

Protecting Children – Mandatory Reporting and Other Obligations Early Childhood

Frequently Asked Questions

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This guide answers some frequently asked questions users have when completing the **Protecting Children - Mandatory Reporting and Other Obligations Early Childhood** eLearning module on the Learning Management System (LMS).

This guide is for early childhood staff who need to access the Mandatory Reporting training.

More information on this training can be found at [Protecting children: Mandatory reporting and other obligations | vic.gov.au](https://www.vic.gov.au/protecting-children-mandatory-reporting-and-other-obligations-early-childhood) and [Child protection obligations in early childhood services | vic.gov.au](https://www.vic.gov.au/child-protection-obligations-in-early-childhood-services).

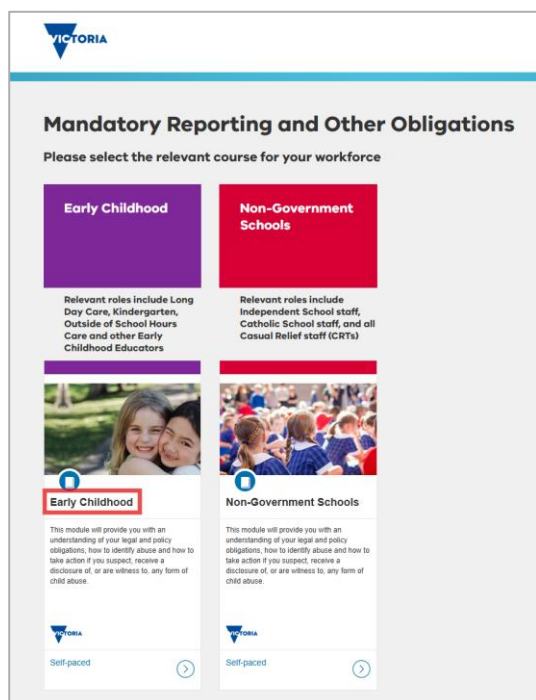
Last updated: November 2025

Q: How do I create a new account on the LMS?

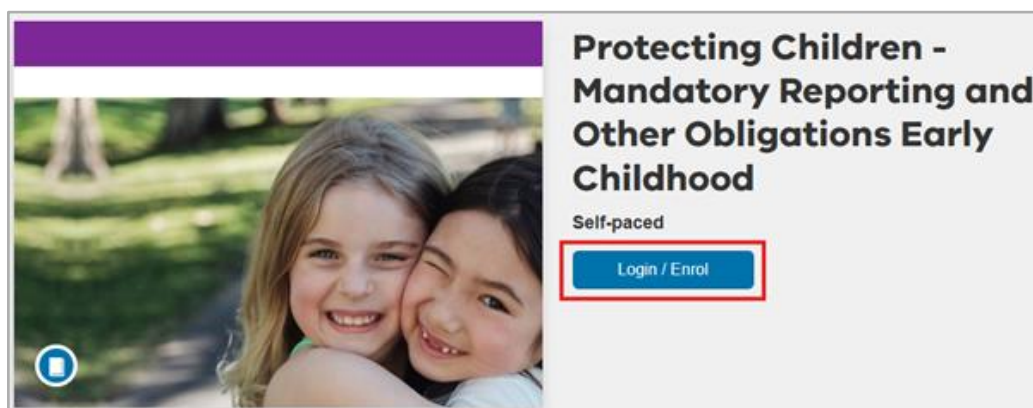
A: All users must create a new account to use the Learning Management System (LMS). If you have an existing Canvas account from completing other training, or with a different organisation, those login details will not work.

We strongly recommend completing the training on a laptop or desktop computer, as the eLearning module is interactive and can display incorrectly on a smartphone or tablet.

Step 1: Go to <https://ecprotecttraining.education.vic.gov.au> and select the **Early Childhood** course.



On the **Protecting Children – Mandatory Reporting and Other Obligations Early Childhood** course page click the blue button 'Login / Enrol'.



Step 2: Create an account by filling out the required fields.

You must fill in all the fields flagged with an asterisk (*).

The Department of Education manages personal information in accordance with relevant Victorian privacy law, the Privacy and Data Protection Act 2014. For more details, visit the [Privacy Information Policy](#).

First, enter your **first name** and your **last name**.

Required fields are marked with an asterisk (*).

First Name *

Last Name *

Enter your **email address** twice.

Email *

Expected format: example@example.com

Confirm Email *

Step 3: Complete the section **Your Early Childhood (EC) role** by choosing the role that you mostly work in from the drop-down menu. If your role is not listed, select 'Other – please specify' and complete the 'If 'other' please specify' field.

