to your file name so it is easy for your assessor to know which question your file relates to eg. [Question5\\_cake recipe.doc](#)

1. **Click: Attach File** this will then bring up the “choose file box”
2. **Click:** the correct file from your computer
3. **Click: Open** to add the file
4. **Click: Save**

## Assessment: Submitting your Assessment

To submit your assessment:

Once you have reached the end of your assessment and are ready to submit,

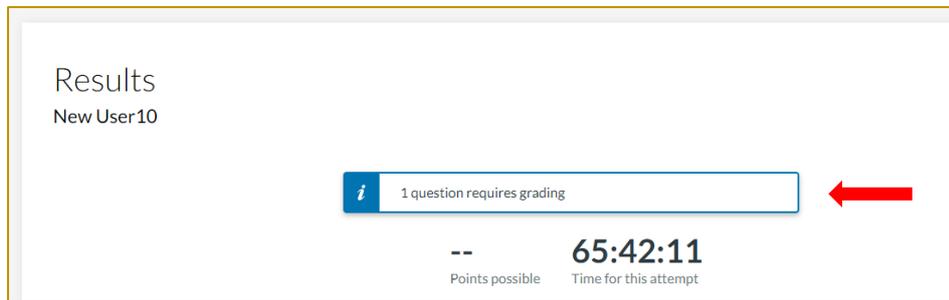
1. **Click:** the **submit button** which is located at the bottom right-hand side of your final question:



2. **Email** your assessor that your assessment has been submitted.

Once you have submitted the assessment, the results page will appear, showing all the answers you have provided (a picture of the results screen is on the next page).

**Please note:** Some of the questions are auto graded; so you will be able to see the notification on the answer page on how many questions require manual grading.



## Assessment: If Verification Is Required: Accessing Checklist

If you have a verification requirement within your assessment, this will be accessed through your assessment questions.

Here is an example of a verification assessment question:

### Apply health, safety, and security practices

You need to demonstrate in front of your verifier that you apply health, safety, and security practices while in your workplace.

You must:

- collect evidence of your workplace requirements
- read through the [verification checklist](#) (you can find this using the Modules link) so you understand what skills you need to demonstrate
- ask the person you report to who your verifier is
- send the verification checklist to your verifier
- arrange suitable times for your verifier to observe you carrying out the required skills
- be observed applying health, safety, and security practices in your workplace.

1. Click on the [verification checklist](#) link that is provided within the instructions (as shown above).

This will take you to a new tab within your browser.

2. Click on the [Download Verification Checklist](#) link (as shown in the example below):

The screenshot shows a web browser window with the address bar displaying a URL from a Canvas LMS. The page content shows a PDF file titled 'Verification Checklist 27927 V2.pdf' with a 'Download Verification Checklist 27927 V2.pdf (153 KB)' link circled in red. Below the link are logos for Te Kete, Service IQ, and Te Pūkenga, along with the text 'He rārangi mahi Verification checklist'.

3. You can access the verification checklist file from the downloads area within you file manager:

Once you have downloaded the verification pdf, you can email this pdf file, or print out a copy, for your verifier to fill in.

The screenshot shows a file manager interface. The 'Downloads' folder is selected and highlighted in blue. Inside the 'Downloads' folder, the file 'Verification Checklist 27927 V2' is circled in red. Other files visible include 'Student Guide for Mobile App -' and 'OneDrive\_1\_31-08-2023'.

## Assessment: Uploading Signed Verification back to Te kete

Once your verifier has provided you with a signed verification document, you will need to upload this back to your assessment within Te kete.

When uploading your signed verification back to Te kete you can:

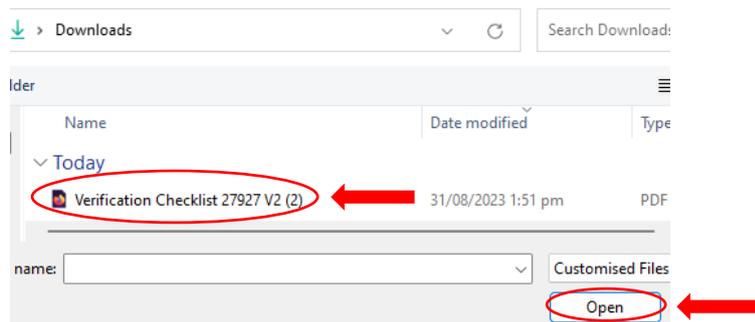
1. Take a photo of a signed paper document (jpg or png files)
2. Upload an emailed version of the signed pdf.

For this example, I will be uploading my signed pdf version of my verification back to Te kete.

