EARLY CHILDHOOD

EDUCATORS GUIDE:

ONLINE TRANSITION LEARNING AND

DEVELOPMENT STATEMENTS (Online TLDS)

# Welcome to the Insight Assessment Platform. Home of the online TLDS.Image of plasticine person created by a child

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# Setting up to use the Insight Assessment Platform for Online Transition Learning and Development Statements (Online TLDS)

The Insight Assessment Platform (Insight) is an Education State initiative aimed at helping teachers assess the progress of all learners. It is also designed to support teachers to apply targeted teaching practices and a continuity of learning for the child.

The Insight Assessment Platform is managed by the Victorian Curriculum and Assessment Authority (VCAA) and is the home to a collection of quality online assessment instruments.

Insight supports high-quality assessment practices and provides teachers and educators with specific information to target the learning needs of children through its powerful data analytics and instrument reporting capabilities. Assessment data can be reviewed by school teachers to support diagnostic, formative and summative assessments.

The Online Transition Learning and Development Statements (Online TLDS) has a similar appearance and functionality to the electronic TLDS that was completed by Victorian early childhood educators in 2017, for children attending school in 2018, however, it has added functionality.

## Before you start

Your service has an email address registered in the National Quality Agenda IT System (NQAITS). Your service will receive an email to this address containing a web link to the Insight Assessment

Platform, and Username and Temporary Password for your ECEC service to access

Insight for the first time.

* **Receiving the email with log on details –** this would have been sent to your registered service email address. If your service did not receive the email alerting them to their log on details, please check that the service email address in the NQAITS data base is correct. For privacy reasons only your service email address (as specified on NQAITS can be used). Check this by going to: <https://www.acecqa.gov.au/resources/national-registers>

**Please note:** NQAITS data is uploaded daily to the Online TLDS. Any changes to email addresses etc. will be automatically updated in the Online TLDS overnight and your service will receive an email.

In 2018: If you have not received your login details by 30 July 2018 please contact the SLV Kindergarten IT Program helpdesk weekdays 9.00am-5.00pm: phone (03) 8664 7001 - Regional Victoria 1800 629 835 or email support@kindergarten.vic.gov.au

Please note: new log in details are issued annually to all services. This information will be sent via your service email address as specified on NQAITS.

## Logging in

Before you begin using Insight for your Online TLDS, please note and/or check the following:

**IT System Requirements:** A stable, high-speed (wired or wireless) Internet connection is required for the efficient use of the Insight Assessment Platform (Insight). The response time will be impacted by the reliability and performance of your service’s Internet connection and network. The performance of the Insight will depend on a number of factors, including bandwidth, total number of concurrent online assessment sessions, size of assessment content, secure browser installation, proxy server settings and network configuration.

**Default to one of these internet browser interfaces**.

Insight and the Online TLDS work best on these browsers:

* Google Chrome 18+
* Microsoft Internet Explorer 10+
* Apple Safari 5+
* Mozilla Firefox 24+.

To reach the login page, click on the link in the email your service received containing your service’s Username and Temporary Password.

You can also access the login page via:

* VCAA’s Accessing the Insight Assessment Platform webpage and selecting the “EC” button: [www.vcaa.vic.edu.au/Pages/insightplatform/login.aspx](http://www.vcaa.vic.edu.au/Pages/insightplatform/login.aspx)
* the Department’s ‘Complete an online transition statement’ webpage: [www.education.vic.gov.au/childhood/professionals/learning/Pages/transtemplates.aspx](http://www.education.vic.gov.au/childhood/professionals/learning/Pages/transtemplates.aspx)

Scroll down to the bottom of the webpage to view the login buttons. Select the ‘EC’ button (for Early Childhood).

1. Login with your Username and Temporary Password.
2. You will be prompted to change and confirm your password.

Ensure that you keep this password secure, but share this password with the other educators in your service who will also be completing the Online TLDS.