Your Early Childhood (EC) role *

If 'other' please specify

Step 4: Complete the section **About your organisation**. First, select **Your EC service type** by selecting it from the drop-down list. Then complete the fields for your **organisation type**, **name**, **postcode** and **work phone number**.

If applicable, you also need to enter your EC organisation's **Service Approval Number (e.g. SE-12345678)**. You can search for an Australian Children's Education & Care Quality Authority (ACECQA) Service Approval Number by clicking the link provided.

About your organisation

Your EC service type *

Enter Answer

Your organisation type *

Enter Answer

Your organisation name *

Enter Answer

If applicable, your EC organisation's Service Approval Number (e.g. SE-12345678).

You can search for an Australian Children's Education & Care Quality Authority (ACECQA) Service Approval Number [here](#).

Enter Answer

Organisation postcode *

Enter Answer

Work phone number *

Enter Answer


Step 5: Tick the box to agree the **Acceptable Use Policy** and acknowledge the **Privacy Policy**.

Then, complete the reCAPTCHA by selecting 'I'm not a robot', and click '**Register New Account**' to finish.

☐ I agree to the [Terms of Use](#) and acknowledge the [Privacy Policy](#).

*

☐ I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action](#).

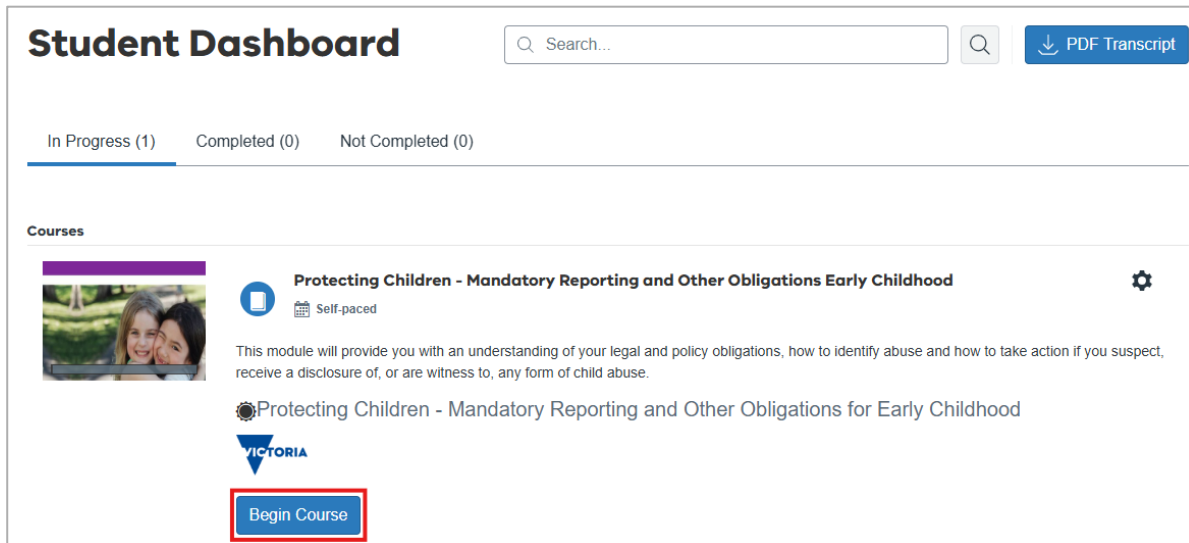

reCAPTCHA
Privacy • Terms

Register New Account

Step 6: Once you have successfully created an account, you will receive an email asking you to 'set up your password'. Click the blue 'set up your password' button in this email to complete your registration. Check your junk or spam folder in case it appears there.

Q: How do I find the learning module?

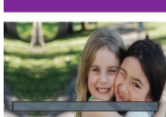

Step 1: Once you have successfully set up your password, you will be taken to your **Student Dashboard**.




Student Dashboard [PDF Transcript](#)


In Progress (1) Completed (0) Not Completed (0)


Courses

 **Protecting Children - Mandatory Reporting and Other Obligations Early Childhood** 

 Self-paced

This module will provide you with an understanding of your legal and policy obligations, how to identify abuse and how to take action if you suspect, receive a disclosure of, or are witness to, any form of child abuse.

