

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 and child safety training in early childhood | vic.gov.au](https://www.vic.gov.au/child-protection-and-child-safety-training-in-early-childhood)

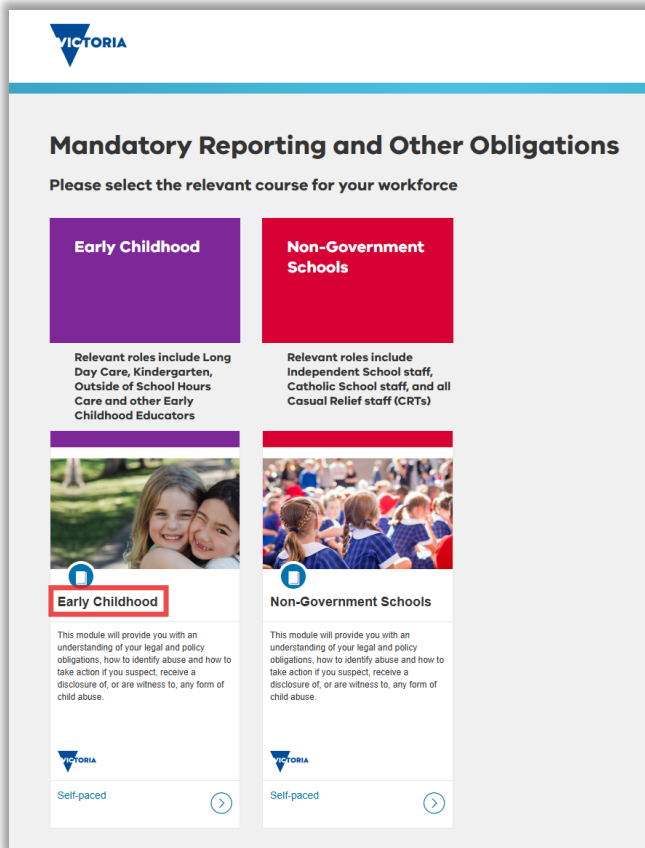
Last updated: April 2026

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

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.

Note: 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.

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



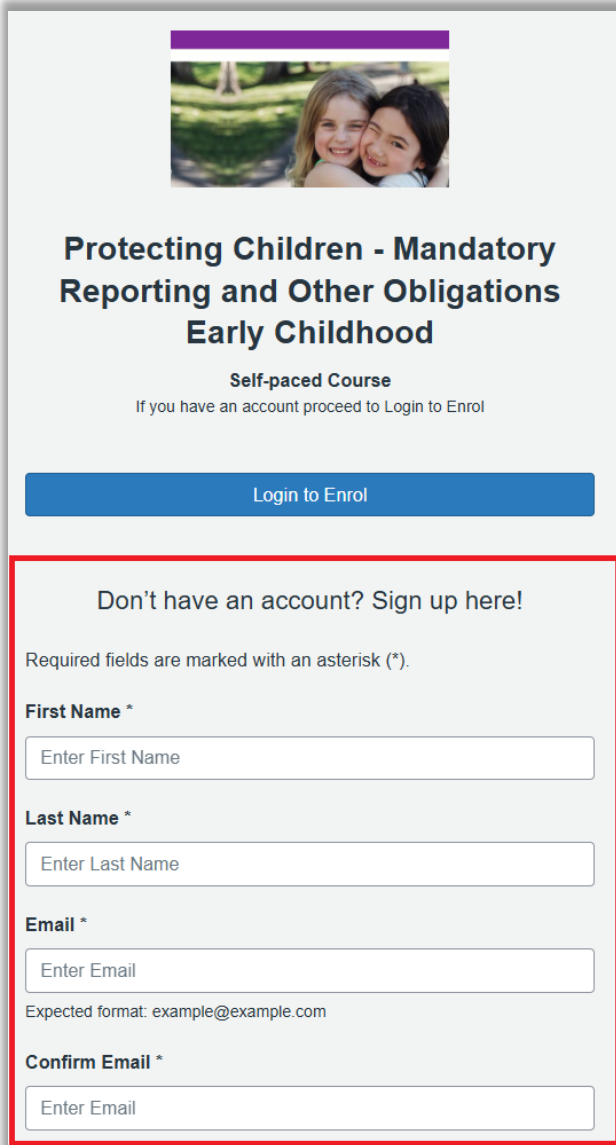
- ▶ On the **Protecting Children – Mandatory Reporting and Other Obligations Early Childhood** course page click the blue button 'Login / Enrol'.

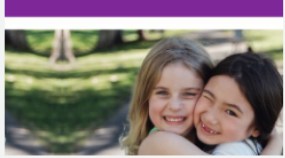


Follow the steps below to create a new account.

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](#).

Step 1: Create an account by filling out the required fields. You must fill in all the fields flagged with an asterisk (*)





Protecting Children - Mandatory Reporting and Other Obligations Early Childhood

Self-paced Course
If you have an account proceed to Login to Enrol

[Login to Enrol](#)

Don't have an account? Sign up here!

Required fields are marked with an asterisk (*).

