The Education State

Protecting Children – Mandatory Reporting and Other Obligations Early Childhood

Frequently Asked Questions

VICTORIA State Government | Department of Education

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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 and Child protection obligations in early childhood services | vic.gov.au.

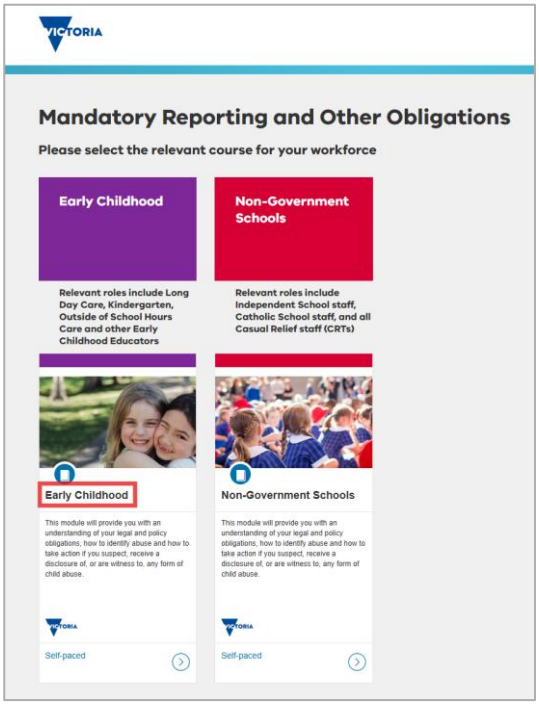
Last updated: November 2025

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.



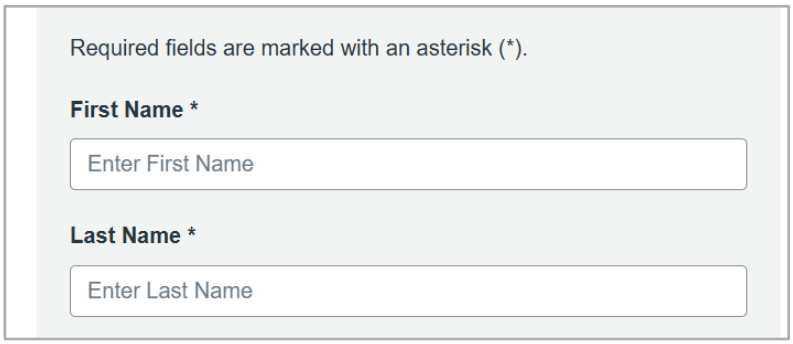
On the **Protecting Children – Mandatory Reporting and Other Obligations Early Childhood** course page click the blue button '**Login / Enrol**'.

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

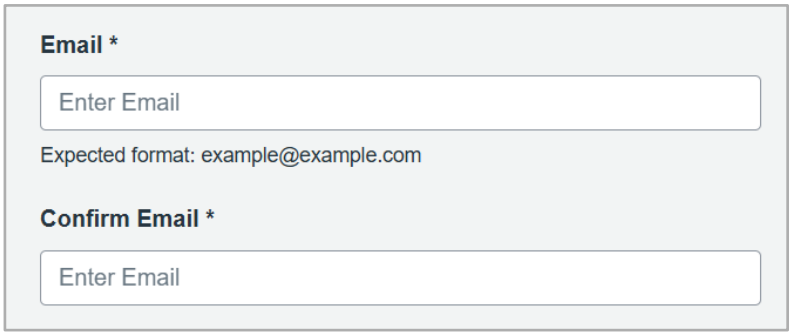
You must fill in all the fields flagged with an asterisk (*).

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.

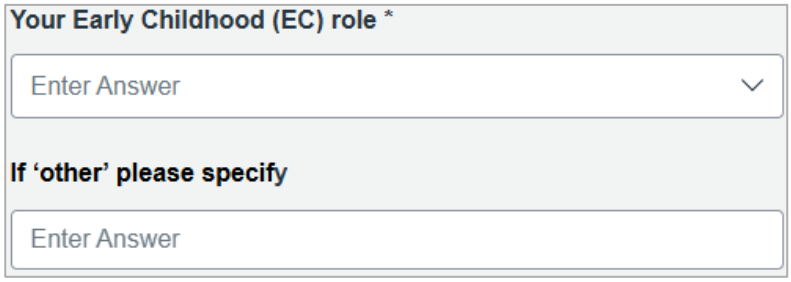
First, enter your **first name** and your **last name**.