 Protecting Children - Mandatory Reporting and Other Obligations for Early Childhood



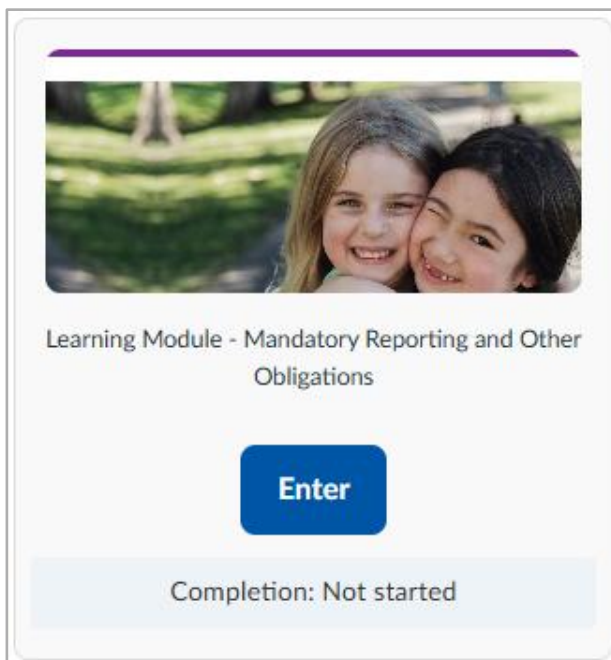
[Begin Course](#)


Step 2: Click the blue button '**Begin Course**'.

This course has two sections. A learning module and an assessment.

IMPORTANT: You need to complete BOTH the learning module and the assessment to successfully complete this course.

Step 3: Click the blue button '**Enter**' to begin learning.





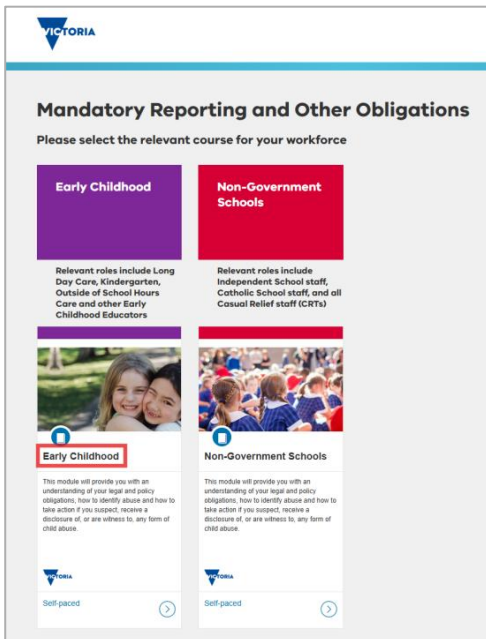
Learning Module - Mandatory Reporting and Other Obligations

[Enter](#)

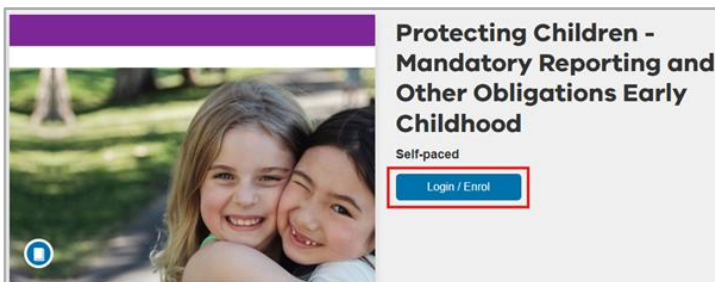
Completion: Not started

Q: How do I log in to my account on the LMS?

A: Step 1: Go to <https://ecprotecttraining.education.vic.gov.au> and select the **Early Childhood** course.



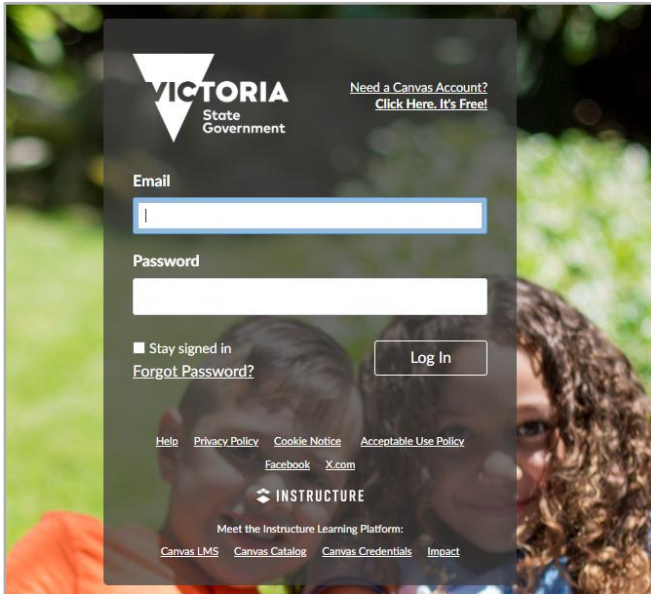
Step 2: Click on the blue button 'Login / Enrol'.