First Name *

Last Name *

Email *

Expected format: example@example.com

Confirm Email *

Step 2: Complete the section **Your Early Childhood (EC) role.**

- ▶ Choose 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 *

Enter Answer ▼

If 'other' please specify

Enter Answer

Step 3: Complete the section **About your organisation.**

- ▶ Use the drop-down list to select **'Your EC service type.'** 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).**

Note: You can search for an Australian Children's Education & Care Quality Authority (ACECQA) Service Approval Number by clicking the link provided in the word **'here.'**

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 *

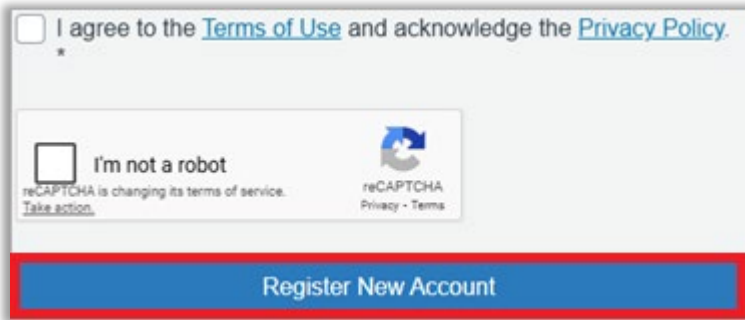
Enter Answer

Work phone number *

Enter Answer

Step 4: Agree to the **Acceptable Use Policy** and acknowledge the **Privacy Policy**.

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

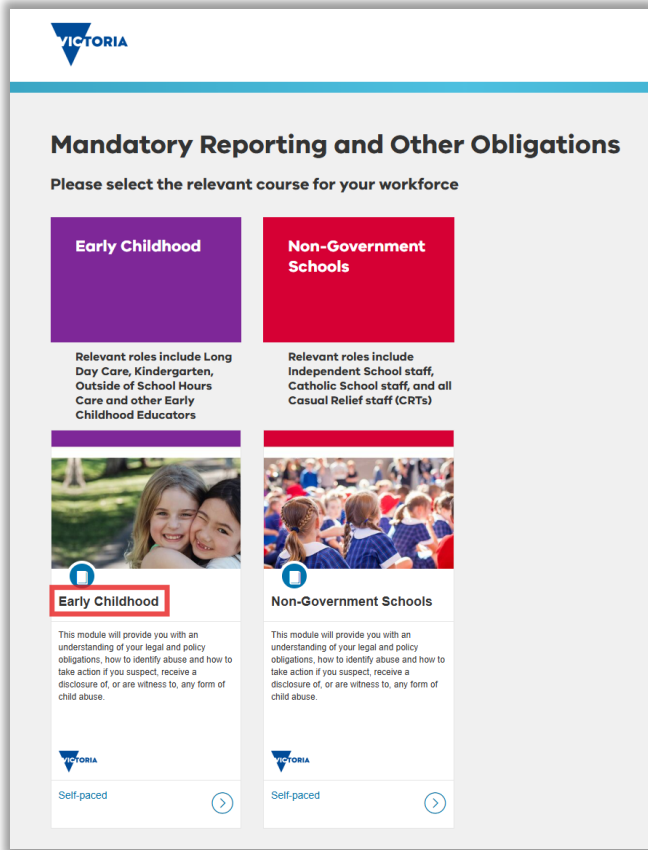


The image shows a portion of a registration form. At the top, there is a checkbox followed by the text "I agree to the [Terms of Use](#) and acknowledge the [Privacy Policy](#)". Below this is a reCAPTCHA widget with the text "I'm not a robot" and a small robot icon. To the right of the reCAPTCHA is a small icon of a person and the text "reCAPTCHA Privacy - Terms". At the bottom of the form, a blue button with the text "Register New Account" is highlighted with a red border.

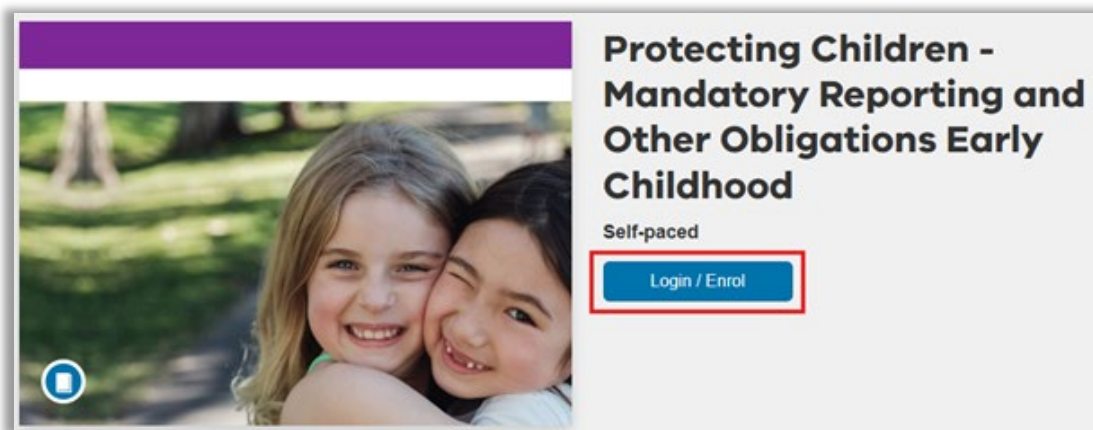
- ▶ Once you have successfully created an account, you will receive an account confirmation email. Check your junk or spam folder in case it appears there.
- ▶ Click the **'Confirm account'** button in this email to set up your password and complete registration.