1. Once you have reset your password, you will be redirected to the Online TLDS home page on Insight, and your service name will appear in the top right corner of the page.

## Other helpful tips before you get started

* **Creating a password:** the system will allocate a temporary password, please change this as soon as possible
* **Saving the password:** all passwords should be held in confidence and only shared with those responsible for constructing the Online TLDS
* **Security questions:** follow the prompts to set up your security questions and answers
* **‘CAPTCHA’** is enabled to protect the Insight Assessment Platform from automated software. Please follow the CAPTCHA prompts to proceed
* **Lost password:** an automatic prompt on the log in page can be activated to retrieve lost or reissue passwords to the service email address (as listed on the NQAITS database)
* **Remember to ‘SAVE’ often:** particularly in section 1
* **Remember fields with a \* must be completed** to move onto another section of the Online TLDS
* **Further guidance:** supporting children and families to complete the Statement, is provided in the Transition: A Positive Start to School Resource Kit (refer to section 6)
* **Access for multiple users:** Although your Early Childhood Education and Care (ECEC) service only has one username, multiple educators can access it to write separate statements for different children at the same time using the same username
* **Scanning and printing documents:** You will need to be able to print, scan and upload documents to the Online TLDS. If you are unsure how to do this please refer to the SLV tip sheets or ring the dedicated help line on: 03 8664 7001 - Regional Victoria 1800 629 835
* **File naming conventions:** It is important to ensure you have a consistent file naming convention for any documents or photos that you plan to upload to the Online TLDS (for example *‘surname, first name, date of birth’*. This is to ensure that you do not make any mistakes when uploading individual information (for example, by accidently uploading the incorrect photo or other documentation) and that you are meeting privacy obligations.

### Where to find support for Online TLDS

* **IT support – State Library Victoria** (SLV):
	+ dedicated Kindergarten IT Program help desk, weekdays 9.00am-5.00pm: phone (03) 8664 7001 - Regional Victoria 1800 629 835 or email support@kindergarten.vic.gov.au
	+ dedicated TLDS support webpage at [www.kindergarten.vic.gov.au/tlds](http://www.kindergarten.vic.gov.au/tlds)
	+ face to face training for educators with limited IT experience: timetable and course descriptions [www.kindergarten.vic.gov.au/traininglinks](http://www.kindergarten.vic.gov.au/traininglinks)
* **Non-IT related questions** regarding Transition to School can be emailed to: psts@edumail.vic.gov.au
* **Transition to School Kit** (referenced in this document) can be found on the Department of Education and Training website at: <http://www.education.vic.gov.au/childhood/professionals/learning/Pages/transkit.aspxwww>
* Troubleshooting information is provided at the back of this document

| Important note on privacy: |
| --- |
| * Educators completing TLDS, regardless of the format they are using, are required to abide by all aspects of privacy legislation as outlined in the Transition: A Positive Start to School Resource Kit (refer to Section 6, page 122)
 |
| * Hard copies of the Resource Kit can be ordered from: <http://www.education.vic.gov.au/childhood/professionals/learning/Pages/transkit.aspx>
 |

## Overview of the Sections within the Online TLDS

The table below describes each section of the Online TLDS and who should complete it.

| Section | Information collected | To be completed by |
| --- | --- | --- |
| Service Details | General information about the ECEC service and educator. This section only needs to be completed once per transition cycle, and will be carried over automatically into each child’s Online TLDS (can be edited for each child as needed).  | ECEC educator\* |
| TLDS Information | The child’s details (name, date of birth etc.), as well as details of the educator completing the Online TLDS. | ECEC educator\* |
| Section 1 | Contextual information about the ECEC service and the child that will be useful for Foundation teachers to know to support the child’s continuity of learning. | ECEC educator\* |
| Section 1.1 – Learning and Development | Descriptions of the child’s learning progress against the VEYLDF Learning and Development Outcomes and the Victorian Curriculum F-2, and specific intentional teaching strategies to support the child’s continuity of learning when they start school. | ECEC educator\* |
| Section 1.2 – Enhanced Transitions | This section should be completed for children with a disability or developmental delay. It collects additional specific information to support the child’s inclusion and learning at school. | ECEC educator\* (in collaboration with other professional/s supporting the child, where applicable, and with parent/guardian permission) |
| Section 2 – the child | Captures the child’s feelings and perspectives on starting school, including a drawing. This section is optional however it provides an important opportunity to hear the child’s voice. | Completed with the child by an adult they know and feel comfortable with (educator or family member)\*\* |
| Section 3 – the family | The perspective of the parent/guardian(s) on their child’s transition to school, and other information they would like to share. This section is optional however educators should strongly encourage families to complete this section. | Parent/guardian(s)\*\* |