Then click on the blue button 'Login to Enrol' which will direct you to enter your login details.



Step 3: Enter your email and password on the login page and click the **'Log In'** button to access the LMS.

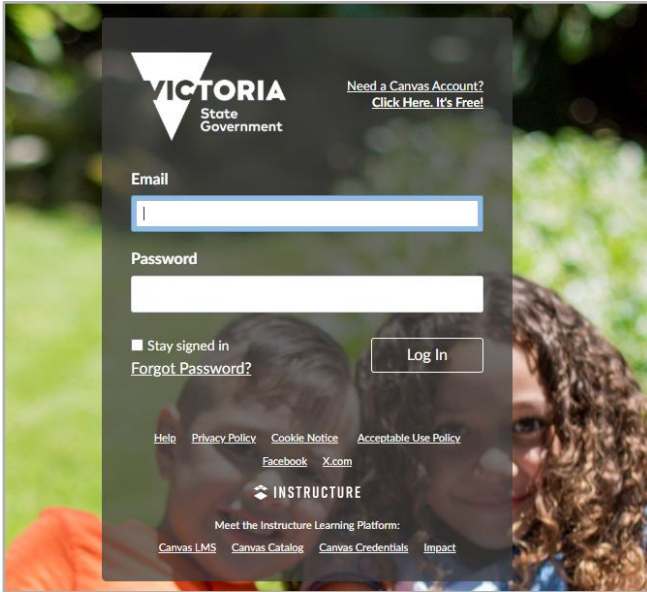


The screenshot shows the login interface for the Victoria State Government's Instructure Learning Management System (LMS). The background is a blurred image of two children. The login form is a dark grey overlay with the following elements:

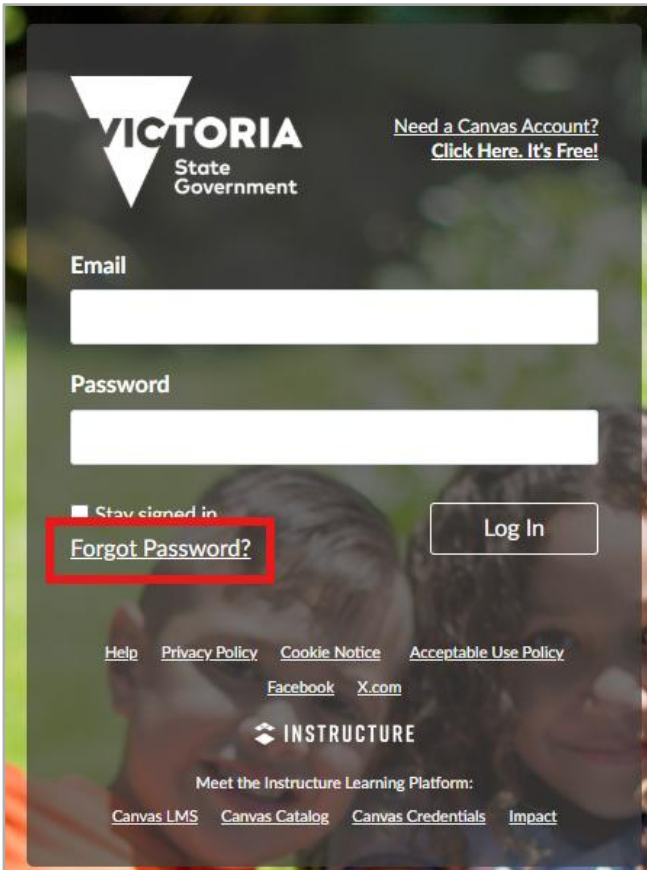
- Header:** The Victoria State Government logo (a white triangle with the word "VICTORIA" inside) and the text "State Government". To the right, a link says "Need a Canvas Account? Click Here. It's Free!".
- Form Fields:** Two white input fields labeled "Email" and "Password".
- Buttons and Links:** A "Log In" button, a "Stay signed in" checkbox, and a "Forgot Password?" link.
- Footer:** A row of links: "Help", "Privacy Policy", "Cookie Notice", and "Acceptable Use Policy". Below these are "Facebook" and "X.com" social media links.
- Instructure Section:** The "INSTRUCTURE" logo, followed by the text "Meet the Instructure Learning Platform:" and a row of links: "Canvas LMS", "Canvas Catalog", "Canvas Credentials", and "Impact".