Enter your **email address** twice.

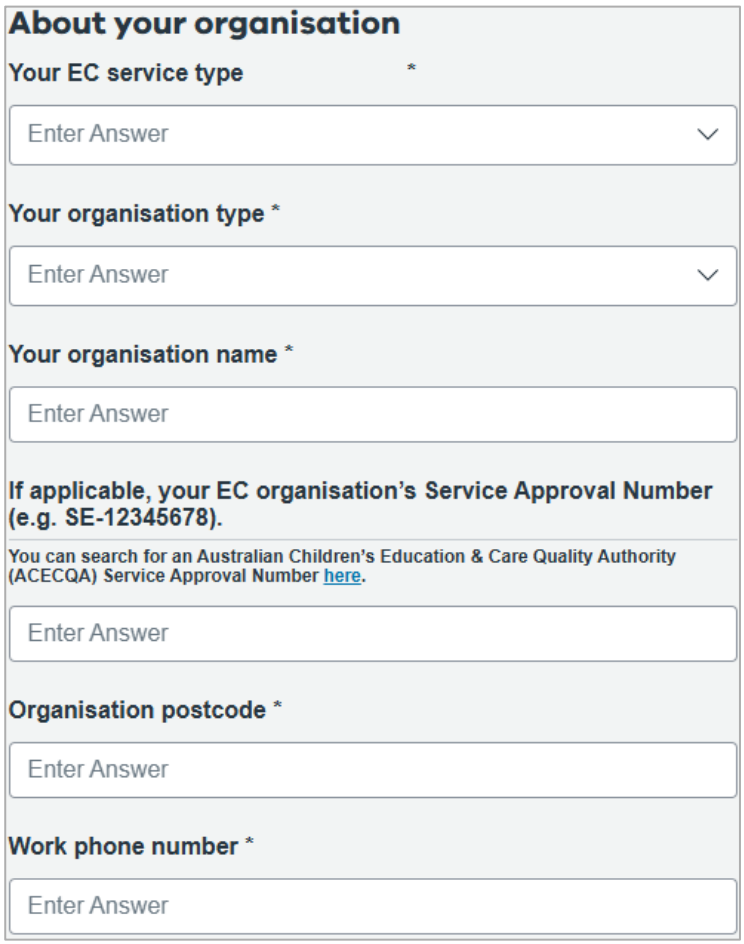


Step 3: Complete the section **Your Early Childhood (EC) role** by choosing the role that you mostly work in from the drop-down menu. If your role is not listed, select 'Other – please specify' and complete the 'If 'other' please specify' field.



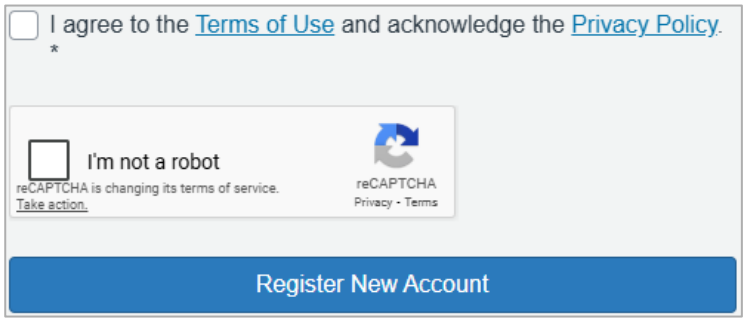
Step 4: Complete the section **About your organisation**. First, select **Your EC service type** by selecting it from the drop-down list. Then complete the fields for your **organisation type, name, postcode** and **work phone number**.

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.