| Section | Information collected | To be completed by |
| --- | --- | --- |
| Parent/guardian opt out & submission | A declaration that the parent/guardian has received a complete copy of the TLDS and whether they choose to ‘opt out ‘of sharing the TLDS with the school and Outside School Hours Care (OSHC) service (if applicable). | ECEC educator(s)\*  |

\* ECEC educators should write TLDS in discussion and with input from families, and from other professionals who may be supporting the child during the transition to school (with permission from the parent/guardian).

\*\* Families for whom English is an additional language may require assistance from the educator and/or an interpreter/translator to complete the Child and Family sections. Translated family resources are available at: <https://www.education.vic.gov.au/childhood/professionals/learning/Pages/family.aspx>

## Navigating once inside the Online TLDS

1. Once you have entered the Insight home page, click on the ‘Reporting’ icon in the top menu bar.
2. Click on the ‘TLDS Manager’ button. This is where you will view, track, edit and print the Online TLDS that you complete on Insight.

In the ‘Reporting’ section, under TLDS Manager you will land on the ‘TLDS Home’ screen.

From this screen, you can navigate to ‘Add New TLDS’, or ‘Service Details’ to get started. As you add new TLDS, the TLDS Home screen will show the list of children who have had an Online TLDS started for them (but may not be completed or/and submitted yet). You can get to this list by clicking on either ‘TLDS Home’ or the ‘TLDS Manager’ tab at any time. Note, a list of TLDS will not appear on your service’s first log in, because you won’t yet have completed any Online TLDS on for children at your service.

## Setting up your Service Details

1. Once you are inside the ‘TLDS Manager’ tab, click on the ‘Service Details’ button. The information you input into the service details screen will automatically populate in each Online TLDS that you write, (saving you from having to write the same information about your service in every child’s TLDS).
2. Complete the fields about your service within this tab before you start writing your Online TLDS, so that it auto-fills the service details section in each new TLDS you create.
* Your **Service Approval number** usually begins with ‘SE’. It is the same number as the Username you used to log in to Insight.
	+ If another educator is completing the Online TLDS for a child, they will be able to enter their own details in place of yours either on this page or by editing from the screen in the related section on the individual child’s Online TLDS
	+ You can edit and save the service details at any time by editing directly in this section.
1. Under the heading ‘Context of early years setting’, there are prompts as to what you might write, for example, you could add general information about the ECEC service such as the days of operation; the continuity of teaching staff; the type of programs that are offered.

1. **Click ‘Save’ before you leave this page and then click ‘Back to TLDS Home’**.

**Please note**: If you click ‘Back to TLDS Home’ before saving, your changes will not be saved.

## Starting a new Online TLDS

1. To start writing a new Online TLDS for a child, go to the ‘TLDS Manager’ tab and click the ‘Add new TLDS’ button. This will take you to the first page of the Online TLDS; the heading will show ‘TLDS Information’.

## Completing the Online TLDS information

**Note:** Throughout the Online TLDS, fields that must be completed are marked with a red asterisk\*.

1. Enter the child’s personal details, as well as the name of the school the child will attend in the following year (if known) and the OSHC service (if applicable).
2. You can also attach a photo of the child (this is optional). Click the ‘Attach Child Photo’ button. A file explorer window will open to enable you to insert your saved, clearly named photo of the child. Navigate to where you have saved the photo, select the photo and click ‘Open’. The photo can be in JPEG, JPG, GIF, and PNG formats.
3. Once the photo appears in the TLDS screen, click on the ‘Save’ button. If you need to delete the photo, click the red ‘minus’ symbol and the photo will disappear. Then click the ‘Save’ button.

**Note:** When you upload your photo it will be automatically resized so you do not need to adjust it.

1. Enter the parent/guardian contact details. Only one is required for the purposes of discussing and/or completing section 3, however, in some cases there may be multiple parent/guardian contacts. Up to three parent/guardian contact details can be recorded. Where there are more family members identified as parents/guardians, their details can be added into the ‘Specific Information’ section in 1.1 (see below).
2. If you or another educator have already completed the ‘Service Details’ tab, those details will automatically appear in the ‘Early Childhood Service contact details’ section here. You can edit the details on this page if required, however, note that this will not update the details in the ‘Service Details’ tab.
3. **Click ‘Save and Continue’ to proceed to the next section.**

## Completing Section 1

1. **Edit the description of the ECEC service and learning environment**. If you or another educator have already completed the ‘Service Details’ tab, the ‘Context of early years setting’ information will appear here automatically, but if required, this page can be edited.
2. **Under ‘Specific information’,** you can include information specific to the child (prompts appear on the screen for you to consider).

The ‘**Specific Information’** section is not intended for the collection of personal or health information that has not been disclosed by the parent/guardian to the service.

This field is also not intended to collect information about the child’s learning and development progress or strategies to support their learning, as this is collected in section 1.1.

1. **Click ‘Save and Continue’ to proceed to the next section.**

## Completing Section 1.1

1. Click on the heading ‘Identity’, for example. This will bring up a ‘pick list’ of descriptors you can select from to provide a description of the child’s learning and development progress against this outcome. These are grouped under sub-outcomes (sub-heading) and have been drawn from the Victorian Early Years Learning and Development Framework (VEYLDF) Learning and Development Outcomes and the Victorian Curriculum Levels F-2. Scroll down the page to find the full list of descriptors that you can choose from under the sub-outcomes.

A full list of learning and development descriptors can be found on the DET website at:

<http://www.education.vic.gov.au/childhood/professionals/learning/Pages/transitionstat.aspx>

The intent of the learning and development outcomes is to give the receiving school a brief overview of the individual child’s level of ability and skill in that outcome.

* **Only select those descriptors that you think are most important to support the continuity of learning and development for this child.**
* You must select at least one descriptor for each Outcome (for example, at least one descriptor under ‘Identity’) **but you do not need to select a descriptor under every ‘sub-outcome.’**
* You can choose to select one or more descriptors under the sub-outcomes (for example, one descriptor under ‘1: Identity – Attachment’) and others as relevant to the child’s learning and development.
* As a general guide it would be reasonable to select between 2 and 5 descriptors in total for each Outcome.
1. Once you have selected the descriptors that best describe the child’s current learning, click ‘OK’. They will appear in the left-hand column of the table. Click on the text to edit the descriptors or add additional information. Click **‘Save’** to ensure your descriptors and edits are saved.
2. For each Outcome area, you will need to click in the right-hand column and enter an intentional teaching strategy that would be suitable for this child. Try to make these concise, specific examples to ensure that they are easy for the Foundation/Prep teacher to use to inform their planning for this child. Click **‘Save’** to ensure your strategies are saved. You can use the toolbar in each box to make dot points or number your suggested teaching strategies.
3. Repeat steps 1-2 for each of the other Outcomes (Communication, Wellbeing, Learning and Communication). Remember to click ‘Save’ regularly throughout this page so no information is lost.
4. **Click ‘Save and Continue’ to proceed to the next section.**

## Completing Section 1.2

*It is recommended that this section be completed for a child with a disability or developmental delay.*

1. If the child does not have a diagnosed disability or developmental delay and you do not need to complete section 1.2, select the ‘This section is not required for this child’ tick box and click ‘Save and Continue’.
2. If the child has a disability or developmental delay, complete this section. Enter the details of specialist early childhood professionals supporting this child and family through the transition to school. This may be an early childhood intervention professional, key worker, or transition support coordinator. Section 1.2 should be completed by the ECEC educator, however specialist early childhood professionals can contribute information (with parent/guardian permission).
3. Enter the details of any additional specialised professionals supporting the child. Select the Written Report Available (W.R.A) tick box if there are any written reports from this professional that will support the child’s transition and inclusion at school. Select the Available Upon Request (A.U.R) tick box if the parent/guardian has given permission to share the report with the school.

Reports related to an individual child’s health or development cannot be attached in Insight for privacy reasons, but may be provided to the school in hard copy if parent/guardian permission is granted. You can add as many additional rows as needed by highlighting the last A.U.R cell in the final row and dragging down when a cross symbol appears.

1. Under ‘Additional information to support the child’s inclusion at school’, you can include more specific areas of note and strategies for inclusion support that relate specifically to the child’s disability or developmental delay. You can add as many additional rows as needed by highlighting a cell and dragging down when a cross symbol appears.
2. Under ‘Other reports/plans available’, you can list any reports that have not been previously mentioned, and note whether a school can request this information from the ECEC service.
3. Under ‘Early ABLES Reports’ you can indicate if an Early ABLES assessment has been completed for the child, when it was completed, and if it is available on request from a child’s educator.
4. If an Early ABLES report has been completed for the child, indicate whether the report is the first report or the second report in the ‘Report Name’ field.

For more information regarding the Early ABLES assessment and planning tool for children with disabilities or developmental delay, please go to: [www.education.vic.gov.au/childhood/professionals/profdev/Pages/disabilitytraining.aspx](http://www.education.vic.gov.au/childhood/professionals/profdev/Pages/disabilitytraining.aspx)

1. **Click ‘Save and continue’ to proceed to the next section**.

## Completing Sections 2 & 3

*Section 2 is to be completed by/for the child (by an adult the child feels comfortable with), and Sections 3 is to be completed by the parent/guardian(s) of the child, with support from the ECEC educator if required. These sections should be printed out along with sections 1, 1.1, and 1.2 (if applicable) and provided to the parent/guardian(s) to complete in hard copy.*

### Creating and Printing the PDF

1. Click on ‘Download PDF form’ to create and download a PDF of the Online TLDS which contains all sections of the TLDS you have completed so far.
2. Click ‘Create PDF’, and the screen will darken while ‘Generating PDF form’.
3. Click to open the PDF file, which will open a new browser window with your PDF.

You can then print the PDF document to give a hard copy to the parent/guardian(s) to complete their sections. Alternatively, you can also save the PDF and email it to the parent/guardian if that is their preferred method of communication. This way, they can print it themselves, complete it and return it to the kindergarten as a hard copy.

* Some parents/guardians may have difficulty with literacy in English (including those for whom English is an additional language). Refer to the section 3.9 and 3.10 of the Transition Resource Kit for guidance on how to support these families to complete the Child and Family sections of the Online TLDS.
* Sections 2 and 3 of the Online TLDS are optional for the child and family to complete.
* If the parent/guardian is not comfortable with any of the information provided and you wish to change anything in Sections 1, 1.1 or 1.2, you can go back to the TLDS Home screen and click the pencil icon next to the child’s name to edit the child’s Online TLDS.

**Note:** If you make any changes in Sections 1, 1.1 and 1.2 re-print or resend the updated Online TLDS to give to the parent/guardian.

* You can also delete an Online TLDS at any time (before you submit it) and start again. To delete, click the rubbish bin icon. Remember that all funded kindergarten programs are required to write a TLDS for every child attending school - if a parent has indicated they wish to opt out of the Online TLDS being submitted to the school, the Online TLDS should still be written and a hard copy given to the parent/guardian.
* Take care closing the PDF to ensure you only close the one browser window/tab displaying the PDF. If you close all tabs, it may result in closing the Insight Assessment Platform and you will be required to login again.

### Uploading completed Sections 2 & 3

1. If Sections 2 and 3 have been completed and returned, scan these sections and save the PDF file to your computer, in an appropriate location. Ensure that you label the PDF file appropriately to ensure that you can accurately identify which child the PDF relates to. It is recommended you use the file naming convention: SURNAME\_firstname\_DOB
2. Log back into Insight, and navigate to TLDS Manager, TLDS Home screen. Find the child’s Online TLDS that you want to upload sections 2 and 3 to. Select the pencil icon next to their name to edit their Online TLDS.
3. Use the headings to navigate to Sections 2 & 3 to upload the returned documents.
4. Click the Upload icon (an arrow over an in-tray). You will then be taken to your computer’s file explorer so you can select the relevant PDF file relating to the child. Choose the file and click ‘Open’. The name of the file will appear in the window with an option to delete the file if you have accidently uploaded the wrong document. Importantly, click ‘**Save**’ after you have uploaded the file.
5. Select the relevant tick boxes to indicate which of the sections have been completed and uploaded. Uploaded files will appear above the upload icon, so you can view the files you uploaded. Click the red cross next to the file name to delete an incorrectly uploaded file.
6. Please click an appropriate option to show if the family indicated if the child is Aboriginal and/or Torres Strait Islander.
7. Click ‘**Save and Continue’**.

## Completing and submitting the Online TLDS

### When the school is a Victorian school

1. In response to the question ‘Will the child be attending a school in Victoria?’, select ‘Yes’.
2. Answer the remaining questions on the page, selecting your answer accurately, as these answers determine the options for TLDS completion.
3. Select the school sector to indicate whether the school is a Government, Catholic or Independent school.

#### For children attending government schools

1. Select the school from the drop down list. You can either scroll through the list, or start typing the name of the school for the list to reduce. For example, for Halls Gap Primary School, start typing ‘Hal’ and the list will reduce to show all primary schools starting with Hal, then select ‘Halls Gap Primary School’ from the list.
2. Once both the ‘Sector’ and ‘School’ fields are complete you can print a completed copy of the TLDS to provide to the child’s family by selecting the ‘Download completed TLDS’ button.
3. To submit a copy of the completed Online TLDS to the child’s school, select the ‘Submit TLDS’ button (which will appear blue once all fields are accurately completed – unless the parents have chosen to opt out of sharing the statement).

#### For children attending Catholic or Independent schools

**Note:** Some Catholic and Independent schools may not be included in the list of schools. If a school is not listed, this indicates that they do not use Insight.

1. If the school’s name does not appear in the drop down list, select the ‘School not listed’ tick box. This will grey out the ‘Submit TLDS’ button as the TLDS will need to be submitted to the school manually (as they are not listed as a user of the Insight Assessment Platform).
2. Print two copies of the Online TLDS to provide to the child’s family by selecting the ‘Download completed TLDS’ button, then select the ‘Completed but not sent via Insight’ button to complete that child’s Online TLDS.

### When the school is not in Victoria

Online TLDS cannot be sent via the Insight Assessment Platform to schools outside of Victoria, therefore the TLDS will need to be submitted to the interstate/international school manually.

1. Select ‘No’ in response to the question ‘Will the child be attending a school in Victoria?’
2. Answer the remaining questions on the page, noting that the section of ‘Select the school the child will attend’ will be greyed out – as no interstate or international schools are listed.
3. Print a copy of the completed TLDS for the interstate/international school and copies for the child’s family by selecting the ‘Download completed TLDS’ button. You will not be able to ‘Submit TLDS’ because the TLDS cannot be sent via Insight to an interstate/international school. As such, select the ‘Completed but not sent via Insight’ button to complete that child’s Online TLDS.

### When the school is Unknown

1. Select ‘Unknown’ in response to the question ‘Will the child be attending a school in Victoria?’
2. Answer the remaining questions on the page, noting that the section of ‘Select the school the child will attend’ will be greyed out – as you do not know the school and therefore the school sector for this child’s future school.
3. Print two copies of the completed Transition Statement for the child’s family by selecting the ‘Download completed TLDS’ button so the family can provide their child’s school with a copy when they have selected a school and can keep a copy for themselves. You can print an additional copy if the child is also attending an OSHC service. You will not be able to ‘Submit TLDS’ because the TLDS cannot be sent via Insight to an unknown school. As such, select the ‘Completed but not sent via Insight’ button to complete that child’s Online TLDS.

### When the parent/guardian has indicated they would prefer not to share their child’s Online TLDS with the school (or ‘opted out’ of sharing via the Online TLDS)

1. Indicate whether the child is attending a school in Victoria.
2. Click ‘yes’ or ‘no’ to indicate whether the family has been made aware that the TLDS will be shared with their child’s school and OSHC service.
3. Click the tick box to indicate that the family has opted out of sharing the TLDS via Insight with their child’s school or OSHC service.

By selecting the checkbox ‘The family has opted out of sharing the Transition Statement with their child’s school or OSHC service’, the ‘Submit TLDS’ button automatically disables (greys out) to prevent it being sent via Insight (against the parent’s wishes). As such, you can only ‘Download completed TLDS’ or mark it as ‘Completed but not sent via Insight’.

1. Print two copies of the completed TLDS for the child’s family, one for their own record and one should they later choose to share the TLDS with the child’s school or OSHC. Then select the ‘Completed but not sent via Insight’ button to complete that child’s Online TLDS.

## Recalling a TLDS

If you determine that you have sent the Online TLDS to the wrong school or the child is now going to a different school, you can recall the TLDS you have submitted to a school.

1. To recall a TLDS, go to the TLDS Home screen (within the TLDS Manager tab) and click on the curved arrow symbol next to the TLDS you want to recall.
2. A ‘Recall Statement’ message will then appear with the child’s name and you will be required to provide information as to why you wish to recall the TLDS. After providing the information, click the ‘Recall’ button. A new message will then appear to confirm the TLDS has been recalled.
3. A pencil icon will appear next to the name of the child whose TLDS was recalled, allowing you to edit their TLDS again. You can then continue to edit the TLDS, e.g. change the school name, and submit the TLDS again.

**Note**: the receiving school will receive email notification that the TLDS was recalled due to the reason you supplied.

## **Troubleshooting and tips**

### Can I exit a Transition Statement without finishing it?

Yes, you can exit a Transition Statement without finishing it at any time. Select the ‘Save’ button if you do not want to lose any changes you have made. Then click on the ‘TLDS Home’ tab, or the ‘TLDS Manager’ button in the top menu to return to the home page.

### How do I go back into a Transition Statement that I have already started or completed?

Click on the pencil icon next to the child’s name on the TLDS Home page.

### How do I check on the status of a TLDS?

The status of all Transition Statements created using the Online TLDS are listed on the ‘TLDS Home’ page in the ‘Status’ column.

### *Tip 1 – Save often*

It is a good idea to save often as you are writing the Online TLDS. This is particularly helpful when you are writing intentional teaching strategies in Section 1.1.

The tool is set to ‘time out’ after approximately 30 minutes if nothing is changed. This means you will be logged off and unsaved work will be lost. **Please save often**.

The ‘Save’ button is located in the bottom right hand corner of each section (as shown in the image below). Saving often prevents any loss of information if your session times out while writing a TLDS.

### *Tip 2 – Forgotten Password*

You can reset your Online TLDS password if you have forgotten it at any time.

To reset your password:

1. Browse to the Online TLDS log in page
2. Click on the triangle next to the ‘Lost password?’ heading to reset password.
3. Enter in your online TLDS username (this is your service ID starts with ‘SE’) and click through the CAPTCHA ‘I’m not a robot’ screen to send a link to reset your password. The link will be sent to your registered service email address, and will be valid for one hour.

If you change the password, please alert other colleagues in your service who are using the tool to the new password.

## Technical Support

A guide to where to get technical support for the Online TLDS is below:

| Issue Type | Potential solutions | Further Assistance |
| --- | --- | --- |
| Problems accessing the login screen of the Insight Assessment Platform  | * Before starting the online TLDS, close all other software programs on the computer
* Ensure the browsers (e.g. Internet Explorer, Firefox, Google Chrome, etc.) meet the minimum browser and operating system version requirements stated above.
* Confirm that operating systems on the devices are up-to-date with the latest patches and that they are virus and spyware free. Check this with your ECEC technician if unsure.
* Ensure that software (anti-virus, operating system, etc.) updates are scheduled to run before or after online assessment periods. Check this with your ECEC technician if unsure.
* If you still cannot connect to the online TLDS, content filters, firewalls, and proxy servers should be configured to allow traffic using the sites and servers listed above. Check this with your IT support contact.
* The online TLDS server may be offline. Contact the State Library Victoria service desk to see if they are having an issue with their online assessment website.
 | Funded kindergarten programs can refer to your IT contact or State Library Victoria (SLV) Kindergarten IT Program help desk weekdays 9.00am-5.00pm: phone (03) 8664 7001 - Regional Victoria 1800 629 835 or email support@kindergarten.vic.gov.au  |
| Problems with the display of fields within the online TLDS and images that are missing on screen during the online TLDS session | * Disable all pop-up blockers that may prevent content (images, video, audio and special character palettes) from being properly displayed. The steps for this will vary depending on the browser that you are using.
 | Contact SLV Kindergarten IT Program helpdesk |
| If the online TLDS session is running slowly | * Sufficient network bandwidth for the online TLDS (along with all other non-online TLDS related Internet traffic) should be determined in advance (and preferably monitored) for all concurrent online TLDS sessions.
* If any device(s) that performs traffic shaping, packet prioritization or quality of service are used at the ECEC service site, the website addresses listed above should be given a high priority to guarantee the highest level of performance.
 | Contact SLV Kindergarten IT Program helpdesk |

| Issue Type | Potential solutions | Further Assistance |
| --- | --- | --- |
| If you have been able to log into the Online TLDS, but the session keeps dropping out  | * The Online TLDS server may be dropping out every now and then. Contact the SLV help desk to see if they are having an issue with the Insight Assessment Platform.
* If the problem persists, to help limit network interruptions, session timeouts on proxy servers and other devices should be set to values greater than the average time it takes to write a TLDS. This will help limit network interruptions while using the Online TLDS.
 | Contact the SLV Kindergarten IT Program helpdesk |
| Problems with login password or forgotten password | * Check whether other users within your service have changed the password.
* If no one has changed the password or the password has been forgotten reset the password.
 | If the reset password function is not working or if problems persist contact SLV Kindergarten IT Program helpdesk  |
| Unsure of what information should be entered into specific fields within the Online TLDS | * Refer to the Online TLDS User Guide
* Refer to Section 6 of the Transition: A Positive Start to School Resource Kit
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| The school the child will be attending next year does not appear in the drop down list. | * Select the ‘School is not listed’ box. If the school is an independent or catholic school, it may not be on the list- in this case print out a copy of the TLDS so it can be manually or emailed to the school and select the ‘Completed but not sent via Insight’ option.
* If the school is a Victorian Government School and is not on the list, check the name of the school, spelling of the school name. If problems persist please report the details to support@kindergarten.vic.gov.au
 |  |
| Can I change the format of the TLDS? | * Changes cannot be made to the format of the Transition statement.
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