1. Go to the area of the assessment question where it asks you to drag n' drop or [browse](#) (as shown below):

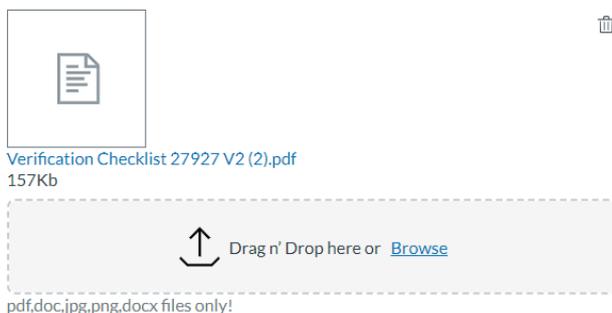


2. Click the **browse** button
3. Find the file you want to upload back to your assessment
4. Click on the **file name of your document**
5. Click **Open**



You will see the document as a paper icon if it is successfully uploaded to your assessment question (as shown below):

Once you have met the requirements for your assessment question, you can then press next to progress through your assessment.

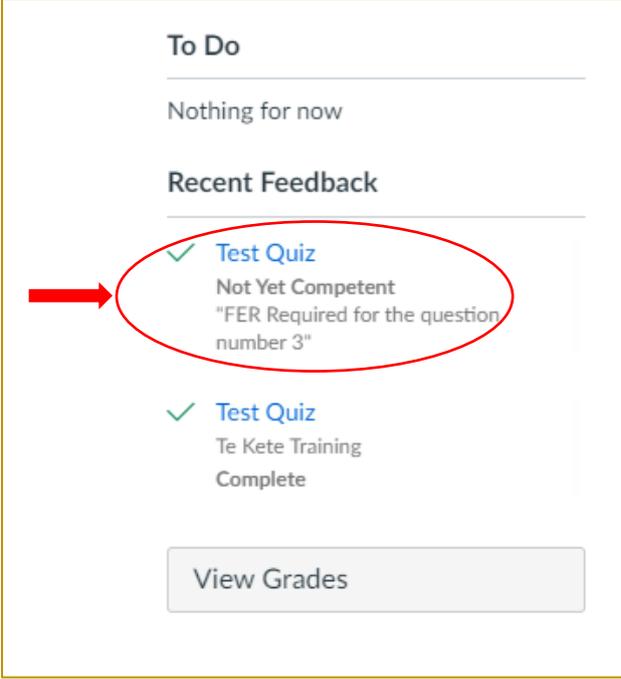


## Assessment: Recent Feedback

If you have provided an incorrect answer, the assessor will ask for a FER (Further Evidence Required).

The recent feedback section on the right side of your Dashboard is where you would receive notification from the assessor if they asked for FER.

Please click the notification to view the assessment feedback from the assessor.



**To Do**

---

Nothing for now

**Recent Feedback**

---

✓ **Test Quiz**  
Not Yet Competent  
"FER Required for the question number 3"

✓ **Test Quiz**  
Te Kete Training  
Complete

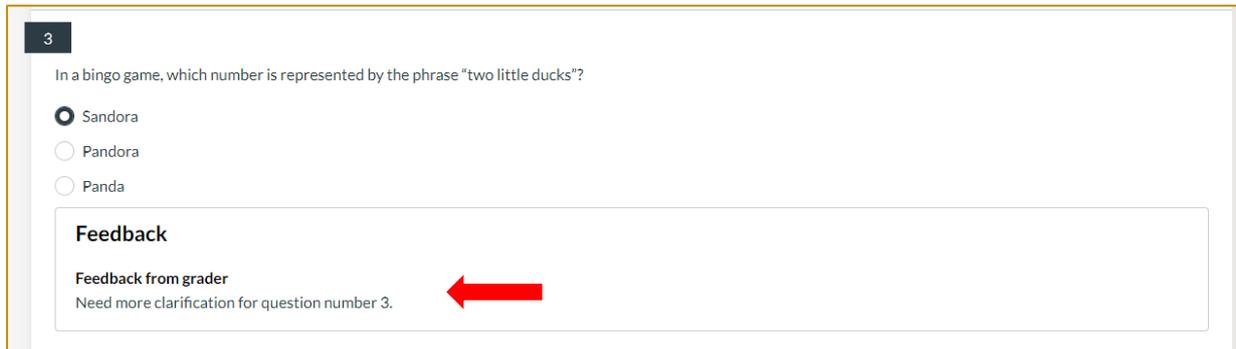
[View Grades](#)

## Assessment: How to re-submit an answer

How to view assessor's feedback:

1. **Click:** on the **assessment** tile or click on the blue link highlighted within the instructions on page 16.
2. **Click: view results**

You can scroll through all the questions and answers and review the Feedback section boxes against any incorrect answers to read the assessor's feedback.