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

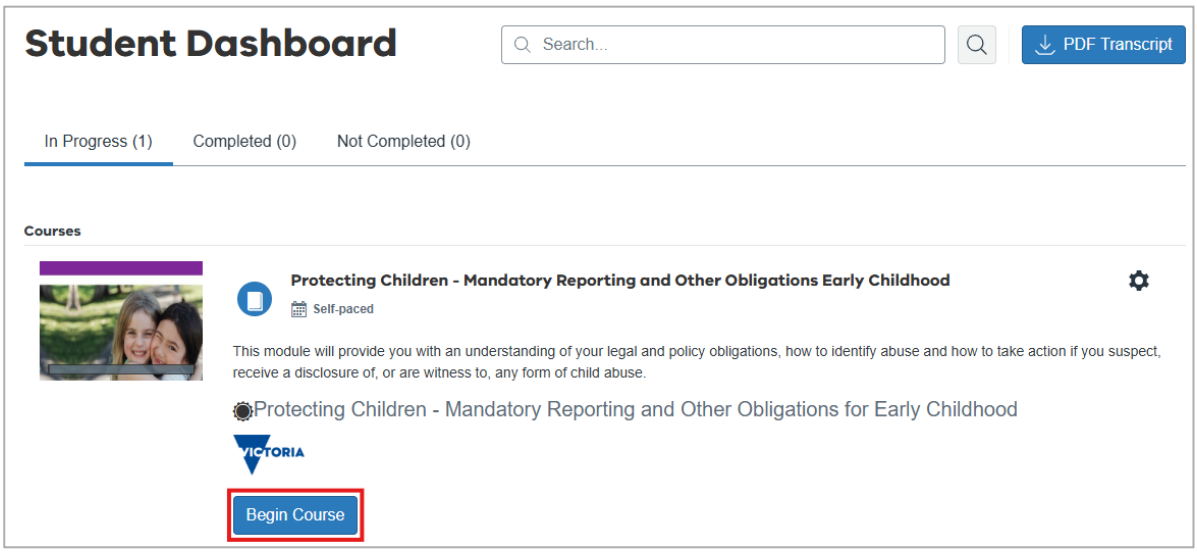
Then, complete the reCAPTCHA by selecting 'I'm not a robot', and click '**Register New Account**' to finish.



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**.

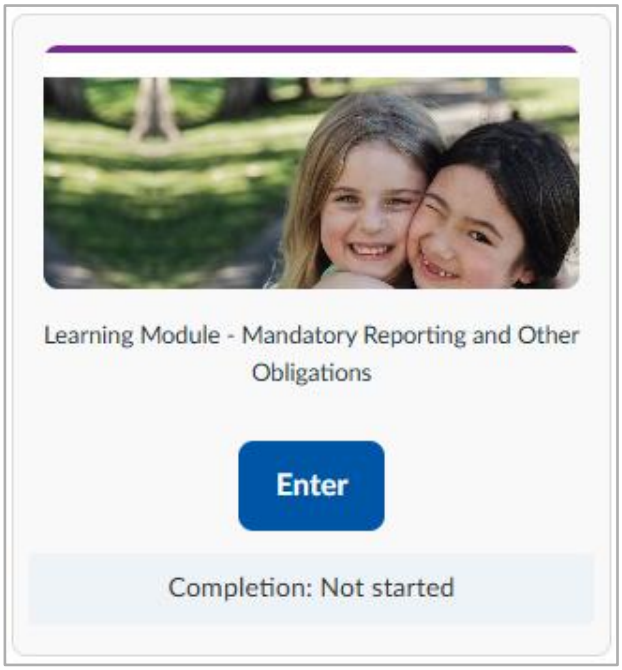


Step 2: Click the blue button '**Begin Course**'.

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

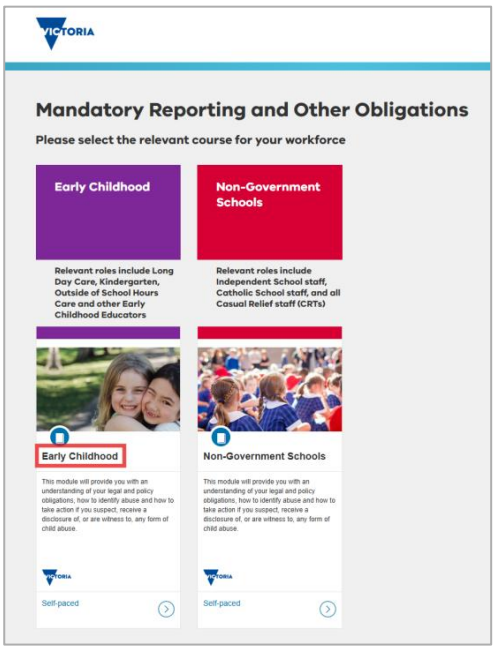
IMPORTANT: You need to complete BOTH the learning module and the assessment to successfully complete this course.