Q: How do I reset my password on the LMS?

A: **Step 1:** Go to the [LMS login page](#).

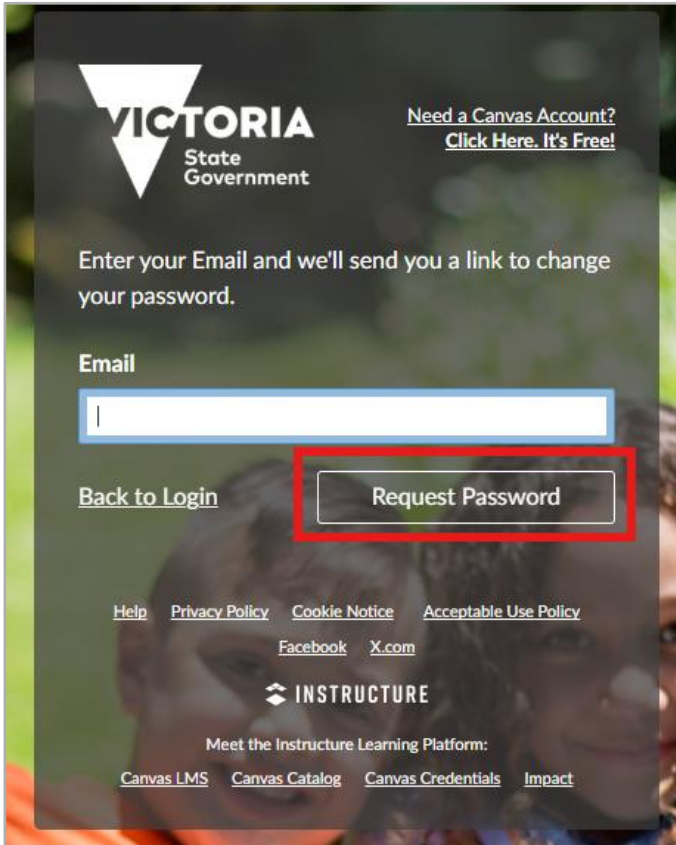


Step 2: Click 'Forgot Password?' under the login fields.



Step 3: On the reset screen, enter your email address.

Step 4: Click 'Request Password'.



VICTORIA
State
Government

[Need a Canvas Account?](#)
[Click Here. It's Free!](#)

Enter your Email and we'll send you a link to change your password.

Email

[Back to Login](#) **Request Password**

[Help](#) [Privacy Policy](#) [Cookie Notice](#) [Acceptable Use Policy](#)

[Facebook](#) [X.com](#)

INSTRUCTURE

Meet the Instructure Learning Platform:

[Canvas LMS](#) [Canvas Catalog](#) [Canvas Credentials](#) [Impact](#)

Step 5: Check your email inbox for a reset link. Open the email and follow the instructions to set a new password. Don't forget to check your junk or spam folder if you don't see it.

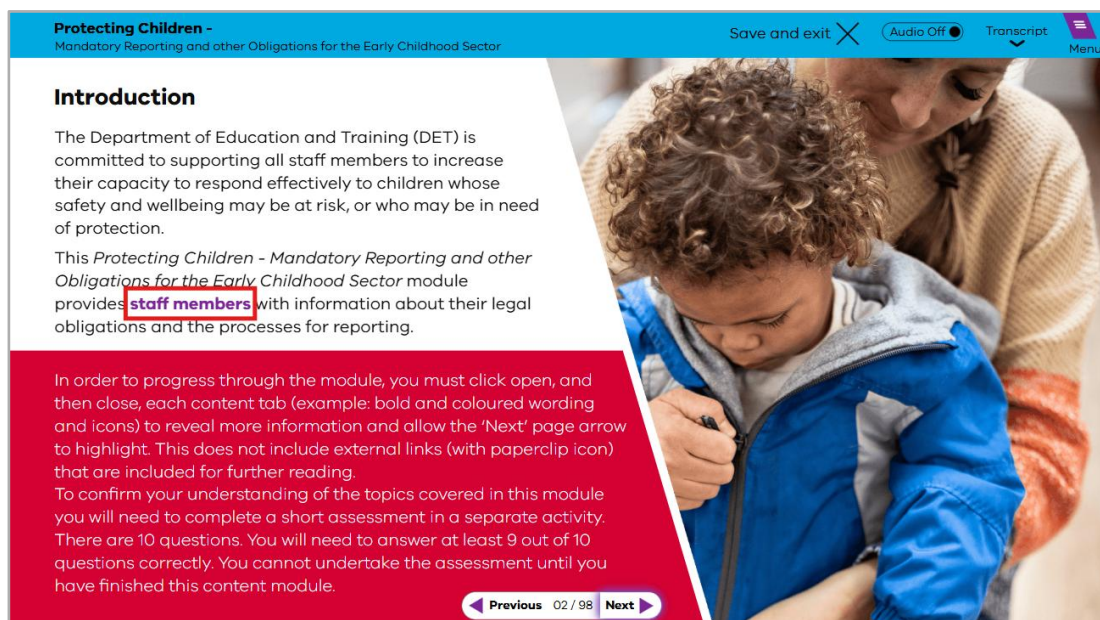
Q: Why is the 'Next' button not available on a certain page of the learning module?

A: To progress through the learning module, you must **click open**, and **then close**, each **content tab** to reveal more information and allow the **'Next'** page arrow to highlight. For example, look out for:

- **bold coloured text** that opens small text boxes or
- **buttons, shapes** or **symbols** that open text boxes.

Note: This does not include red external links (with paperclip icon) that are included for further reading.

This might include clicking the **bold coloured text** **'staff members'** on page 2 of the module for example, to open a content box with more information.



Protecting Children -
Mandatory Reporting and other Obligations for the Early Childhood Sector

Save and exit ✕ Audio Off Transcript Menu

Introduction

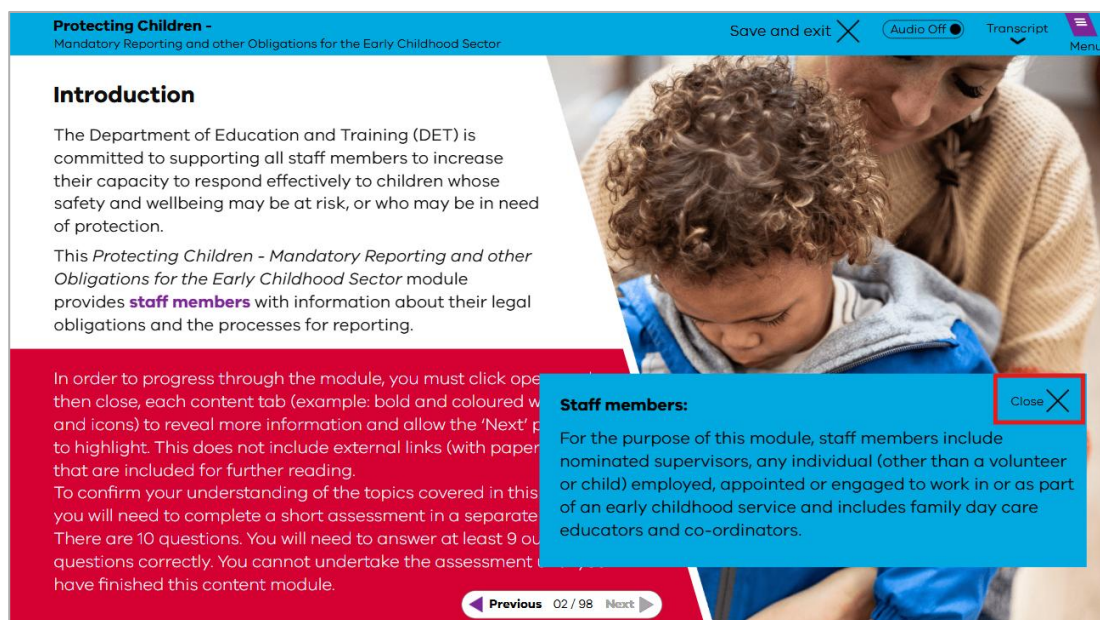
The Department of Education and Training (DET) is committed to supporting all staff members to increase their capacity to respond effectively to children whose safety and wellbeing may be at risk, or who may be in need of protection.

This *Protecting Children - Mandatory Reporting and other Obligations for the Early Childhood Sector* module provides **staff members** with information about their legal obligations and the processes for reporting.

In order to progress through the module, you must click open, and then close, each content tab (example: bold and coloured wording and icons) to reveal more information and allow the 'Next' page arrow to highlight. This does not include external links (with paperclip icon) that are included for further reading.

To confirm your understanding of the topics covered in this module you will need to complete a short assessment in a separate activity. There are 10 questions. You will need to answer at least 9 out of 10 questions correctly. You cannot undertake the assessment until you have finished this content module.

Previous 02 / 98 Next



Protecting Children -
Mandatory Reporting and other Obligations for the Early Childhood Sector

Save and exit ✕ Audio Off Transcript Menu

Introduction

The Department of Education and Training (DET) is committed to supporting all staff members to increase their capacity to respond effectively to children whose safety and wellbeing may be at risk, or who may be in need of protection.

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To confirm your understanding of the topics covered in this module you will need to complete a short assessment in a separate activity. There are 10 questions. You will need to answer at least 9 out of 10 questions correctly. You cannot undertake the assessment until you have finished this content module.

Staff members:

For the purpose of this module, staff members include nominated supervisors, any individual (other than a volunteer or child) employed, appointed or engaged to work in or as part of an early childhood service and includes family day care educators and co-ordinators.

Close ✕

Previous 02 / 98 Next

After you have read the content and closed the content box, the '**Next**' page arrow should appear, and you can progress through the module.

Protecting Children -
Mandatory Reporting and other Obligations for the Early Childhood Sector

Save and exit ✕
Audio Off
Transcript
Menu

Introduction


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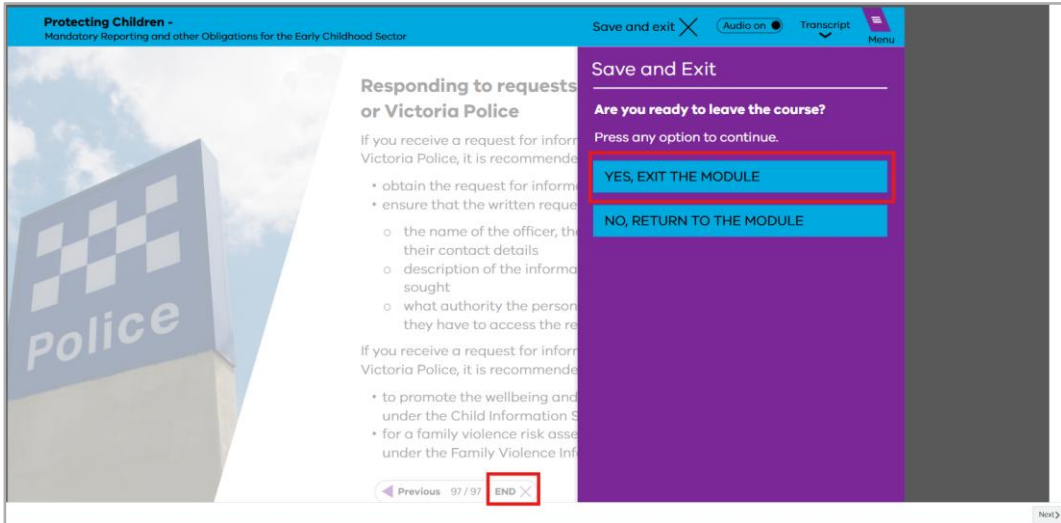
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Previous 02 / 98 Next

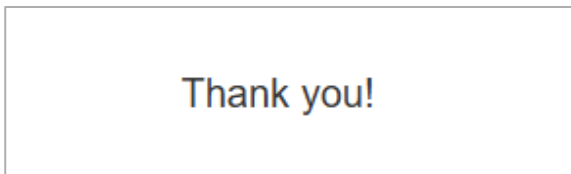


Q: I have completed the learning module. How do I start the assessment?

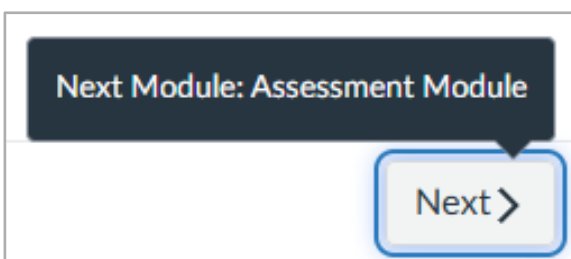
A: After you complete the learning module, click **'End'**. Next, click **'Save and exit'** and then click **'Yes, exit the module'**.



A **'Thank You!'** message will appear at the top of the page.

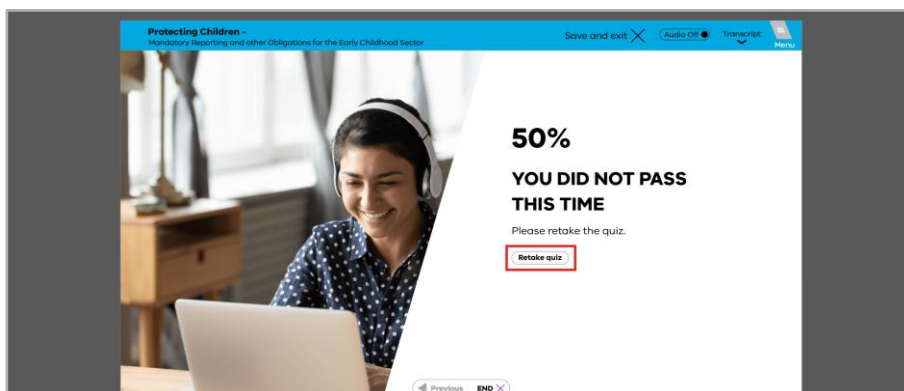


Then click the **'Next'** button at the **bottom right-hand corner** of the screen to be taken to the assessment module.



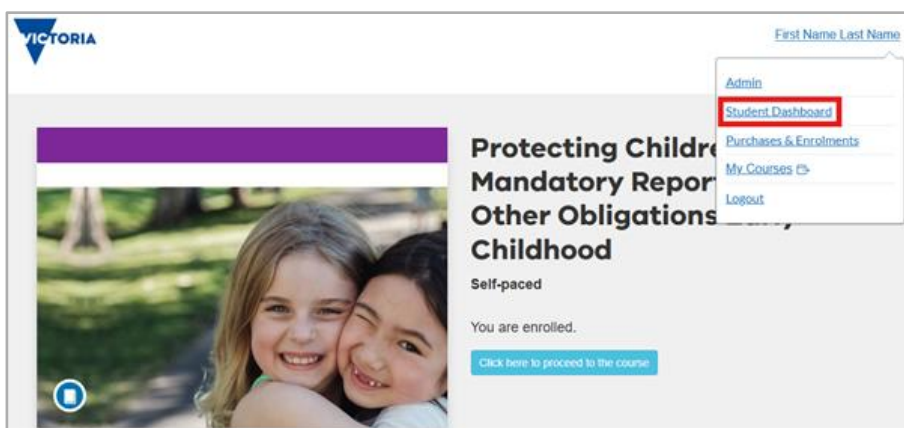
Q: How do I re-attempt the assessment?

A: Once you have completed the learning module, you will need to complete and pass the assessment with a minimum score of 90%. You can attempt this assessment as many times as you need. To re-attempt the assessment, click '**Retake quiz**'.

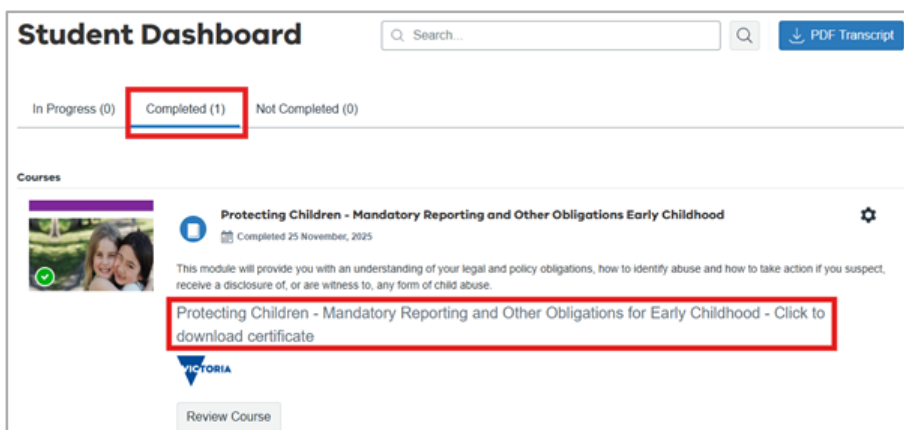


Q: How do I download a copy of my certificate of completion?

A: Certificates are emailed within 24 hours of course completion and sent to the email address you supplied for this system. You can also access your certificate from your account by clicking on your **name** in the top right-hand corner of the course enrolment page and selecting '**Student Dashboard**'.



On your **Student Dashboard** page, select the '**Completed**' tab and click the '**Protecting Children – Mandatory Reporting and Other Obligations – Click to download certificate**' link to download a copy.



Q. Can I re-take the learning module inside the 12 months of validation

A: The certificate is valid for 12 months from date of completion. Although users can log in and re-take the Mandatory Reporting module any time after first completing the course on the LMS, they will not be re-issued with a new certificate if there is a valid certificate on the system.

Q: How can I provide feedback on the learning module?

A: For any enquiries regarding course content, or to provide feedback on the learning module, please email the Department of Education at early.years.workforce@education.vic.gov.au.