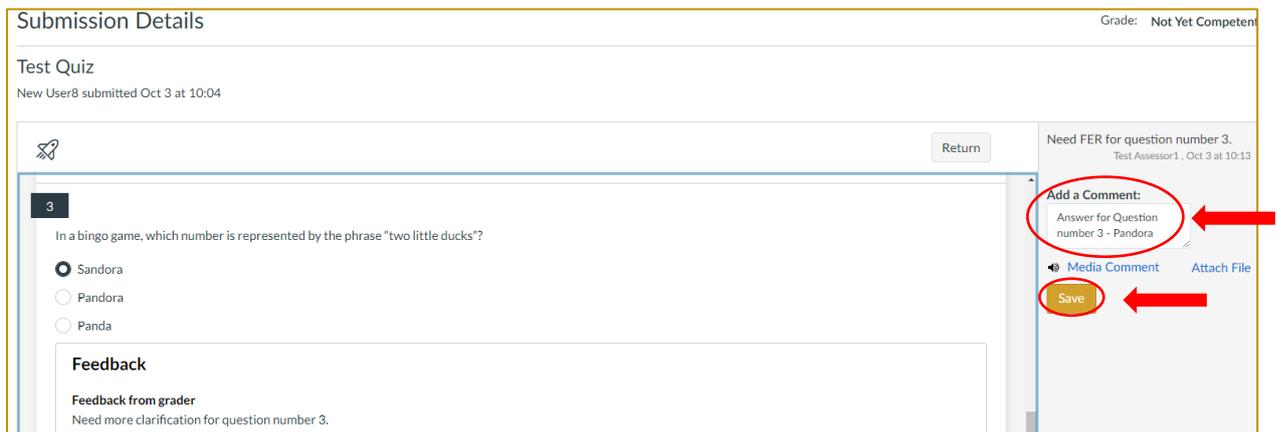


A screenshot of a question interface. At the top left, a dark box contains the number '3'. Below it, the question text reads: "In a bingo game, which number is represented by the phrase 'two little ducks'?". There are three radio button options: "Sandora" (selected), "Pandora", and "Panda". Below the options is a "Feedback" section. It contains the text "Feedback from grader" and "Need more clarification for question number 3." A red arrow points from the right towards the feedback text.

Re-submitting your answers to your assessor's feedback:

1. **Scroll:** to the **Add a comment** section on the right corner of the submission details page.  
*The "Add a comment" section is located at the end of your assessment.*
2. **Add:** a **heading name** for each question you are reply to eg: Question 3
3. **Type:** your answers inside the comment box
4. **Click: Save.**  
Once you have pressed **save** your responses will be sent back to the assessor to review.

**You will not be able to modify your original answer on the assessment.**



A screenshot of the "Submission Details" page. At the top right, it says "Grade: Not Yet Competent". Below that, it says "Test Quiz" and "New User8 submitted Oct 3 at 10:04". There is a "Return" button. The main content area shows the same question and options as the previous screenshot. Below the question is the feedback: "Feedback from grader" and "Need more clarification for question number 3.". On the right side, there is a comment section. It has a heading "Add a Comment:" and the text "Answer for Question number 3 - Pandora". Below this are links for "Media Comment" and "Attach File", and a "Save" button. Red circles and arrows highlight the "Add a Comment:" section and the "Save" button.

## Assessment: How to re-submit an answer continued....

You can attach files and add media comments while sending FER through the **Add a comment** section.

### To attach a file:

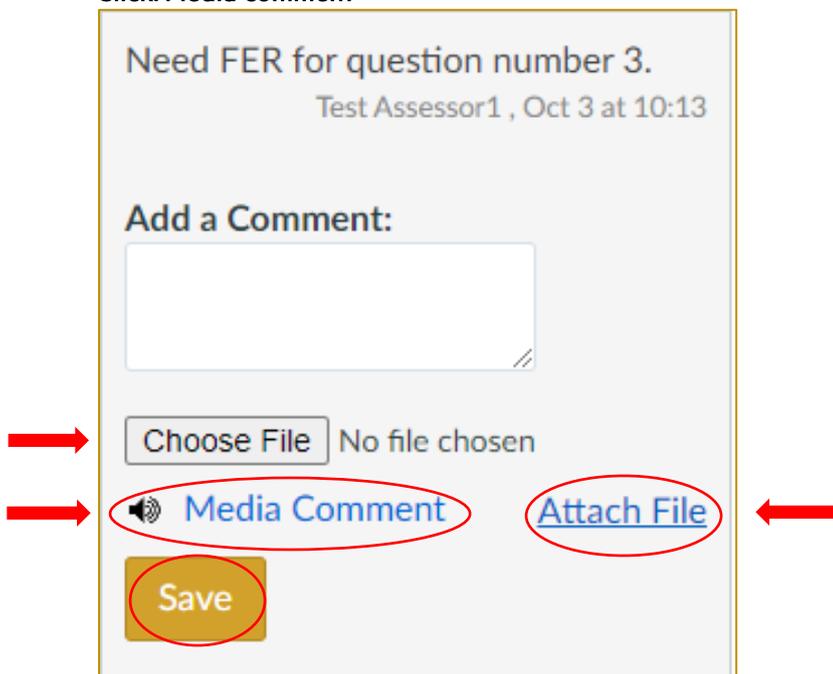
Quick tip: add the question number to your file name so it is easy for your assessor to know which question your file relates to eg. [Question5\\_cake recipe.doc](#)