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



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

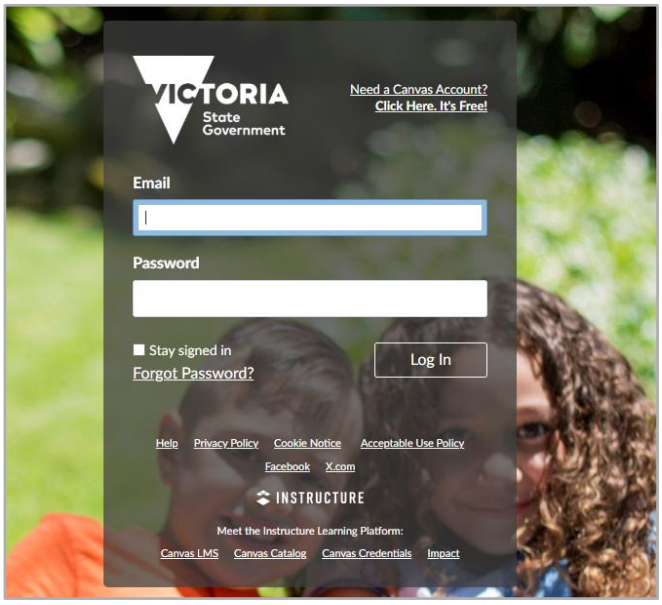
A: **Step 1:** Go to https://ecprotecttraining.education.vic.gov.au and select the **Early Childhood** course.



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

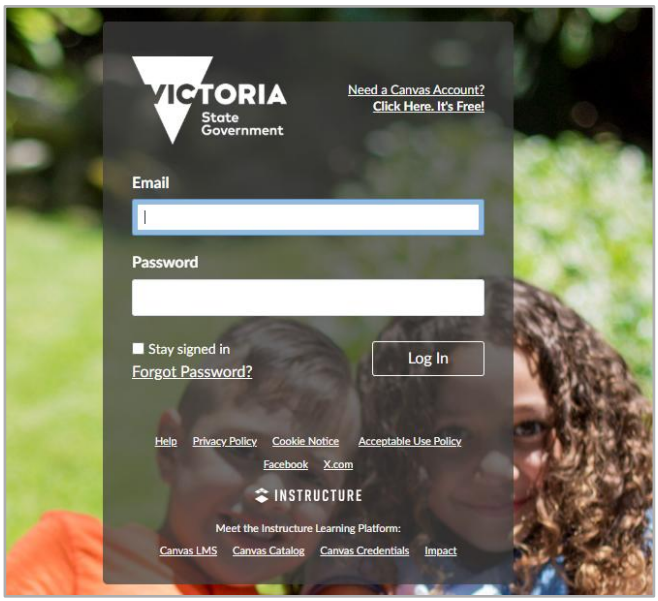
Then click on the blue button '**Login to Enrol**' which will direct you to enter your login details.

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

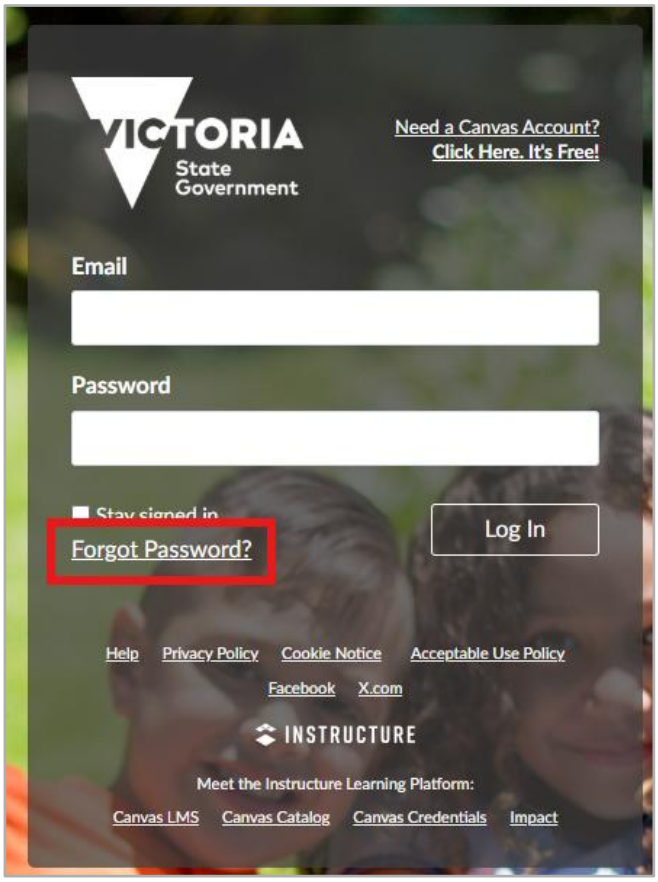


Q: How do I reset my password on the LMS?

A: **Step 1:** Go to the LMS login page.

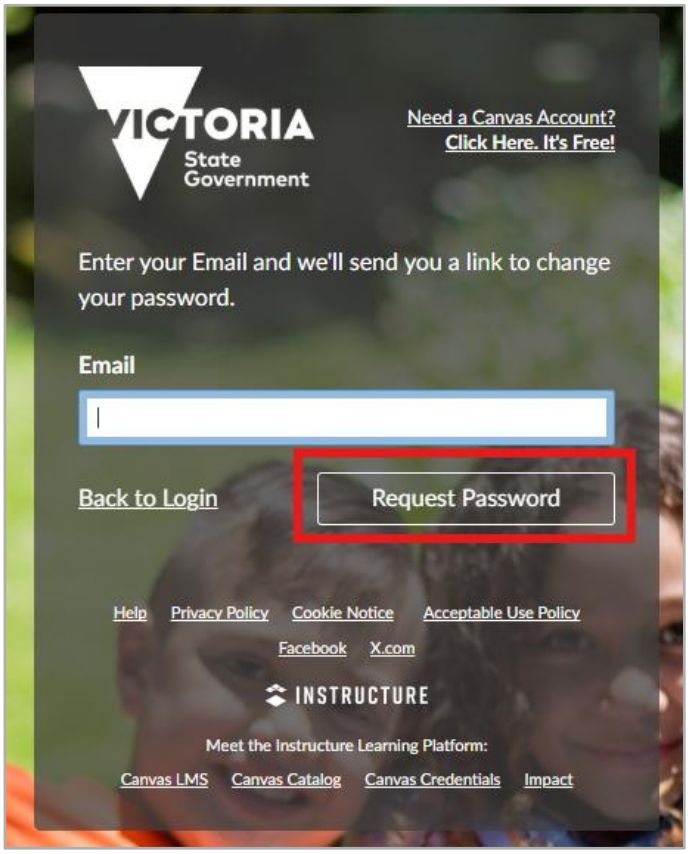


Step 2: Click '**Forgot Password?**' under the login fields.



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

Step 4: Click '**Request Password**'.



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.

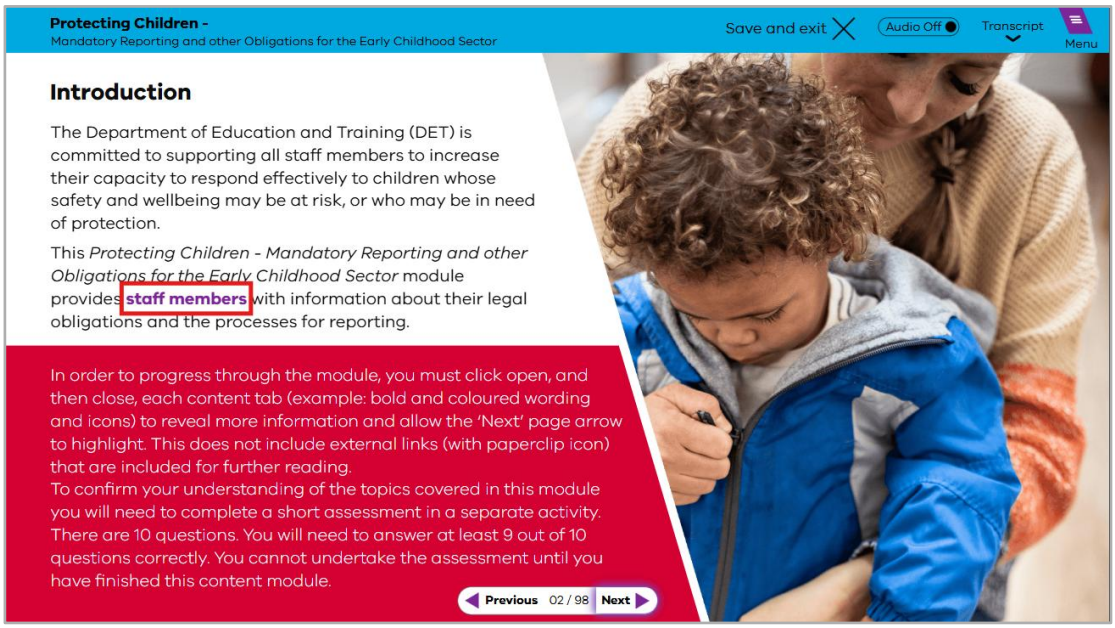
Q: Why is the 'Next' button not available on a certain page of the learning module?

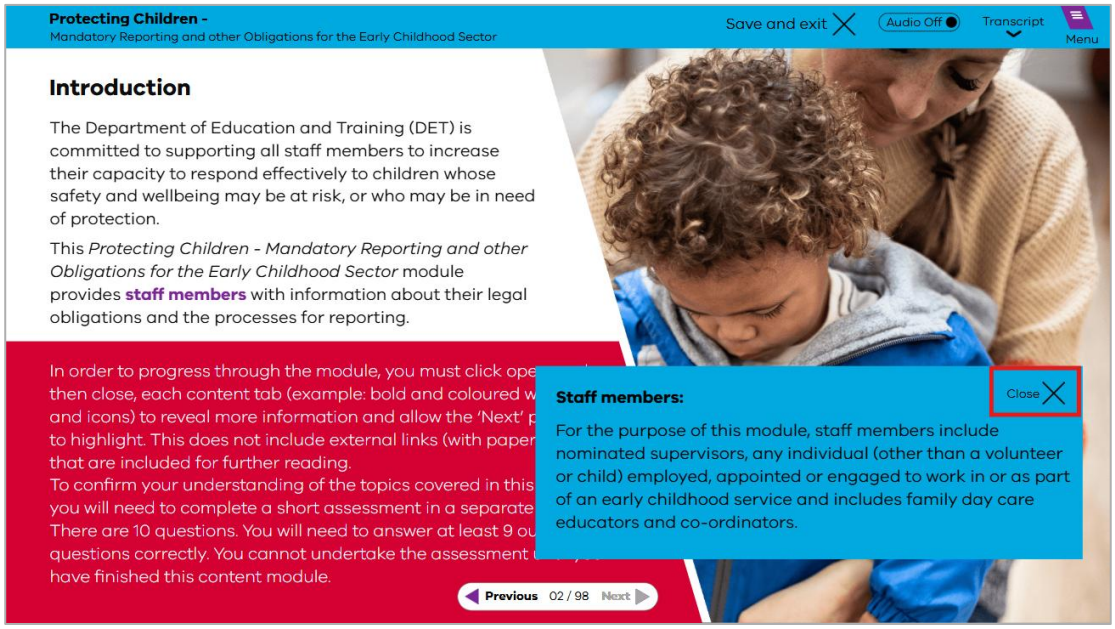
A: To progress through the learning module, you must **click open**, and **then close, each content tab** to reveal more information and allow the '**Next**' page arrow to highlight. For example, look out for:

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

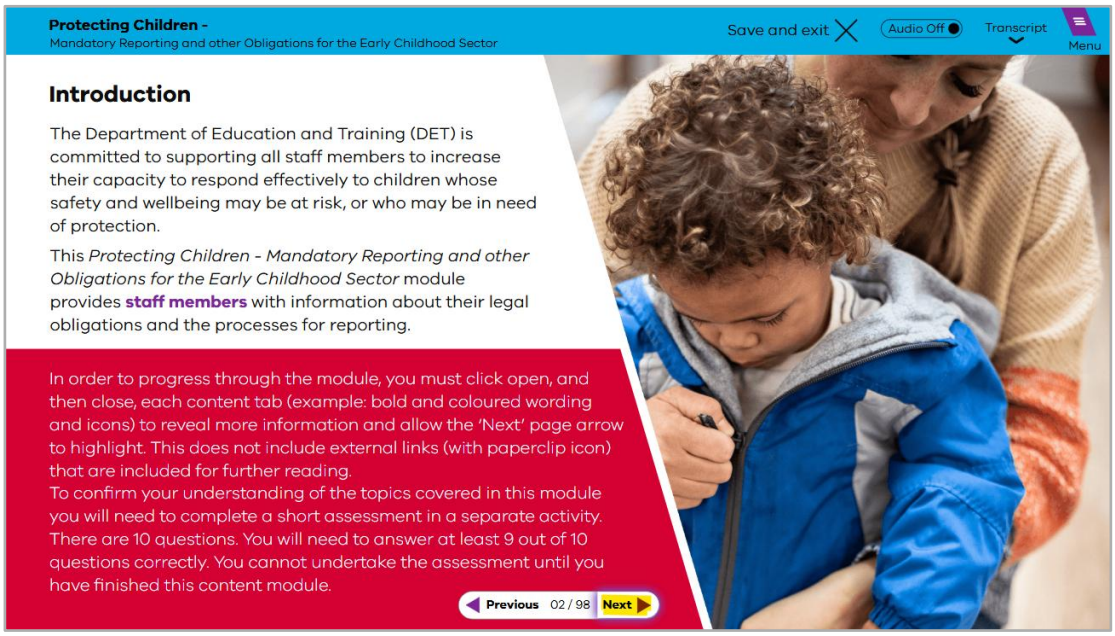
Note: This does not include red external links (with paperclip icon) that are included for further reading.

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.



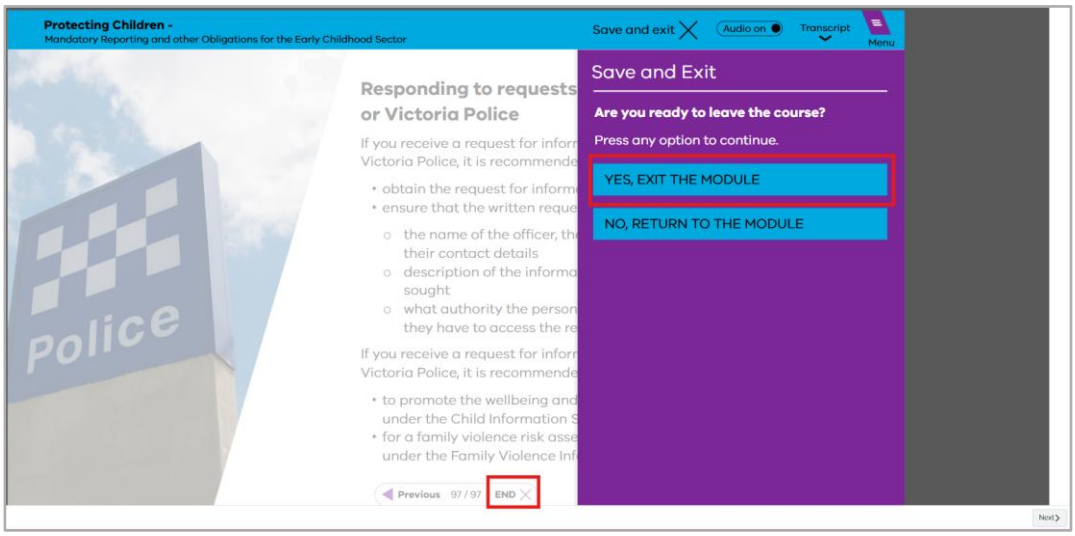


After you have read the content and closed the content box, the '**Next**' page arrow should appear, and you can progress through the module.

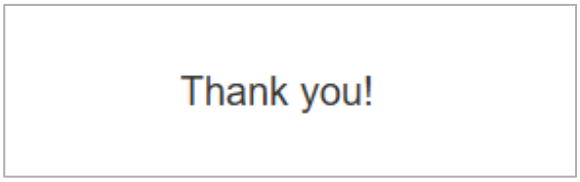


Q: I have completed the learning module. How do I start the assessment?

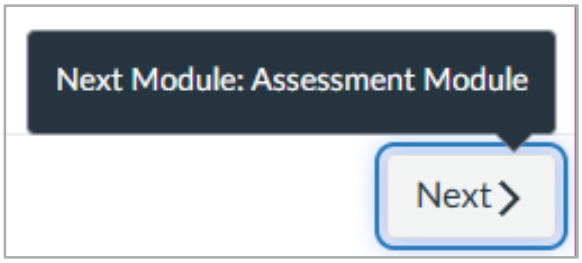
A: After you complete the learning module, click '**End**'. Next, click '**Save and exit**' and then click '**Yes, exit the module**'.



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

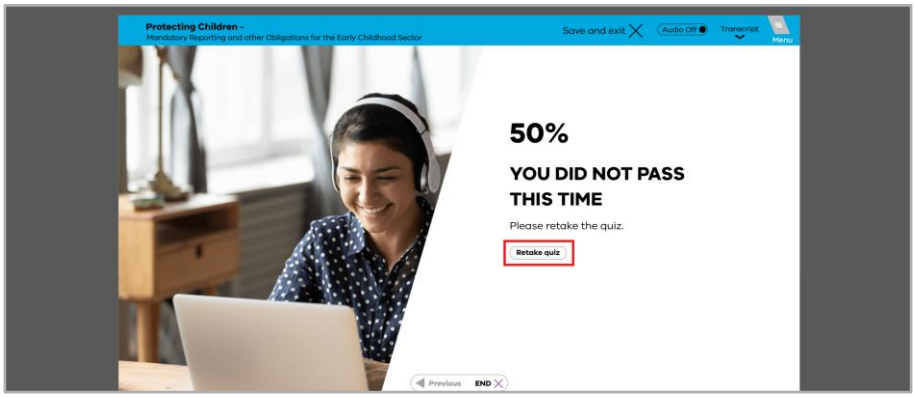


Then click the '**Next**' button at the **bottom right-hand corner** of the screen to be taken to the assessment module.



Q: How do I re-attempt the assessment?

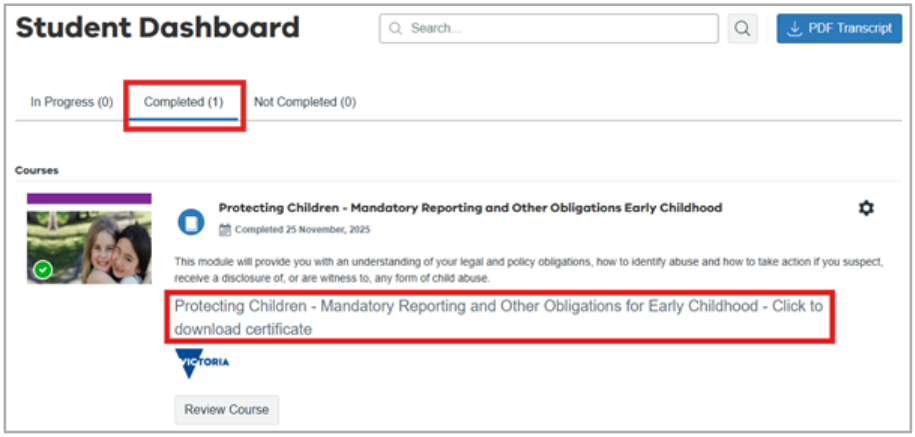
A: Once you have completed the learning module, you will need to complete and pass the assessment with a minimum score of 90%. You can attempt this assessment as many times as you need. To re-attempt the assessment, click '**Retake quiz**'.



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 ec.protect@education.vic.gov.au.