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

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



- ▶ On the course page, click the **Login/Enrol** button.



- ▶ Then click the **'Login to Enrol'** button.

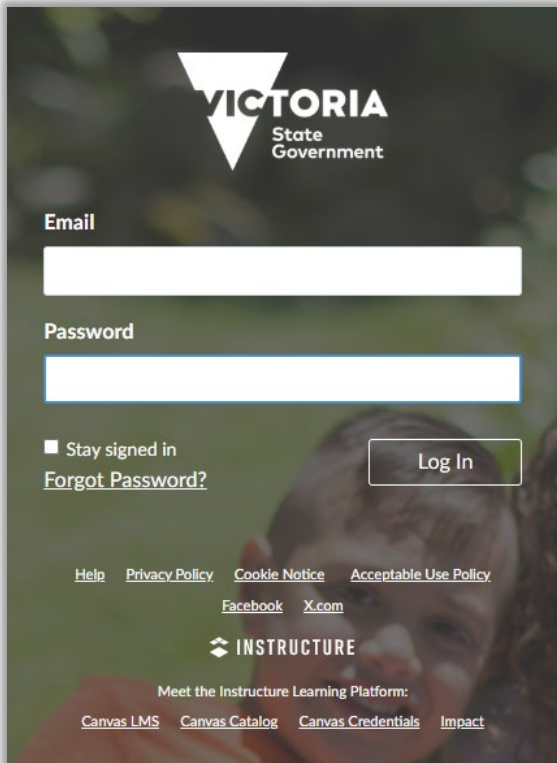


- ▶ Enter your email and password then click the **'Log In'** button.

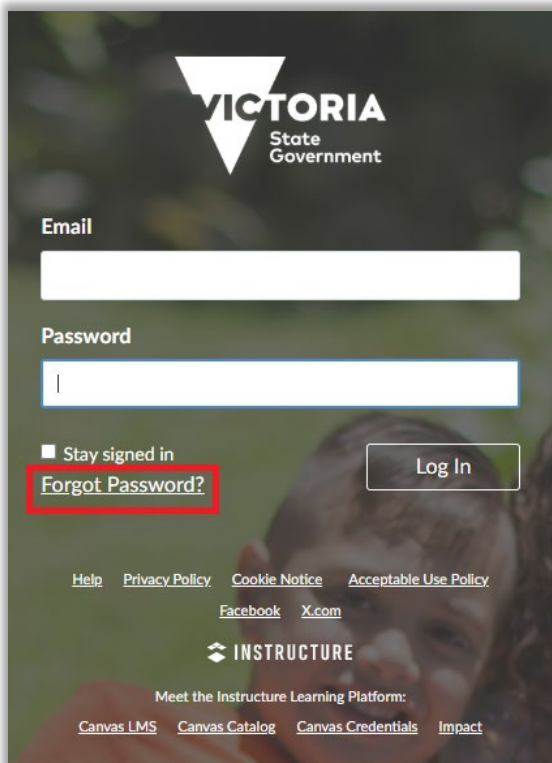


Q: How do I reset my password on the LMS?

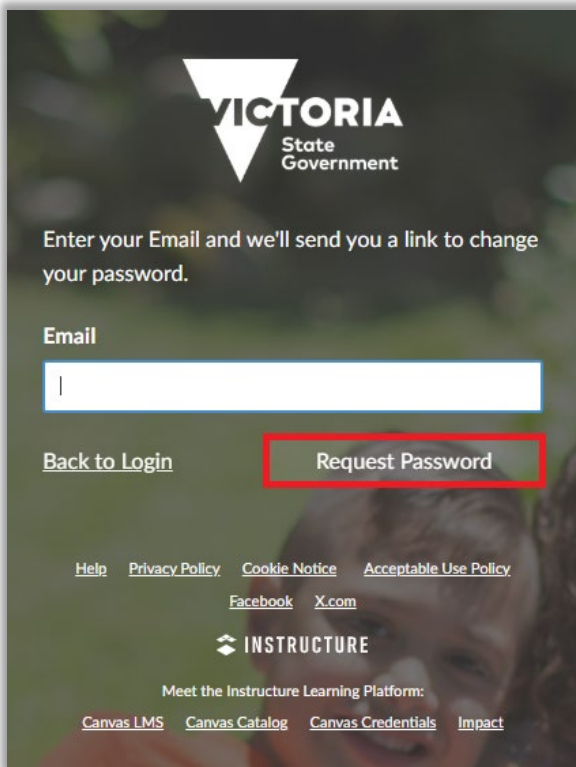
- ▶ Go to <https://ecprotecttraining.education.vic.gov.au>.
- ▶ Follow the steps in the previous step 'How do I log into my account on the LMS' to find out how to access the login page.



- ▶ Click 'Forgot Password?' under the login fields.



- ▶ On the reset screen, enter your email address.
- ▶ Click **'Request Password'**.
- ▶ 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.

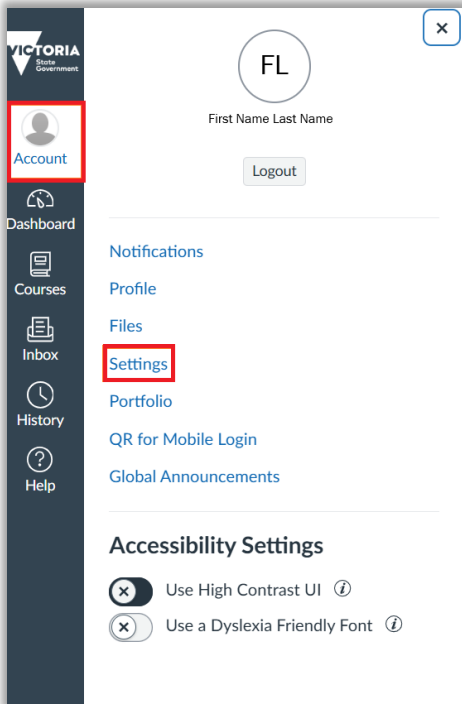


Q: How do I change my login password in my user account?

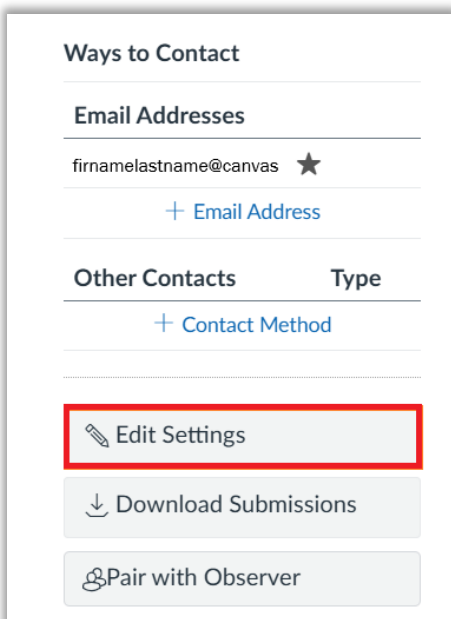
When changing your password please refer to the information below or in the following link: [How do I change my login password in my user account? - Instructure Community](#)

Note: You will need to be already logged in before you can change your password.

- ▶ From your student dashboard click on **'Account,'** then click the **'Settings'** link.



- ▶ Then click the **'Edit Settings'** button.



- ▶ In your settings click the **'Change Password'** checkbox to create a new password.
- ▶ Type your old password in the **'Old Password'** field.
- ▶ Then type your new password in the **'New Password'** field and type your new password again in the **'Confirm Password'** field.
- ▶ To finish click the **'Update Settings'** button.

The screenshot shows a password change interface. At the top, there is a checkbox labeled "Change Password" which is checked and highlighted with a red box. Below this, there are two lines of text: "Must be at least 8 Characters in length" and "Must not use words or sequences of characters common in passwords (ie: password, 12345, etc...)". A dropdown menu labeled "Password For:" is visible. Below the dropdown, there are three input fields: "Old Password:", "New Password:", and "Confirm Password:". These three fields are grouped together and highlighted with a red box. At the bottom right of the form, there are two buttons: "Cancel" and "Update Settings". The "Update Settings" button is highlighted with a red box.

Password guidelines to follow:

- ▶ Use at least eight characters (the more the better), but most people will find anything more than about 15 characters difficult to remember.
- ▶ Use a random mixture of characters, upper and lower case, numbers, punctuation, spaces and symbols.
- ▶ Do not use a word found in a dictionary, English or foreign.

Q: How do I find the learning module?

- ▶ After confirming your account, or logging in, you will be taken to your **Student Dashboard**.
- ▶ Click the button 'Begin Course' button to access the course page.

The screenshot shows the 'Student Dashboard' interface. At the top, there is a search bar and a 'PDF Transcript' button. Below this, there are tabs for 'In Progress (1)', 'Completed (0)', and 'Not Completed (0)'. The 'In Progress' tab is selected. Under the 'Courses' section, a course card is displayed for 'Protecting Children - Mandatory Reporting and Other Obligations Early Childhood'. The card includes a small image of two children, a 'Self-paced' icon, and a description: '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.' Below the description is the Victorian Government logo and a blue 'Begin Course' button, which is highlighted with a red rectangular box.

- ▶ Click the **'Enter'** button to begin learning.

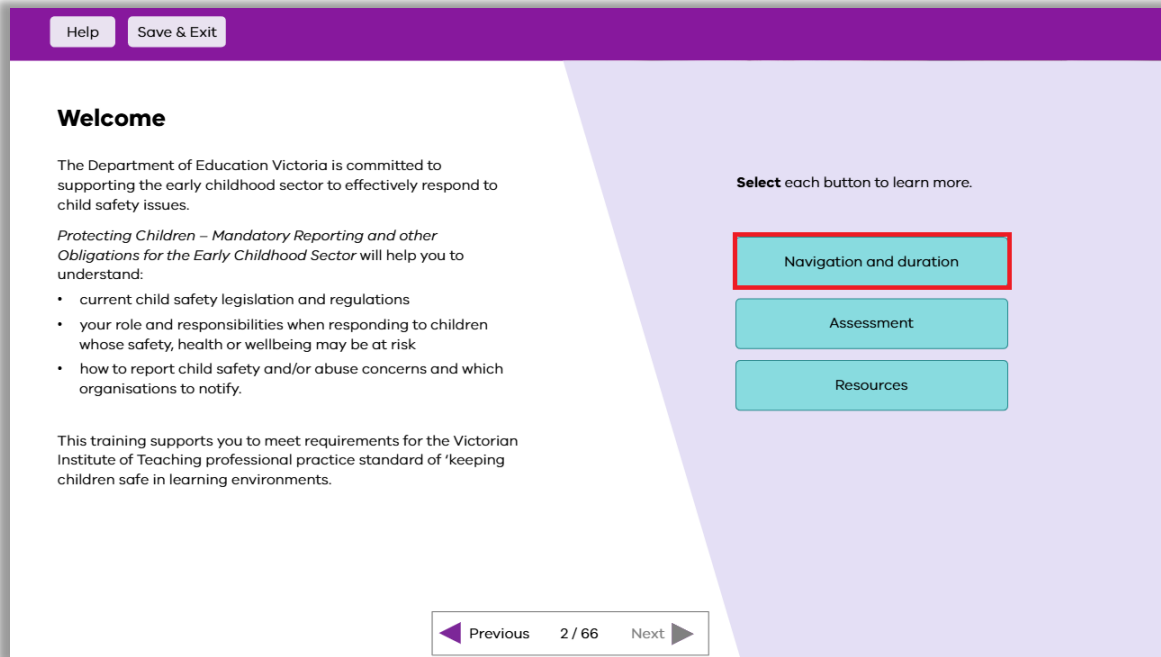
The screenshot shows the 'Learning Module - Mandatory Reporting and Other Obligations' page. It features a large image of two smiling children. Below the image, the title 'Learning Module - Mandatory Reporting and Other Obligations' is displayed. At the bottom of the page, there is a blue 'Enter' button, which is highlighted with a red rectangular box. Below the button, the text 'Completion: Not started' is shown.

IMPORTANT: To successfully complete this course and be granted access to your certificate, you need to complete BOTH the learning module and the assessment.

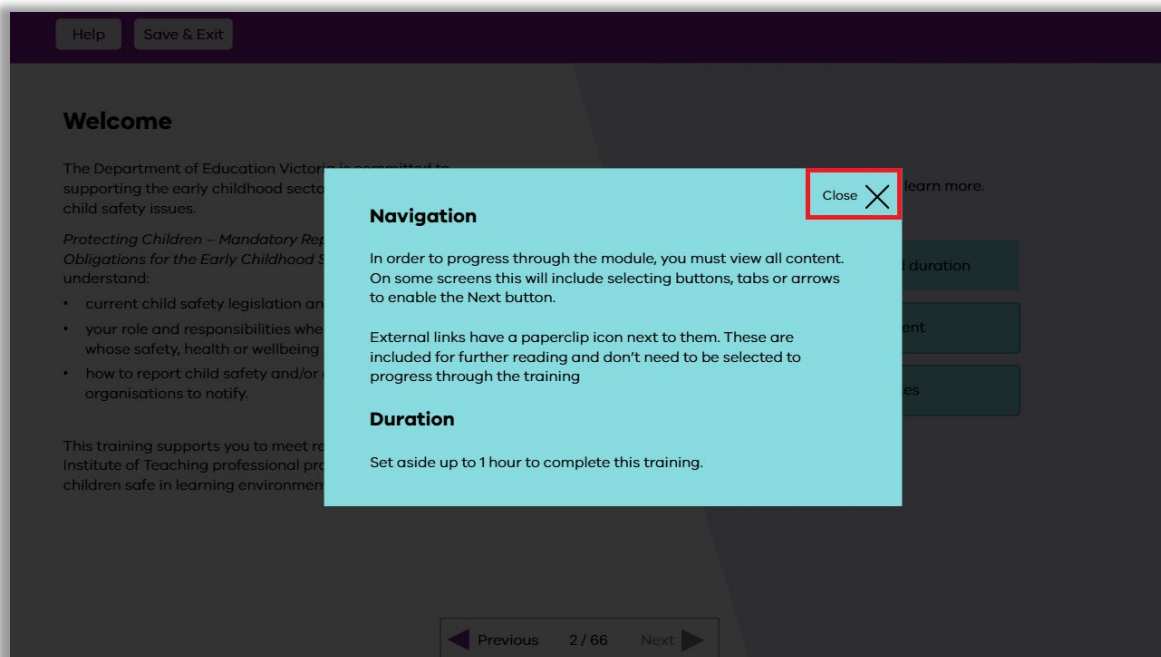
Q: Why is the 'Next' button not available on a certain page of the learning module?

- ▶ To progress through this module, you must open and then close each **interactive icon or shape** to reveal more information. Once completed, the **'Next'** button will become available.
- ▶ For example, on **page 2** you will need to open and close each of the blue rectangles.

Note: Purple links with the paperclip icon are for additional reading only and do not need to be opened to progress.



- ▶ Once each one has been viewed and closed using the **X** in the corner.



- ▶ When completed a tick will appear next to each item and the **'Next'** button will become active.

Help Save & Exit

Welcome

The Department of Education Victoria is committed to supporting the early childhood sector to effectively respond to child safety issues.

Protecting Children – Mandatory Reporting and other Obligations for the Early Childhood Sector will help you to understand:

- current child safety legislation and regulations
- your role and responsibilities when responding to children whose safety, health or wellbeing may be at risk
- how to report child safety and/or abuse concerns and which organisations to notify.

This training supports you to meet requirements for the Victorian Institute of Teaching professional practice standard of 'keeping children safe in learning environments.'

Select each button to learn more.

- Navigation and duration ✓
- Assessment ✓
- Resources ✓

Select Next to continue.

◀ Previous 2 / 66 Next ▶

- ▶ The same process will need to be followed for other interactive icons or shapes such as when **questions** are presented in **talking bubbles**, as shown on page 48.

Menu Help Save & Exit

Action 2 Report or refer to authorities

Who do you report to?	When do you report?
DFFH Child Protection	When a child needs protection or is at serious risk
Victoria Police	Physical, sexual abuse or serious neglect
Victorian Early Childhood Regulatory Authority (VECRA)	When a child has been assaulted or abused at a service or you have concerns about an early childhood professional or the safety of children at a service
Social Services Regulator (SSR)	When a worker or volunteer has hurt a child
The Orange Door	Vulnerable children experiencing or at risk of family violence

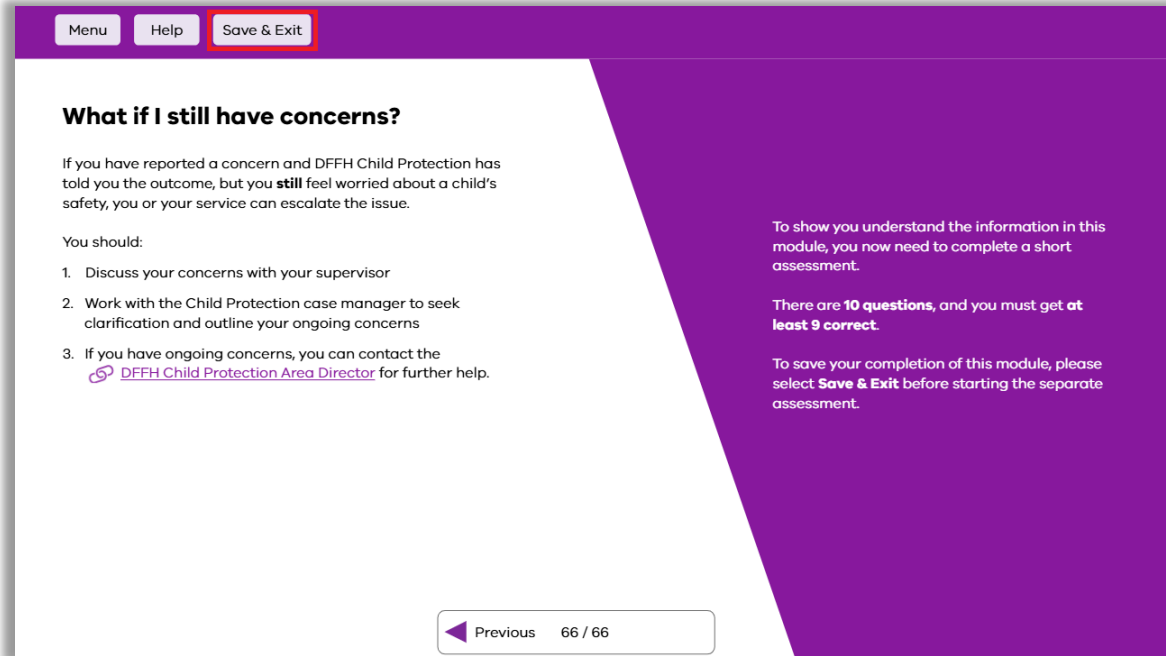
Select the question to learn more.

How do I make a referral or report?

◀ Previous 48 / 66 Next ▶

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

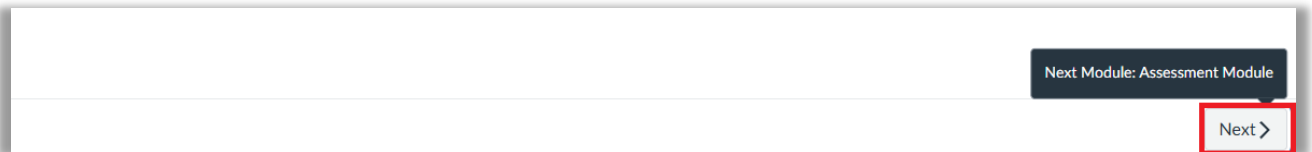
- ▶ After you complete the learning module, click **'Save and exit.'**



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

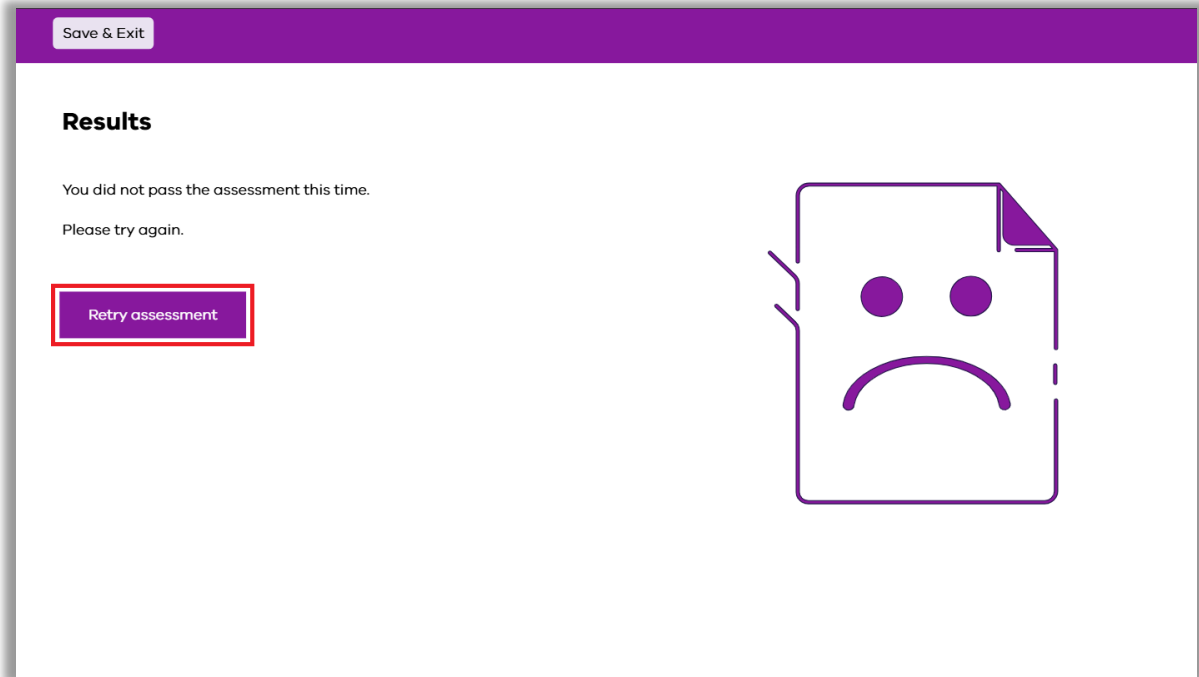


- ▶ Then click the **'Next'** button at the bottom right-hand corner of the screen to be taken to the assessment module.

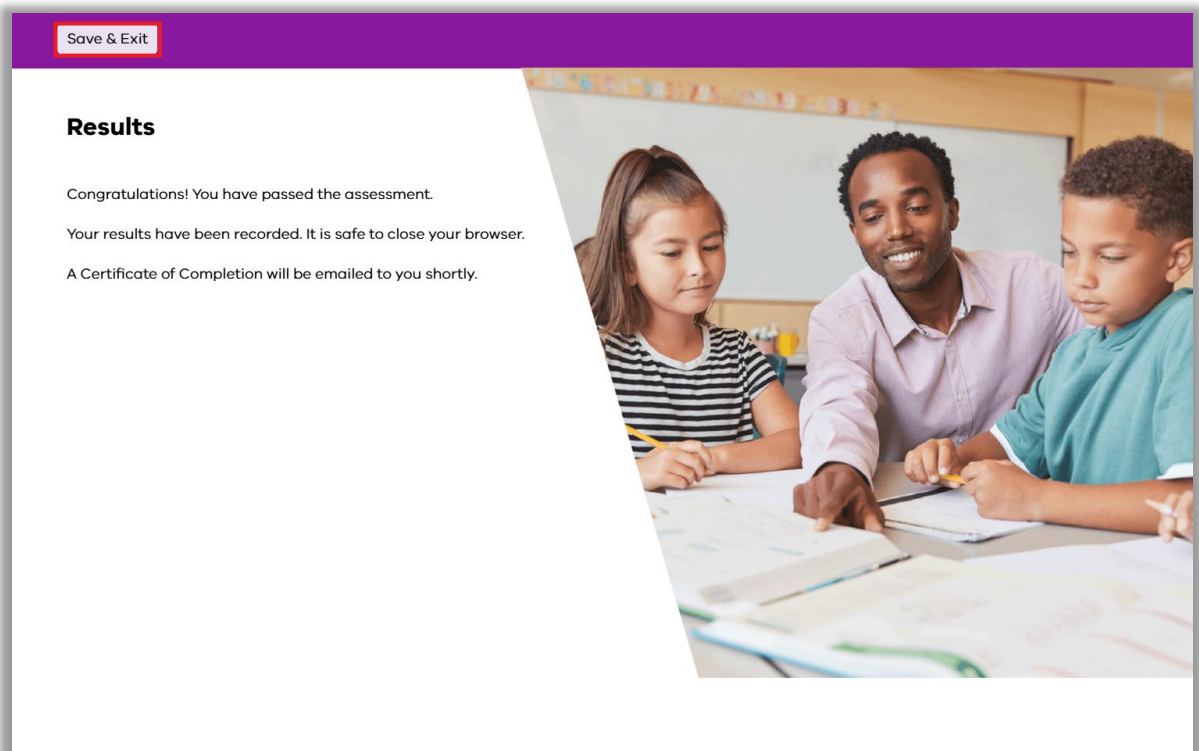


Q: How do I re-attempt the assessment?

- ▶ 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 '**Retry assessment**'.

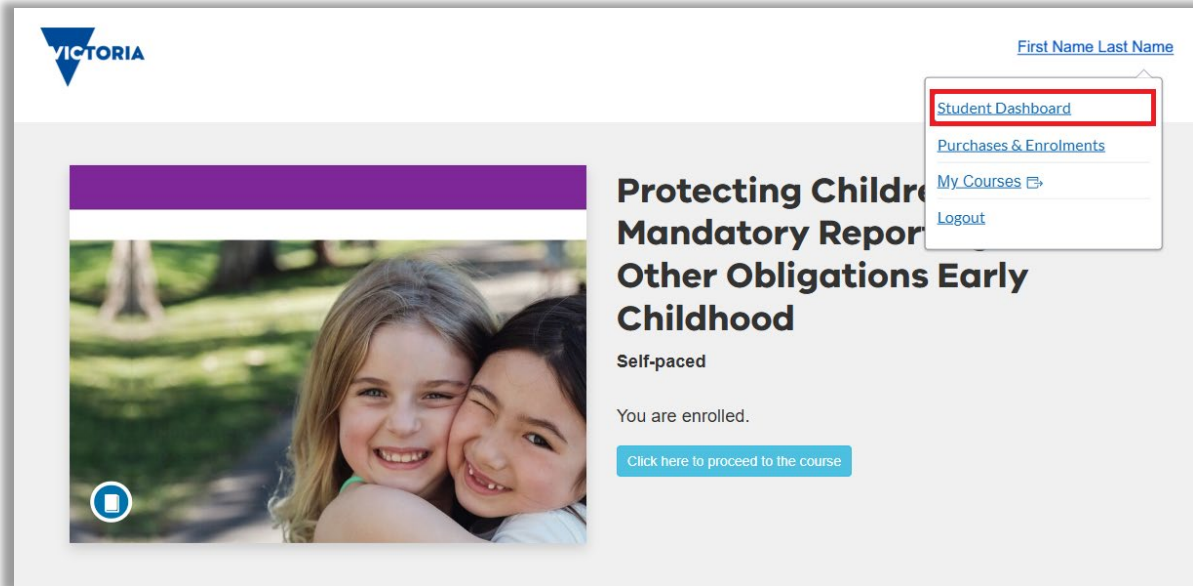


- ▶ After completing the assessment and achieving a minimum score of 90%, click '**End**' and then click '**Save & Exit.**'

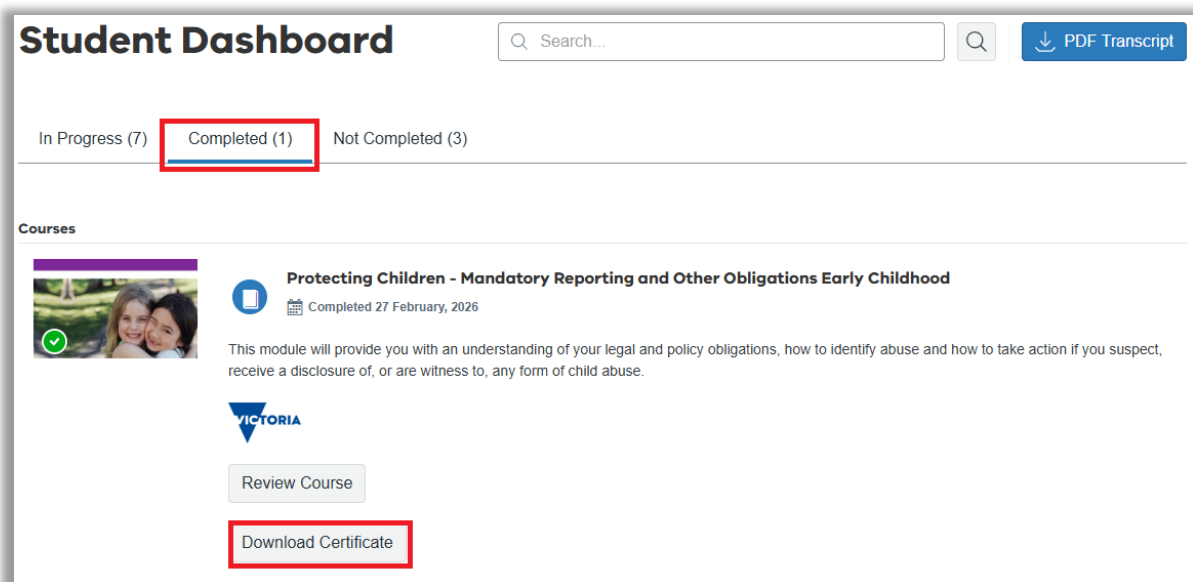


Q: How do I download a copy of my certificate of completion?

- ▶ 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 '**Download certificate**' button to download a copy.



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

- ▶ 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: Who should do the Protecting Children – Mandatory Reporting and Other Obligations Early Childhood training?

- ▶ Staff and volunteers who work directly with children in Early Childhood Education and Care (ECEC) settings in Victoria must complete training.
- ▶ See [Child protection and child safety training in early childhood | vic.gov.au](#) for more information.

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

- ▶ For any enquiries regarding course content, or to provide feedback on the learning module, please email the Department of Education at childsafetyreform@education.vic.gov.au.