1. Click: **Attach File** this will then bring up the “choose file box”
2. Click: the correct file from your computer
3. Click: **Open** to add the file
4. Click: **Save**

### To add a media comment:

If you prefer to record a voice recording or video of your evidence,

Click: **Media comment**

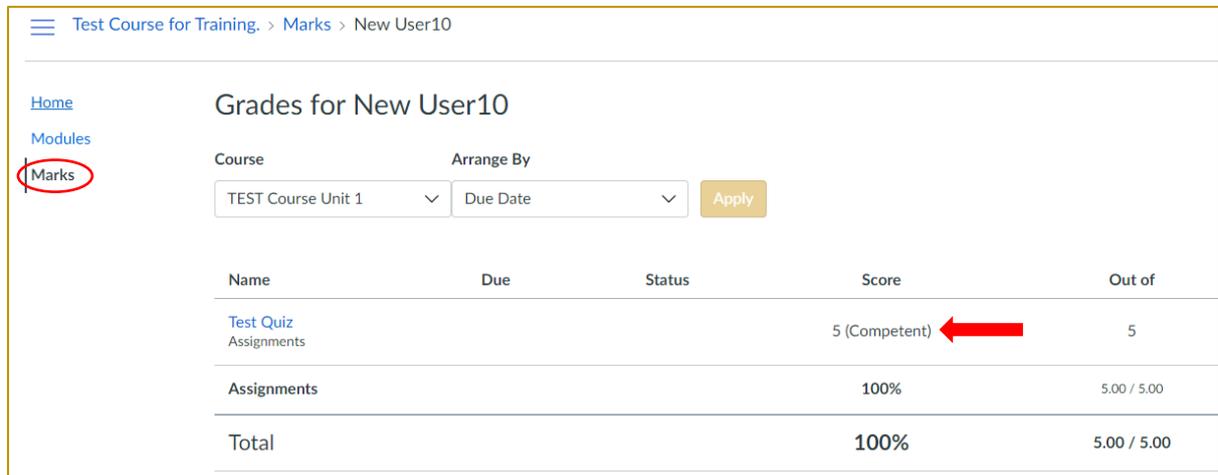


## Assessment: Status

To see the final status of your assessment:

There are two ways to view your assessment status:

1. **Click: the Marks tab** OR
2. **View:** your result through the **Recent Feedback** section (right hand side of your dashboard screen)



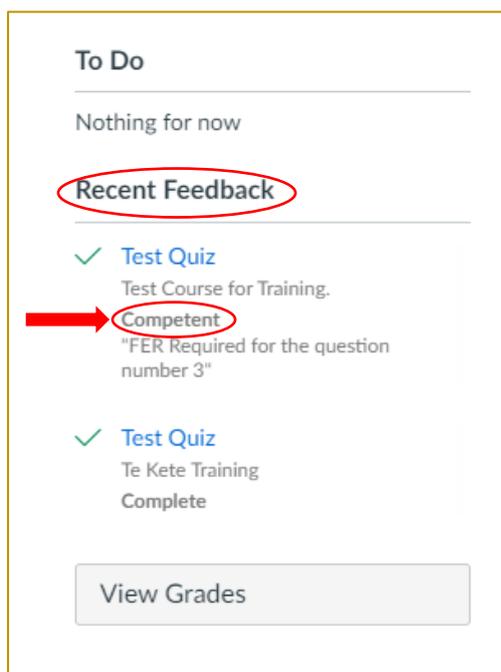
Test Course for Training > Marks > New User10

Home  
Modules  
**Marks**

### Grades for New User10

Course: TEST Course Unit 1    Arrange By: Due Date    Apply

Name	Due	Status	Score	Out of
Test Quiz Assignments			5 (Competent)	5
Assignments			100%	5.00 / 5.00
Total			100%	5.00 / 5.00



### To Do

Nothing for now

### Recent Feedback

- ✓ Test Quiz  
Test Course for Training.  
**Competent**  
"FER Required for the question number 3"
- ✓ Test Quiz  
Te Kete Training  
Complete

View Grades

# Help

If you have questions about the assessment or the system, please do not hesitate to contact our customer service team:

by email: [intel@serviceiq.org.nz](mailto:intel@serviceiq.org.nz)

by phone: 0800 863 693

If you have technical issues with your assessment or learning materials, please log this issue through the “Report a Technical Problem” option in the help menu on your Te kete Dashboard:

